

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](#)

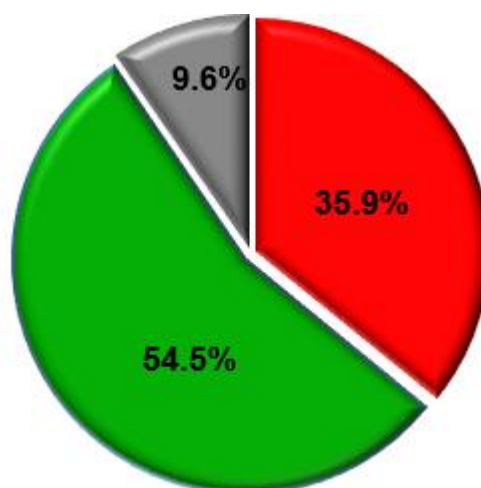
[Environment & Regeneration](#)

[Corporate Indicators](#)

[Dashboard Key](#)

(Use the Alt and Left Arrow buttons to return)



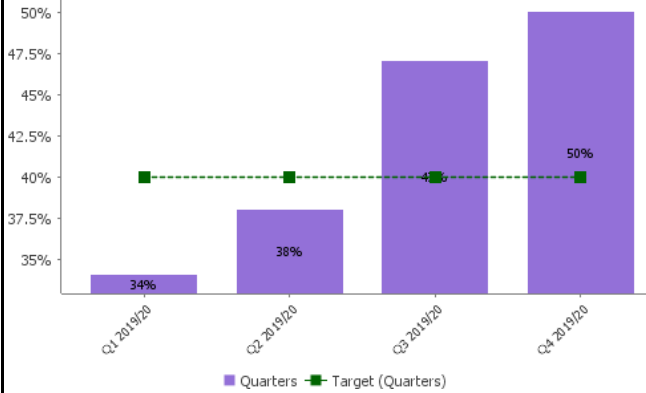


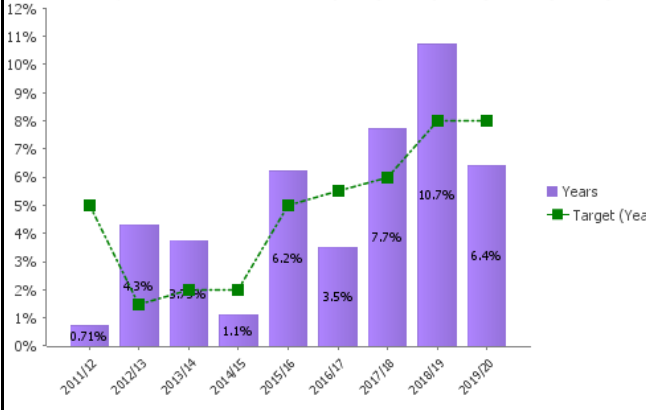
Overall Council Performance Year End 2019/20:



Amber is not used at year end



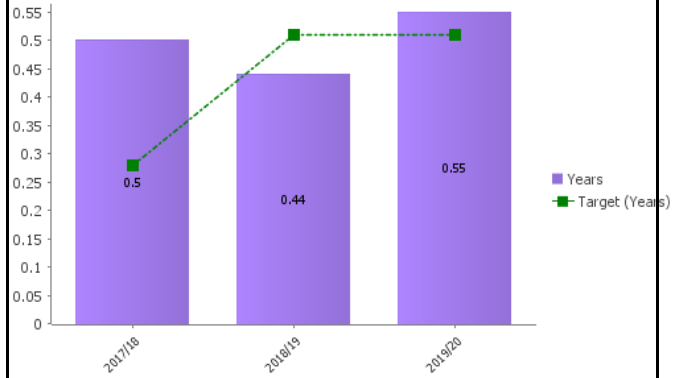


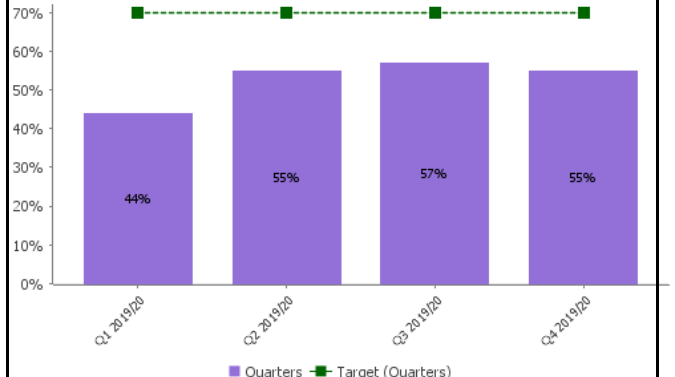
The data used to compile the **original** report was extracted from the performance database at 10am on 15 May 2020. This is the **updated** year end report, incorporating data which became available later in the year (ie from October 2020)

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%			<p style="text-align: center; font-weight: bold; font-size: small;">CRP 066 / SP 290 % fostered LAC in independent agency FC placements (Quarterly)</p>  <table border="1" style="display: none;"> <caption>CRP 066 / SP 290 % fostered LAC in independent agency FC placements (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2019/20</td> <td>34%</td> <td>40%</td> </tr> <tr> <td>Q2 2019/20</td> <td>38%</td> <td>40%</td> </tr> <tr> <td>Q3 2019/20</td> <td>47.5%</td> <td>40%</td> </tr> <tr> <td>Q4 2019/20</td> <td>50%</td> <td>40%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2019/20	34%	40%	Q2 2019/20	38%	40%	Q3 2019/20	47.5%	40%	Q4 2019/20	50%	40%															
Quarter	Quarters (%)	Target (Quarters) (%)																																			
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Education	CRP 073 / SP 109 % vacancies in reception year of primary school (Annual)	Low	6.4%	8%			<p style="text-align: center; font-weight: bold; font-size: small;">CRP 073 / SP 109 % vacancies in reception year of primary school (Annual)</p>  <table border="1" style="display: none;"> <caption>CRP 073 / SP 109 % vacancies in reception year of primary school (Annual)</caption> <thead> <tr> <th>Year</th> <th>Years (%)</th> <th>Target (Years) (%)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>0.71%</td> <td>5%</td> </tr> <tr> <td>2012/13</td> <td>4.3%</td> <td>1.5%</td> </tr> <tr> <td>2013/14</td> <td>3.5%</td> <td>2%</td> </tr> <tr> <td>2014/15</td> <td>1.1%</td> <td>5.5%</td> </tr> <tr> <td>2015/16</td> <td>6.2%</td> <td>6%</td> </tr> <tr> <td>2016/17</td> <td>3.5%</td> <td>8%</td> </tr> <tr> <td>2017/18</td> <td>7.7%</td> <td>8%</td> </tr> <tr> <td>2018/19</td> <td>10.7%</td> <td>8%</td> </tr> <tr> <td>2019/20</td> <td>6.4%</td> <td>8%</td> </tr> </tbody> </table>	Year	Years (%)	Target (Years) (%)	2011/12	0.71%	5%	2012/13	4.3%	1.5%	2013/14	3.5%	2%	2014/15	1.1%	5.5%	2015/16	6.2%	6%	2016/17	3.5%	8%	2017/18	7.7%	8%	2018/19	10.7%	8%	2019/20	6.4%	8%
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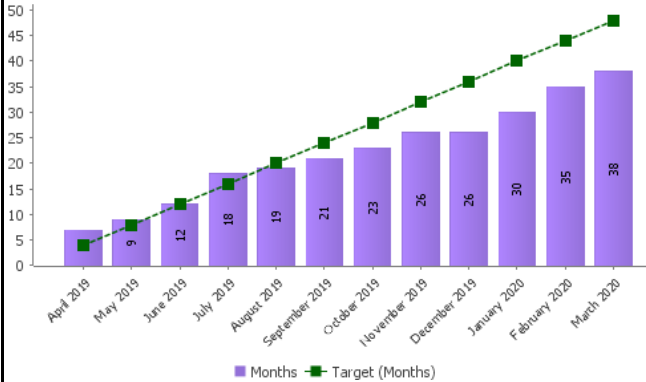
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Children's Social Care	CRP 077 / SP 374 No. of in-house foster carers recruited (cumulative) (Quarterly)	High	12	15			<p>CRP 077 / SP 374 No. of in-house foster carers recruited (cumulative) (Quarterly)</p>  <table border="1"> <caption>CRP 077 / SP 374 No. of in-house foster carers recruited (cumulative) (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Actual Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2019/20</td> <td>3</td> <td>3</td> </tr> <tr> <td>Q2 2019/20</td> <td>5</td> <td>5</td> </tr> <tr> <td>Q3 2019/20</td> <td>11</td> <td>11</td> </tr> <tr> <td>Q4 2019/20</td> <td>12</td> <td>15</td> </tr> </tbody> </table>	Quarter	Actual Value	Target	Q1 2019/20	3	3	Q2 2019/20	5	5	Q3 2019/20	11	11	Q4 2019/20	12	15																								
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Children's Social Care	CRP 081 / SP 415 % of Looked After Children (2.5 years or more) in same placement for 2 years (Monthly)	High	75%	65%			<p>CRP 081 / SP 415 % of Looked After Children (2.5 years or more) in same placement for 2 years (Monthly)</p>  <table border="1"> <caption>CRP 081 / SP 415 % of Looked After Children (2.5 years or more) in same placement for 2 years (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>75%</td><td>65%</td></tr> <tr><td>May 2019</td><td>75%</td><td>65%</td></tr> <tr><td>June 2019</td><td>72%</td><td>65%</td></tr> <tr><td>July 2019</td><td>76%</td><td>65%</td></tr> <tr><td>August 2019</td><td>75%</td><td>65%</td></tr> <tr><td>September 2019</td><td>78%</td><td>65%</td></tr> <tr><td>October 2019</td><td>73%</td><td>65%</td></tr> <tr><td>November 2019</td><td>79%</td><td>65%</td></tr> <tr><td>December 2019</td><td>80%</td><td>65%</td></tr> <tr><td>January 2020</td><td>79%</td><td>65%</td></tr> <tr><td>February 2020</td><td>76%</td><td>65%</td></tr> <tr><td>March 2020</td><td>75%</td><td>65%</td></tr> </tbody> </table>	Month	Actual Value (%)	Target (%)	April 2019	75%	65%	May 2019	75%	65%	June 2019	72%	65%	July 2019	76%	65%	August 2019	75%	65%	September 2019	78%	65%	October 2019	73%	65%	November 2019	79%	65%	December 2019	80%	65%	January 2020	79%	65%	February 2020	76%	65%	March 2020	75%	65%
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Education	CRP 089 / SP 288 Secondary School Year 7 surplus places inc Academies (Annual)	Low	1.3%	5%	✓	↑	<p>CRP 089 / SP 288 Secondary School Year 7 surplus places inc Academies (Annual)</p> <table border="1"> <caption>CRP 089 / SP 288 Secondary School Year 7 surplus places inc Academies (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>2012/13</td><td>4.38%</td><td>-</td></tr> <tr><td>2013/14</td><td>12%</td><td>-</td></tr> <tr><td>2014/15</td><td>11.32%</td><td>-</td></tr> <tr><td>2015/16</td><td>5.5%</td><td>-</td></tr> <tr><td>2016/17</td><td>6.5%</td><td>-</td></tr> <tr><td>2017/18</td><td>3.6%</td><td>-</td></tr> <tr><td>2018/19</td><td>3.6%</td><td>-</td></tr> <tr><td>2019/20</td><td>1.3%</td><td>-</td></tr> </tbody> </table>	Year	Value (%)	Target (%)	2012/13	4.38%	-	2013/14	12%	-	2014/15	11.32%	-	2015/16	5.5%	-	2016/17	6.5%	-	2017/18	3.6%	-	2018/19	3.6%	-	2019/20	1.3%	-
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Education	CRP 090 / SP 433 Merton pupil average Attainment 8 score (Annual)	High	51.1	51	✓	↑	<p>CRP 090 / SP 433 Merton pupil average Attainment 8 score (TARGET Top 10% of country) (Annual)</p> <table border="1"> <caption>CRP 090 / SP 433 Merton pupil average Attainment 8 score (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>2017/18</td><td>50.2</td><td>-</td></tr> <tr><td>2018/19</td><td>49.7</td><td>-</td></tr> <tr><td>2019/20</td><td>51.1</td><td>-</td></tr> </tbody> </table>	Year	Value	Target	2017/18	50.2	-	2018/19	49.7	-	2019/20	51.1	-															
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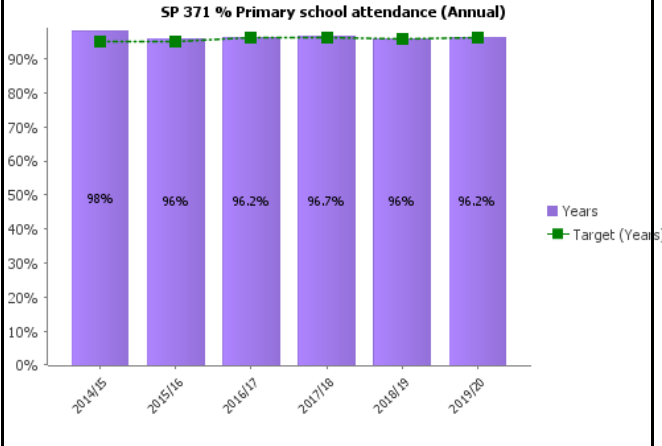
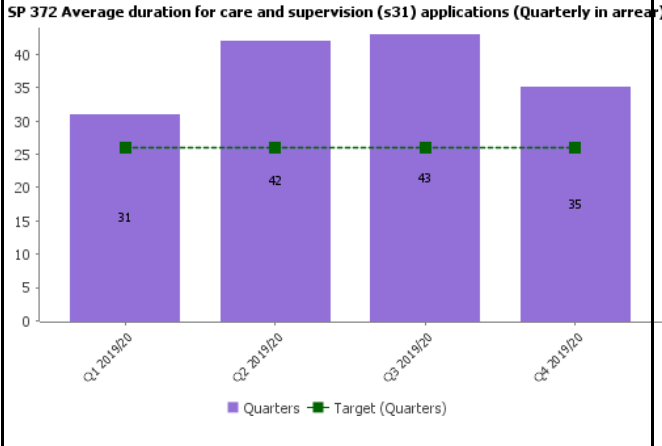
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Education	CRP 091 / SP 434 Merton pupil average Progress 8 (Annual)	High	0.55	0.51			<p>CRP 091 / SP 434 Merton pupil average Progress 8 score TARGET Top 10% of country (Annual)</p>  <table border="1"> <caption>CRP 091 / SP 434 Merton pupil average Progress 8 score TARGET Top 10% of country (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>0.5</td> <td>0.51</td> </tr> <tr> <td>2018/19</td> <td>0.44</td> <td>0.51</td> </tr> <tr> <td>2019/20</td> <td>0.55</td> <td>0.51</td> </tr> </tbody> </table>	Year	Value	Target	2017/18	0.5	0.51	2018/19	0.44	0.51	2019/20	0.55	0.51			
Year	Value	Target																				
2017/18	0.5	0.51																				
2018/19	0.44	0.51																				
2019/20	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%			<p>CRP 110 / SP 443 % Care Leavers who are ETE (17 - 21 year olds) TARGET same as all Merton children (Quarterly)</p>  <table border="1"> <caption>CRP 110 / SP 443 % Care Leavers who are ETE (17 - 21 year olds) TARGET same as all Merton children (Quarterly)</caption> <thead> <tr> <th>Quarters</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2019/20</td> <td>44%</td> <td>70%</td> </tr> <tr> <td>Q2 2019/20</td> <td>55%</td> <td>70%</td> </tr> <tr> <td>Q3 2019/20</td> <td>57%</td> <td>70%</td> </tr> <tr> <td>Q4 2019/20</td> <td>55%</td> <td>70%</td> </tr> </tbody> </table>	Quarters	Value	Target	Q1 2019/20	44%	70%	Q2 2019/20	55%	70%	Q3 2019/20	57%	70%	Q4 2019/20	55%	70%
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Children's Social Care	CRP 64SP075MP030 % children who become subject of a Child Protection Plan for a second or subsequent time (within a range of 12% to 20%) (Monthly)	Low	20%	20%			<p>CRP 64SP075MP030 % children who become subject of a Child Protection Plan for a second or subsequent time (within a range of 12% to 20%) (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>17%</td><td>20%</td></tr> <tr><td>May 2019</td><td>18%</td><td>20%</td></tr> <tr><td>June 2019</td><td>19%</td><td>20%</td></tr> <tr><td>July 2019</td><td>18%</td><td>20%</td></tr> <tr><td>August 2019</td><td>19%</td><td>20%</td></tr> <tr><td>September 2019</td><td>20%</td><td>20%</td></tr> <tr><td>October 2019</td><td>17%</td><td>20%</td></tr> <tr><td>November 2019</td><td>19%</td><td>20%</td></tr> <tr><td>December 2019</td><td>21%</td><td>20%</td></tr> <tr><td>January 2020</td><td>22%</td><td>20%</td></tr> <tr><td>February 2020</td><td>21%</td><td>20%</td></tr> <tr><td>March 2020</td><td>20%</td><td>20%</td></tr> </tbody> </table>	Month	Value	Target	April 2019	17%	20%	May 2019	18%	20%	June 2019	19%	20%	July 2019	18%	20%	August 2019	19%	20%	September 2019	20%	20%	October 2019	17%	20%	November 2019	19%	20%	December 2019	21%	20%	January 2020	22%	20%	February 2020	21%	20%	March 2020	20%	20%
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Education	CRP 69SP078MP052 % outcome of Ofsted Inspection schools rated Good or Outstanding (Annual)	High	95	91			<p>CRP 69SP078MP052 % outcome of Ofsted Inspection schools rated Good or Outstanding (Annual)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>91</td><td>91</td></tr> <tr><td>May 2019</td><td>91</td><td>91</td></tr> <tr><td>June 2019</td><td>91</td><td>91</td></tr> <tr><td>July 2019</td><td>92.8</td><td>91</td></tr> <tr><td>August 2019</td><td>92.8</td><td>91</td></tr> <tr><td>September 2019</td><td>95</td><td>91</td></tr> <tr><td>October 2019</td><td>95</td><td>91</td></tr> <tr><td>November 2019</td><td>95</td><td>91</td></tr> <tr><td>December 2019</td><td>95</td><td>91</td></tr> <tr><td>January 2020</td><td>95</td><td>91</td></tr> <tr><td>February 2020</td><td>95</td><td>91</td></tr> <tr><td>March 2020</td><td>95</td><td>91</td></tr> </tbody> </table>	Month	Value	Target	April 2019	91	91	May 2019	91	91	June 2019	91	91	July 2019	92.8	91	August 2019	92.8	91	September 2019	95	91	October 2019	95	91	November 2019	95	91	December 2019	95	91	January 2020	95	91	February 2020	95	91	March 2020	95	91
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Education	CRP 88SP404MP053 New EHCP requests completed within 20 weeks (Quarterly)	High	54.5%	65%			<p>CRP 88SP404MP053 New EHCP requests completed within 20 weeks TARGET 50-60% (Quarterly)</p>  <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2019/20</td> <td>56%</td> <td>65%</td> </tr> <tr> <td>Q2 2019/20</td> <td>56%</td> <td>65%</td> </tr> <tr> <td>Q3 2019/20</td> <td>53%</td> <td>65%</td> </tr> <tr> <td>Q4 2019/20</td> <td>53%</td> <td>65%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2019/20	56%	65%	Q2 2019/20	56%	65%	Q3 2019/20	53%	65%	Q4 2019/20	53%	65%																								
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Education	CRP 92SP467MP072 % 16-17 year olds Not in Education, Employment or Training (NEET) TARGET Below London average (Monthly in arrears)	Low	1.3%	3%			<p>CRP 92SP467MP072 % 16-17 year olds Not in Education, Employment or Training (NEET) TARGET Below London average (Monthly in arrears)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>April 2019</td> <td>2%</td> <td>3%</td> </tr> <tr> <td>May 2019</td> <td>2%</td> <td>3%</td> </tr> <tr> <td>June 2019</td> <td>1.9%</td> <td>3%</td> </tr> <tr> <td>July 2019</td> <td>1.8%</td> <td>3%</td> </tr> <tr> <td>August 2019</td> <td>1.7%</td> <td>3%</td> </tr> <tr> <td>September 2019</td> <td>1.5%</td> <td>3%</td> </tr> <tr> <td>October 2019</td> <td>1.6%</td> <td>3%</td> </tr> <tr> <td>November 2019</td> <td>1.7%</td> <td>3%</td> </tr> <tr> <td>December 2019</td> <td>1.4%</td> <td>3%</td> </tr> <tr> <td>January 2020</td> <td>1.4%</td> <td>3%</td> </tr> <tr> <td>February 2020</td> <td>1.4%</td> <td>3%</td> </tr> <tr> <td>March 2020</td> <td>1.3%</td> <td>3%</td> </tr> </tbody> </table>	Month	Value	Target	April 2019	2%	3%	May 2019	2%	3%	June 2019	1.9%	3%	July 2019	1.8%	3%	August 2019	1.7%	3%	September 2019	1.5%	3%	October 2019	1.6%	3%	November 2019	1.7%	3%	December 2019	1.4%	3%	January 2020	1.4%	3%	February 2020	1.4%	3%	March 2020	1.3%	3%
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January 2020	1.4%	3%																																												
February 2020	1.4%	3%																																												
March 2020	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			<p>SP 091 / MP 014 First time entrants to the Youth Justice System aged 10-17 years (cumulative) (Monthly)</p> 
Children's Social Care	SP 346 % children subject of a timely safeguarding assessment (Monthly)	High	92%	93%			<p>SP 346 % children subject of a timely safeguarding assessment (Monthly)</p> 



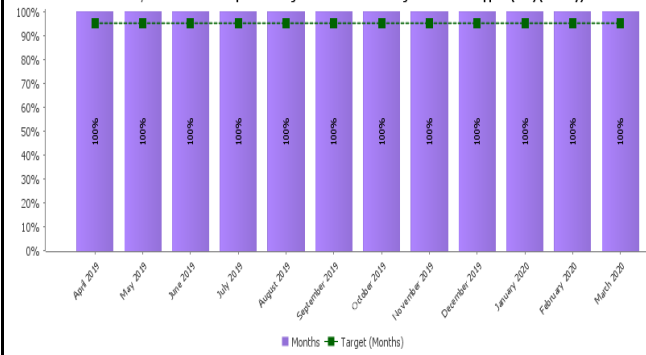


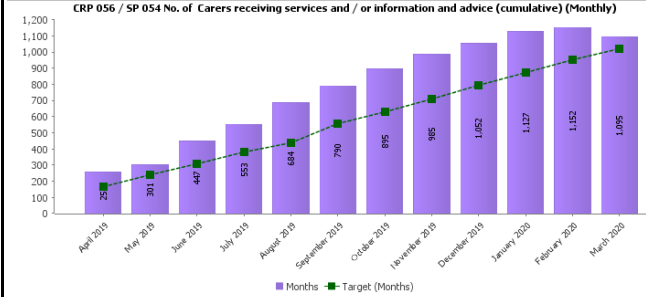
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart																								
			Value	Target	Status	Long Trend																									
Education	SP 347 L4 Reading, Writing and Math KS2 (Academic Annual)	High	69	71			<p>SP 347 L4 Reading, Writing and Math KS2 TARGET Top 10% of country (Academic Annual)</p>  <table border="1"> <caption>SP 347 L4 Reading, Writing and Math KS2 Performance Data</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>2013/14</td><td>78</td><td>71</td></tr> <tr><td>2014/15</td><td>79</td><td>71</td></tr> <tr><td>2015/16</td><td>82</td><td>71</td></tr> <tr><td>2016/17</td><td>66</td><td>71</td></tr> <tr><td>2017/18</td><td>69</td><td>71</td></tr> <tr><td>2018/19</td><td>68</td><td>71</td></tr> <tr><td>2019/20</td><td>69</td><td>71</td></tr> </tbody> </table>	Year	Value	Target	2013/14	78	71	2014/15	79	71	2015/16	82	71	2016/17	66	71	2017/18	69	71	2018/19	68	71	2019/20	69	71
Year	Value	Target																													
2013/14	78	71																													
2014/15	79	71																													
2015/16	82	71																													
2016/17	66	71																													
2017/18	69	71																													
2018/19	68	71																													
2019/20	69	71																													
Education	SP 370 % Secondary school attendance (Annual)	High	95.5%	95.5%			<p>SP 370 % Secondary school attendance (Annual)</p>  <table border="1"> <caption>SP 370 % Secondary school attendance Performance Data</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>2014/15</td><td>95.4%</td><td>95.5%</td></tr> <tr><td>2015/16</td><td>95.2%</td><td>95.5%</td></tr> <tr><td>2016/17</td><td>95.5%</td><td>95.5%</td></tr> <tr><td>2017/18</td><td>96%</td><td>95.5%</td></tr> <tr><td>2018/19</td><td>95.4%</td><td>95.5%</td></tr> <tr><td>2019/20</td><td>95.5%</td><td>95.5%</td></tr> </tbody> </table>	Year	Value	Target	2014/15	95.4%	95.5%	2015/16	95.2%	95.5%	2016/17	95.5%	95.5%	2017/18	96%	95.5%	2018/19	95.4%	95.5%	2019/20	95.5%	95.5%			
Year	Value	Target																													
2014/15	95.4%	95.5%																													
2015/16	95.2%	95.5%																													
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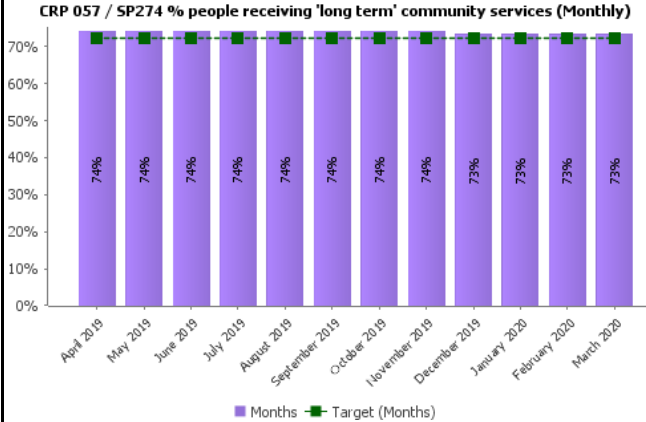


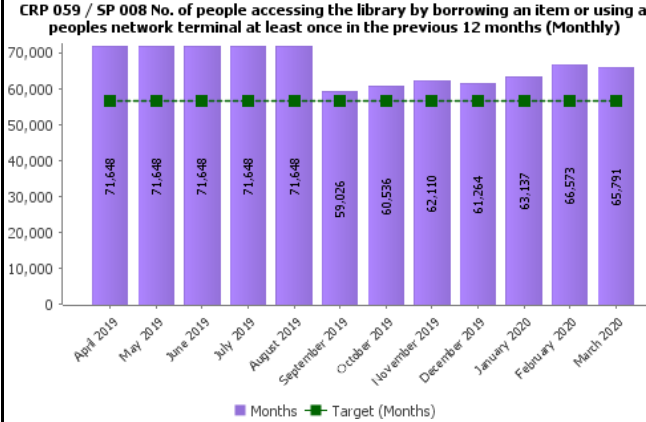
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart																					
			Value	Target	Status	Long Trend																						
Education	SP 371 % Primary school attendance (Annual)	High	96.2%	96.2%			<p>SP 371 % Primary school attendance (Annual)</p>  <table border="1"> <caption>SP 371 % Primary school attendance (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>98%</td> <td>96.2%</td> </tr> <tr> <td>2015/16</td> <td>96%</td> <td>96.2%</td> </tr> <tr> <td>2016/17</td> <td>96.2%</td> <td>96.2%</td> </tr> <tr> <td>2017/18</td> <td>96.7%</td> <td>96.2%</td> </tr> <tr> <td>2018/19</td> <td>96%</td> <td>96.2%</td> </tr> <tr> <td>2019/20</td> <td>96.2%</td> <td>96.2%</td> </tr> </tbody> </table>	Year	Value (%)	Target (%)	2014/15	98%	96.2%	2015/16	96%	96.2%	2016/17	96.2%	96.2%	2017/18	96.7%	96.2%	2018/19	96%	96.2%	2019/20	96.2%	96.2%
Year	Value (%)	Target (%)																										
2014/15	98%	96.2%																										
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2017/18	96.7%	96.2%																										
2018/19	96%	96.2%																										
2019/20	96.2%	96.2%																										
Children's Social Care	SP 372 Average duration for care and supervision (s31) applications (Quarterly in arrears)	Low	35	26			<p>SP 372 Average duration for care and supervision (s31) applications (Quarterly in arrears)</p>  <table border="1"> <caption>SP 372 Average duration for care and supervision (s31) applications (Quarterly in arrears)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2019/20</td> <td>31</td> <td>26</td> </tr> <tr> <td>Q2 2019/20</td> <td>42</td> <td>26</td> </tr> <tr> <td>Q3 2019/20</td> <td>43</td> <td>26</td> </tr> <tr> <td>Q4 2019/20</td> <td>35</td> <td>26</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2019/20	31	26	Q2 2019/20	42	26	Q3 2019/20	43	26	Q4 2019/20	35	26						
Quarter	Value	Target																										
Q1 2019/20	31	26																										
Q2 2019/20	42	26																										
Q3 2019/20	43	26																										
Q4 2019/20	35	26																										


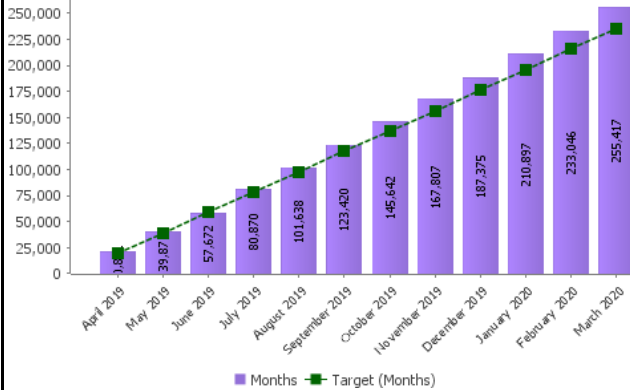


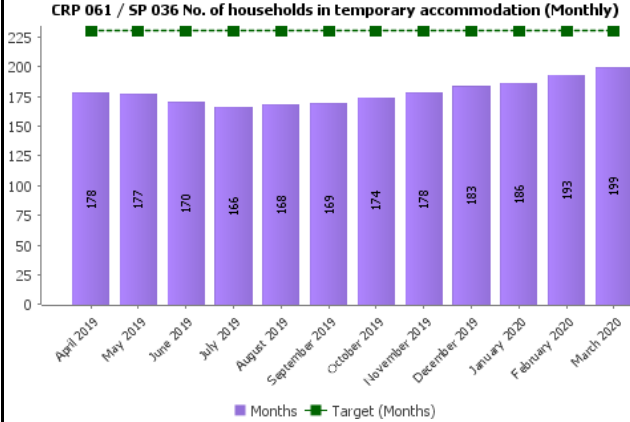
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Children's Social Care	SP 416 / MP 051 % Looked After Children experiencing 3 or more placement moves (Monthly)	Low	7%	10%			<p>SP 416 / MP 051 % Looked After Children experiencing 3 or more placement moves TARGET below pan-London benchmark (Monthly)</p> <table border="1"> <caption>SP 416 / MP 051 % Looked After Children experiencing 3 or more placement moves (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Months (%)</th> <th>Target (Months) (%)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>3%</td><td>10%</td></tr> <tr><td>May 2019</td><td>4%</td><td>10%</td></tr> <tr><td>June 2019</td><td>0%</td><td>10%</td></tr> <tr><td>July 2019</td><td>0%</td><td>10%</td></tr> <tr><td>August 2019</td><td>1%</td><td>10%</td></tr> <tr><td>September 2019</td><td>0%</td><td>10%</td></tr> <tr><td>October 2019</td><td>0%</td><td>10%</td></tr> <tr><td>November 2019</td><td>0%</td><td>10%</td></tr> <tr><td>December 2019</td><td>5%</td><td>10%</td></tr> <tr><td>January 2020</td><td>5%</td><td>10%</td></tr> <tr><td>February 2020</td><td>5%</td><td>10%</td></tr> <tr><td>March 2020</td><td>7%</td><td>10%</td></tr> </tbody> </table>	Month	Months (%)	Target (Months) (%)	April 2019	3%	10%	May 2019	4%	10%	June 2019	0%	10%	July 2019	0%	10%	August 2019	1%	10%	September 2019	0%	10%	October 2019	0%	10%	November 2019	0%	10%	December 2019	5%	10%	January 2020	5%	10%	February 2020	5%	10%	March 2020	7%	10%
Month	Months (%)	Target (Months) (%)																																												
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February 2020	5%	10%																																												
March 2020	7%	10%																																												
Education	SP 423 % spend on approved capital programme (Annual)	High	89%	80%			<p>SP 423 % spend on approved capital programme (Annual)</p> <table border="1"> <caption>SP 423 % spend on approved capital programme (Annual)</caption> <thead> <tr> <th>Year</th> <th>Years (%)</th> <th>Target (Years) (%)</th> </tr> </thead> <tbody> <tr><td>2016/17</td><td>100%</td><td>80%</td></tr> <tr><td>2017/18</td><td>73%</td><td>80%</td></tr> <tr><td>2018/19</td><td>94%</td><td>80%</td></tr> <tr><td>2019/20</td><td>89%</td><td>80%</td></tr> </tbody> </table>	Year	Years (%)	Target (Years) (%)	2016/17	100%	80%	2017/18	73%	80%	2018/19	94%	80%	2019/20	89%	80%																								
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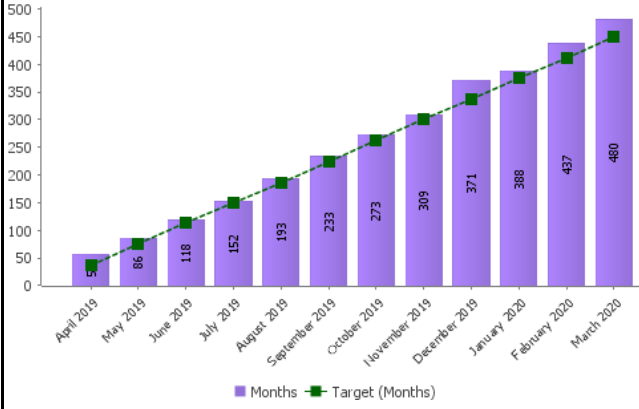


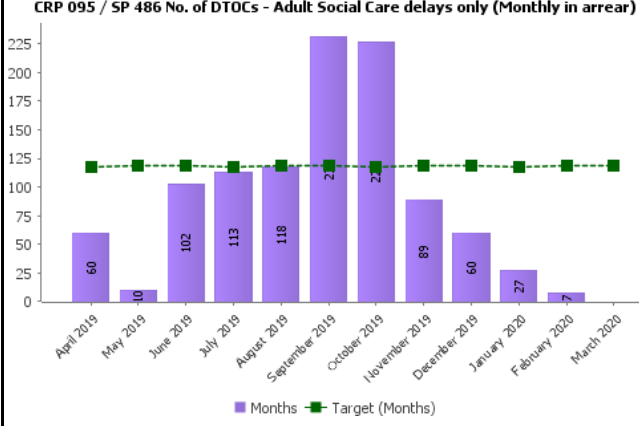
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Children's Social Care	SP 483 % of care leavers in touch (17-21 year olds) (Quarterly)	High	76%	90%			<p>SP 483 % of care leavers in touch (17-21 year olds) (Quarterly)</p>  <table border="1"> <caption>SP 483 % of care leavers in touch (17-21 year olds) (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2019/20</td> <td>76%</td> <td>90%</td> </tr> <tr> <td>Q2 2019/20</td> <td>76%</td> <td>90%</td> </tr> <tr> <td>Q3 2019/20</td> <td>77%</td> <td>90%</td> </tr> <tr> <td>Q4 2019/20</td> <td>76%</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2019/20	76%	90%	Q2 2019/20	76%	90%	Q3 2019/20	77%	90%	Q4 2019/20	76%	90%
Quarter	Value	Target																				
Q1 2019/20	76%	90%																				
Q2 2019/20	76%	90%																				
Q3 2019/20	77%	90%																				
Q4 2019/20	76%	90%																				
Children's Social Care	SP 484 % of care leavers (aged 19-21) in suitable accommodation (Quarterly)	High	76%	91%			<p>SP 484 % of care leavers (aged 19-21) in suitable accommodation (Quarterly)</p>  <table border="1"> <caption>SP 484 % of care leavers (aged 19-21) in suitable accommodation (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2019/20</td> <td>68%</td> <td>91%</td> </tr> <tr> <td>Q2 2019/20</td> <td>69%</td> <td>91%</td> </tr> <tr> <td>Q3 2019/20</td> <td>76%</td> <td>91%</td> </tr> <tr> <td>Q4 2019/20</td> <td>76%</td> <td>91%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2019/20	68%	91%	Q2 2019/20	69%	91%	Q3 2019/20	76%	91%	Q4 2019/20	76%	91%
Quarter	Value	Target																				
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Q3 2019/20	76%	91%																				
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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%			<p>CRP 054 / SP039 LAPS % People with 'long term' services receiving Self-Directed Support (SDS) (Monthly)</p>  <table border="1"> <caption>CRP 054 / SP039 LAPS % People with 'long term' services receiving Self-Directed Support (SDS) (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>100%</td><td>95%</td></tr> <tr><td>May 2019</td><td>100%</td><td>95%</td></tr> <tr><td>June 2019</td><td>100%</td><td>95%</td></tr> <tr><td>July 2019</td><td>100%</td><td>95%</td></tr> <tr><td>August 2019</td><td>100%</td><td>95%</td></tr> <tr><td>September 2019</td><td>100%</td><td>95%</td></tr> <tr><td>October 2019</td><td>100%</td><td>95%</td></tr> <tr><td>November 2019</td><td>100%</td><td>95%</td></tr> <tr><td>December 2019</td><td>100%</td><td>95%</td></tr> <tr><td>January 2020</td><td>100%</td><td>95%</td></tr> <tr><td>February 2020</td><td>100%</td><td>95%</td></tr> <tr><td>March 2020</td><td>100%</td><td>95%</td></tr> </tbody> </table>	Month	Value	Target	April 2019	100%	95%	May 2019	100%	95%	June 2019	100%	95%	July 2019	100%	95%	August 2019	100%	95%	September 2019	100%	95%	October 2019	100%	95%	November 2019	100%	95%	December 2019	100%	95%	January 2020	100%	95%	February 2020	100%	95%	March 2020	100%	95%
Month	Value	Target																																												
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March 2020	100%	95%																																												
Adult Social Care	CRP 056 / SP 054 No. of Carers receiving services and / or information and advice (Monthly)	High	1,095	954			<p>CRP 056 / SP 054 No. of Carers receiving services and / or information and advice (cumulative) (Monthly)</p>  <table border="1"> <caption>CRP 056 / SP 054 No. of Carers receiving services and / or information and advice (cumulative) (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>251</td><td>954</td></tr> <tr><td>May 2019</td><td>301</td><td>954</td></tr> <tr><td>June 2019</td><td>441</td><td>954</td></tr> <tr><td>July 2019</td><td>583</td><td>954</td></tr> <tr><td>August 2019</td><td>684</td><td>954</td></tr> <tr><td>September 2019</td><td>790</td><td>954</td></tr> <tr><td>October 2019</td><td>895</td><td>954</td></tr> <tr><td>November 2019</td><td>986</td><td>954</td></tr> <tr><td>December 2019</td><td>1,063</td><td>954</td></tr> <tr><td>January 2020</td><td>1,127</td><td>954</td></tr> <tr><td>February 2020</td><td>1,182</td><td>954</td></tr> <tr><td>March 2020</td><td>1,201</td><td>954</td></tr> </tbody> </table>	Month	Value	Target	April 2019	251	954	May 2019	301	954	June 2019	441	954	July 2019	583	954	August 2019	684	954	September 2019	790	954	October 2019	895	954	November 2019	986	954	December 2019	1,063	954	January 2020	1,127	954	February 2020	1,182	954	March 2020	1,201	954
Month	Value	Target																																												
April 2019	251	954																																												
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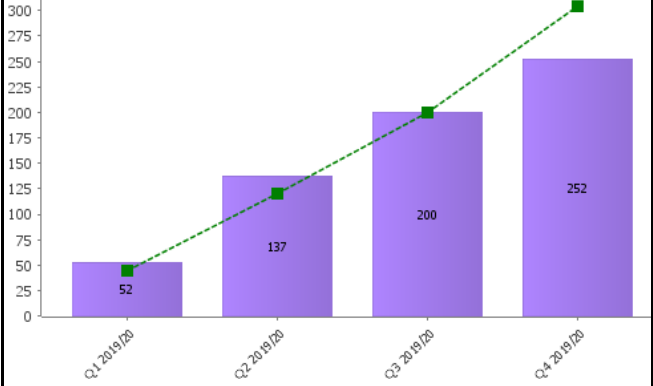


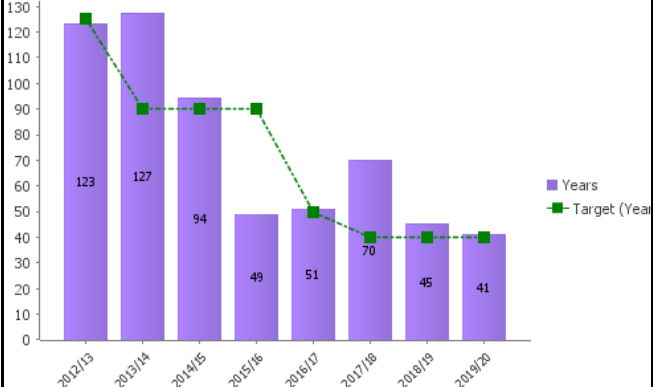
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart																																							
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Adult Social Care	CRP 057 / SP274 % people receiving 'long term' community services (Monthly)	High	73%	72%			<p>CRP 057 / SP274 % people receiving 'long term' community services (Monthly)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>74%</td><td>72%</td></tr> <tr><td>May 2019</td><td>74%</td><td>72%</td></tr> <tr><td>June 2019</td><td>74%</td><td>72%</td></tr> <tr><td>July 2019</td><td>74%</td><td>72%</td></tr> <tr><td>August 2019</td><td>74%</td><td>72%</td></tr> <tr><td>September 2019</td><td>74%</td><td>72%</td></tr> <tr><td>October 2019</td><td>74%</td><td>72%</td></tr> <tr><td>November 2019</td><td>74%</td><td>72%</td></tr> <tr><td>December 2019</td><td>73%</td><td>72%</td></tr> <tr><td>January 2020</td><td>73%</td><td>72%</td></tr> <tr><td>February 2020</td><td>73%</td><td>72%</td></tr> <tr><td>March 2020</td><td>73%</td><td>72%</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	April 2019	74%	72%	May 2019	74%	72%	June 2019	74%	72%	July 2019	74%	72%	August 2019	74%	72%	September 2019	74%	72%	October 2019	74%	72%	November 2019	74%	72%	December 2019	73%	72%	January 2020	73%	72%	February 2020	73%	72%	March 2020	73%	72%
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February 2020	73%	72%																																												
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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			<p>CRP 059 / SP 008 No. of people accessing the library by borrowing an item or using a peoples network terminal at least once in the previous 12 months (Monthly)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>71,648</td><td>56,500</td></tr> <tr><td>May 2019</td><td>71,648</td><td>56,500</td></tr> <tr><td>June 2019</td><td>71,648</td><td>56,500</td></tr> <tr><td>July 2019</td><td>71,648</td><td>56,500</td></tr> <tr><td>August 2019</td><td>71,648</td><td>56,500</td></tr> <tr><td>September 2019</td><td>71,648</td><td>56,500</td></tr> <tr><td>October 2019</td><td>59,026</td><td>56,500</td></tr> <tr><td>November 2019</td><td>60,536</td><td>56,500</td></tr> <tr><td>December 2019</td><td>62,110</td><td>56,500</td></tr> <tr><td>January 2020</td><td>61,264</td><td>56,500</td></tr> <tr><td>February 2020</td><td>63,137</td><td>56,500</td></tr> <tr><td>March 2020</td><td>65,791</td><td>56,500</td></tr> </tbody> </table>	Month	Actual	Target	April 2019	71,648	56,500	May 2019	71,648	56,500	June 2019	71,648	56,500	July 2019	71,648	56,500	August 2019	71,648	56,500	September 2019	71,648	56,500	October 2019	59,026	56,500	November 2019	60,536	56,500	December 2019	62,110	56,500	January 2020	61,264	56,500	February 2020	63,137	56,500	March 2020	65,791	56,500
Month	Actual	Target																																												
April 2019	71,648	56,500																																												
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March 2020	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			<p>CRP 060 / SP 009 No. of visitors accessing the library service on line (Monthly)</p> 
Housing Needs & Enabling	CRP 061 / SP 036 No. of households in temporary accommodation (Monthly)	Low	178.4	230			<p>CRP 061 / SP 036 No. of households in temporary accommodation (Monthly)</p> 

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			<p>CRP 062 / SP 035 No. of homelessness preventions (Monthly)</p> 
Adult Social Care	CRP 095 / SP 486 No. of DTOCs - Adult Social Care delays only (Monthly in arrear)	Low	1,043	1,305			<p>CRP 095 / SP 486 No. of DTOCs - Adult Social Care delays only (Monthly in arrear)</p> 


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%			<p>CRP 104 / SP 462 % of learners from deprived wards (Annual)</p>  <table border="1"> <caption>CRP 104 / SP 462 % of learners from deprived wards (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>28.99%</td> <td>32%</td> </tr> <tr> <td>2018/19</td> <td>30.42%</td> <td>32%</td> </tr> <tr> <td>2019/20</td> <td>27.97%</td> <td>32%</td> </tr> </tbody> </table>	Year	Value (%)	Target (%)	2017/18	28.99%	32%	2018/19	30.42%	32%	2019/20	27.97%	32%																											
Year	Value (%)	Target (%)																																												
2017/18	28.99%	32%																																												
2018/19	30.42%	32%																																												
2019/20	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			<p>SP 037 Highest No. of families in Bed and Breakfast accommodation during the year (Monthly)</p>  <table border="1"> <caption>SP 037 Highest No. of families in Bed and Breakfast accommodation during the year (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>6</td><td>10</td></tr> <tr><td>May 2019</td><td>4</td><td>10</td></tr> <tr><td>June 2019</td><td>0</td><td>10</td></tr> <tr><td>July 2019</td><td>1</td><td>10</td></tr> <tr><td>August 2019</td><td>2</td><td>10</td></tr> <tr><td>September 2019</td><td>3</td><td>10</td></tr> <tr><td>October 2019</td><td>4</td><td>10</td></tr> <tr><td>November 2019</td><td>3</td><td>10</td></tr> <tr><td>December 2019</td><td>3</td><td>10</td></tr> <tr><td>January 2020</td><td>1</td><td>10</td></tr> <tr><td>February 2020</td><td>4</td><td>10</td></tr> <tr><td>March 2020</td><td>2</td><td>10</td></tr> </tbody> </table>	Month	Value	Target	April 2019	6	10	May 2019	4	10	June 2019	0	10	July 2019	1	10	August 2019	2	10	September 2019	3	10	October 2019	4	10	November 2019	3	10	December 2019	3	10	January 2020	1	10	February 2020	4	10	March 2020	2	10
Month	Value	Target																																												
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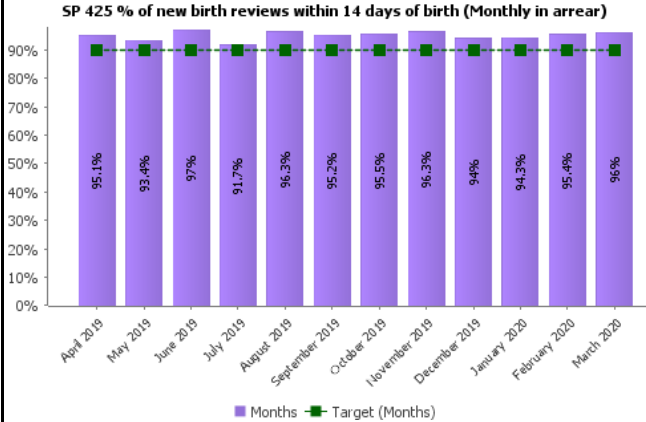


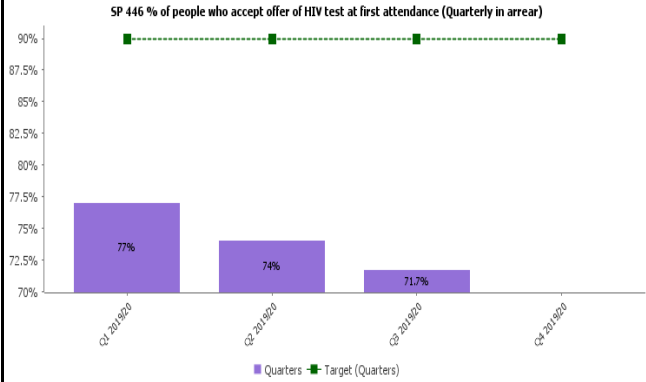
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Housing Needs & Enabling	SP 038 Highest No. of adults in Bed and Breakfast accommodation (Monthly)	Low	7.1	10			<p>SP 038 Highest No. of adults in Bed and Breakfast accommodation (Monthly)</p>  <table border="1"> <caption>SP 038 Highest No. of adults in Bed and Breakfast accommodation (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>7</td><td>10</td></tr> <tr><td>May 2019</td><td>7</td><td>10</td></tr> <tr><td>June 2019</td><td>7</td><td>10</td></tr> <tr><td>July 2019</td><td>4</td><td>10</td></tr> <tr><td>August 2019</td><td>4</td><td>10</td></tr> <tr><td>September 2019</td><td>5</td><td>10</td></tr> <tr><td>October 2019</td><td>8</td><td>10</td></tr> <tr><td>November 2019</td><td>9</td><td>10</td></tr> <tr><td>December 2019</td><td>10</td><td>10</td></tr> <tr><td>January 2020</td><td>8</td><td>10</td></tr> <tr><td>February 2020</td><td>8</td><td>10</td></tr> <tr><td>March 2020</td><td>8</td><td>10</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2019	7	10	May 2019	7	10	June 2019	7	10	July 2019	4	10	August 2019	4	10	September 2019	5	10	October 2019	8	10	November 2019	9	10	December 2019	10	10	January 2020	8	10	February 2020	8	10	March 2020	8	10
Month	Months	Target (Months)																																												
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December 2019	10	10																																												
January 2020	8	10																																												
February 2020	8	10																																												
March 2020	8	10																																												
Adult Social Care	SP 050 % Older people still living at home following reablement (Annual)	High	85.7%	78.8%			<p>SP 050 % Older people still living at home following reablement (Annual)</p>  <table border="1"> <caption>SP 050 % Older people still living at home following reablement (Annual)</caption> <thead> <tr> <th>Year</th> <th>Years</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr><td>2014/15</td><td>81.2%</td><td>80%</td></tr> <tr><td>2015/16</td><td>81.5%</td><td>80%</td></tr> <tr><td>2016/17</td><td>76.5%</td><td>80%</td></tr> <tr><td>2017/18</td><td>84%</td><td>80%</td></tr> <tr><td>2018/19</td><td>83.8%</td><td>80%</td></tr> <tr><td>2019/20</td><td>85.7%</td><td>80%</td></tr> </tbody> </table>	Year	Years	Target (Years)	2014/15	81.2%	80%	2015/16	81.5%	80%	2016/17	76.5%	80%	2017/18	84%	80%	2018/19	83.8%	80%	2019/20	85.7%	80%																		
Year	Years	Target (Years)																																												
2014/15	81.2%	80%																																												
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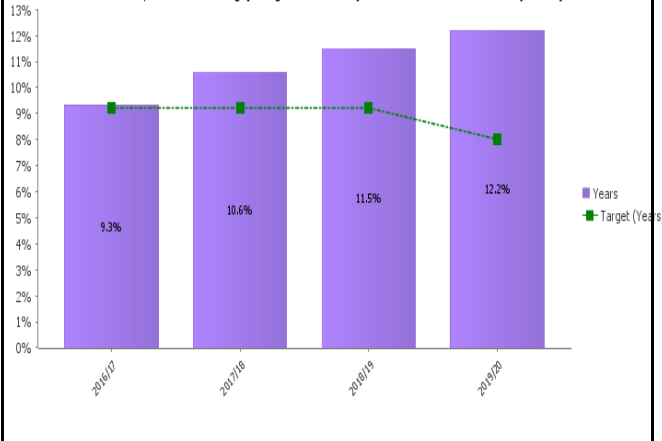


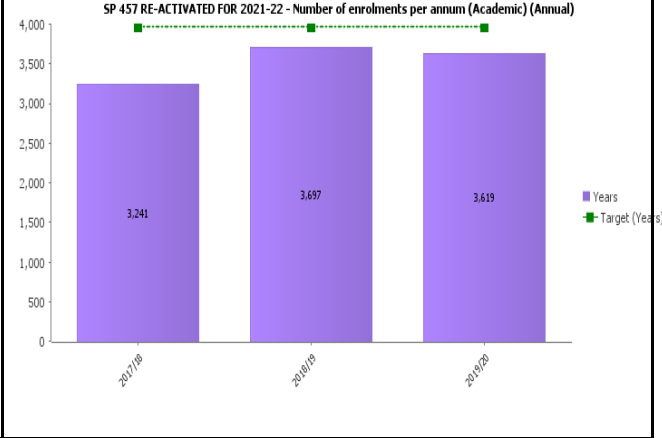
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart																											
			Value	Target	Status	Long Trend																												
Housing Needs & Enabling	SP 277 Social Housing Lets (Quarterly)	High	252	305			<p>SP 277 Social Housing Lets (Quarterly)</p>  <table border="1"> <caption>SP 277 Social Housing Lets (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2019/20</td> <td>52</td> <td>52</td> </tr> <tr> <td>Q2 2019/20</td> <td>137</td> <td>137</td> </tr> <tr> <td>Q3 2019/20</td> <td>200</td> <td>200</td> </tr> <tr> <td>Q4 2019/20</td> <td>252</td> <td>305</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2019/20	52	52	Q2 2019/20	137	137	Q3 2019/20	200	200	Q4 2019/20	252	305												
Quarter	Value	Target																																
Q1 2019/20	52	52																																
Q2 2019/20	137	137																																
Q3 2019/20	200	200																																
Q4 2019/20	252	305																																
Housing Needs & Enabling	SP 278 Rent deposit - new tenancies (Annual)	High	41	40			<p>SP 278 Rent deposit - new tenancies (Annual)</p>  <table border="1"> <caption>SP 278 Rent deposit - new tenancies (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>123</td> <td>123</td> </tr> <tr> <td>2013/14</td> <td>127</td> <td>90</td> </tr> <tr> <td>2014/15</td> <td>94</td> <td>94</td> </tr> <tr> <td>2015/16</td> <td>49</td> <td>90</td> </tr> <tr> <td>2016/17</td> <td>51</td> <td>51</td> </tr> <tr> <td>2017/18</td> <td>70</td> <td>40</td> </tr> <tr> <td>2018/19</td> <td>45</td> <td>40</td> </tr> <tr> <td>2019/20</td> <td>41</td> <td>40</td> </tr> </tbody> </table>	Year	Value	Target	2012/13	123	123	2013/14	127	90	2014/15	94	94	2015/16	49	90	2016/17	51	51	2017/18	70	40	2018/19	45	40	2019/20	41	40
Year	Value	Target																																
2012/13	123	123																																
2013/14	127	90																																
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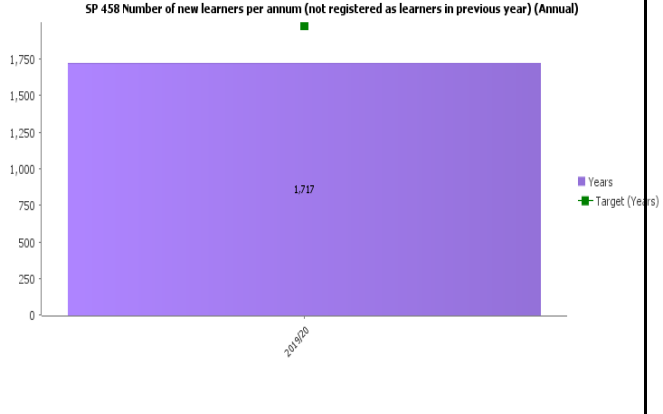


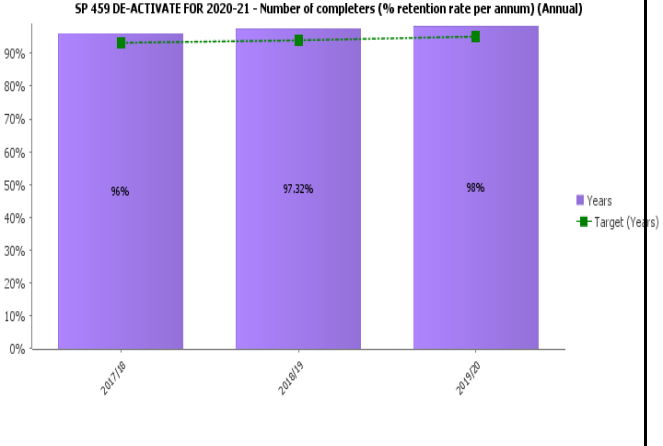
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Libraries	SP 279 % Self-service usage for stock transactions (libraries) (Monthly)	High	94%	97%			<p>SP 279 % Self-service usage for stock transactions (libraries) (Monthly)</p>  <table border="1"> <caption>SP 279 % Self-service usage for stock transactions (libraries) (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>98%</td><td>97%</td></tr> <tr><td>May 2019</td><td>95%</td><td>97%</td></tr> <tr><td>June 2019</td><td>88%</td><td>97%</td></tr> <tr><td>July 2019</td><td>90%</td><td>97%</td></tr> <tr><td>August 2019</td><td>89%</td><td>97%</td></tr> <tr><td>September 2019</td><td>96%</td><td>97%</td></tr> <tr><td>October 2019</td><td>96%</td><td>97%</td></tr> <tr><td>November 2019</td><td>96%</td><td>97%</td></tr> <tr><td>December 2019</td><td>95%</td><td>97%</td></tr> <tr><td>January 2020</td><td>96%</td><td>97%</td></tr> <tr><td>February 2020</td><td>96%</td><td>97%</td></tr> <tr><td>March 2020</td><td>94%</td><td>97%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2019	98%	97%	May 2019	95%	97%	June 2019	88%	97%	July 2019	90%	97%	August 2019	89%	97%	September 2019	96%	97%	October 2019	96%	97%	November 2019	96%	97%	December 2019	95%	97%	January 2020	96%	97%	February 2020	96%	97%	March 2020	94%	97%
Month	Value (%)	Target (%)																																												
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Libraries	SP 280 No. of active volunteers in libraries (Rolling 12 Month) (Monthly)	High	304	230			<p>SP 280 No. of active volunteers in libraries (Rolling 12 Month) (Monthly)</p>  <table border="1"> <caption>SP 280 No. of active volunteers in libraries (Rolling 12 Month) (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>268</td><td>230</td></tr> <tr><td>May 2019</td><td>286</td><td>230</td></tr> <tr><td>June 2019</td><td>289</td><td>230</td></tr> <tr><td>July 2019</td><td>333</td><td>230</td></tr> <tr><td>August 2019</td><td>306</td><td>230</td></tr> <tr><td>September 2019</td><td>253</td><td>230</td></tr> <tr><td>October 2019</td><td>273</td><td>230</td></tr> <tr><td>November 2019</td><td>268</td><td>230</td></tr> <tr><td>December 2019</td><td>261</td><td>230</td></tr> <tr><td>January 2020</td><td>277</td><td>230</td></tr> <tr><td>February 2020</td><td>284</td><td>230</td></tr> <tr><td>March 2020</td><td>304</td><td>230</td></tr> </tbody> </table>	Month	Value	Target	April 2019	268	230	May 2019	286	230	June 2019	289	230	July 2019	333	230	August 2019	306	230	September 2019	253	230	October 2019	273	230	November 2019	268	230	December 2019	261	230	January 2020	277	230	February 2020	284	230	March 2020	304	230
Month	Value	Target																																												
April 2019	268	230																																												
May 2019	286	230																																												
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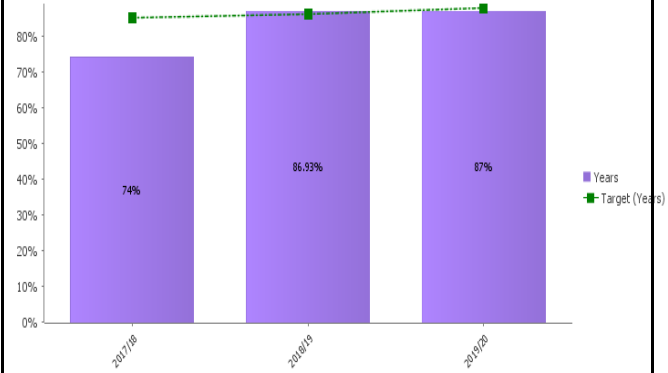


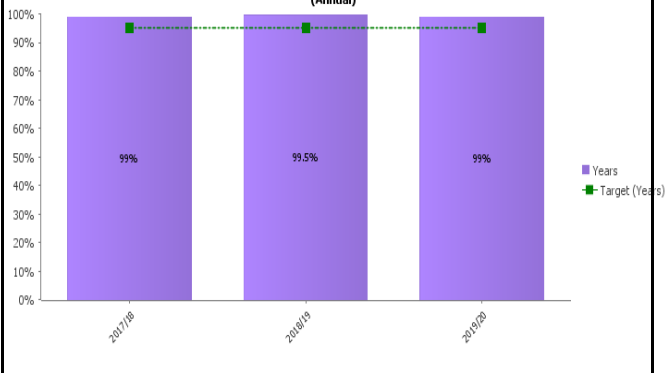
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Libraries	SP 287 Maintain Library Income (Monthly)	High	£420,951	£414,000	✓	↑	<p>SP 287 Maintain Library Income (Monthly)</p> <table border="1"> <caption>SP 287 Maintain Library Income (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>£38,110</td><td>£38,110</td></tr> <tr><td>May 2018</td><td>£70,220</td><td>£70,220</td></tr> <tr><td>June 2018</td><td>£111,330</td><td>£111,330</td></tr> <tr><td>July 2018</td><td>£150,440</td><td>£150,440</td></tr> <tr><td>August 2018</td><td>£188,550</td><td>£188,550</td></tr> <tr><td>September 2018</td><td>£197,674</td><td>£197,674</td></tr> <tr><td>October 2018</td><td>£225,574</td><td>£225,574</td></tr> <tr><td>November 2018</td><td>£264,679</td><td>£264,679</td></tr> <tr><td>December 2018</td><td>£306,961</td><td>£306,961</td></tr> <tr><td>January 2019</td><td>£332,669</td><td>£332,669</td></tr> <tr><td>February 2019</td><td>£357,091</td><td>£357,091</td></tr> <tr><td>March 2019</td><td>£374,024</td><td>£374,024</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2018	£38,110	£38,110	May 2018	£70,220	£70,220	June 2018	£111,330	£111,330	July 2018	£150,440	£150,440	August 2018	£188,550	£188,550	September 2018	£197,674	£197,674	October 2018	£225,574	£225,574	November 2018	£264,679	£264,679	December 2018	£306,961	£306,961	January 2019	£332,669	£332,669	February 2019	£357,091	£357,091	March 2019	£374,024	£374,024
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Housing Needs & Enabling	SP 360 No. of enforcement / improvement notices issued (Quarterly)	High	127	80	✓	↑	<p>SP 360 No. of enforcement / improvement notices issued (Quarterly)</p> <table border="1"> <caption>SP 360 No. of enforcement / improvement notices issued (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q1 2019/20</td><td>17</td><td>17</td></tr> <tr><td>Q2 2019/20</td><td>51</td><td>51</td></tr> <tr><td>Q3 2019/20</td><td>76</td><td>76</td></tr> <tr><td>Q4 2019/20</td><td>127</td><td>80</td></tr> </tbody> </table>	Quarter	Actual	Target	Q1 2019/20	17	17	Q2 2019/20	51	51	Q3 2019/20	76	76	Q4 2019/20	127	80																								
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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			<p>SP 361 No. of Disabled Facilities Grants (DFG) approved (Quarterly)</p>  <table border="1"> <caption>SP 361 No. of Disabled Facilities Grants (DFG) approved (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2019/20</td> <td>17</td> <td>17</td> </tr> <tr> <td>Q2 2019/20</td> <td>28</td> <td>28</td> </tr> <tr> <td>Q3 2019/20</td> <td>47</td> <td>47</td> </tr> <tr> <td>Q4 2019/20</td> <td>60</td> <td>60</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2019/20	17	17	Q2 2019/20	28	28	Q3 2019/20	47	47	Q4 2019/20	60	60			
Quarter	Value	Target																							
Q1 2019/20	17	17																							
Q2 2019/20	28	28																							
Q3 2019/20	47	47																							
Q4 2019/20	60	60																							
Public Health	SP 409 % participation in National Child Measurement Programme (Annual in arrears)	High	89.2%	95%			<p>SP 409 % participation in National Child Measurement Programme (Annual in arrears)</p>  <table border="1"> <caption>SP 409 % participation in National Child Measurement Programme (Annual in arrears)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2016/16</td> <td>95.7%</td> <td>95%</td> </tr> <tr> <td>2016/17</td> <td>97.8%</td> <td>95%</td> </tr> <tr> <td>2017/18</td> <td>94.4%</td> <td>95%</td> </tr> <tr> <td>2018/19</td> <td>95.8%</td> <td>95%</td> </tr> <tr> <td>2019/20</td> <td>89.2%</td> <td>95%</td> </tr> </tbody> </table>	Year	Value	Target	2016/16	95.7%	95%	2016/17	97.8%	95%	2017/18	94.4%	95%	2018/19	95.8%	95%	2019/20	89.2%	95%
Year	Value	Target																							
2016/16	95.7%	95%																							
2016/17	97.8%	95%																							
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2018/19	95.8%	95%																							
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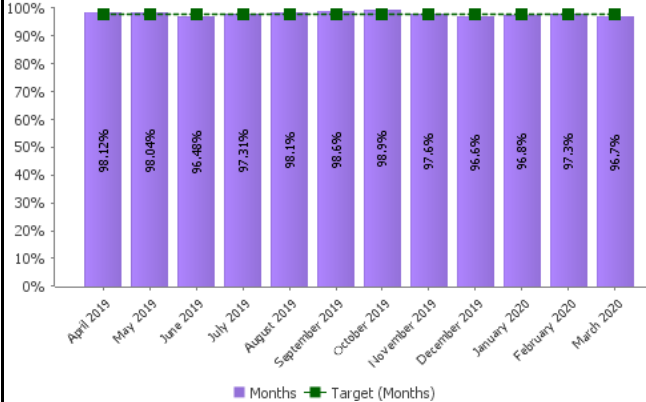


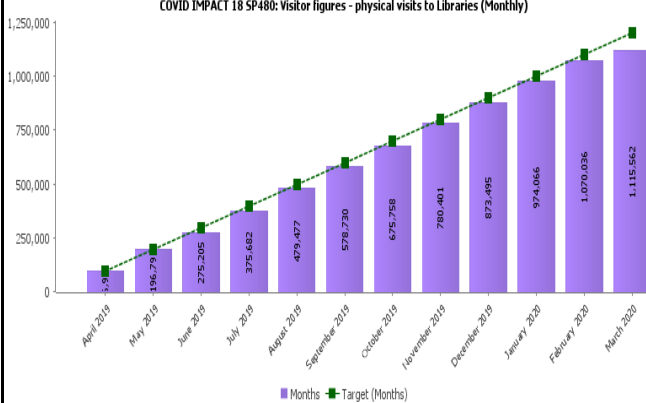
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Public Health	SP 425 % of new birth reviews within 14 days of birth (Monthly in arrears)	High	95.02%	90%			<p>SP 425 % of new birth reviews within 14 days of birth (Monthly in arrears)</p>  <table border="1"> <caption>SP 425 % of new birth reviews within 14 days of birth (Monthly in arrears)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>95.1%</td><td>90%</td></tr> <tr><td>May 2019</td><td>93.4%</td><td>90%</td></tr> <tr><td>June 2019</td><td>97%</td><td>90%</td></tr> <tr><td>July 2019</td><td>91.7%</td><td>90%</td></tr> <tr><td>August 2019</td><td>96.3%</td><td>90%</td></tr> <tr><td>September 2019</td><td>95.2%</td><td>90%</td></tr> <tr><td>October 2019</td><td>95.5%</td><td>90%</td></tr> <tr><td>November 2019</td><td>96.3%</td><td>90%</td></tr> <tr><td>December 2019</td><td>94%</td><td>90%</td></tr> <tr><td>January 2020</td><td>94.3%</td><td>90%</td></tr> <tr><td>February 2020</td><td>95.4%</td><td>90%</td></tr> <tr><td>March 2020</td><td>96%</td><td>90%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2019	95.1%	90%	May 2019	93.4%	90%	June 2019	97%	90%	July 2019	91.7%	90%	August 2019	96.3%	90%	September 2019	95.2%	90%	October 2019	95.5%	90%	November 2019	96.3%	90%	December 2019	94%	90%	January 2020	94.3%	90%	February 2020	95.4%	90%	March 2020	96%	90%
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February 2020	95.4%	90%																																												
March 2020	96%	90%																																												
Public Health	<p>SP 446 % of people who accept offer of HIV test at first attendance (Quarterly in arrears)</p> <p><i>Final 2019/20 is Q1-Q3 average as no data is being reported on in Q4.</i></p>	High	74.2%	90%			<p>SP 446 % of people who accept offer of HIV test at first attendance (Quarterly in arrears)</p>  <table border="1"> <caption>SP 446 % of people who accept offer of HIV test at first attendance (Quarterly in arrears)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2019/20</td><td>77%</td><td>90%</td></tr> <tr><td>Q2 2019/20</td><td>74%</td><td>90%</td></tr> <tr><td>Q3 2019/20</td><td>71.7%</td><td>90%</td></tr> <tr><td>Q4 2019/20</td><td>-</td><td>90%</td></tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q1 2019/20	77%	90%	Q2 2019/20	74%	90%	Q3 2019/20	71.7%	90%	Q4 2019/20	-	90%																								
Quarter	Value (%)	Target (%)																																												
Q1 2019/20	77%	90%																																												
Q2 2019/20	74%	90%																																												
Q3 2019/20	71.7%	90%																																												
Q4 2019/20	-	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%			<p>SP 448 / MP 079 Reduce gap in age 10-11 obesity between East & West Merton (Annual)</p>  <table border="1"> <caption>SP 448 / MP 079 Reduce gap in age 10-11 obesity between East & West Merton (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2016/17</td> <td>9.3%</td> <td>9.3%</td> </tr> <tr> <td>2017/18</td> <td>10.6%</td> <td>9.3%</td> </tr> <tr> <td>2018/19</td> <td>11.5%</td> <td>9.3%</td> </tr> <tr> <td>2019/20</td> <td>12.2%</td> <td>9.3%</td> </tr> </tbody> </table>	Year	Value (%)	Target (%)	2016/17	9.3%	9.3%	2017/18	10.6%	9.3%	2018/19	11.5%	9.3%	2019/20	12.2%	9.3%
Year	Value (%)	Target (%)																				
2016/17	9.3%	9.3%																				
2017/18	10.6%	9.3%																				
2018/19	11.5%	9.3%																				
2019/20	12.2%	9.3%																				
Merton Adult Education	SP 457 Number of enrolments per annum (Academic) (Annual)	High	3,619	3,964			<p>SP 457 RE-ACTIVATED FOR 2021-22 - Number of enrolments per annum (Academic) (Annual)</p>  <table border="1"> <caption>SP 457 RE-ACTIVATED FOR 2021-22 - Number of enrolments per annum (Academic) (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>3,241</td> <td>3,964</td> </tr> <tr> <td>2018/19</td> <td>3,697</td> <td>3,964</td> </tr> <tr> <td>2019/20</td> <td>3,619</td> <td>3,964</td> </tr> </tbody> </table>	Year	Value	Target	2017/18	3,241	3,964	2018/19	3,697	3,964	2019/20	3,619	3,964			
Year	Value	Target																				
2017/18	3,241	3,964																				
2018/19	3,697	3,964																				
2019/20	3,619	3,964																				


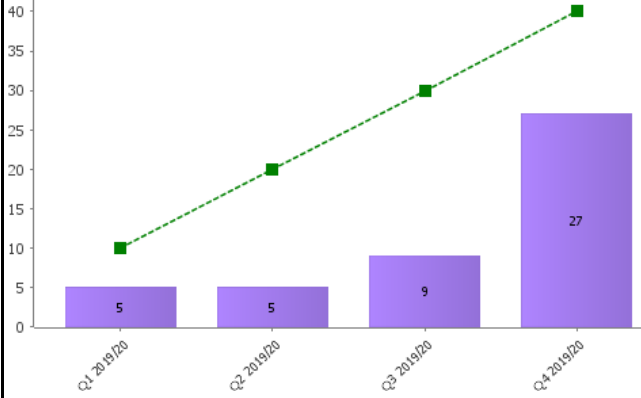

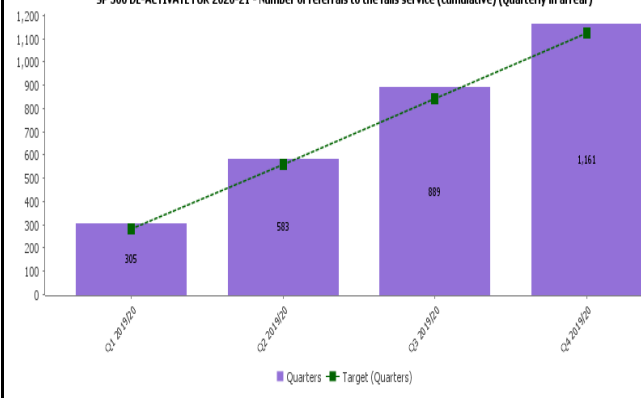
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart												
			Value	Target	Status	Long Trend													
Merton Adult Education	SP 458 Number of new learners per annum (not registered as learners in previous year) (Annual)	High	1,717	1,985			<p>SP 458 Number of new learners per annum (not registered as learners in previous year) (Annual)</p>  <table border="1"> <caption>SP 458 Performance Data</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2019/20</td> <td>1,717</td> <td>1,985</td> </tr> </tbody> </table>	Year	Value	Target	2019/20	1,717	1,985						
Year	Value	Target																	
2019/20	1,717	1,985																	
Merton Adult Education	SP 459 Number of completers (% retention rate per annum) (Annual)	High	98%	95%			<p>SP 459 DE-ACTIVATE FOR 2020-21 - Number of completers (% retention rate per annum) (Annual)</p>  <table border="1"> <caption>SP 459 Performance Data</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>96%</td> <td>95%</td> </tr> <tr> <td>2018/19</td> <td>97.32%</td> <td>95%</td> </tr> <tr> <td>2019/20</td> <td>98%</td> <td>95%</td> </tr> </tbody> </table>	Year	Value	Target	2017/18	96%	95%	2018/19	97.32%	95%	2019/20	98%	95%
Year	Value	Target																	
2017/18	96%	95%																	
2018/19	97.32%	95%																	
2019/20	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%			<p>SP 460 % overall success rate of accredited courses per annum (Annual)</p>  <table border="1"> <caption>SP 460 % overall success rate of accredited courses per annum (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>74%</td> <td>88%</td> </tr> <tr> <td>2018/19</td> <td>86.93%</td> <td>88%</td> </tr> <tr> <td>2019/20</td> <td>87%</td> <td>88%</td> </tr> </tbody> </table>	Year	Value	Target	2017/18	74%	88%	2018/19	86.93%	88%	2019/20	87%	88%
Year	Value	Target																	
2017/18	74%	88%																	
2018/19	86.93%	88%																	
2019/20	87%	88%																	
Merton Adult Education	SP 461 % of end of course evaluations where teaching and learning is rated as good or above (Annual)	High	99%	95%			<p>SP 461 DE-ACTIVATE FOR 2020-21 - % of end of course evaluations where teaching and learning is rated as good or above (Annual)</p>  <table border="1"> <caption>SP 461 DE-ACTIVATE FOR 2020-21 - % of end of course evaluations where teaching and learning is rated as good or above (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>99%</td> <td>95%</td> </tr> <tr> <td>2018/19</td> <td>99.5%</td> <td>95%</td> </tr> <tr> <td>2019/20</td> <td>99%</td> <td>95%</td> </tr> </tbody> </table>	Year	Value	Target	2017/18	99%	95%	2018/19	99.5%	95%	2019/20	99%	95%
Year	Value	Target																	
2017/18	99%	95%																	
2018/19	99.5%	95%																	
2019/20	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			<p>SP 463 RE-ACTIVATED FOR 2021-22 - Average cost per learner (Academic) (Annual)</p>  <table border="1"> <caption>SP 463 RE-ACTIVATED FOR 2021-22 - Average cost per learner (Academic) (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value (£)</th> <th>Target (£)</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>415</td> <td>247</td> </tr> <tr> <td>2018/19</td> <td>375</td> <td>247</td> </tr> <tr> <td>2019/20</td> <td>386</td> <td>247</td> </tr> </tbody> </table>	Year	Value (£)	Target (£)	2017/18	415	247	2018/19	375	247	2019/20	386	247
Year	Value (£)	Target (£)																	
2017/18	415	247																	
2018/19	375	247																	
2019/20	386	247																	
Adult Social Care	SP 471 Social care-related quality of life (Annual) <i>NMTP – awaiting validated figs from NHS Digital</i>	High	NMTP	18.5															
Adult Social Care 2020	SP 472 Proportion of people who use services who feel safe (Annual) <i>NMTP – awaiting validated figs from NHS Digital</i>	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%			<p>SP 479 % of Mascot calls answered in 60 seconds (Monthly)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>98.12%</td></tr> <tr><td>May 2019</td><td>98.04%</td></tr> <tr><td>June 2019</td><td>96.48%</td></tr> <tr><td>July 2019</td><td>97.31%</td></tr> <tr><td>August 2019</td><td>98.1%</td></tr> <tr><td>September 2019</td><td>98.6%</td></tr> <tr><td>October 2019</td><td>98.9%</td></tr> <tr><td>November 2019</td><td>97.6%</td></tr> <tr><td>December 2019</td><td>96.6%</td></tr> <tr><td>January 2020</td><td>96.8%</td></tr> <tr><td>February 2020</td><td>97.3%</td></tr> <tr><td>March 2020</td><td>96.7%</td></tr> </tbody> </table>	Month	Value (%)	April 2019	98.12%	May 2019	98.04%	June 2019	96.48%	July 2019	97.31%	August 2019	98.1%	September 2019	98.6%	October 2019	98.9%	November 2019	97.6%	December 2019	96.6%	January 2020	96.8%	February 2020	97.3%	March 2020	96.7%
Month	Value (%)																																
April 2019	98.12%																																
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December 2019	96.6%																																
January 2020	96.8%																																
February 2020	97.3%																																
March 2020	96.7%																																
Libraries	SP 480 Visitor figures - physical visits to Libraries (Monthly)	High	1,115,562	1,200,000			<p>COVID IMPACT 18 SP480: Visitor figures - physical visits to Libraries (Monthly)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>100,000</td></tr> <tr><td>May 2019</td><td>186,791</td></tr> <tr><td>June 2019</td><td>275,205</td></tr> <tr><td>July 2019</td><td>375,682</td></tr> <tr><td>August 2019</td><td>479,427</td></tr> <tr><td>September 2019</td><td>578,230</td></tr> <tr><td>October 2019</td><td>676,758</td></tr> <tr><td>November 2019</td><td>780,401</td></tr> <tr><td>December 2019</td><td>873,495</td></tr> <tr><td>January 2020</td><td>974,066</td></tr> <tr><td>February 2020</td><td>1,070,036</td></tr> <tr><td>March 2020</td><td>1,115,562</td></tr> </tbody> </table>	Month	Value	April 2019	100,000	May 2019	186,791	June 2019	275,205	July 2019	375,682	August 2019	479,427	September 2019	578,230	October 2019	676,758	November 2019	780,401	December 2019	873,495	January 2020	974,066	February 2020	1,070,036	March 2020	1,115,562
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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%			<p>SP 487 DE-ACTIVATE FOR 2020-21 - % customer satisfaction (Libraries' own survey) (Annual)</p> <table border="1"> <caption>SP 487 Performance Data</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2019/20</td> <td>100%</td> <td>95%</td> </tr> <tr> <td>2019/20</td> <td>100%</td> <td>95%</td> </tr> </tbody> </table>	Year	Value	Target	2019/20	100%	95%	2019/20	100%	95%																														
Year	Value	Target																																												
2019/20	100%	95%																																												
2019/20	100%	95%																																												
Public Health	SP 498 Breastfeeding at the 6-8 weeks review (partially or totally) (Monthly in arrear)	High	73.64%	71%			<p>SP 498 Breastfeeding at the 6-8 weeks review (partially or totally) (Monthly in arrear)</p> <table border="1"> <caption>SP 498 Performance Data</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>77.1%</td><td>71%</td></tr> <tr><td>May 2019</td><td>70.6%</td><td>71%</td></tr> <tr><td>June 2019</td><td>77.26%</td><td>71%</td></tr> <tr><td>July 2019</td><td>69.9%</td><td>71%</td></tr> <tr><td>August 2019</td><td>72.7%</td><td>71%</td></tr> <tr><td>September 2019</td><td>73.7%</td><td>71%</td></tr> <tr><td>October 2019</td><td>72.8%</td><td>71%</td></tr> <tr><td>November 2019</td><td>76.2%</td><td>71%</td></tr> <tr><td>December 2019</td><td>72.9%</td><td>71%</td></tr> <tr><td>January 2020</td><td>76.4%</td><td>71%</td></tr> <tr><td>February 2020</td><td>69.2%</td><td>71%</td></tr> <tr><td>March 2020</td><td>74.9%</td><td>71%</td></tr> </tbody> </table>	Month	Value	Target	April 2019	77.1%	71%	May 2019	70.6%	71%	June 2019	77.26%	71%	July 2019	69.9%	71%	August 2019	72.7%	71%	September 2019	73.7%	71%	October 2019	72.8%	71%	November 2019	76.2%	71%	December 2019	72.9%	71%	January 2020	76.4%	71%	February 2020	69.2%	71%	March 2020	74.9%	71%
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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	<p>SP 499 New Dementia action alliance members (cumulative) (Quarterly in arrear)</p>  <table border="1"> <caption>SP 499 New Dementia action alliance members (cumulative) (Quarterly in arrear)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2019/20</td> <td>5</td> <td>10</td> </tr> <tr> <td>Q2 2019/20</td> <td>5</td> <td>20</td> </tr> <tr> <td>Q3 2019/20</td> <td>9</td> <td>30</td> </tr> <tr> <td>Q4 2019/20</td> <td>27</td> <td>40</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2019/20	5	10	Q2 2019/20	5	20	Q3 2019/20	9	30	Q4 2019/20	27	40
Quarter	Value	Target																				
Q1 2019/20	5	10																				
Q2 2019/20	5	20																				
Q3 2019/20	9	30																				
Q4 2019/20	27	40																				
Public Health	SP 500 Number of referrals to the falls service (cumulative) (Quarterly in arrear)	High	1,161	843		N/A	<p>SP 500 DE-ACTIVATE FOR 2020-21 - Number of referrals to the falls service (cumulative) (Quarterly in arrear)</p>  <table border="1"> <caption>SP 500 DE-ACTIVATE FOR 2020-21 - Number of referrals to the falls service (cumulative) (Quarterly in arrear)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2019/20</td> <td>305</td> <td>300</td> </tr> <tr> <td>Q2 2019/20</td> <td>583</td> <td>600</td> </tr> <tr> <td>Q3 2019/20</td> <td>889</td> <td>900</td> </tr> <tr> <td>Q4 2019/20</td> <td>1,161</td> <td>1,200</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2019/20	305	300	Q2 2019/20	583	600	Q3 2019/20	889	900	Q4 2019/20	1,161	1,200
Quarter	Value	Target																				
Q1 2019/20	305	300																				
Q2 2019/20	583	600																				
Q3 2019/20	889	900																				
Q4 2019/20	1,161	1,200																				

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 arrears)	High	2,893	2,750			<p>SP 501 DE-ACTIVATE FOR 2020-21 - Number of completed NHS health checks (cumulative) (Quarterly in arrears)</p>  <table border="1"> <caption>SP 501 DE-ACTIVATE FOR 2020-21 - Number of completed NHS health checks (cumulative) (Quarterly in arrears)</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2019/20</td> <td>542</td> <td>-</td> </tr> <tr> <td>Q2 2019/20</td> <td>1,419</td> <td>2,750</td> </tr> <tr> <td>Q3 2019/20</td> <td>2,263</td> <td>2,750</td> </tr> <tr> <td>Q4 2019/20</td> <td>2,893</td> <td>2,750</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1 2019/20	542	-	Q2 2019/20	1,419	2,750	Q3 2019/20	2,263	2,750	Q4 2019/20	2,893	2,750
Quarter	Quarters	Target (Quarters)																				
Q1 2019/20	542	-																				
Q2 2019/20	1,419	2,750																				
Q3 2019/20	2,263	2,750																				
Q4 2019/20	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 arrears)	Low	91.2%	81.7%			<p>SP 502 DE-ACTIVATE FOR 2020-21 - The estimated proportion of residents who are dependent on alcohol but not in the treatment system (Quarterly in arrears)</p>  <table border="1"> <caption>SP 502 DE-ACTIVATE FOR 2020-21 - The estimated proportion of residents who are dependent on alcohol but not in the treatment system (Quarterly in arrears)</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2019/20</td> <td>77.7%</td> <td>81.7%</td> </tr> <tr> <td>Q2 2019/20</td> <td>76.4%</td> <td>81.7%</td> </tr> <tr> <td>Q3 2019/20</td> <td>76.4%</td> <td>81.7%</td> </tr> <tr> <td>Q4 2019/20</td> <td>91%</td> <td>81.7%</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1 2019/20	77.7%	81.7%	Q2 2019/20	76.4%	81.7%	Q3 2019/20	76.4%	81.7%	Q4 2019/20	91%	81.7%
Quarter	Quarters	Target (Quarters)																				
Q1 2019/20	77.7%	81.7%																				
Q2 2019/20	76.4%	81.7%																				
Q3 2019/20	76.4%	81.7%																				
Q4 2019/20	91%	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 arrears)	High	51.2%	43%	✓	↓	<p>COVID IMPACT 17 SP503 Proportion of all in treatment, who successfully completed treatment and did not re-present within 6/12 months - Alcohol (Quarterly in arrears)</p> <table border="1"> <caption>SP 503 Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2019/20</td> <td>93.1%</td> <td>43%</td> </tr> <tr> <td>Q2 2019/20</td> <td>46.7%</td> <td>43%</td> </tr> <tr> <td>Q3 2019/20</td> <td>52.5%</td> <td>43%</td> </tr> <tr> <td>Q4 2019/20</td> <td>51.2%</td> <td>43%</td> </tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q1 2019/20	93.1%	43%	Q2 2019/20	46.7%	43%	Q3 2019/20	52.5%	43%	Q4 2019/20	51.2%	43%
Quarter	Value (%)	Target (%)																				
Q1 2019/20	93.1%	43%																				
Q2 2019/20	46.7%	43%																				
Q3 2019/20	52.5%	43%																				
Q4 2019/20	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 arrears)	High	98%	90%	✓	▬	<p>SP 504 % young people (under 25) leaving treatment where substance misuse has reduced or client become drug free (Quarterly in arrears)</p> <table border="1"> <caption>SP 504 Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2019/20</td> <td>96%</td> <td>90%</td> </tr> <tr> <td>Q2 2019/20</td> <td>100%</td> <td>90%</td> </tr> <tr> <td>Q3 2019/20</td> <td>98%</td> <td>90%</td> </tr> <tr> <td>Q4 2019/20</td> <td>98%</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q1 2019/20	96%	90%	Q2 2019/20	100%	90%	Q3 2019/20	98%	90%	Q4 2019/20	98%	90%
Quarter	Value (%)	Target (%)																				
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Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Public Health	<p>SP 505 % of total attendances of eligible service users within the 15-24 age group who accepted and received a Chlamydia test (Quarterly in arrears)</p> <p><i>Final 2019/20 is Q1-Q3 average as no data is being reported on in Q4.</i></p>	High	63.03%	80%			<p>SP 505 DE-ACTIVATE FOR 2020-21 - % of total attendances of eligible service users within the 15-24 age group who accepted and received a Chlamydia test (Quarterly in arrears)</p> <table border="1"> <caption>Quarterly Performance Data for SP 505</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1-2019/20</td> <td>64%</td> <td>80%</td> </tr> <tr> <td>Q2-2019/20</td> <td>68.6%</td> <td>80%</td> </tr> <tr> <td>Q3-2019/20</td> <td>55.5%</td> <td>80%</td> </tr> <tr> <td>Q4-2019/20</td> <td>-</td> <td>80%</td> </tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q1-2019/20	64%	80%	Q2-2019/20	68.6%	80%	Q3-2019/20	55.5%	80%	Q4-2019/20	-	80%
Quarter	Value (%)	Target (%)																				
Q1-2019/20	64%	80%																				
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Q4-2019/20	-	80%																				



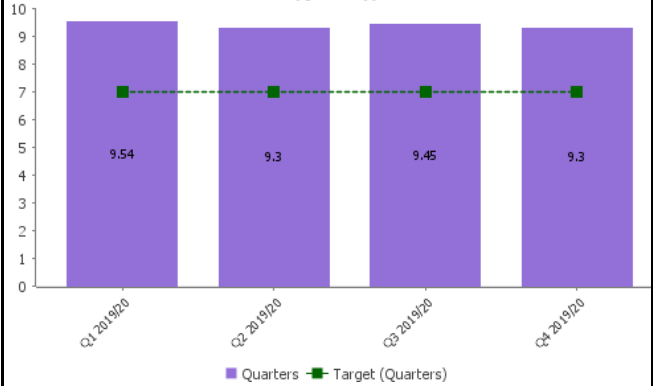


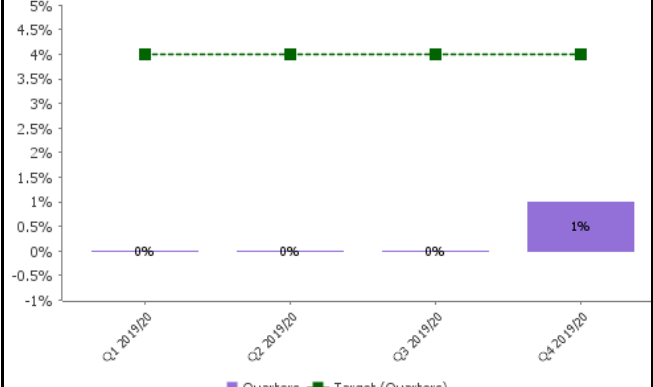
Corporate Services



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%			<p>CRP 013 / SP 431 % of positive and neutral coverage tone (Monthly)</p> <table border="1"> <caption>CRP 013 / SP 431 % of positive and neutral coverage tone (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>67%</td><td>85%</td></tr> <tr><td>May 2019</td><td>77.78%</td><td>85%</td></tr> <tr><td>June 2019</td><td>86.36%</td><td>85%</td></tr> <tr><td>July 2019</td><td>78.51%</td><td>85%</td></tr> <tr><td>August 2019</td><td>78.51%</td><td>85%</td></tr> <tr><td>September 2019</td><td>80%</td><td>85%</td></tr> <tr><td>October 2019</td><td>82%</td><td>85%</td></tr> <tr><td>November 2019</td><td>75%</td><td>85%</td></tr> <tr><td>December 2019</td><td>86.67%</td><td>85%</td></tr> <tr><td>January 2020</td><td>76.92%</td><td>85%</td></tr> <tr><td>February 2020</td><td>100%</td><td>85%</td></tr> <tr><td>March 2020</td><td>100%</td><td>85%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2019	67%	85%	May 2019	77.78%	85%	June 2019	86.36%	85%	July 2019	78.51%	85%	August 2019	78.51%	85%	September 2019	80%	85%	October 2019	82%	85%	November 2019	75%	85%	December 2019	86.67%	85%	January 2020	76.92%	85%	February 2020	100%	85%	March 2020	100%	85%
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March 2020	100%	85%																																												
Corporate Governance	CRP 014 / SP 426 % Ombudsman complaints answered in time (Monthly in arrears)	High	90.59%	90%			<p>CRP 014 / SP 426 % Ombudsman complaints answered in time (Monthly in arrears)</p> <table border="1"> <caption>CRP 014 / SP 426 % Ombudsman complaints answered in time (Monthly in arrears)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>95%</td><td>90%</td></tr> <tr><td>May 2019</td><td>87.5%</td><td>90%</td></tr> <tr><td>June 2019</td><td>85.71%</td><td>90%</td></tr> <tr><td>July 2019</td><td>93.33%</td><td>90%</td></tr> <tr><td>August 2019</td><td>100%</td><td>90%</td></tr> <tr><td>September 2019</td><td>94.12%</td><td>90%</td></tr> <tr><td>October 2019</td><td>66.67%</td><td>90%</td></tr> <tr><td>November 2019</td><td>92.86%</td><td>90%</td></tr> <tr><td>December 2019</td><td>100%</td><td>90%</td></tr> <tr><td>January 2020</td><td>93.33%</td><td>90%</td></tr> <tr><td>February 2020</td><td>85.71%</td><td>90%</td></tr> <tr><td>March 2020</td><td>83.33%</td><td>90%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2019	95%	90%	May 2019	87.5%	90%	June 2019	85.71%	90%	July 2019	93.33%	90%	August 2019	100%	90%	September 2019	94.12%	90%	October 2019	66.67%	90%	November 2019	92.86%	90%	December 2019	100%	90%	January 2020	93.33%	90%	February 2020	85.71%	90%	March 2020	83.33%	90%
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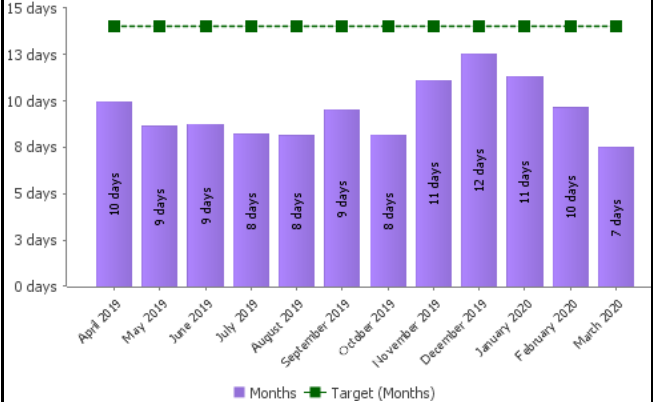


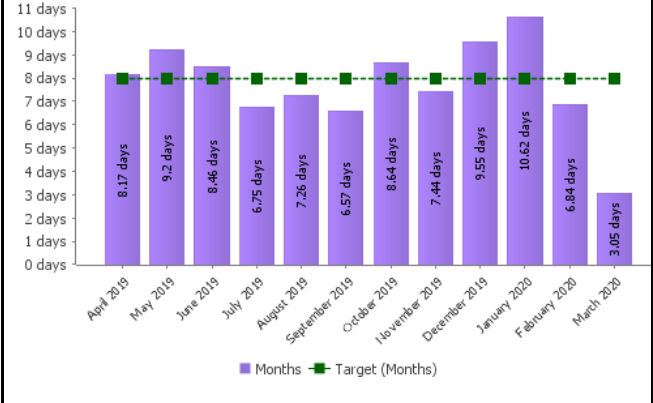
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart																										
			Value	Target	Status	Long Trend																											
Infrastructure & Technology	CRP 016 / SP 401 The level of CO2 emissions from the council's buildings (tonnes) (Annual)	Low	4,052	7,128.8	✓	↑	<p>CRP 016 / SP 401 The level of CO2 emissions from the council's buildings (tonnes) (Annual)</p> <table border="1"> <caption>CO2 Emissions Data (2010/11 - 2019/20)</caption> <thead> <tr> <th>Year</th> <th>Value (tonnes)</th> </tr> </thead> <tbody> <tr><td>2010/11</td><td>1,738.71</td></tr> <tr><td>2011/12</td><td>1,799.77</td></tr> <tr><td>2012/13</td><td>1,795.59</td></tr> <tr><td>2013/14</td><td>1,666.94</td></tr> <tr><td>2014/15</td><td>4,132.01</td></tr> <tr><td>2015/16</td><td>5,158.68</td></tr> <tr><td>2016/17</td><td>6,924</td></tr> <tr><td>2017/18</td><td>5,849</td></tr> <tr><td>2018/19</td><td>5,048</td></tr> <tr><td>2019/20</td><td>4,052</td></tr> </tbody> </table>	Year	Value (tonnes)	2010/11	1,738.71	2011/12	1,799.77	2012/13	1,795.59	2013/14	1,666.94	2014/15	4,132.01	2015/16	5,158.68	2016/17	6,924	2017/18	5,849	2018/19	5,048	2019/20	4,052				
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Resources	CRP 018 / SP 154 % Council Tax collected (Monthly)	High	97.79%	97.25%	✓	↓	<p>CRP 018 / SP 154 % Council Tax collected (Monthly)</p> <table border="1"> <caption>Monthly Council Tax Collection Data (April 2019 - March 2020)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>12.26%</td></tr> <tr><td>May 2019</td><td>21.7%</td></tr> <tr><td>June 2019</td><td>30.75%</td></tr> <tr><td>July 2019</td><td>40.17%</td></tr> <tr><td>August 2019</td><td>49.13%</td></tr> <tr><td>September 2019</td><td>58.16%</td></tr> <tr><td>October 2019</td><td>67.46%</td></tr> <tr><td>November 2019</td><td>76.46%</td></tr> <tr><td>December 2019</td><td>85.57%</td></tr> <tr><td>January 2020</td><td>94.35%</td></tr> <tr><td>February 2020</td><td>97.32%</td></tr> <tr><td>March 2020</td><td>97.79%</td></tr> </tbody> </table>	Month	Value (%)	April 2019	12.26%	May 2019	21.7%	June 2019	30.75%	July 2019	40.17%	August 2019	49.13%	September 2019	58.16%	October 2019	67.46%	November 2019	76.46%	December 2019	85.57%	January 2020	94.35%	February 2020	97.32%	March 2020	97.79%
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Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart																																							
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Resources	CRP 036 / SP 155 % Business Rates collected (Monthly)	High	97.95%	97.5%	✓	↓	<p>CRP 036 / SP 155 % Business Rates collected (Monthly)</p> <table border="1"> <caption>CRP 036 / SP 155 % Business Rates collected (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>11.65%</td><td>15%</td></tr> <tr><td>May 2019</td><td>21.79%</td><td>20%</td></tr> <tr><td>June 2019</td><td>29.89%</td><td>25%</td></tr> <tr><td>July 2019</td><td>38.68%</td><td>30%</td></tr> <tr><td>August 2019</td><td>47.56%</td><td>35%</td></tr> <tr><td>September 2019</td><td>56.42%</td><td>40%</td></tr> <tr><td>October 2019</td><td>65.14%</td><td>45%</td></tr> <tr><td>November 2019</td><td>74.53%</td><td>50%</td></tr> <tr><td>December 2019</td><td>83.32%</td><td>55%</td></tr> <tr><td>January 2020</td><td>92.05%</td><td>60%</td></tr> <tr><td>February 2020</td><td>95.91%</td><td>65%</td></tr> <tr><td>March 2020</td><td>97.95%</td><td>70%</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	April 2019	11.65%	15%	May 2019	21.79%	20%	June 2019	29.89%	25%	July 2019	38.68%	30%	August 2019	47.56%	35%	September 2019	56.42%	40%	October 2019	65.14%	45%	November 2019	74.53%	50%	December 2019	83.32%	55%	January 2020	92.05%	60%	February 2020	95.91%	65%	March 2020	97.95%	70%
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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 arrears)	Low	7.01%	9%	✓	↑	<p>CRP 037 / SP 352 % of all complaints received in the quarter which are Stage 2 (as opposed to Stage 1) complaints (Quarterly in arrears)</p> <table border="1"> <caption>CRP 037 / SP 352 % of all complaints received in the quarter which are Stage 2 (as opposed to Stage 1) complaints (Quarterly in arrears)</caption> <thead> <tr> <th>Quarter</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2019/2020</td><td>3.67%</td><td>9%</td></tr> <tr><td>Q2 2019/2020</td><td>9.85%</td><td>9%</td></tr> <tr><td>Q3 2019/2020</td><td>5.74%</td><td>9%</td></tr> <tr><td>Q4 2019/2020</td><td>8.02%</td><td>9%</td></tr> </tbody> </table>	Quarter	Actual (%)	Target (%)	Q1 2019/2020	3.67%	9%	Q2 2019/2020	9.85%	9%	Q3 2019/2020	5.74%	9%	Q4 2019/2020	8.02%	9%																								
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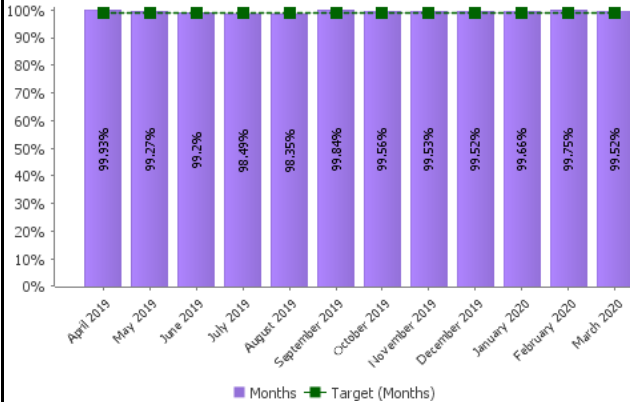


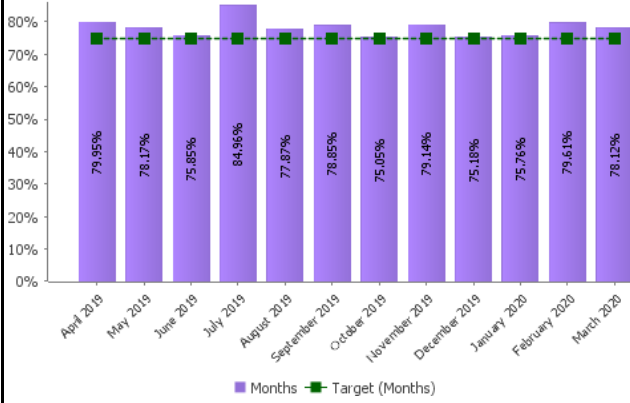
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Corporate Governance	CRP 041 / SP 192 % FOI requests dealt with in time (Monthly in arrear)	High	87.81%	90%			<p>CRP 041 / SP 192 % FOI requests dealt with in time (Monthly in arrear)</p>  <table border="1"> <caption>CRP 041 / SP 192 % FOI requests dealt with in time (Monthly in arrear)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>91.24%</td><td>90%</td></tr> <tr><td>May 2019</td><td>87.76%</td><td>90%</td></tr> <tr><td>June 2019</td><td>90.48%</td><td>90%</td></tr> <tr><td>July 2019</td><td>92.22%</td><td>90%</td></tr> <tr><td>August 2019</td><td>85.59%</td><td>90%</td></tr> <tr><td>September 2019</td><td>93.75%</td><td>90%</td></tr> <tr><td>October 2019</td><td>89.92%</td><td>90%</td></tr> <tr><td>November 2019</td><td>87.77%</td><td>90%</td></tr> <tr><td>December 2019</td><td>93.04%</td><td>90%</td></tr> <tr><td>January 2020</td><td>87.2%</td><td>90%</td></tr> <tr><td>February 2020</td><td>81.48%</td><td>90%</td></tr> <tr><td>March 2020</td><td>68.93%</td><td>90%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2019	91.24%	90%	May 2019	87.76%	90%	June 2019	90.48%	90%	July 2019	92.22%	90%	August 2019	85.59%	90%	September 2019	93.75%	90%	October 2019	89.92%	90%	November 2019	87.77%	90%	December 2019	93.04%	90%	January 2020	87.2%	90%	February 2020	81.48%	90%	March 2020	68.93%	90%
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Infrastructure & Technology	CRP 074 / SP 221 No. of staff working from Civic Centre (Quarterly)	High	1,100	1,300			<p>CRP 074 / SP 221 No. of staff working from Civic Centre (Quarterly)</p>  <table border="1"> <caption>CRP 074 / SP 221 No. of staff working from Civic Centre (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q1 2019/20</td><td>1,230</td><td>1,300</td></tr> <tr><td>Q2 2019/20</td><td>1,207</td><td>1,300</td></tr> <tr><td>Q3 2019/20</td><td>1,218</td><td>1,300</td></tr> <tr><td>Q4 2019/20</td><td>1,100</td><td>1,300</td></tr> </tbody> </table>	Quarter	Value	Target	Q1 2019/20	1,230	1,300	Q2 2019/20	1,207	1,300	Q3 2019/20	1,218	1,300	Q4 2019/20	1,100	1,300																								
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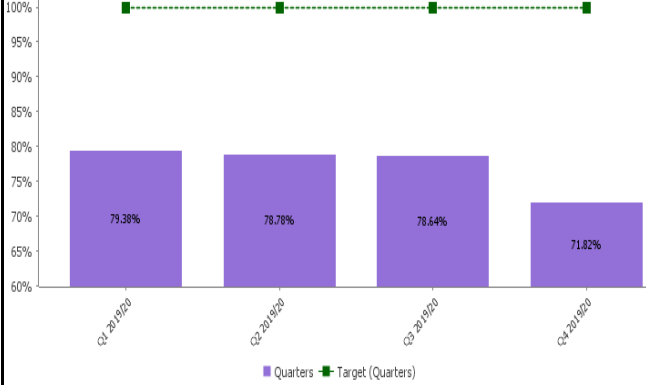


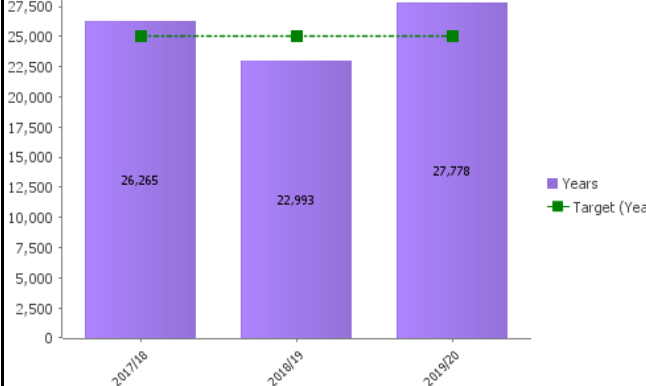
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Human Resources	CRP 080 / SP 413 No. of working days per FTE lost to sickness absence excluding schools (Quarterly)	Low	9.39	7			<p>CRP 080 / SP 413 No. of working days per FTE lost to sickness absence excluding schools (Quarterly)</p>  <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1-2019/20</td> <td>9.54</td> <td>7.0</td> </tr> <tr> <td>Q2-2019/20</td> <td>9.3</td> <td>7.0</td> </tr> <tr> <td>Q3-2019/20</td> <td>9.45</td> <td>7.0</td> </tr> <tr> <td>Q4-2019/20</td> <td>9.3</td> <td>7.0</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1-2019/20	9.54	7.0	Q2-2019/20	9.3	7.0	Q3-2019/20	9.45	7.0	Q4-2019/20	9.3	7.0
Quarter	Value	Target																				
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Q2-2019/20	9.3	7.0																				
Q3-2019/20	9.45	7.0																				
Q4-2019/20	9.3	7.0																				
Corporate Governance	CRP 082 / SP 427 % FOI refusal notices which are not upheld at review stage (Quarterly)	Low	0.25%	4%			<p>CRP 082 / SP 427 % FOI refusal notices which are not upheld at review stage (Quarterly)</p>  <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1-2019/20</td> <td>0%</td> <td>4.0%</td> </tr> <tr> <td>Q2-2019/20</td> <td>0%</td> <td>4.0%</td> </tr> <tr> <td>Q3-2019/20</td> <td>0%</td> <td>4.0%</td> </tr> <tr> <td>Q4-2019/20</td> <td>1%</td> <td>4.0%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1-2019/20	0%	4.0%	Q2-2019/20	0%	4.0%	Q3-2019/20	0%	4.0%	Q4-2019/20	1%	4.0%
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Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart																																							
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Corporate Governance	CRP 083 / SP 428 % Ombudsman complaints partially or fully upheld (Quarterly in arrear)	Low	45.5%	40%			<p>CRP 083 / SP 428 % Ombudsman complaints partially or fully upheld (Quarterly in arrear)</p>  <table border="1"> <caption>CRP 083 / SP 428 % Ombudsman complaints partially or fully upheld (Quarterly in arrear)</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1-2019/20</td> <td>60%</td> <td>60%</td> </tr> <tr> <td>Q2-2019/20</td> <td>80%</td> <td>60%</td> </tr> <tr> <td>Q3-2019/20</td> <td>21%</td> <td>60%</td> </tr> <tr> <td>Q4-2019/20</td> <td>21%</td> <td>60%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1-2019/20	60%	60%	Q2-2019/20	80%	60%	Q3-2019/20	21%	60%	Q4-2019/20	21%	60%																								
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Customers, Policy & Improvement	CRP 085 / SP 410 % of on-line transactions (Monthly)	High	75.67%	64%			<p>CRP 085 / SP 410 % of on-line transactions (Monthly)</p>  <table border="1"> <caption>CRP 085 / SP 410 % of on-line transactions (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Months (%)</th> <th>Target (Months) (%)</th> </tr> </thead> <tbody> <tr> <td>April 2019</td> <td>77.02%</td> <td>64%</td> </tr> <tr> <td>May 2019</td> <td>79.49%</td> <td>64%</td> </tr> <tr> <td>June 2019</td> <td>68.69%</td> <td>64%</td> </tr> <tr> <td>July 2019</td> <td>80.94%</td> <td>64%</td> </tr> <tr> <td>August 2019</td> <td>70.73%</td> <td>64%</td> </tr> <tr> <td>September 2019</td> <td>72.15%</td> <td>64%</td> </tr> <tr> <td>October 2019</td> <td>74.01%</td> <td>64%</td> </tr> <tr> <td>November 2019</td> <td>75.48%</td> <td>64%</td> </tr> <tr> <td>December 2019</td> <td>76.21%</td> <td>64%</td> </tr> <tr> <td>January 2020</td> <td>81.71%</td> <td>64%</td> </tr> <tr> <td>February 2020</td> <td>75.09%</td> <td>64%</td> </tr> <tr> <td>March 2020</td> <td>74.19%</td> <td>64%</td> </tr> </tbody> </table>	Month	Months (%)	Target (Months) (%)	April 2019	77.02%	64%	May 2019	79.49%	64%	June 2019	68.69%	64%	July 2019	80.94%	64%	August 2019	70.73%	64%	September 2019	72.15%	64%	October 2019	74.01%	64%	November 2019	75.48%	64%	December 2019	76.21%	64%	January 2020	81.71%	64%	February 2020	75.09%	64%	March 2020	74.19%	64%
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Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart																																							
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Resources	CRP 086 / SP 411 Number of processing days for new Housing Benefit claims (Monthly)	Low	7 days	14 days			<p>CRP 086 / SP 411 Number of processing days for new Housing Benefit claims (Monthly)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>10 days</td><td>14 days</td></tr> <tr><td>May 2019</td><td>9 days</td><td>14 days</td></tr> <tr><td>June 2019</td><td>9 days</td><td>14 days</td></tr> <tr><td>July 2019</td><td>8 days</td><td>14 days</td></tr> <tr><td>August 2019</td><td>8 days</td><td>14 days</td></tr> <tr><td>September 2019</td><td>9 days</td><td>14 days</td></tr> <tr><td>October 2019</td><td>8 days</td><td>14 days</td></tr> <tr><td>November 2019</td><td>11 days</td><td>14 days</td></tr> <tr><td>December 2019</td><td>12 days</td><td>14 days</td></tr> <tr><td>January 2020</td><td>11 days</td><td>14 days</td></tr> <tr><td>February 2020</td><td>10 days</td><td>14 days</td></tr> <tr><td>March 2020</td><td>7 days</td><td>14 days</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2019	10 days	14 days	May 2019	9 days	14 days	June 2019	9 days	14 days	July 2019	8 days	14 days	August 2019	8 days	14 days	September 2019	9 days	14 days	October 2019	8 days	14 days	November 2019	11 days	14 days	December 2019	12 days	14 days	January 2020	11 days	14 days	February 2020	10 days	14 days	March 2020	7 days	14 days
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Resources	CRP 087 / SP 412 Number of processing days for Housing Benefit change of circumstances (Monthly)	Low	7.2 days	8 days			<p>CRP 087 / SP 412 Number of processing days for Housing Benefit change of circumstances (Monthly)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>8.17 days</td><td>8 days</td></tr> <tr><td>May 2019</td><td>9.2 days</td><td>8 days</td></tr> <tr><td>June 2019</td><td>8.46 days</td><td>8 days</td></tr> <tr><td>July 2019</td><td>6.75 days</td><td>8 days</td></tr> <tr><td>August 2019</td><td>7.26 days</td><td>8 days</td></tr> <tr><td>September 2019</td><td>6.57 days</td><td>8 days</td></tr> <tr><td>October 2019</td><td>8.64 days</td><td>8 days</td></tr> <tr><td>November 2019</td><td>7.44 days</td><td>8 days</td></tr> <tr><td>December 2019</td><td>9.55 days</td><td>8 days</td></tr> <tr><td>January 2020</td><td>10.62 days</td><td>8 days</td></tr> <tr><td>February 2020</td><td>6.84 days</td><td>8 days</td></tr> <tr><td>March 2020</td><td>3.05 days</td><td>8 days</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2019	8.17 days	8 days	May 2019	9.2 days	8 days	June 2019	8.46 days	8 days	July 2019	6.75 days	8 days	August 2019	7.26 days	8 days	September 2019	6.57 days	8 days	October 2019	8.64 days	8 days	November 2019	7.44 days	8 days	December 2019	9.55 days	8 days	January 2020	10.62 days	8 days	February 2020	6.84 days	8 days	March 2020	3.05 days	8 days
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Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart																																							
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Corporate Governance	SP 193 % Complaints dealt with in time (Monthly in arrear)	High	83.54%	90%			<p>CRP 098 / SP 193 % Complaints dealt with in time (Monthly in arrear)</p> <table border="1"> <caption>CRP 098 / SP 193 % Complaints dealt with in time (Monthly in arrear)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>89.01%</td><td>90%</td></tr> <tr><td>May 2019</td><td>80%</td><td>90%</td></tr> <tr><td>June 2019</td><td>86.96%</td><td>90%</td></tr> <tr><td>July 2019</td><td>76.95%</td><td>90%</td></tr> <tr><td>August 2019</td><td>84.21%</td><td>90%</td></tr> <tr><td>September 2019</td><td>84.71%</td><td>90%</td></tr> <tr><td>October 2019</td><td>84.76%</td><td>90%</td></tr> <tr><td>November 2019</td><td>84.95%</td><td>90%</td></tr> <tr><td>December 2019</td><td>87.5%</td><td>90%</td></tr> <tr><td>January 2020</td><td>86.27%</td><td>90%</td></tr> <tr><td>February 2020</td><td>83.33%</td><td>90%</td></tr> <tr><td>March 2020</td><td>69.09%</td><td>90%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2019	89.01%	90%	May 2019	80%	90%	June 2019	86.96%	90%	July 2019	76.95%	90%	August 2019	84.21%	90%	September 2019	84.71%	90%	October 2019	84.76%	90%	November 2019	84.95%	90%	December 2019	87.5%	90%	January 2020	86.27%	90%	February 2020	83.33%	90%	March 2020	69.09%	90%
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Infrastructure & Technology	SP 226 First time fix rate for IT Service Desk (Monthly)	High	77.69%	75%			<p>CRP 099 / SP 226 First time fix rate for IT Service Desk (Monthly)</p> <table border="1"> <caption>CRP 099 / SP 226 First time fix rate for IT Service Desk (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>76.75%</td><td>75%</td></tr> <tr><td>May 2019</td><td>77.56%</td><td>75%</td></tr> <tr><td>June 2019</td><td>77.58%</td><td>75%</td></tr> <tr><td>July 2019</td><td>79.16%</td><td>75%</td></tr> <tr><td>August 2019</td><td>77.05%</td><td>75%</td></tr> <tr><td>September 2019</td><td>76.26%</td><td>75%</td></tr> <tr><td>October 2019</td><td>75.49%</td><td>75%</td></tr> <tr><td>November 2019</td><td>81.89%</td><td>75%</td></tr> <tr><td>December 2019</td><td>76.23%</td><td>75%</td></tr> <tr><td>January 2020</td><td>77.75%</td><td>75%</td></tr> <tr><td>February 2020</td><td>77.74%</td><td>75%</td></tr> <tr><td>March 2020</td><td>78.13%</td><td>75%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2019	76.75%	75%	May 2019	77.56%	75%	June 2019	77.58%	75%	July 2019	79.16%	75%	August 2019	77.05%	75%	September 2019	76.26%	75%	October 2019	75.49%	75%	November 2019	81.89%	75%	December 2019	76.23%	75%	January 2020	77.75%	75%	February 2020	77.74%	75%	March 2020	78.13%	75%
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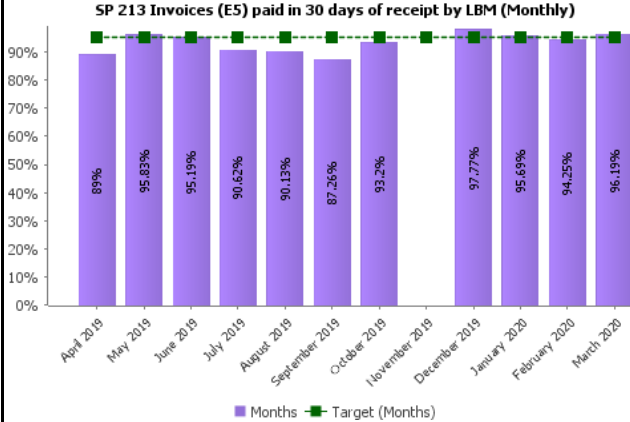
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart																																							
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Infrastructure & Technology	SP 339 % System Availability (Monthly)	High	99.39%	99%			<p>CRP 100 / SP 339 % System Availability (Monthly)</p>  <table border="1"> <caption>CRP 100 / SP 339 % System Availability (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>99.93%</td><td>99%</td></tr> <tr><td>May 2019</td><td>99.27%</td><td>99%</td></tr> <tr><td>June 2019</td><td>99.2%</td><td>99%</td></tr> <tr><td>July 2019</td><td>98.49%</td><td>99%</td></tr> <tr><td>August 2019</td><td>98.35%</td><td>99%</td></tr> <tr><td>September 2019</td><td>99.84%</td><td>99%</td></tr> <tr><td>October 2019</td><td>99.56%</td><td>99%</td></tr> <tr><td>November 2019</td><td>99.53%</td><td>99%</td></tr> <tr><td>December 2019</td><td>99.52%</td><td>99%</td></tr> <tr><td>January 2020</td><td>99.66%</td><td>99%</td></tr> <tr><td>February 2020</td><td>99.75%</td><td>99%</td></tr> <tr><td>March 2020</td><td>99.52%</td><td>99%</td></tr> </tbody> </table>	Month	Value	Target	April 2019	99.93%	99%	May 2019	99.27%	99%	June 2019	99.2%	99%	July 2019	98.49%	99%	August 2019	98.35%	99%	September 2019	99.84%	99%	October 2019	99.56%	99%	November 2019	99.53%	99%	December 2019	99.52%	99%	January 2020	99.66%	99%	February 2020	99.75%	99%	March 2020	99.52%	99%
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Customers, Policy & Improvement	SP 402 First contact resolution (Merton Link) (Monthly)	High	78.27%	75%			<p>CRP 102 / SP 402 First contact resolution (Merton Link) (Monthly)</p>  <table border="1"> <caption>CRP 102 / SP 402 First contact resolution (Merton Link) (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>79.95%</td><td>75%</td></tr> <tr><td>May 2019</td><td>78.17%</td><td>75%</td></tr> <tr><td>June 2019</td><td>75.05%</td><td>75%</td></tr> <tr><td>July 2019</td><td>84.96%</td><td>75%</td></tr> <tr><td>August 2019</td><td>77.07%</td><td>75%</td></tr> <tr><td>September 2019</td><td>78.05%</td><td>75%</td></tr> <tr><td>October 2019</td><td>75.05%</td><td>75%</td></tr> <tr><td>November 2019</td><td>79.14%</td><td>75%</td></tr> <tr><td>December 2019</td><td>75.18%</td><td>75%</td></tr> <tr><td>January 2020</td><td>75.76%</td><td>75%</td></tr> <tr><td>February 2020</td><td>79.61%</td><td>75%</td></tr> <tr><td>March 2020</td><td>78.12%</td><td>75%</td></tr> </tbody> </table>	Month	Value	Target	April 2019	79.95%	75%	May 2019	78.17%	75%	June 2019	75.05%	75%	July 2019	84.96%	75%	August 2019	77.07%	75%	September 2019	78.05%	75%	October 2019	75.05%	75%	November 2019	79.14%	75%	December 2019	75.18%	75%	January 2020	75.76%	75%	February 2020	79.61%	75%	March 2020	78.12%	75%
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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%			<p>CRP 105 / SP 469 Delivery against current year MTFS savings targets (Quarterly)</p>  <table border="1"> <caption>CRP 105 / SP 469 Delivery against current year MTFS savings targets (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1-2019/20</td> <td>79.38%</td> <td>100%</td> </tr> <tr> <td>Q2-2019/20</td> <td>78.78%</td> <td>100%</td> </tr> <tr> <td>Q3-2019/20</td> <td>78.44%</td> <td>100%</td> </tr> <tr> <td>Q4-2019/20</td> <td>71.82%</td> <td>100%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1-2019/20	79.38%	100%	Q2-2019/20	78.78%	100%	Q3-2019/20	78.44%	100%	Q4-2019/20	71.82%	100%
Quarter	Quarters (%)	Target (Quarters) (%)																				
Q1-2019/20	79.38%	100%																				
Q2-2019/20	78.78%	100%																				
Q3-2019/20	78.44%	100%																				
Q4-2019/20	71.82%	100%																				
Corporate Governance	SP 470 No. of new electors added to the register of electors (Annual)	High	27,778	25,000			<p>CRP 106 / SP 470 No. of new electors added to the register of electors (Annual)</p>  <table border="1"> <caption>CRP 106 / SP 470 No. of new electors added to the register of electors (Annual)</caption> <thead> <tr> <th>Year</th> <th>Years</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>26,265</td> <td>25,000</td> </tr> <tr> <td>2018/19</td> <td>22,993</td> <td>25,000</td> </tr> <tr> <td>2019/20</td> <td>27,778</td> <td>25,000</td> </tr> </tbody> </table>	Year	Years	Target (Years)	2017/18	26,265	25,000	2018/19	22,993	25,000	2019/20	27,778	25,000			
Year	Years	Target (Years)																				
2017/18	26,265	25,000																				
2018/19	22,993	25,000																				
2019/20	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%	✔	↓	<p>CRP 109 / SP 477 Voluntary turnover rate (the rate of resignations) (Quarterly)</p> <table border="1"> <caption>CRP 109 / SP 477 Voluntary turnover rate (the rate of resignations) (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Actual Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1-2019/20</td> <td>8.34%</td> <td>12%</td> </tr> <tr> <td>Q2-2019/20</td> <td>7.8%</td> <td>12%</td> </tr> <tr> <td>Q3-2019/20</td> <td>9.57%</td> <td>12%</td> </tr> <tr> <td>Q4-2019/20</td> <td>9.04%</td> <td>12%</td> </tr> </tbody> </table>	Quarter	Actual Value	Target	Q1-2019/20	8.34%	12%	Q2-2019/20	7.8%	12%	Q3-2019/20	9.57%	12%	Q4-2019/20	9.04%	12%
Quarter	Actual Value	Target																				
Q1-2019/20	8.34%	12%																				
Q2-2019/20	7.8%	12%																				
Q3-2019/20	9.57%	12%																				
Q4-2019/20	9.04%	12%																				
Customers, Policy & Improvement	SP474MP003 No. of volunteers recruited through MVSC (cumulative) (Quarterly)	High	458	262	✔	↑	<p>CRP107SP474MP003 No. of volunteers recruited through MVSC (cumulative) (Quarterly)</p> <table border="1"> <caption>CRP107SP474MP003 No. of volunteers recruited through MVSC (cumulative) (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Actual Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1-2019/20</td> <td>66</td> <td>90</td> </tr> <tr> <td>Q2-2019/20</td> <td>121</td> <td>90</td> </tr> <tr> <td>Q3-2019/20</td> <td>137</td> <td>90</td> </tr> <tr> <td>Q4-2019/20</td> <td>134</td> <td>90</td> </tr> </tbody> </table>	Quarter	Actual Value	Target	Q1-2019/20	66	90	Q2-2019/20	121	90	Q3-2019/20	137	90	Q4-2019/20	134	90
Quarter	Actual Value	Target																				
Q1-2019/20	66	90																				
Q2-2019/20	121	90																				
Q3-2019/20	137	90																				
Q4-2019/20	134	90																				



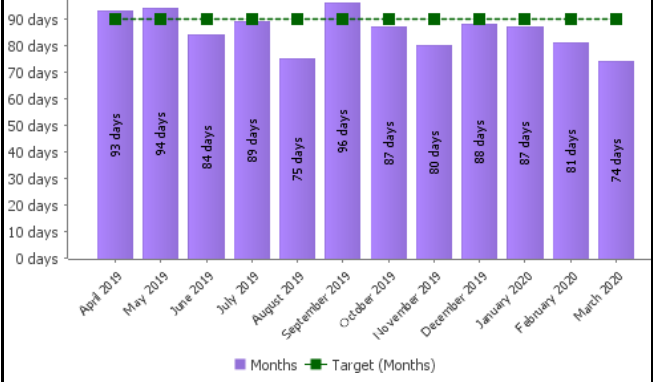
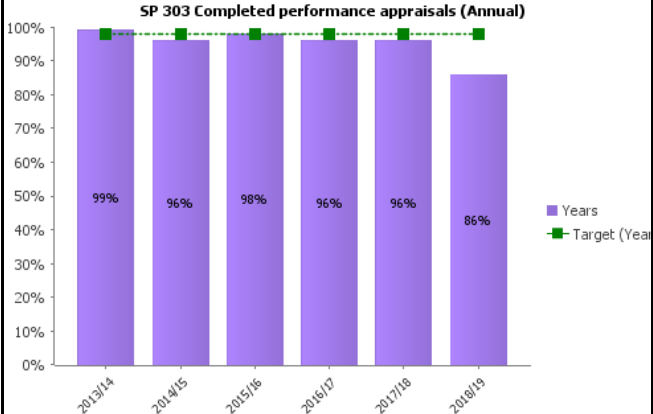
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Resources	SP 157 % Merton Bailiff Service files paid in full (excluding parking and miscellaneous debt) (Monthly)	High	47.62%	52%			<p>SP 157 % Merton Bailiff Service files paid in full (excluding parking and miscellaneous debt) (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>45.33%</td><td>52%</td></tr> <tr><td>May 2019</td><td>35.61%</td><td>52%</td></tr> <tr><td>June 2019</td><td>44.18%</td><td>52%</td></tr> <tr><td>July 2019</td><td>37.33%</td><td>52%</td></tr> <tr><td>August 2019</td><td>34.82%</td><td>52%</td></tr> <tr><td>September 2019</td><td>46.59%</td><td>52%</td></tr> <tr><td>October 2019</td><td>48.63%</td><td>52%</td></tr> <tr><td>November 2019</td><td>57.69%</td><td>52%</td></tr> <tr><td>December 2019</td><td>76.47%</td><td>52%</td></tr> <tr><td>January 2020</td><td>61.73%</td><td>52%</td></tr> <tr><td>February 2020</td><td>81.6%</td><td>52%</td></tr> <tr><td>March 2020</td><td>70.59%</td><td>52%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2019	45.33%	52%	May 2019	35.61%	52%	June 2019	44.18%	52%	July 2019	37.33%	52%	August 2019	34.82%	52%	September 2019	46.59%	52%	October 2019	48.63%	52%	November 2019	57.69%	52%	December 2019	76.47%	52%	January 2020	61.73%	52%	February 2020	81.6%	52%	March 2020	70.59%	52%
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February 2020	81.6%	52%																																												
March 2020	70.59%	52%																																												
Corporate Governance	SP 189 No. supplementary agendas issued (Quarterly)	Low	16	16			<p>SP 189 No. supplementary agendas issued (Quarterly)</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q1 2019/20</td><td>4</td><td>16</td></tr> <tr><td>Q2 2019/20</td><td>5</td><td>16</td></tr> <tr><td>Q3 2019/20</td><td>3</td><td>16</td></tr> <tr><td>Q4 2019/20</td><td>4</td><td>16</td></tr> </tbody> </table>	Quarter	Value	Target	Q1 2019/20	4	16	Q2 2019/20	5	16	Q3 2019/20	3	16	Q4 2019/20	4	16																								
Quarter	Value	Target																																												
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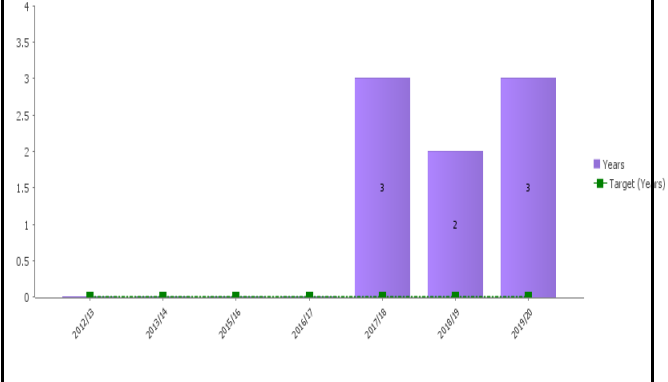


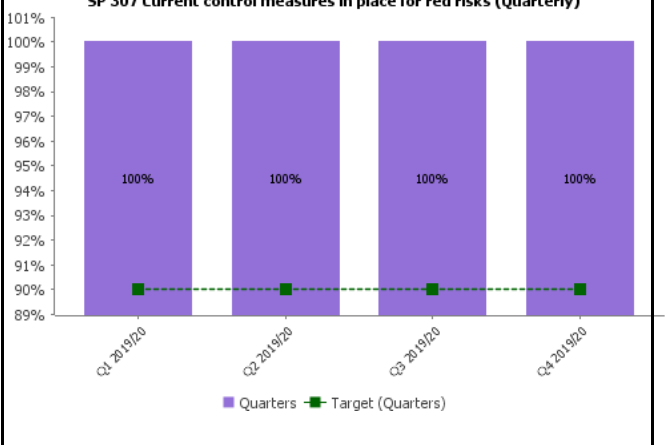
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Corporate Governance	SP 198 % of audits completed against plan (Quarterly)	High	93.48%	90%	✓	↓	<p>SP 198 % of audits completed against plan (Quarterly)</p> <table border="1"> <caption>SP 198 % of audits completed against plan (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1-2019/20</td> <td>100%</td> <td>90%</td> </tr> <tr> <td>Q2-2019/20</td> <td>90.48%</td> <td>90%</td> </tr> <tr> <td>Q3-2019/20</td> <td>96.77%</td> <td>90%</td> </tr> <tr> <td>Q4-2019/20</td> <td>93.48%</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1-2019/20	100%	90%	Q2-2019/20	90.48%	90%	Q3-2019/20	96.77%	90%	Q4-2019/20	93.48%	90%
Quarter	Quarters (%)	Target (Quarters) (%)																				
Q1-2019/20	100%	90%																				
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Q4-2019/20	93.48%	90%																				
Corporate Governance	SP 199 Audit actions implemented by agreed date (Quarterly)	High	93.51%	90%	✓	↑	<p>SP 199 Audit actions implemented by agreed date (Quarterly)</p> <table border="1"> <caption>SP 199 Audit actions implemented by agreed date (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1-2019/20</td> <td>90.41%</td> <td>90%</td> </tr> <tr> <td>Q2-2019/20</td> <td>91.36%</td> <td>90%</td> </tr> <tr> <td>Q3-2019/20</td> <td>89.5%</td> <td>90%</td> </tr> <tr> <td>Q4-2019/20</td> <td>93.51%</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1-2019/20	90.41%	90%	Q2-2019/20	91.36%	90%	Q3-2019/20	89.5%	90%	Q4-2019/20	93.51%	90%
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Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart																																							
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Infrastructure & Technology	SP 203 Completed planned Health and Safety workplace inspections (Quarterly)	High	52	50			<p>SP 203 Completed planned Health and Safety workplace inspections (Quarterly)</p>  <table border="1"> <caption>SP 203 Completed planned Health and Safety workplace inspections (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2019/20</td> <td>17</td> <td>14</td> </tr> <tr> <td>Q2 2019/20</td> <td>13</td> <td>14</td> </tr> <tr> <td>Q3 2019/20</td> <td>12</td> <td>14</td> </tr> <tr> <td>Q4 2019/20</td> <td>10</td> <td>14</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2019/20	17	14	Q2 2019/20	13	14	Q3 2019/20	12	14	Q4 2019/20	10	14																								
Quarter	Value	Target																																												
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Q2 2019/20	13	14																																												
Q3 2019/20	12	14																																												
Q4 2019/20	10	14																																												
Infrastructure & Technology	SP 213 Invoices (E5) paid in 30 days of receipt by LBM (Monthly)	High	93.36%	95%			<p>SP 213 Invoices (E5) paid in 30 days of receipt by LBM (Monthly)</p>  <table border="1"> <caption>SP 213 Invoices (E5) paid in 30 days of receipt by LBM (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>April 2019</td> <td>89%</td> <td>95%</td> </tr> <tr> <td>May 2019</td> <td>95.83%</td> <td>95%</td> </tr> <tr> <td>June 2019</td> <td>95.19%</td> <td>95%</td> </tr> <tr> <td>July 2019</td> <td>90.62%</td> <td>95%</td> </tr> <tr> <td>August 2019</td> <td>90.13%</td> <td>95%</td> </tr> <tr> <td>September 2019</td> <td>87.26%</td> <td>95%</td> </tr> <tr> <td>October 2019</td> <td>93.2%</td> <td>95%</td> </tr> <tr> <td>November 2019</td> <td>97.77%</td> <td>95%</td> </tr> <tr> <td>December 2019</td> <td>95.69%</td> <td>95%</td> </tr> <tr> <td>January 2020</td> <td>94.25%</td> <td>95%</td> </tr> <tr> <td>February 2020</td> <td>96.19%</td> <td>95%</td> </tr> <tr> <td>March 2020</td> <td>96.19%</td> <td>95%</td> </tr> </tbody> </table>	Month	Value	Target	April 2019	89%	95%	May 2019	95.83%	95%	June 2019	95.19%	95%	July 2019	90.62%	95%	August 2019	90.13%	95%	September 2019	87.26%	95%	October 2019	93.2%	95%	November 2019	97.77%	95%	December 2019	95.69%	95%	January 2020	94.25%	95%	February 2020	96.19%	95%	March 2020	96.19%	95%
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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%			<p>SP 217 Invoices (Mosaic) paid in 30 days from invoice date minus 4 days postage (Monthly)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>98.05%</td><td>95%</td></tr> <tr><td>May 2019</td><td>96.41%</td><td>95%</td></tr> <tr><td>June 2019</td><td>98.4%</td><td>95%</td></tr> <tr><td>July 2019</td><td>96.46%</td><td>95%</td></tr> <tr><td>August 2019</td><td>96.38%</td><td>95%</td></tr> <tr><td>September 2019</td><td>97.12%</td><td>95%</td></tr> <tr><td>October 2019</td><td>94.95%</td><td>95%</td></tr> <tr><td>November 2019</td><td>95.83%</td><td>95%</td></tr> <tr><td>December 2019</td><td>94.52%</td><td>95%</td></tr> <tr><td>January 2020</td><td>98.05%</td><td>95%</td></tr> <tr><td>February 2020</td><td>99.28%</td><td>95%</td></tr> <tr><td>March 2020</td><td>98.75%</td><td>95%</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	April 2019	98.05%	95%	May 2019	96.41%	95%	June 2019	98.4%	95%	July 2019	96.46%	95%	August 2019	96.38%	95%	September 2019	97.12%	95%	October 2019	94.95%	95%	November 2019	95.83%	95%	December 2019	94.52%	95%	January 2020	98.05%	95%	February 2020	99.28%	95%	March 2020	98.75%	95%
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Infrastructure & Technology	SP 222a % Reactive repairs (Annual)	Low	37%	30%			<p>SP 222a % Reactive repairs (Annual)</p>  <table border="1"> <thead> <tr> <th>Year</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>2012/13</td><td>53.1%</td><td>30%</td></tr> <tr><td>2013/14</td><td>50.6%</td><td>30%</td></tr> <tr><td>2014/15</td><td>59%</td><td>30%</td></tr> <tr><td>2015/16</td><td>33%</td><td>30%</td></tr> <tr><td>2016/17</td><td>34%</td><td>30%</td></tr> <tr><td>2017/18</td><td>34%</td><td>30%</td></tr> <tr><td>2018/19</td><td>34%</td><td>30%</td></tr> <tr><td>2019/20</td><td>37%</td><td>30%</td></tr> </tbody> </table>	Year	Actual (%)	Target (%)	2012/13	53.1%	30%	2013/14	50.6%	30%	2014/15	59%	30%	2015/16	33%	30%	2016/17	34%	30%	2017/18	34%	30%	2018/19	34%	30%	2019/20	37%	30%												
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Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart																											
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Infrastructure & Technology	SP 222b % Planned repairs (Annual)	High	63%	70%			<p>SP 222b % Planned repairs (Annual)</p> <table border="1"> <caption>SP 222b % Planned repairs (Annual)</caption> <thead> <tr> <th>Year</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>2012/13</td><td>46.9%</td><td>40%</td></tr> <tr><td>2013/14</td><td>49.4%</td><td>50%</td></tr> <tr><td>2014/15</td><td>41%</td><td>60%</td></tr> <tr><td>2015/16</td><td>67%</td><td>70%</td></tr> <tr><td>2016/17</td><td>66%</td><td>70%</td></tr> <tr><td>2017/18</td><td>66%</td><td>70%</td></tr> <tr><td>2018/19</td><td>66%</td><td>70%</td></tr> <tr><td>2019/20</td><td>63%</td><td>70%</td></tr> </tbody> </table>	Year	Actual (%)	Target (%)	2012/13	46.9%	40%	2013/14	49.4%	50%	2014/15	41%	60%	2015/16	67%	70%	2016/17	66%	70%	2017/18	66%	70%	2018/19	66%	70%	2019/20	63%	70%
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Infrastructure & Technology	SP 223 Total external fee income (facilities management) (Quarterly)	High	£442,079	£497,000			<p>SP 223 Total external fee income (facilities management) (Quarterly)</p> <table border="1"> <caption>SP 223 Total external fee income (facilities management) (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Actual (£)</th> <th>Target (£)</th> </tr> </thead> <tbody> <tr><td>Q1 2018/19</td><td>£18,000</td><td>£40,000</td></tr> <tr><td>Q2 2018/19</td><td>£78,361</td><td>£50,000</td></tr> <tr><td>Q3 2018/19</td><td>£93,586</td><td>£100,000</td></tr> <tr><td>Q4 2018/19</td><td>£338,469</td><td>£300,000</td></tr> </tbody> </table>	Quarter	Actual (£)	Target (£)	Q1 2018/19	£18,000	£40,000	Q2 2018/19	£78,361	£50,000	Q3 2018/19	£93,586	£100,000	Q4 2018/19	£338,469	£300,000												
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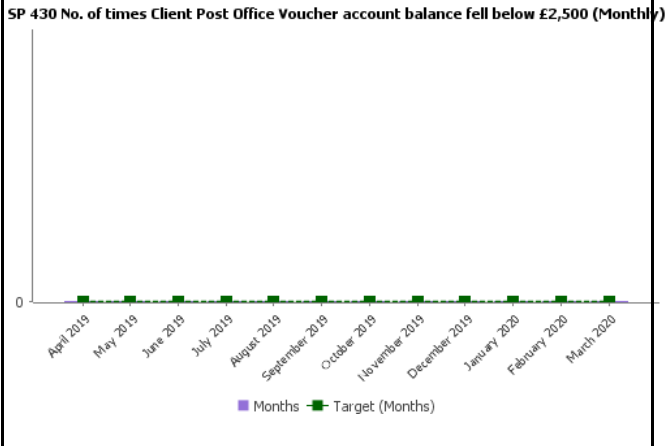


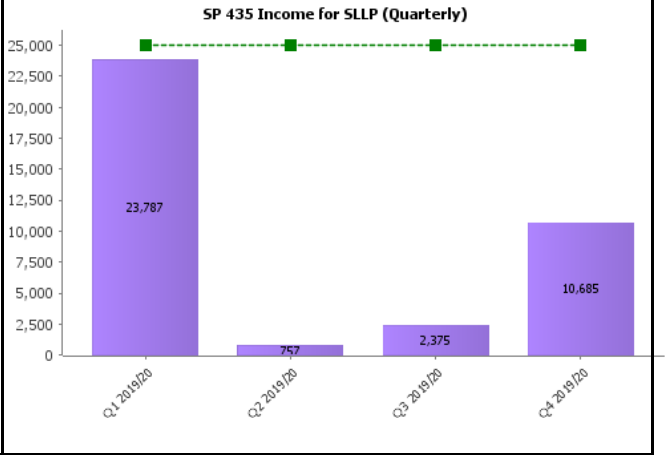
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Human Resources	SP 302 Time (for HR) to hire - days (Monthly)	Low	85.7 days	90 days			<p>SP 302 Time (for HR) to hire - days (Monthly) 2020/21 Description change - Length of time from job being advertised to offer being made</p>  <table border="1"> <caption>SP 302 Time (for HR) to hire - days (Monthly) 2020/21</caption> <thead> <tr> <th>Month</th> <th>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>93</td><td>90</td></tr> <tr><td>May 2019</td><td>94</td><td>90</td></tr> <tr><td>June 2019</td><td>84</td><td>90</td></tr> <tr><td>July 2019</td><td>89</td><td>90</td></tr> <tr><td>August 2019</td><td>75</td><td>90</td></tr> <tr><td>September 2019</td><td>96</td><td>90</td></tr> <tr><td>October 2019</td><td>87</td><td>90</td></tr> <tr><td>November 2019</td><td>80</td><td>90</td></tr> <tr><td>December 2019</td><td>88</td><td>90</td></tr> <tr><td>January 2020</td><td>87</td><td>90</td></tr> <tr><td>February 2020</td><td>81</td><td>90</td></tr> <tr><td>March 2020</td><td>74</td><td>90</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2019	93	90	May 2019	94	90	June 2019	84	90	July 2019	89	90	August 2019	75	90	September 2019	96	90	October 2019	87	90	November 2019	80	90	December 2019	88	90	January 2020	87	90	February 2020	81	90	March 2020	74	90
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Human Resources	<p>SP 303 Completed performance appraisals (Annual)</p> <p><i>NMTP DUE TO COVID19</i></p> <p><i>– it was agreed to defer appraisals until following year</i></p>	High	NMTP	98%	NMTP DUE TO COVID19	NMTP DUE TO COVID19	<p>SP 303 Completed performance appraisals (Annual)</p>  <table border="1"> <caption>SP 303 Completed performance appraisals (Annual)</caption> <thead> <tr> <th>Year</th> <th>Actual (Years)</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr><td>2013/14</td><td>99%</td><td>98%</td></tr> <tr><td>2014/15</td><td>96%</td><td>98%</td></tr> <tr><td>2015/16</td><td>98%</td><td>98%</td></tr> <tr><td>2016/17</td><td>96%</td><td>98%</td></tr> <tr><td>2017/18</td><td>96%</td><td>98%</td></tr> <tr><td>2018/19</td><td>86%</td><td>98%</td></tr> </tbody> </table>	Year	Actual (Years)	Target (Years)	2013/14	99%	98%	2014/15	96%	98%	2015/16	98%	98%	2016/17	96%	98%	2017/18	96%	98%	2018/19	86%	98%																		
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Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart																								
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Resources	SP 305 No. of adjustments to draft accounts (Annual)	Low	3	0			<p>SP 305 DE-ACTIVATE FOR 2020-21 No. of adjustments to draft accounts (Annual)</p>  <table border="1"> <caption>SP 305 DE-ACTIVATE FOR 2020-21 No. of adjustments to draft accounts (Annual)</caption> <thead> <tr> <th>Year</th> <th>Years</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr><td>2019/20</td><td>0</td><td>0</td></tr> <tr><td>2019/14</td><td>0</td><td>0</td></tr> <tr><td>2019/16</td><td>0</td><td>0</td></tr> <tr><td>2019/17</td><td>0</td><td>0</td></tr> <tr><td>2019/18</td><td>3</td><td>0</td></tr> <tr><td>2019/19</td><td>2</td><td>0</td></tr> <tr><td>2019/20</td><td>3</td><td>0</td></tr> </tbody> </table>	Year	Years	Target (Years)	2019/20	0	0	2019/14	0	0	2019/16	0	0	2019/17	0	0	2019/18	3	0	2019/19	2	0	2019/20	3	0
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Resources	SP 307 Current control measures in place for red risks (Quarterly)	High	100%	90%			<p>SP 307 Current control measures in place for red risks (Quarterly)</p>  <table border="1"> <caption>SP 307 Current control measures in place for red risks (Quarterly)</caption> <thead> <tr> <th>Quarters</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr><td>Q1 2019/20</td><td>100%</td><td>90%</td></tr> <tr><td>Q2 2019/20</td><td>100%</td><td>90%</td></tr> <tr><td>Q3 2019/20</td><td>100%</td><td>90%</td></tr> <tr><td>Q4 2019/20</td><td>100%</td><td>90%</td></tr> </tbody> </table>	Quarters	Quarters	Target (Quarters)	Q1 2019/20	100%	90%	Q2 2019/20	100%	90%	Q3 2019/20	100%	90%	Q4 2019/20	100%	90%									
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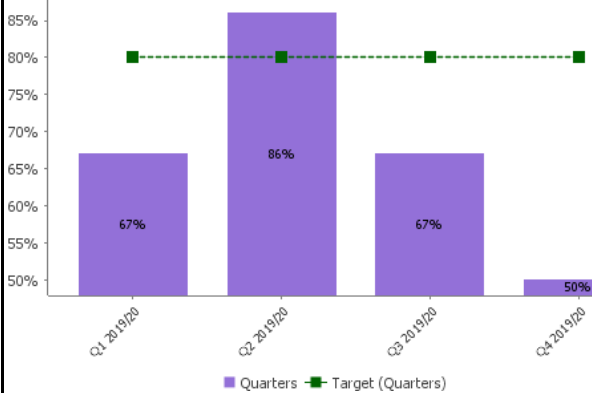


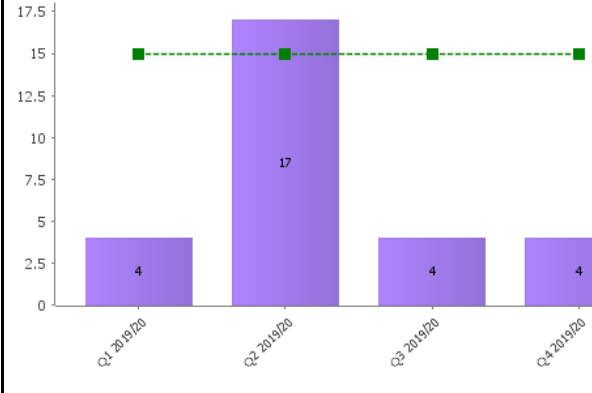
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Shared Legal Services	SP 336 Chargeable hours (Shared Legal Services) (Monthly)	High	107,094	103,939			<p>SP 336 Chargeable hours (Shared Legal Services) (Monthly)</p> 
Resources	SP 376 Accuracy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

Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart																																							
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Resources	SP 387 Accuracy of P8 (P9 to 2013/14) Capital Forecast (Annual)	High	87.19%	90%			<p>SP 387 Accuracy of P8 (P9 to 2013/14) Capital Forecast (Annual)</p>  <table border="1"> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>87.32%</td> <td>90%</td> </tr> <tr> <td>2015/16</td> <td>79.65%</td> <td>90%</td> </tr> <tr> <td>2016/17</td> <td>91.5%</td> <td>90%</td> </tr> <tr> <td>2017/18</td> <td>82%</td> <td>90%</td> </tr> <tr> <td>2018/19</td> <td>86.29%</td> <td>90%</td> </tr> <tr> <td>2019/20</td> <td>87.19%</td> <td>90%</td> </tr> </tbody> </table>	Year	Value (%)	Target (%)	2014/15	87.32%	90%	2015/16	79.65%	90%	2016/17	91.5%	90%	2017/18	82%	90%	2018/19	86.29%	90%	2019/20	87.19%	90%																		
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Infrastructure & Technology	SP 400 Customer satisfaction - Incident resolution (Monthly)	High	96.01%	90%			<p>SP 400 Customer satisfaction - Incident resolution (Monthly)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>April 2019</td> <td>96.13%</td> <td>90%</td> </tr> <tr> <td>May 2019</td> <td>98.06%</td> <td>90%</td> </tr> <tr> <td>June 2019</td> <td>94.83%</td> <td>90%</td> </tr> <tr> <td>July 2019</td> <td>95.57%</td> <td>90%</td> </tr> <tr> <td>August 2019</td> <td>98.39%</td> <td>90%</td> </tr> <tr> <td>September 2019</td> <td>95.27%</td> <td>90%</td> </tr> <tr> <td>October 2019</td> <td>95.76%</td> <td>90%</td> </tr> <tr> <td>November 2019</td> <td>92%</td> <td>90%</td> </tr> <tr> <td>December 2019</td> <td>93.85%</td> <td>90%</td> </tr> <tr> <td>January 2020</td> <td>98.77%</td> <td>90%</td> </tr> <tr> <td>February 2020</td> <td>96.33%</td> <td>90%</td> </tr> <tr> <td>March 2020</td> <td>98.11%</td> <td>90%</td> </tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2019	96.13%	90%	May 2019	98.06%	90%	June 2019	94.83%	90%	July 2019	95.57%	90%	August 2019	98.39%	90%	September 2019	95.27%	90%	October 2019	95.76%	90%	November 2019	92%	90%	December 2019	93.85%	90%	January 2020	98.77%	90%	February 2020	96.33%	90%	March 2020	98.11%	90%
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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	✓	↓	<p>SP 403 Income from registrars events (Monthly)</p> <table border="1"> <caption>SP 403 Income from registrars events (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>£59,989</td><td>£40,000</td></tr> <tr><td>May 2019</td><td>£67,712</td><td>£40,000</td></tr> <tr><td>June 2019</td><td>£60,950</td><td>£40,000</td></tr> <tr><td>July 2019</td><td>£53,062</td><td>£40,000</td></tr> <tr><td>August 2019</td><td>£45,627</td><td>£40,000</td></tr> <tr><td>September 2019</td><td>£43,788</td><td>£40,000</td></tr> <tr><td>October 2019</td><td>£50,633</td><td>£40,000</td></tr> <tr><td>November 2019</td><td>£40,417</td><td>£40,000</td></tr> <tr><td>December 2019</td><td>£26,530</td><td>£40,000</td></tr> <tr><td>January 2020</td><td>£62,948</td><td>£40,000</td></tr> <tr><td>February 2020</td><td>£34,617</td><td>£40,000</td></tr> <tr><td>March 2020</td><td>£31,000</td><td>£40,000</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2019	£59,989	£40,000	May 2019	£67,712	£40,000	June 2019	£60,950	£40,000	July 2019	£53,062	£40,000	August 2019	£45,627	£40,000	September 2019	£43,788	£40,000	October 2019	£50,633	£40,000	November 2019	£40,417	£40,000	December 2019	£26,530	£40,000	January 2020	£62,948	£40,000	February 2020	£34,617	£40,000	March 2020	£31,000	£40,000
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Infrastructure & Technology	SP 429 % New referrals processed to appointeeship application within 21 days (Monthly in arrears)	High	100%	95%	✓	▬	<p>SP 429 % New referrals processed to appointeeship application within 21 days (Monthly in arrears)</p> <table border="1"> <caption>SP 429 % New referrals processed to appointeeship application within 21 days (Monthly in arrears)</caption> <thead> <tr> <th>Month</th> <th>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>100%</td><td>95%</td></tr> <tr><td>May 2019</td><td>100%</td><td>95%</td></tr> <tr><td>June 2019</td><td>100%</td><td>95%</td></tr> <tr><td>July 2019</td><td>100%</td><td>95%</td></tr> <tr><td>August 2019</td><td>100%</td><td>95%</td></tr> <tr><td>September 2019</td><td>100%</td><td>95%</td></tr> <tr><td>October 2019</td><td>100%</td><td>95%</td></tr> <tr><td>November 2019</td><td>100%</td><td>95%</td></tr> <tr><td>December 2019</td><td>100%</td><td>95%</td></tr> <tr><td>January 2020</td><td>100%</td><td>95%</td></tr> <tr><td>February 2020</td><td>100%</td><td>95%</td></tr> <tr><td>March 2020</td><td>100%</td><td>95%</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2019	100%	95%	May 2019	100%	95%	June 2019	100%	95%	July 2019	100%	95%	August 2019	100%	95%	September 2019	100%	95%	October 2019	100%	95%	November 2019	100%	95%	December 2019	100%	95%	January 2020	100%	95%	February 2020	100%	95%	March 2020	100%	95%
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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			<p>SP 430 No. of times Client Post Office Voucher account balance fell below £2,500 (Monthly)</p>  <p>0</p> <p>April 2019 May 2019 June 2019 July 2019 August 2019 September 2019 October 2019 November 2019 December 2019 January 2020 February 2020 March 2020</p> <p>Months Target (Months)</p>
Shared Legal Services	SP 435 Income for SLLP (Quarterly)	High	37,604	100,000			<p>SP 435 Income for SLLP (Quarterly)</p>  <p>25,000 22,500 20,000 17,500 15,000 12,500 10,000 7,500 5,000 2,500 0</p> <p>23,787</p> <p>757</p> <p>2,375</p> <p>10,685</p> <p>Q1 2019/20 Q2 2019/20 Q3 2019/20 Q4 2019/20</p>

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%	🟢	↓	<p>SP 436 1st draft S106 agreement sent to client dept within 10 days (Quarterly)</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2019/20</td> <td>100%</td> <td>90%</td> </tr> <tr> <td>Q2 2019/20</td> <td>96.67%</td> <td>90%</td> </tr> <tr> <td>Q3 2019/20</td> <td>95.56%</td> <td>90%</td> </tr> <tr> <td>Q4 2019/20</td> <td>100%</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2019/20	100%	90%	Q2 2019/20	96.67%	90%	Q3 2019/20	95.56%	90%	Q4 2019/20	100%	90%
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Shared Legal Services	SP 437 Prosecutions - number of successful outcomes (Quarterly)	High	82.25%	80%	🟢	↓	<p>SP 437 Prosecutions - number of successful outcomes (Quarterly)</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2019/20</td> <td>81%</td> <td>80%</td> </tr> <tr> <td>Q2 2019/20</td> <td>66%</td> <td>80%</td> </tr> <tr> <td>Q3 2019/20</td> <td>86%</td> <td>80%</td> </tr> <tr> <td>Q4 2019/20</td> <td>96%</td> <td>80%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2019/20	81%	80%	Q2 2019/20	66%	80%	Q3 2019/20	86%	80%	Q4 2019/20	96%	80%
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Q3 2019/20	86%	80%																				
Q4 2019/20	96%	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%			<p>SP 438 Provide FOI/EIR reviews within 20 working days (Quarterly)</p>  <table border="1"> <caption>SP 438 Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2019/20</td> <td>67%</td> <td>80%</td> </tr> <tr> <td>Q2 2019/20</td> <td>86%</td> <td>80%</td> </tr> <tr> <td>Q3 2019/20</td> <td>67%</td> <td>80%</td> </tr> <tr> <td>Q4 2019/20</td> <td>50%</td> <td>80%</td> </tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q1 2019/20	67%	80%	Q2 2019/20	86%	80%	Q3 2019/20	67%	80%	Q4 2019/20	50%	80%
Quarter	Value (%)	Target (%)																				
Q1 2019/20	67%	80%																				
Q2 2019/20	86%	80%																				
Q3 2019/20	67%	80%																				
Q4 2019/20	50%	80%																				
Human Resources	SP 439 / MP 072 No. of apprentices excluding schools (Govt Apprenticeship Levy Scheme) (Quarterly)	High	29	60			<p>SP 439 / MP 072 No. of apprentices excluding schools (Govt Apprenticeship Levy Scheme) (Quarterly)</p>  <table border="1"> <caption>SP 439 / MP 072 Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2019/20</td> <td>4</td> <td>15</td> </tr> <tr> <td>Q2 2019/20</td> <td>17</td> <td>15</td> </tr> <tr> <td>Q3 2019/20</td> <td>4</td> <td>15</td> </tr> <tr> <td>Q4 2019/20</td> <td>4</td> <td>15</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2019/20	4	15	Q2 2019/20	17	15	Q3 2019/20	4	15	Q4 2019/20	4	15
Quarter	Value	Target																				
Q1 2019/20	4	15																				
Q2 2019/20	17	15																				
Q3 2019/20	4	15																				
Q4 2019/20	4	15																				

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) <i>NMTP – No survey undertaken in 2019/20</i>	High	NMTP	N/A	N/A	NMTP	<p>SP 440 Level of staff engagement (staff survey) (Biennial)</p> <table border="1"> <caption>SP 440 Level of staff engagement (staff survey) (Biennial)</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>84%</td> <td>~75%</td> </tr> <tr> <td>2016/17</td> <td>87%</td> <td>~75%</td> </tr> <tr> <td>2018/19</td> <td>90%</td> <td>~75%</td> </tr> </tbody> </table>	Year	Value (%)	Target (%)	2014/15	84%	~75%	2016/17	87%	~75%	2018/19	90%	~75%			
Year	Value (%)	Target (%)																				
2014/15	84%	~75%																				
2016/17	87%	~75%																				
2018/19	90%	~75%																				
Infrastructure & Technology	SP 441 % of influencible spend published on contracts register (Quarterly in arrears)	High	91%	85%	✓	↑	<p>SP 441 % of influencible spend published on contracts register (Quarterly in arrears)</p> <table border="1"> <caption>SP 441 % of influencible spend published on contracts register (Quarterly in arrears)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2019/20</td> <td>67%</td> <td>85%</td> </tr> <tr> <td>Q2 2019/20</td> <td>83%</td> <td>85%</td> </tr> <tr> <td>Q3 2019/20</td> <td>93%</td> <td>85%</td> </tr> <tr> <td>Q4 2019/20</td> <td>91%</td> <td>85%</td> </tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q1 2019/20	67%	85%	Q2 2019/20	83%	85%	Q3 2019/20	93%	85%	Q4 2019/20	91%	85%
Quarter	Value (%)	Target (%)																				
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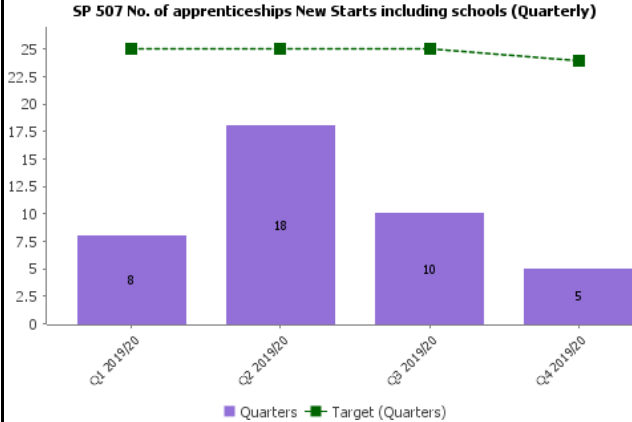
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart												
			Value	Target	Status	Long Trend													
Infrastructure & Technology	SP 442 % of suppliers accounting for the 20% of influencible spend (Annual)	High	91%	80%			<p>SP 442 % of suppliers accounting for the 20% of influencible spend (Annual)</p> <table border="1"> <caption>SP 442 % of suppliers accounting for the 20% of influencible spend (Annual)</caption> <thead> <tr> <th>Year</th> <th>Actual (Years)</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>91%</td> <td>70%</td> </tr> <tr> <td>2018/19</td> <td>94%</td> <td>60%</td> </tr> <tr> <td>2019/20</td> <td>91%</td> <td>80%</td> </tr> </tbody> </table>	Year	Actual (Years)	Target (Years)	2017/18	91%	70%	2018/19	94%	60%	2019/20	91%	80%
Year	Actual (Years)	Target (Years)																	
2017/18	91%	70%																	
2018/19	94%	60%																	
2019/20	91%	80%																	
Resources	SP 464 % of Loans Paid on Time (Quarterly)	High	100%	100%			<p>SP 464 % of Loans Paid on Time (Quarterly)</p> <table border="1"> <caption>SP 464 % of Loans Paid on Time (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Actual (Years)</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/19</td> <td>100%</td> </tr> <tr> <td>Q2 2018/19</td> <td>100%</td> </tr> <tr> <td>Q3 2018/19</td> <td>100%</td> </tr> <tr> <td>Q4 2018/19</td> <td>100%</td> </tr> </tbody> </table>	Quarter	Actual (Years)	Q1 2018/19	100%	Q2 2018/19	100%	Q3 2018/19	100%	Q4 2018/19	100%		
Quarter	Actual (Years)																		
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Q2 2018/19	100%																		
Q3 2018/19	100%																		
Q4 2018/19	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%			<p>SP 466 % of Insurance Claims Responded to within 5 Working Days (Quarterly)</p>  <table border="1"> <caption>SP 466 % of Insurance Claims Responded to within 5 Working Days (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1-2019/20</td> <td>95%</td> <td>96%</td> </tr> <tr> <td>Q2-2019/20</td> <td>91.3%</td> <td>96%</td> </tr> <tr> <td>Q3-2019/20</td> <td>95%</td> <td>96%</td> </tr> <tr> <td>Q4-2019/20</td> <td>100%</td> <td>96%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1-2019/20	95%	96%	Q2-2019/20	91.3%	96%	Q3-2019/20	95%	96%	Q4-2019/20	100%	96%			
Quarter	Value	Target																							
Q1-2019/20	95%	96%																							
Q2-2019/20	91.3%	96%																							
Q3-2019/20	95%	96%																							
Q4-2019/20	100%	96%																							
Customers, Policy & Improvement	<p>SP 473 % who agree that Merton is making the area a better place to live (Annual) (ARS)</p> <p><i>NMTP – no Residents Survey undertaken in 2019/20</i></p>	High	NMTP	N/A	NMTP	NMTP	<p>SP 473 % who agree that Merton is making the area a better place to live (Annual) (ARS)</p>  <table border="1"> <caption>SP 473 % who agree that Merton is making the area a better place to live (Annual) (ARS)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>70%</td> <td>70%</td> </tr> <tr> <td>2012/13</td> <td>72%</td> <td>70%</td> </tr> <tr> <td>2013/14</td> <td>70%</td> <td>70%</td> </tr> <tr> <td>2016/17</td> <td>76%</td> <td>70%</td> </tr> <tr> <td>2018/19</td> <td>69%</td> <td>70%</td> </tr> </tbody> </table>	Year	Value	Target	2011/12	70%	70%	2012/13	72%	70%	2013/14	70%	70%	2016/17	76%	70%	2018/19	69%	70%
Year	Value	Target																							
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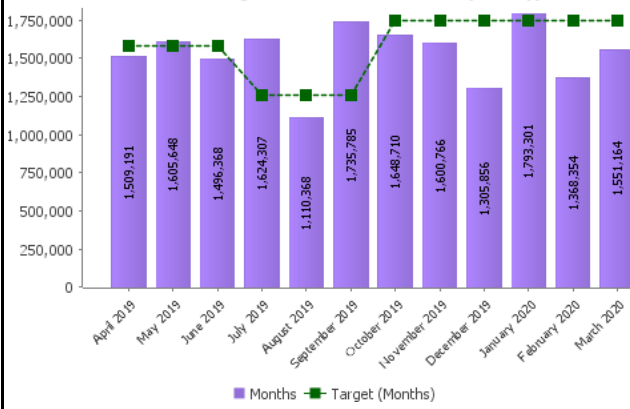


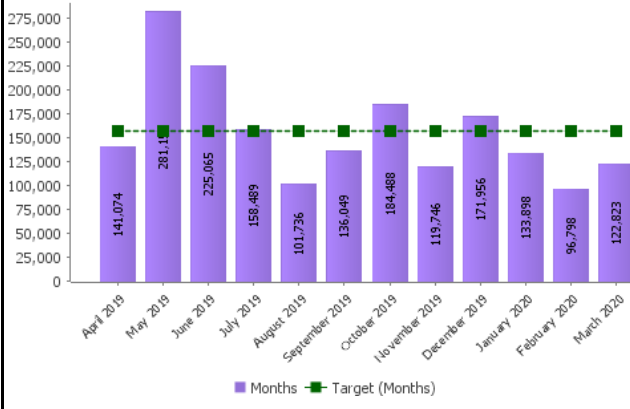
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart																					
			Value	Target	Status	Long Trend																						
Customers, Policy & Improvement	SP 488 Residents agree people from different backgrounds get on well together (Annual) (ARS) <i>NMTP – no Residents Survey undertaken in 2019/20</i>	High	NMTP	N/A	NMTP	N/A	<p>SP 488 Residents agree people from different backgrounds get on well together (Annual) (ARS)</p> <table border="1"> <caption>SP 488 Performance Data</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>87%</td> <td>90%</td> </tr> <tr> <td>2012/13</td> <td>87%</td> <td>90%</td> </tr> <tr> <td>2013/14</td> <td>90%</td> <td>90%</td> </tr> <tr> <td>2014/15</td> <td>89%</td> <td>90%</td> </tr> <tr> <td>2016/17</td> <td>93%</td> <td>90%</td> </tr> <tr> <td>2018/19</td> <td>91%</td> <td>90%</td> </tr> </tbody> </table>	Year	Value (%)	Target (%)	2011/12	87%	90%	2012/13	87%	90%	2013/14	90%	90%	2014/15	89%	90%	2016/17	93%	90%	2018/19	91%	90%
Year	Value (%)	Target (%)																										
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2018/19	91%	90%																										
Customers, Policy & Improvement	SP 489 % of residents who feel informed about council services (Annual) (ARS) <i>NMTP – no Residents Survey undertaken in 2019/20</i>	High	NMTP	N/A	NMTP	N/A	<p>SP 489 % of residents who feel informed about council services (Annual) (ARS)</p> <table border="1"> <caption>SP 489 Performance Data</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>70%</td> <td>80%</td> </tr> </tbody> </table>	Year	Value (%)	Target (%)	2018/19	70%	80%															
Year	Value (%)	Target (%)																										
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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) <i>NMTP – no Residents Survey undertaken in 2019/20</i>	High	NMTP	N/A	NMTP	N/A	<p>SP 490 % of residents who agree the council involves them in making decisions (Annual) (ARS)</p> <table border="1"> <caption>SP 490 Performance Data</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>44%</td> <td>60%</td> </tr> </tbody> </table>	Year	Value (%)	Target (%)	2018/19	44%	60%																								
Year	Value (%)	Target (%)																																			
2018/19	44%	60%																																			
Corporate Governance	SP 491 % Councillors agree scrutiny function is effective (Annual)	High	59%	80%			<p>SP 491 % Councillors agree scrutiny function is effective (Annual)</p> <table border="1"> <caption>SP 491 Performance Data</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>2011/12</td><td>74%</td><td>80%</td></tr> <tr><td>2012/13</td><td>86%</td><td>80%</td></tr> <tr><td>2013/14</td><td>81%</td><td>80%</td></tr> <tr><td>2014/15</td><td>61%</td><td>80%</td></tr> <tr><td>2015/16</td><td>65%</td><td>80%</td></tr> <tr><td>2016/17</td><td>75%</td><td>80%</td></tr> <tr><td>2017/18</td><td>89%</td><td>80%</td></tr> <tr><td>2018/19</td><td>62%</td><td>80%</td></tr> <tr><td>2019/20</td><td>59%</td><td>80%</td></tr> </tbody> </table>	Year	Value (%)	Target (%)	2011/12	74%	80%	2012/13	86%	80%	2013/14	81%	80%	2014/15	61%	80%	2015/16	65%	80%	2016/17	75%	80%	2017/18	89%	80%	2018/19	62%	80%	2019/20	59%	80%
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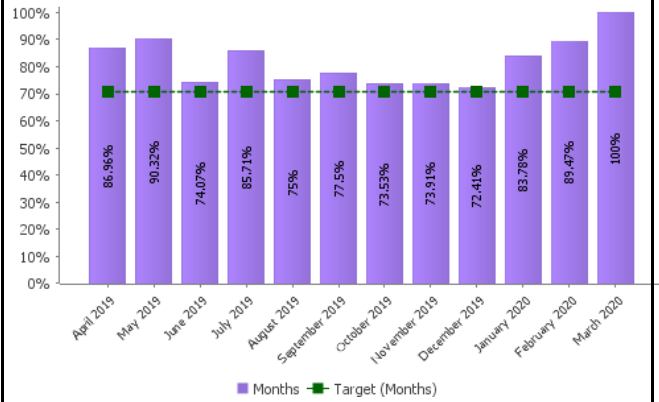


Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Human Resources	SP 492 % of staff who would recommend Merton as a place to work (Biennial) <i>NMTP – no Staff Survey undertaken in 2019/20</i>	High	NMTP	N/A	NMTP	N/A	<p>SP 492 % of staff who would recommend Merton as a place to work (Biennial)</p> <table border="1"> <caption>SP 492 Performance Data</caption> <thead> <tr> <th>Category</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Years</td> <td>69%</td> </tr> <tr> <td>Target (Years)</td> <td>90%</td> </tr> </tbody> </table>	Category	Value	Years	69%	Target (Years)	90%									
Category	Value																					
Years	69%																					
Target (Years)	90%																					
Human Resources	SP 506 No. of apprentices in schools (Govt Apprenticeship Levy Scheme) (Quarterly)	High	12	30			<p>SP 506 No. of apprentices in schools (Govt Apprenticeship Levy Scheme) (Quarterly)</p> <table border="1"> <caption>SP 506 Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2019/20</td> <td>4</td> <td>7</td> </tr> <tr> <td>Q2 2019/20</td> <td>1</td> <td>7</td> </tr> <tr> <td>Q3 2019/20</td> <td>6</td> <td>8</td> </tr> <tr> <td>Q4 2019/20</td> <td>1</td> <td>8</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1 2019/20	4	7	Q2 2019/20	1	7	Q3 2019/20	6	8	Q4 2019/20	1	8
Quarter	Quarters	Target (Quarters)																				
Q1 2019/20	4	7																				
Q2 2019/20	1	7																				
Q3 2019/20	6	8																				
Q4 2019/20	1	8																				

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	<p>SP 507 No. of apprenticeships New Starts including schools (Quarterly)</p>  <table border="1"> <caption>Quarterly Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (Actual)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2019/20</td> <td>8</td> <td>25</td> </tr> <tr> <td>Q2 2019/20</td> <td>18</td> <td>25</td> </tr> <tr> <td>Q3 2019/20</td> <td>10</td> <td>25</td> </tr> <tr> <td>Q4 2019/20</td> <td>5</td> <td>24</td> </tr> </tbody> </table>	Quarter	Quarters (Actual)	Target (Quarters)	Q1 2019/20	8	25	Q2 2019/20	18	25	Q3 2019/20	10	25	Q4 2019/20	5	24
Quarter	Quarters (Actual)	Target (Quarters)																				
Q1 2019/20	8	25																				
Q2 2019/20	18	25																				
Q3 2019/20	10	25																				
Q4 2019/20	5	24																				

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			<p style="text-align: center;">CRP 044 Parking services estimated revenue (Monthly)</p> 
Development and Building Control	CRP 045 / SP 118 Income (Development and Building Control) (Monthly)	High	1,873,276	1,885,992			<p style="text-align: center;">CRP 045 / SP 118 Income (Development and Building Control) (Monthly)</p> 

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%			<p>CRP 048 / SP 455 % of sites surveyed on local street inspections for litter that are below standard (Monthly)</p> <table border="1"> <caption>CRP 048 Performance Data</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>13.48%</td><td>8%</td></tr> <tr><td>May 2019</td><td>13.7%</td><td>8%</td></tr> <tr><td>June 2019</td><td>14.2%</td><td>8%</td></tr> <tr><td>July 2019</td><td>20.78%</td><td>8%</td></tr> <tr><td>August 2019</td><td>16.8%</td><td>8%</td></tr> <tr><td>September 2019</td><td>13.56%</td><td>8%</td></tr> <tr><td>October 2019</td><td>14.2%</td><td>8%</td></tr> <tr><td>November 2019</td><td>13.24%</td><td>8%</td></tr> <tr><td>December 2019</td><td>14.4%</td><td>8%</td></tr> <tr><td>January 2020</td><td>13.3%</td><td>8%</td></tr> <tr><td>February 2020</td><td>10.71%</td><td>8%</td></tr> <tr><td>March 2020</td><td>8.89%</td><td>8%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2019	13.48%	8%	May 2019	13.7%	8%	June 2019	14.2%	8%	July 2019	20.78%	8%	August 2019	16.8%	8%	September 2019	13.56%	8%	October 2019	14.2%	8%	November 2019	13.24%	8%	December 2019	14.4%	8%	January 2020	13.3%	8%	February 2020	10.71%	8%	March 2020	8.89%	8%
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Development and Building Control	CRP 051 / SP 114 % Major applications processed within 13 weeks (Monthly)	High	74.22%	68%			<p>CRP 051 / SP 114 % Major applications processed within 13 weeks (Monthly)</p> <table border="1"> <caption>CRP 051 Performance Data</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>75%</td><td>68%</td></tr> <tr><td>May 2019</td><td>100%</td><td>68%</td></tr> <tr><td>June 2019</td><td>100%</td><td>68%</td></tr> <tr><td>July 2019</td><td>100%</td><td>68%</td></tr> <tr><td>August 2019</td><td>0%</td><td>68%</td></tr> <tr><td>September 2019</td><td>75%</td><td>68%</td></tr> <tr><td>October 2019</td><td>100%</td><td>68%</td></tr> <tr><td>November 2019</td><td>100%</td><td>68%</td></tr> <tr><td>December 2019</td><td>25%</td><td>68%</td></tr> <tr><td>January 2020</td><td>100%</td><td>68%</td></tr> <tr><td>February 2020</td><td>100%</td><td>68%</td></tr> <tr><td>March 2020</td><td>50%</td><td>68%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2019	75%	68%	May 2019	100%	68%	June 2019	100%	68%	July 2019	100%	68%	August 2019	0%	68%	September 2019	75%	68%	October 2019	100%	68%	November 2019	100%	68%	December 2019	25%	68%	January 2020	100%	68%	February 2020	100%	68%	March 2020	50%	68%
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February 2020	100%	68%																																												
March 2020	50%	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%			<p>CRP 052 / SP 115 % of minor planning applications determined within 8 weeks (Monthly)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>86.96%</td></tr> <tr><td>May 2019</td><td>90.32%</td></tr> <tr><td>June 2019</td><td>74.07%</td></tr> <tr><td>July 2019</td><td>85.71%</td></tr> <tr><td>August 2019</td><td>75%</td></tr> <tr><td>September 2019</td><td>77.5%</td></tr> <tr><td>October 2019</td><td>73.57%</td></tr> <tr><td>November 2019</td><td>73.91%</td></tr> <tr><td>December 2019</td><td>72.41%</td></tr> <tr><td>January 2020</td><td>83.76%</td></tr> <tr><td>February 2020</td><td>89.47%</td></tr> <tr><td>March 2020</td><td>100%</td></tr> </tbody> </table> <p>Legend: Months (purple bars), Target (Months) (dashed green line)</p>	Month	Value (%)	April 2019	86.96%	May 2019	90.32%	June 2019	74.07%	July 2019	85.71%	August 2019	75%	September 2019	77.5%	October 2019	73.57%	November 2019	73.91%	December 2019	72.41%	January 2020	83.76%	February 2020	89.47%	March 2020	100%
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Development and Building Control	CRP 053 / SP 116 % of 'other' planning applications determined within 8 weeks (Development Control) (Monthly)	High	85.83%	82%			<p>CRP 053 / SP 116 % of 'other' planning applications determined within 8 weeks (Development Control) (Monthly)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>91.74%</td></tr> <tr><td>May 2019</td><td>93.16%</td></tr> <tr><td>June 2019</td><td>79.22%</td></tr> <tr><td>July 2019</td><td>87.04%</td></tr> <tr><td>August 2019</td><td>82.05%</td></tr> <tr><td>September 2019</td><td>81.76%</td></tr> <tr><td>October 2019</td><td>75.23%</td></tr> <tr><td>November 2019</td><td>88.75%</td></tr> <tr><td>December 2019</td><td>93.62%</td></tr> <tr><td>January 2020</td><td>76.74%</td></tr> <tr><td>February 2020</td><td>90.59%</td></tr> <tr><td>March 2020</td><td>93.15%</td></tr> </tbody> </table> <p>Legend: Months (purple bars), Target (Months) (dashed green line)</p>	Month	Value (%)	April 2019	91.74%	May 2019	93.16%	June 2019	79.22%	July 2019	87.04%	August 2019	82.05%	September 2019	81.76%	October 2019	75.23%	November 2019	88.75%	December 2019	93.62%	January 2020	76.74%	February 2020	90.59%	March 2020	93.15%
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Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart																																							
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Waste Management & Cleansing	CRP 093 / SP 478 No. of refuse collections including recycling and kitchen waste missed per 100,000 (Monthly)	Low	72.50	50.00			<p>CRP 093 / SP 478 No. of refuse collections including recycling and kitchen waste missed per 100,000 (Monthly)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>65.00</td><td>40.00</td></tr> <tr><td>May 2019</td><td>63.00</td><td>40.00</td></tr> <tr><td>June 2019</td><td>79.00</td><td>40.00</td></tr> <tr><td>July 2019</td><td>95.00</td><td>40.00</td></tr> <tr><td>August 2019</td><td>76.00</td><td>40.00</td></tr> <tr><td>September 2019</td><td>79.00</td><td>40.00</td></tr> <tr><td>October 2019</td><td>71.00</td><td>40.00</td></tr> <tr><td>November 2019</td><td>65.00</td><td>40.00</td></tr> <tr><td>December 2019</td><td>69.00</td><td>40.00</td></tr> <tr><td>January 2020</td><td>80.00</td><td>40.00</td></tr> <tr><td>February 2020</td><td>70.00</td><td>40.00</td></tr> <tr><td>March 2020</td><td>58.00</td><td>40.00</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2019	65.00	40.00	May 2019	63.00	40.00	June 2019	79.00	40.00	July 2019	95.00	40.00	August 2019	76.00	40.00	September 2019	79.00	40.00	October 2019	71.00	40.00	November 2019	65.00	40.00	December 2019	69.00	40.00	January 2020	80.00	40.00	February 2020	70.00	40.00	March 2020	58.00	40.00
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Waste Management & Cleansing	CRP 094 / SP 485 No. of fly-tips in streets and parks recorded by Contractor (Monthly)	Low	13,047	8,400			<p>CRP 094 / SP 485 No. of fly-tips in streets and parks recorded by Contractor (Monthly)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>947</td><td>700</td></tr> <tr><td>May 2019</td><td>1,029</td><td>700</td></tr> <tr><td>June 2019</td><td>965</td><td>700</td></tr> <tr><td>July 2019</td><td>1,525</td><td>700</td></tr> <tr><td>August 2019</td><td>967</td><td>700</td></tr> <tr><td>September 2019</td><td>1,099</td><td>700</td></tr> <tr><td>October 2019</td><td>1,146</td><td>700</td></tr> <tr><td>November 2019</td><td>1,154</td><td>700</td></tr> <tr><td>December 2019</td><td>1,029</td><td>700</td></tr> <tr><td>January 2020</td><td>1,277</td><td>700</td></tr> <tr><td>February 2020</td><td>965</td><td>700</td></tr> <tr><td>March 2020</td><td>944</td><td>700</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2019	947	700	May 2019	1,029	700	June 2019	965	700	July 2019	1,525	700	August 2019	967	700	September 2019	1,099	700	October 2019	1,146	700	November 2019	1,154	700	December 2019	1,029	700	January 2020	1,277	700	February 2020	965	700	March 2020	944	700
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Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart																																							
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Future Merton	SP 020 New Homes (Annual)	High	273	1,328			<p>CRP 096 / SP 020 New Homes (Annual)</p>  <table border="1"> <caption>CRP 096 / SP 020 New Homes (Annual)</caption> <thead> <tr> <th>Year</th> <th>Actual (Years)</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr><td>2012/13</td><td>453</td><td>400</td></tr> <tr><td>2013/14</td><td>489</td><td>350</td></tr> <tr><td>2014/15</td><td>440</td><td>350</td></tr> <tr><td>2015/16</td><td>459</td><td>400</td></tr> <tr><td>2016/17</td><td>688</td><td>400</td></tr> <tr><td>2017/18</td><td>648</td><td>400</td></tr> <tr><td>2018/19</td><td>429</td><td>400</td></tr> <tr><td>2019/20</td><td>273</td><td>1,328</td></tr> </tbody> </table>	Year	Actual (Years)	Target (Years)	2012/13	453	400	2013/14	489	350	2014/15	440	350	2015/16	459	400	2016/17	688	400	2017/18	648	400	2018/19	429	400	2019/20	273	1,328												
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Waste Management & Cleansing	SP 065 % Household waste recycled and composted (Monthly in arrear)	High	42.89%	48%			<p>CRP 097 / SP 065 % Household waste recycled and composted (Monthly in arrear)</p>  <table border="1"> <caption>CRP 097 / SP 065 % Household waste recycled and composted (Monthly in arrear)</caption> <thead> <tr> <th>Month</th> <th>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>44.86%</td><td>48%</td></tr> <tr><td>May 2019</td><td>47.49%</td><td>48%</td></tr> <tr><td>June 2019</td><td>43.79%</td><td>48%</td></tr> <tr><td>July 2019</td><td>43.15%</td><td>48%</td></tr> <tr><td>August 2019</td><td>43.26%</td><td>48%</td></tr> <tr><td>September 2019</td><td>43.1%</td><td>48%</td></tr> <tr><td>October 2019</td><td>42.02%</td><td>48%</td></tr> <tr><td>November 2019</td><td>42.04%</td><td>48%</td></tr> <tr><td>December 2019</td><td>41.18%</td><td>48%</td></tr> <tr><td>January 2020</td><td>41.88%</td><td>48%</td></tr> <tr><td>February 2020</td><td>39.09%</td><td>48%</td></tr> <tr><td>March 2020</td><td>41.63%</td><td>48%</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2019	44.86%	48%	May 2019	47.49%	48%	June 2019	43.79%	48%	July 2019	43.15%	48%	August 2019	43.26%	48%	September 2019	43.1%	48%	October 2019	42.02%	48%	November 2019	42.04%	48%	December 2019	41.18%	48%	January 2020	41.88%	48%	February 2020	39.09%	48%	March 2020	41.63%	48%
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Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart																																							
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Traffic and Highways	SP 389 Carriageway condition - unclassified roads, % not defective (annual)	High	83.9%	75%		N/A	<p>CRP 101 / SP 389 Carriageway condition - unclassified roads, % not defective (annual)</p>  <table border="1"> <caption>CRP 101 / SP 389 Carriageway condition - unclassified roads, % not defective (annual)</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>79.4%</td> <td>75%</td> </tr> <tr> <td>2015/16</td> <td>83%</td> <td>75%</td> </tr> <tr> <td>2016/17</td> <td>89%</td> <td>75%</td> </tr> <tr> <td>2019/20</td> <td>83.9%</td> <td>75%</td> </tr> </tbody> </table>	Year	Value (%)	Target (%)	2014/15	79.4%	75%	2015/16	83%	75%	2016/17	89%	75%	2019/20	83.9%	75%																								
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2019/20	83.9%	75%																																												
Waste Management & Cleansing	SP 454 % of fly-tips removed within 24 hours (Monthly)	High	85.45%	95%			<p>CRP 103 / SP 454 % of fly-tips removed within 24 hours (Monthly)</p>  <table border="1"> <caption>CRP 103 / SP 454 % of fly-tips removed within 24 hours (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>April 2019</td> <td>24%</td> <td>95%</td> </tr> <tr> <td>May 2019</td> <td>25%</td> <td>95%</td> </tr> <tr> <td>June 2019</td> <td>-</td> <td>95%</td> </tr> <tr> <td>July 2019</td> <td>95%</td> <td>95%</td> </tr> <tr> <td>August 2019</td> <td>95%</td> <td>95%</td> </tr> <tr> <td>September 2019</td> <td>95%</td> <td>95%</td> </tr> <tr> <td>October 2019</td> <td>95%</td> <td>95%</td> </tr> <tr> <td>November 2019</td> <td>95%</td> <td>95%</td> </tr> <tr> <td>December 2019</td> <td>95%</td> <td>95%</td> </tr> <tr> <td>January 2020</td> <td>95%</td> <td>95%</td> </tr> <tr> <td>February 2020</td> <td>95%</td> <td>95%</td> </tr> <tr> <td>March 2020</td> <td>95%</td> <td>95%</td> </tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2019	24%	95%	May 2019	25%	95%	June 2019	-	95%	July 2019	95%	95%	August 2019	95%	95%	September 2019	95%	95%	October 2019	95%	95%	November 2019	95%	95%	December 2019	95%	95%	January 2020	95%	95%	February 2020	95%	95%	March 2020	95%	95%
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Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart															
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Future Merton	SP 475 Number of publically available Electric Vehicles Charging Points available to Merton Residents (Annual)	High	71	49	✓	↑	<p>CRP 108 / SP 475 Number of publically available Electric Vehicles Charging Points available to Merton Residents (Annual)</p> <table border="1"> <caption>CRP 108 / SP 475 Data</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>21</td> <td>30</td> </tr> <tr> <td>2018/19</td> <td>78</td> <td>30</td> </tr> <tr> <td>2019/20</td> <td>71</td> <td>50</td> </tr> </tbody> </table>	Year	Value	Target (Years)	2017/18	21	30	2018/19	78	30	2019/20	71	50			
Year	Value	Target (Years)																				
2017/18	21	30																				
2018/19	78	30																				
2019/20	71	50																				
Safer Merton	SP 497 % ASB cases acknowledged within service timescales (Quarterly)	High	95.33%	95%	✓	↑	<p>CRP 111 / SP 497 % ASB cases acknowledged within service timescales (Quarterly)</p> <table border="1"> <caption>CRP 111 / SP 497 Data</caption> <thead> <tr> <th>Quarters</th> <th>Value</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2019/20</td> <td>97%</td> <td>95%</td> </tr> <tr> <td>Q2 2019/20</td> <td>95%</td> <td>95%</td> </tr> <tr> <td>Q3 2019/20</td> <td>94%</td> <td>95%</td> </tr> <tr> <td>Q4 2019/20</td> <td>95%</td> <td>95%</td> </tr> </tbody> </table>	Quarters	Value	Target (Quarters)	Q1 2019/20	97%	95%	Q2 2019/20	95%	95%	Q3 2019/20	94%	95%	Q4 2019/20	95%	95%
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Q4 2019/20	95%	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			<p>DATA 007 / SP 414 Volume of planning applications (Monthly)</p> 
Property	SP 024 % Vacancy rate of property owned by the council (Quarterly)	Low	1%	3%			<p>SP 024 % Vacancy rate of property owned by the council (Quarterly)</p> 

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%	✓	↑	<p>SP 025 % Debt owed to LBM by tenants inc businesses (Quarterly)</p> <table border="1"> <caption>SP 025 % Debt owed to LBM by tenants inc businesses (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2019/20</td> <td>3.14%</td> <td>7.5%</td> </tr> <tr> <td>Q2 2019/20</td> <td>3.14%</td> <td>7.5%</td> </tr> <tr> <td>Q3 2019/20</td> <td>3.14%</td> <td>7.5%</td> </tr> <tr> <td>Q4 2019/20</td> <td>3.14%</td> <td>7.5%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2019/20	3.14%	7.5%	Q2 2019/20	3.14%	7.5%	Q3 2019/20	3.14%	7.5%	Q4 2019/20	3.14%	7.5%						
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Q3 2019/20	3.14%	7.5%																										
Q4 2019/20	3.14%	7.5%																										
Parks and Open Spaces	<p>SP 026 % of residents who rate parks & green spaces as good or very good (Annual) (ARS)</p> <p><i>NMTP – No Residents Survey run in 2019/20</i></p>	High	NMTP	76%	N/A	N/A	<p>SP 026 % of residents who rate parks & green spaces as good or very good (Annual) (ARS)</p> <table border="1"> <caption>SP 026 % of residents who rate parks & green spaces as good or very good (Annual) (ARS)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>70%</td> <td>70%</td> </tr> <tr> <td>2012/13</td> <td>72%</td> <td>70%</td> </tr> <tr> <td>2013/14</td> <td>70%</td> <td>70%</td> </tr> <tr> <td>2014/15</td> <td>72%</td> <td>70%</td> </tr> <tr> <td>2016/17</td> <td>79%</td> <td>70%</td> </tr> <tr> <td>2018/19</td> <td>81%</td> <td>70%</td> </tr> </tbody> </table>	Year	Value	Target	2011/12	70%	70%	2012/13	72%	70%	2013/14	70%	70%	2014/15	72%	70%	2016/17	79%	70%	2018/19	81%	70%
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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) <i>NMTP – No Residents Survey run in 2019/20</i>	High	NMTP	75%	N/A	N/A	<p>SP 027 Young peoples % satisfaction with parks & green spaces (Annual) (ARS)</p> <table border="1"> <caption>SP 027 Young peoples % satisfaction with parks & green spaces (Annual) (ARS)</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>2011/12</td><td>69%</td><td>75%</td></tr> <tr><td>2012/13</td><td>72%</td><td>75%</td></tr> <tr><td>2013/14</td><td>70%</td><td>75%</td></tr> <tr><td>2014/15</td><td>77%</td><td>75%</td></tr> <tr><td>2016/17</td><td>56%</td><td>75%</td></tr> <tr><td>2018/19</td><td>86%</td><td>75%</td></tr> </tbody> </table>	Year	Value (%)	Target (%)	2011/12	69%	75%	2012/13	72%	75%	2013/14	70%	75%	2014/15	77%	75%	2016/17	56%	75%	2018/19	86%	75%									
Year	Value (%)	Target (%)																																			
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Parks and Open Spaces	SP 032 No. of Green Flags (Annual)	High	6	6	✔	↑	<p>SP 032 No. of Green Flags (Annual)</p> <table border="1"> <caption>SP 032 No. of Green Flags (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>2011/12</td><td>4</td><td>5</td></tr> <tr><td>2012/13</td><td>5</td><td>5</td></tr> <tr><td>2013/14</td><td>5</td><td>5</td></tr> <tr><td>2014/15</td><td>5</td><td>5</td></tr> <tr><td>2015/16</td><td>4</td><td>5</td></tr> <tr><td>2016/17</td><td>5</td><td>5</td></tr> <tr><td>2017/18</td><td>5</td><td>5</td></tr> <tr><td>2018/19</td><td>6</td><td>5</td></tr> <tr><td>2019/20</td><td>6</td><td>5</td></tr> </tbody> </table>	Year	Value	Target	2011/12	4	5	2012/13	5	5	2013/14	5	5	2014/15	5	5	2015/16	4	5	2016/17	5	5	2017/18	5	5	2018/19	6	5	2019/20	6	5
Year	Value	Target																																			
2011/12	4	5																																			
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2017/18	5	5																																			
2018/19	6	5																																			
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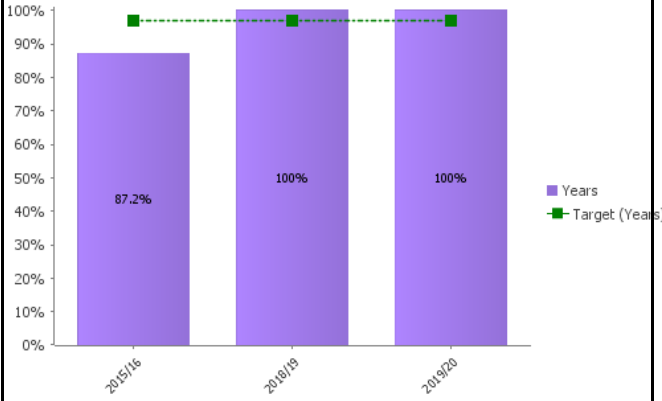


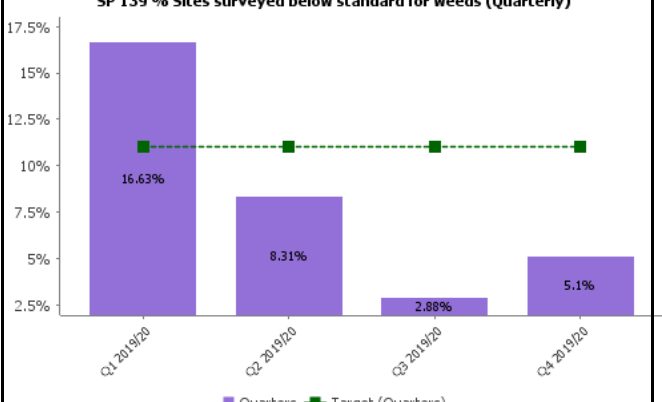
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Development and Building Control	SP 040 % Market share retained by LA (Building Control) (Monthly)	High	51%	54%			<p>SP 040 % Market share retained by LA (Building Control) (Monthly)</p> <table border="1"> <caption>SP 040 % Market share retained by LA (Building Control) (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>47.8%</td><td>54%</td></tr> <tr><td>May 2019</td><td>61.5%</td><td>54%</td></tr> <tr><td>June 2019</td><td>53.3%</td><td>54%</td></tr> <tr><td>July 2019</td><td>60.1%</td><td>54%</td></tr> <tr><td>August 2019</td><td>56.6%</td><td>54%</td></tr> <tr><td>September 2019</td><td>43.2%</td><td>54%</td></tr> <tr><td>October 2019</td><td>44.3%</td><td>54%</td></tr> <tr><td>November 2019</td><td>54.8%</td><td>54%</td></tr> <tr><td>December 2019</td><td>30.9%</td><td>54%</td></tr> <tr><td>January 2020</td><td>53.7%</td><td>54%</td></tr> <tr><td>February 2020</td><td>58.2%</td><td>54%</td></tr> <tr><td>March 2020</td><td>45.1%</td><td>54%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2019	47.8%	54%	May 2019	61.5%	54%	June 2019	53.3%	54%	July 2019	60.1%	54%	August 2019	56.6%	54%	September 2019	43.2%	54%	October 2019	44.3%	54%	November 2019	54.8%	54%	December 2019	30.9%	54%	January 2020	53.7%	54%	February 2020	58.2%	54%	March 2020	45.1%	54%
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March 2020	45.1%	54%																																												
Waste Management & Cleansing	SP 062 % Sites surveyed below standard for graffiti (Quarterly)	Low	6.15%	5%			<p>SP 062 % Sites surveyed below standard for graffiti (Quarterly)</p> <table border="1"> <caption>SP 062 % Sites surveyed below standard for graffiti (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2019/20</td><td>5.46%</td><td>5%</td></tr> <tr><td>Q2 2019/20</td><td>7.18%</td><td>5%</td></tr> <tr><td>Q3 2019/20</td><td>4.45%</td><td>5%</td></tr> <tr><td>Q4 2019/20</td><td>7.79%</td><td>5%</td></tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q1 2019/20	5.46%	5%	Q2 2019/20	7.18%	5%	Q3 2019/20	4.45%	5%	Q4 2019/20	7.79%	5%																								
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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%	✓	↑	<p>SP 063 % Sites surveyed below standard for flyposting (Quarterly)</p> <table border="1"> <caption>SP 063 % Sites surveyed below standard for flyposting (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2019/20</td> <td>0.87%</td> <td>1.0%</td> </tr> <tr> <td>Q2 2019/20</td> <td>1.13%</td> <td>1.0%</td> </tr> <tr> <td>Q3 2019/20</td> <td>0.84%</td> <td>1.0%</td> </tr> <tr> <td>Q4 2019/20</td> <td>1.13%</td> <td>1.0%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2019/20	0.87%	1.0%	Q2 2019/20	1.13%	1.0%	Q3 2019/20	0.84%	1.0%	Q4 2019/20	1.13%	1.0%						
Quarter	Value	Target																										
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Waste Management & Cleansing	<p>SP 064 % Residents satisfied with refuse collection (Annual) (ARS)</p> <p><i>NMTP – No Residents Survey run in 2019/20</i></p>	High	NMTP	73%	N/A	N/A	<p>SP 064 % Residents satisfied with refuse collection (Annual) (ARS)</p> <table border="1"> <caption>SP 064 % Residents satisfied with refuse collection (Annual) (ARS)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>70%</td> <td>70%</td> </tr> <tr> <td>2012/13</td> <td>71%</td> <td>70%</td> </tr> <tr> <td>2013/14</td> <td>72%</td> <td>70%</td> </tr> <tr> <td>2014/15</td> <td>70%</td> <td>70%</td> </tr> <tr> <td>2016/17</td> <td>69%</td> <td>70%</td> </tr> <tr> <td>2018/19</td> <td>48%</td> <td>70%</td> </tr> </tbody> </table>	Year	Value	Target	2011/12	70%	70%	2012/13	71%	70%	2013/14	72%	70%	2014/15	70%	70%	2016/17	69%	70%	2018/19	48%	70%
Year	Value	Target																										
2011/12	70%	70%																										
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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			<p>SP 066 Residual waste kg per household (Monthly in arrear) Q for 2020-21</p>  <table border="1"> <caption>SP 066 Residual waste kg per household (Monthly in arrear) Q for 2020-21</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>40.77</td><td>40</td></tr> <tr><td>May 2019</td><td>43.1</td><td>40</td></tr> <tr><td>June 2019</td><td>40.42</td><td>40</td></tr> <tr><td>July 2019</td><td>45.51</td><td>40</td></tr> <tr><td>August 2019</td><td>41.94</td><td>40</td></tr> <tr><td>September 2019</td><td>39.47</td><td>40</td></tr> <tr><td>October 2019</td><td>43.92</td><td>40</td></tr> <tr><td>November 2019</td><td>40.68</td><td>40</td></tr> <tr><td>December 2019</td><td>41.37</td><td>40</td></tr> <tr><td>January 2020</td><td>45.39</td><td>40</td></tr> <tr><td>February 2020</td><td>37.94</td><td>40</td></tr> <tr><td>March 2020</td><td>40.92</td><td>40</td></tr> </tbody> </table>	Month	Value	Target	April 2019	40.77	40	May 2019	43.1	40	June 2019	40.42	40	July 2019	45.51	40	August 2019	41.94	40	September 2019	39.47	40	October 2019	43.92	40	November 2019	40.68	40	December 2019	41.37	40	January 2020	45.39	40	February 2020	37.94	40	March 2020	40.92	40
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March 2020	40.92	40																																												
Waste Management & Cleansing	SP 067 % Municipal solid waste sent to landfill (waste management & commercial waste) (Monthly in arrear)	Low	6%	10%			<p>SP 067 % Municipal solid waste sent to landfill (waste management & commercial waste) (Monthly in arrear) (Q for 2020-21)</p>  <table border="1"> <caption>SP 067 % Municipal solid waste sent to landfill (waste management & commercial waste) (Monthly in arrear) (Q for 2020-21)</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>21%</td><td>10%</td></tr> <tr><td>May 2019</td><td>4%</td><td>10%</td></tr> <tr><td>June 2019</td><td>4%</td><td>10%</td></tr> <tr><td>July 2019</td><td>4%</td><td>10%</td></tr> <tr><td>August 2019</td><td>4%</td><td>10%</td></tr> <tr><td>September 2019</td><td>4%</td><td>10%</td></tr> <tr><td>October 2019</td><td>6%</td><td>10%</td></tr> <tr><td>November 2019</td><td>13%</td><td>10%</td></tr> <tr><td>December 2019</td><td>5%</td><td>10%</td></tr> <tr><td>January 2020</td><td>4%</td><td>10%</td></tr> <tr><td>February 2020</td><td>4%</td><td>10%</td></tr> <tr><td>March 2020</td><td>4%</td><td>10%</td></tr> </tbody> </table>	Month	Value	Target	April 2019	21%	10%	May 2019	4%	10%	June 2019	4%	10%	July 2019	4%	10%	August 2019	4%	10%	September 2019	4%	10%	October 2019	6%	10%	November 2019	13%	10%	December 2019	5%	10%	January 2020	4%	10%	February 2020	4%	10%	March 2020	4%	10%
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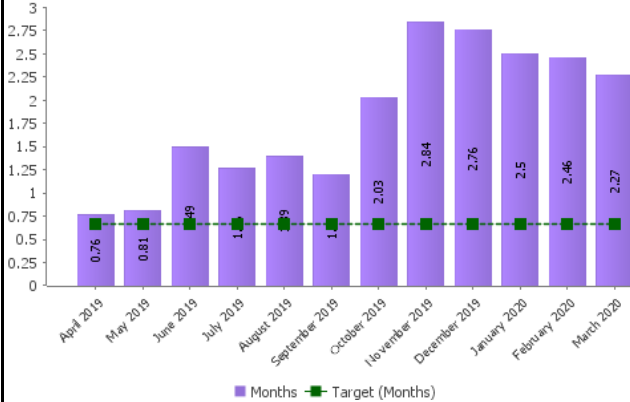

Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Regulatory Services	SP 111 No. of underage sales test purchases (Quarterly)	High	100	110			<p>SP 111 No. of underage sales test purchases (Quarterly)</p>  <table border="1"> <caption>SP 111 No. of underage sales test purchases (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2019/20</td> <td>11</td> <td>~22</td> </tr> <tr> <td>Q2 2019/20</td> <td>55</td> <td>~25</td> </tr> <tr> <td>Q3 2019/20</td> <td>2</td> <td>~28</td> </tr> <tr> <td>Q4 2019/20</td> <td>32</td> <td>~35</td> </tr> </tbody> </table>	Quarter	Value	Target (Quarters)	Q1 2019/20	11	~22	Q2 2019/20	55	~25	Q3 2019/20	2	~28	Q4 2019/20	32	~35																								
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Q2 2019/20	55	~25																																												
Q3 2019/20	2	~28																																												
Q4 2019/20	32	~35																																												
Development and Building Control	SP 113 No. of planning enforcement cases closed (Monthly)	High	1,072	520			<p>SP 113 No. of planning enforcement cases closed (Monthly)</p>  <table border="1"> <caption>SP 113 No. of planning enforcement cases closed (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr> <td>April 2019</td> <td>31</td> <td>~45</td> </tr> <tr> <td>May 2019</td> <td>35</td> <td>~45</td> </tr> <tr> <td>June 2019</td> <td>27</td> <td>~45</td> </tr> <tr> <td>July 2019</td> <td>25</td> <td>~45</td> </tr> <tr> <td>August 2019</td> <td>25</td> <td>~45</td> </tr> <tr> <td>September 2019</td> <td>137</td> <td>~45</td> </tr> <tr> <td>October 2019</td> <td>132</td> <td>~45</td> </tr> <tr> <td>November 2019</td> <td>172</td> <td>~45</td> </tr> <tr> <td>December 2019</td> <td>166</td> <td>~45</td> </tr> <tr> <td>January 2020</td> <td>160</td> <td>~45</td> </tr> <tr> <td>February 2020</td> <td>162</td> <td>~45</td> </tr> <tr> <td>March 2020</td> <td>162</td> <td>~45</td> </tr> </tbody> </table>	Month	Value	Target (Months)	April 2019	31	~45	May 2019	35	~45	June 2019	27	~45	July 2019	25	~45	August 2019	25	~45	September 2019	137	~45	October 2019	132	~45	November 2019	172	~45	December 2019	166	~45	January 2020	160	~45	February 2020	162	~45	March 2020	162	~45
Month	Value	Target (Months)																																												
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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%			<p>SP 117 % appeals lost (Development & Building Control) (Quarterly)</p>  <table border="1"> <caption>SP 117 % appeals lost (Development & Building Control) (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2019/20</td> <td>41.37%</td> <td>35%</td> </tr> <tr> <td>Q2 2019/20</td> <td>34.57%</td> <td>35%</td> </tr> <tr> <td>Q3 2019/20</td> <td>36.56%</td> <td>35%</td> </tr> <tr> <td>Q4 2019/20</td> <td>50%</td> <td>35%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2019/20	41.37%	35%	Q2 2019/20	34.57%	35%	Q3 2019/20	36.56%	35%	Q4 2019/20	50%	35%												
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Q3 2019/20	36.56%	35%																																
Q4 2019/20	50%	35%																																
Transport	SP 136 Average % time passenger vehicles in use (transport passenger fleet) (Annual)	High	89%	85%			<p>SP 136 Average % time passenger vehicles in use (transport passenger fleet) (Annual)</p>  <table border="1"> <caption>SP 136 Average % time passenger vehicles in use (transport passenger fleet) (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>90.67%</td> <td>85%</td> </tr> <tr> <td>2013/14</td> <td>90.34%</td> <td>85%</td> </tr> <tr> <td>2014/15</td> <td>91%</td> <td>85%</td> </tr> <tr> <td>2015/16</td> <td>90%</td> <td>85%</td> </tr> <tr> <td>2016/17</td> <td>89%</td> <td>85%</td> </tr> <tr> <td>2017/18</td> <td>88%</td> <td>85%</td> </tr> <tr> <td>2018/19</td> <td>87%</td> <td>85%</td> </tr> <tr> <td>2019/20</td> <td>89%</td> <td>85%</td> </tr> </tbody> </table>	Year	Value	Target	2012/13	90.67%	85%	2013/14	90.34%	85%	2014/15	91%	85%	2015/16	90%	85%	2016/17	89%	85%	2017/18	88%	85%	2018/19	87%	85%	2019/20	89%	85%
Year	Value	Target																																
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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%			<p>SP 137 % User satisfaction survey (transport passenger fleet) (Annual)</p>  <table border="1"> <caption>SP 137 % User satisfaction survey (transport passenger fleet) (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>87.2%</td> <td>100%</td> </tr> <tr> <td>2018/19</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>2019/20</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>	Year	Value	Target	2015/16	87.2%	100%	2018/19	100%	100%	2019/20	100%	100%			
Year	Value	Target																				
2015/16	87.2%	100%																				
2018/19	100%	100%																				
2019/20	100%	100%																				
Waste Management & Cleansing	SP 139 % Sites surveyed below standard for weeds (Quarterly)	Low	8.29%	11%			<p>SP 139 % Sites surveyed below standard for weeds (Quarterly)</p>  <table border="1"> <caption>SP 139 % Sites surveyed below standard for weeds (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2019/20</td> <td>16.63%</td> <td>11%</td> </tr> <tr> <td>Q2 2019/20</td> <td>8.31%</td> <td>11%</td> </tr> <tr> <td>Q3 2019/20</td> <td>2.88%</td> <td>11%</td> </tr> <tr> <td>Q4 2019/20</td> <td>5.1%</td> <td>11%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2019/20	16.63%	11%	Q2 2019/20	8.31%	11%	Q3 2019/20	2.88%	11%	Q4 2019/20	5.1%	11%
Quarter	Value	Target																				
Q1 2019/20	16.63%	11%																				
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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%			<p>SP 140 % Sites surveyed below standard for Detritus (Quarterly)</p>  <table border="1"> <caption>SP 140 % Sites surveyed below standard for Detritus (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2019/20</td> <td>23.33%</td> <td>10%</td> </tr> <tr> <td>Q2 2019/20</td> <td>23.55%</td> <td>10%</td> </tr> <tr> <td>Q3 2019/20</td> <td>15.5%</td> <td>10%</td> </tr> <tr> <td>Q4 2019/20</td> <td>15.58%</td> <td>10%</td> </tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q1 2019/20	23.33%	10%	Q2 2019/20	23.55%	10%	Q3 2019/20	15.5%	10%	Q4 2019/20	15.58%	10%																								
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Q4 2019/20	15.58%	10%																																												
Safer Merton	SP 145 No. of cases discussed at Multi Agency Risk Assessment (domestic abuse) (Monthly)	High	409	350			<p>SP 145 No. of cases discussed at Multi Agency Risk Assessment (domestic abuse) (Monthly)</p>  <table border="1"> <caption>SP 145 No. of cases discussed at Multi Agency Risk Assessment (domestic abuse) (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>April 2019</td> <td>44</td> <td>30</td> </tr> <tr> <td>May 2019</td> <td>20</td> <td>30</td> </tr> <tr> <td>June 2019</td> <td>19</td> <td>30</td> </tr> <tr> <td>July 2019</td> <td>48</td> <td>30</td> </tr> <tr> <td>August 2019</td> <td>23</td> <td>30</td> </tr> <tr> <td>September 2019</td> <td>44</td> <td>30</td> </tr> <tr> <td>October 2019</td> <td>26</td> <td>30</td> </tr> <tr> <td>November 2019</td> <td>42</td> <td>30</td> </tr> <tr> <td>December 2019</td> <td>25</td> <td>30</td> </tr> <tr> <td>January 2020</td> <td>37</td> <td>30</td> </tr> <tr> <td>February 2020</td> <td>28</td> <td>30</td> </tr> <tr> <td>March 2020</td> <td>51</td> <td>30</td> </tr> </tbody> </table>	Month	Value	Target	April 2019	44	30	May 2019	20	30	June 2019	19	30	July 2019	48	30	August 2019	23	30	September 2019	44	30	October 2019	26	30	November 2019	42	30	December 2019	25	30	January 2020	37	30	February 2020	28	30	March 2020	51	30
Month	Value	Target																																												
April 2019	44	30																																												
May 2019	20	30																																												
June 2019	19	30																																												
July 2019	48	30																																												
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January 2020	37	30																																												
February 2020	28	30																																												
March 2020	51	30																																												

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			<p>SP 251 Income from Watersports Centre (Monthly)</p> 
Regulatory Services	SP 255 % licensing applications determined within 28 days (Quarterly)	High	90.53%	98%			<p>SP 255 % licensing applications determined within 28 days (Quarterly)</p> 



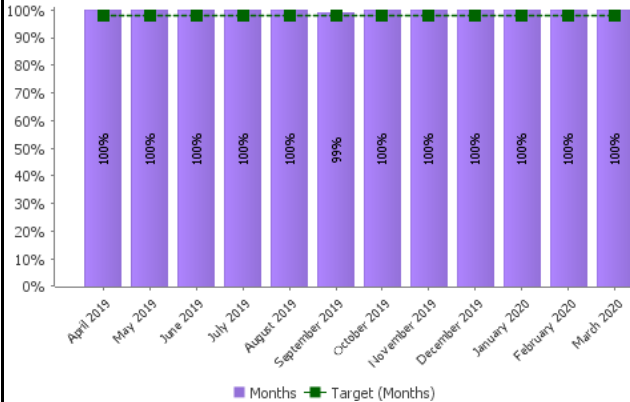


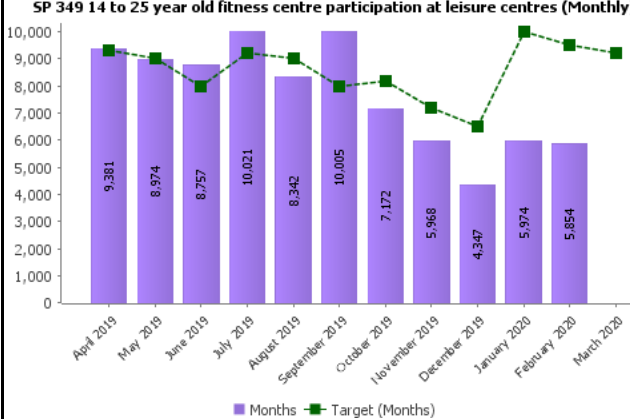
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Parking	SP 258 Sickness- No of days per FTE from snapshot report (parking) (Monthly)	Low	21.77	8			<p>SP 258 Sickness- No of days per FTE from snapshot report (parking) (Monthly)</p> 
Future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

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) <i>NMTP – No Residents Survey run in 2019/20</i>	High	NMTP	72%	N/A	N/A	<p>SP 262 % Residents satisfied with recycling facilities (Annual) (ARS)</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>74%</td> <td>72%</td> </tr> <tr> <td>2013/14</td> <td>69%</td> <td>72%</td> </tr> <tr> <td>2014/15</td> <td>72%</td> <td>72%</td> </tr> <tr> <td>2016/17</td> <td>77%</td> <td>72%</td> </tr> <tr> <td>2018/19</td> <td>56%</td> <td>72%</td> </tr> </tbody> </table>	Year	Actual (%)	Target (%)	2012/13	74%	72%	2013/14	69%	72%	2014/15	72%	72%	2016/17	77%	72%	2018/19	56%	72%
Year	Actual (%)	Target (%)																							
2012/13	74%	72%																							
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2016/17	77%	72%																							
2018/19	56%	72%																							
Waste Management & Cleansing	SP 269 % Residents satisfied with street cleanliness (Annual) (ARS) <i>NMTP – No Residents Survey run in 2019/20</i>	High	NMTP	57%	N/A	N/A	<p>SP 269 % Residents satisfied with street cleanliness (Annual) (ARS)</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>57%</td> <td>57%</td> </tr> <tr> <td>2013/14</td> <td>54%</td> <td>57%</td> </tr> <tr> <td>2014/15</td> <td>54%</td> <td>57%</td> </tr> <tr> <td>2016/17</td> <td>53%</td> <td>57%</td> </tr> <tr> <td>2018/19</td> <td>44%</td> <td>57%</td> </tr> </tbody> </table>	Year	Actual (%)	Target (%)	2012/13	57%	57%	2013/14	54%	57%	2014/15	54%	57%	2016/17	53%	57%	2018/19	44%	57%
Year	Actual (%)	Target (%)																							
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2018/19	44%	57%																							

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%	✓	↑	<p>SP 271 In-house journey that meet timescales (transport passenger fleet) (Annual)</p> <table border="1"> <caption>SP 271 Performance Data</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>2013/14</td><td>70%</td><td>85%</td></tr> <tr><td>2014/15</td><td>91%</td><td>85%</td></tr> <tr><td>2015/16</td><td>84%</td><td>85%</td></tr> <tr><td>2016/17</td><td>83%</td><td>85%</td></tr> <tr><td>2017/18</td><td>84%</td><td>85%</td></tr> <tr><td>2018/19</td><td>85.08%</td><td>85%</td></tr> <tr><td>2019/20</td><td>93%</td><td>85%</td></tr> </tbody> </table>	Year	Value (%)	Target (%)	2013/14	70%	85%	2014/15	91%	85%	2015/16	84%	85%	2016/17	83%	85%	2017/18	84%	85%	2018/19	85.08%	85%	2019/20	93%	85%
Year	Value (%)	Target (%)																													
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2018/19	85.08%	85%																													
2019/20	93%	85%																													
Future Merton	<p>SP 276 Affordable Homes delivered (Annual)</p> <p><i>Indicator no longer reported on Service Plans</i></p>	High	NMTP	319	N/A	N/A	<p>SP 276 Affordable Homes delivered (Annual)</p> <table border="1"> <caption>SP 276 Performance Data</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>2012/13</td><td>141</td><td>319</td></tr> <tr><td>2013/14</td><td>148</td><td>319</td></tr> <tr><td>2014/15</td><td>75</td><td>319</td></tr> <tr><td>2015/16</td><td>81</td><td>319</td></tr> <tr><td>2016/17</td><td>9</td><td>319</td></tr> <tr><td>2017/18</td><td>87</td><td>319</td></tr> </tbody> </table>	Year	Value	Target	2012/13	141	319	2013/14	148	319	2014/15	75	319	2015/16	81	319	2016/17	9	319	2017/18	87	319			
Year	Value	Target																													
2012/13	141	319																													
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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	✓	↑	<p>SP 316 % Inspection category A,B & C food premises (Annual)</p> <table border="1"> <caption>SP 316 % Inspection category A,B & C food premises (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>2013/14</td><td>91</td><td>100</td></tr> <tr><td>2014/15</td><td>97</td><td>100</td></tr> <tr><td>2015/16</td><td>87</td><td>100</td></tr> <tr><td>2016/17</td><td>100</td><td>100</td></tr> <tr><td>2017/18</td><td>98</td><td>100</td></tr> <tr><td>2018/19</td><td>100</td><td>100</td></tr> <tr><td>2019/20</td><td>100</td><td>100</td></tr> </tbody> </table>	Year	Value	Target	2013/14	91	100	2014/15	97	100	2015/16	87	100	2016/17	100	100	2017/18	98	100	2018/19	100	100	2019/20	100	100															
Year	Value	Target																																												
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2017/18	98	100																																												
2018/19	100	100																																												
2019/20	100	100																																												
Parks and Open Spaces	SP 318 No. of outdoor events in parks (Monthly)	High	223	140	✓	↑	<p>SP 318 No. of outdoor events in parks (Monthly)</p> <table border="1"> <caption>SP 318 No. of outdoor events in parks (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>8</td><td>140</td></tr> <tr><td>May 2019</td><td>12</td><td>140</td></tr> <tr><td>June 2019</td><td>24</td><td>140</td></tr> <tr><td>July 2019</td><td>39</td><td>140</td></tr> <tr><td>August 2019</td><td>44</td><td>140</td></tr> <tr><td>September 2019</td><td>16</td><td>140</td></tr> <tr><td>October 2019</td><td>23</td><td>140</td></tr> <tr><td>November 2019</td><td>13</td><td>140</td></tr> <tr><td>December 2019</td><td>43</td><td>140</td></tr> <tr><td>January 2020</td><td>0</td><td>140</td></tr> <tr><td>February 2020</td><td>0</td><td>140</td></tr> <tr><td>March 2020</td><td>0</td><td>140</td></tr> </tbody> </table>	Month	Value	Target	April 2019	8	140	May 2019	12	140	June 2019	24	140	July 2019	39	140	August 2019	44	140	September 2019	16	140	October 2019	23	140	November 2019	13	140	December 2019	43	140	January 2020	0	140	February 2020	0	140	March 2020	0	140
Month	Value	Target																																												
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Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart																																							
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Leisure	SP 325 % Residents rating Leisure & Sports facilities Good to Excellent (Annual) (ARS) <i>NMTP – No Residents Survey run in 2019/20</i>	High	NMTP	N/A	N/A	N/A	<p>SP 325 % Residents rating Leisure & Sports facilities Good to Excellent (Annual) (ARS)</p> <table border="1"> <caption>SP 325 Performance Data</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>51%</td> <td>~50%</td> </tr> <tr> <td>2014/15</td> <td>44%</td> <td>~50%</td> </tr> <tr> <td>2016/17</td> <td>63%</td> <td>~50%</td> </tr> <tr> <td>2018/19</td> <td>59%</td> <td>~50%</td> </tr> </tbody> </table>	Year	Value (%)	Target (%)	2013/14	51%	~50%	2014/15	44%	~50%	2016/17	63%	~50%	2018/19	59%	~50%																								
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2014/15	44%	~50%																																												
2016/17	63%	~50%																																												
2018/19	59%	~50%																																												
Future Merton	SP 327 % Emergency callouts attended within 2 hours (traffic & highways) (Monthly)	High	99.47%	98%	✓	↓	<p>SP 327 % Emergency callouts attended within 2 hours (traffic & highways) (Monthly)</p> <table border="1"> <caption>SP 327 Performance Data</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>April 2019</td> <td>98.59%</td> <td>100%</td> </tr> <tr> <td>May 2019</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>June 2019</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>July 2019</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>August 2019</td> <td>96.77%</td> <td>100%</td> </tr> <tr> <td>September 2019</td> <td>96.77%</td> <td>100%</td> </tr> <tr> <td>October 2019</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>November 2019</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>December 2019</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>January 2020</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>February 2020</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>March 2020</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2019	98.59%	100%	May 2019	100%	100%	June 2019	100%	100%	July 2019	100%	100%	August 2019	96.77%	100%	September 2019	96.77%	100%	October 2019	100%	100%	November 2019	100%	100%	December 2019	100%	100%	January 2020	100%	100%	February 2020	100%	100%	March 2020	100%	100%
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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%			<p>SP 328 % Streetworks permitting determined (Monthly)</p>  <table border="1"> <caption>SP 328 % Streetworks permitting determined (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>100%</td><td>98%</td></tr> <tr><td>May 2019</td><td>100%</td><td>98%</td></tr> <tr><td>June 2019</td><td>100%</td><td>98%</td></tr> <tr><td>July 2019</td><td>100%</td><td>98%</td></tr> <tr><td>August 2019</td><td>100%</td><td>98%</td></tr> <tr><td>September 2019</td><td>99%</td><td>98%</td></tr> <tr><td>October 2019</td><td>100%</td><td>98%</td></tr> <tr><td>November 2019</td><td>100%</td><td>98%</td></tr> <tr><td>December 2019</td><td>100%</td><td>98%</td></tr> <tr><td>January 2020</td><td>100%</td><td>98%</td></tr> <tr><td>February 2020</td><td>100%</td><td>98%</td></tr> <tr><td>March 2020</td><td>100%</td><td>98%</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	April 2019	100%	98%	May 2019	100%	98%	June 2019	100%	98%	July 2019	100%	98%	August 2019	100%	98%	September 2019	99%	98%	October 2019	100%	98%	November 2019	100%	98%	December 2019	100%	98%	January 2020	100%	98%	February 2020	100%	98%	March 2020	100%	98%
Month	Actual (%)	Target (%)																																												
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January 2020	100%	98%																																												
February 2020	100%	98%																																												
March 2020	100%	98%																																												
Leisure	SP 349 14 to 25 year old fitness centre participation at leisure centres (Monthly)	High	84,795	103,100			<p>SP 349 14 to 25 year old fitness centre participation at leisure centres (Monthly)</p>  <table border="1"> <caption>SP 349 14 to 25 year old fitness centre participation at leisure centres (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>9,381</td><td>9,381</td></tr> <tr><td>May 2019</td><td>8,974</td><td>9,381</td></tr> <tr><td>June 2019</td><td>8,757</td><td>8,757</td></tr> <tr><td>July 2019</td><td>10,021</td><td>9,381</td></tr> <tr><td>August 2019</td><td>8,342</td><td>9,381</td></tr> <tr><td>September 2019</td><td>10,005</td><td>8,757</td></tr> <tr><td>October 2019</td><td>7,172</td><td>8,757</td></tr> <tr><td>November 2019</td><td>5,968</td><td>7,172</td></tr> <tr><td>December 2019</td><td>4,347</td><td>6,500</td></tr> <tr><td>January 2020</td><td>5,974</td><td>9,381</td></tr> <tr><td>February 2020</td><td>5,854</td><td>9,381</td></tr> <tr><td>March 2020</td><td>5,854</td><td>9,381</td></tr> </tbody> </table>	Month	Actual	Target	April 2019	9,381	9,381	May 2019	8,974	9,381	June 2019	8,757	8,757	July 2019	10,021	9,381	August 2019	8,342	9,381	September 2019	10,005	8,757	October 2019	7,172	8,757	November 2019	5,968	7,172	December 2019	4,347	6,500	January 2020	5,974	9,381	February 2020	5,854	9,381	March 2020	5,854	9,381
Month	Actual	Target																																												
April 2019	9,381	9,381																																												
May 2019	8,974	9,381																																												
June 2019	8,757	8,757																																												
July 2019	10,021	9,381																																												
August 2019	8,342	9,381																																												
September 2019	10,005	8,757																																												
October 2019	7,172	8,757																																												
November 2019	5,968	7,172																																												
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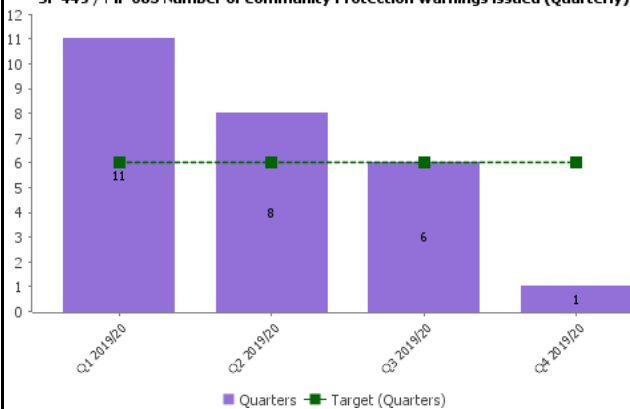


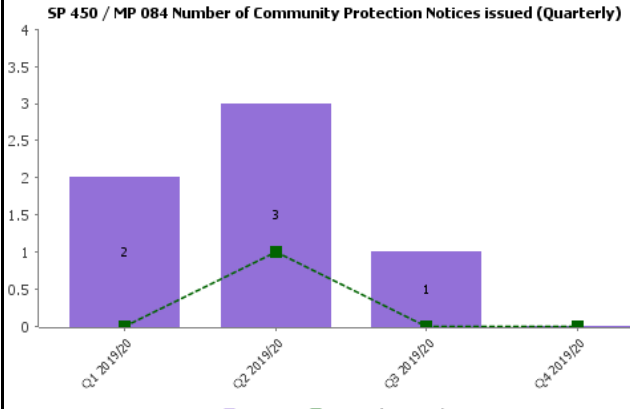
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Waste Management & Cleansing	SP 354 Total waste arising per households (KGs) (Monthly in arrear)	Low	876.35	910	✓	↓	<p>SP 354 Total waste arising per households (KGs) (Monthly in arrear)</p> <table border="1"> <caption>SP 354 Total waste arising per households (KGs) (Monthly in arrear)</caption> <thead> <tr> <th>Month</th> <th>Value (KGs)</th> <th>Target (KGs)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>73.94</td><td>75</td></tr> <tr><td>May 2019</td><td>82.08</td><td>75</td></tr> <tr><td>June 2019</td><td>71.91</td><td>75</td></tr> <tr><td>July 2019</td><td>80.05</td><td>75</td></tr> <tr><td>August 2019</td><td>73.92</td><td>75</td></tr> <tr><td>September 2019</td><td>69.37</td><td>75</td></tr> <tr><td>October 2019</td><td>74.03</td><td>75</td></tr> <tr><td>November 2019</td><td>70.19</td><td>75</td></tr> <tr><td>December 2019</td><td>70.34</td><td>75</td></tr> <tr><td>January 2020</td><td>76.11</td><td>75</td></tr> <tr><td>February 2020</td><td>62.3</td><td>75</td></tr> <tr><td>March 2020</td><td>70.11</td><td>75</td></tr> </tbody> </table>	Month	Value (KGs)	Target (KGs)	April 2019	73.94	75	May 2019	82.08	75	June 2019	71.91	75	July 2019	80.05	75	August 2019	73.92	75	September 2019	69.37	75	October 2019	74.03	75	November 2019	70.19	75	December 2019	70.34	75	January 2020	76.11	75	February 2020	62.3	75	March 2020	70.11	75
Month	Value (KGs)	Target (KGs)																																												
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February 2020	62.3	75																																												
March 2020	70.11	75																																												
Development and Building Control	SP 380 No. of backlog planning enforcement cases (Monthly)	Low	492	849	✓	↑	<p>SP 380 No. of backlog planning enforcement cases (Monthly)</p> <table border="1"> <caption>SP 380 No. of backlog planning enforcement cases (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (Cases)</th> <th>Target (Cases)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>901</td><td>849</td></tr> <tr><td>May 2019</td><td>911</td><td>849</td></tr> <tr><td>June 2019</td><td>932</td><td>849</td></tr> <tr><td>July 2019</td><td>950</td><td>849</td></tr> <tr><td>August 2019</td><td>950</td><td>849</td></tr> <tr><td>September 2019</td><td>871</td><td>849</td></tr> <tr><td>October 2019</td><td>554</td><td>849</td></tr> <tr><td>November 2019</td><td>421</td><td>849</td></tr> <tr><td>December 2019</td><td>642</td><td>849</td></tr> <tr><td>January 2020</td><td>555</td><td>849</td></tr> <tr><td>February 2020</td><td>464</td><td>849</td></tr> <tr><td>March 2020</td><td>492</td><td>849</td></tr> </tbody> </table>	Month	Value (Cases)	Target (Cases)	April 2019	901	849	May 2019	911	849	June 2019	932	849	July 2019	950	849	August 2019	950	849	September 2019	871	849	October 2019	554	849	November 2019	421	849	December 2019	642	849	January 2020	555	849	February 2020	464	849	March 2020	492	849
Month	Value (Cases)	Target (Cases)																																												
April 2019	901	849																																												
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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			<p>SP 386 Property asset valuations (Annual)</p>  <table border="1"> <caption>SP 386 Property asset valuations (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>241</td> <td>150</td> </tr> <tr> <td>2015/16</td> <td>97</td> <td>150</td> </tr> <tr> <td>2016/17</td> <td>167</td> <td>150</td> </tr> <tr> <td>2017/18</td> <td>295</td> <td>150</td> </tr> <tr> <td>2018/19</td> <td>266</td> <td>150</td> </tr> <tr> <td>2019/20</td> <td>205</td> <td>150</td> </tr> </tbody> </table>	Year	Value	Target	2014/15	241	150	2015/16	97	150	2016/17	167	150	2017/18	295	150	2018/19	266	150	2019/20	205	150
Year	Value	Target																										
2014/15	241	150																										
2015/16	97	150																										
2016/17	167	150																										
2017/18	295	150																										
2018/19	266	150																										
2019/20	205	150																										
Future Merton	SP 391 Average number of days taken to repair an out of light street light (Quarterly)	Low	1.17	3			<p>SP 391 Average number of days taken to repair an out of light street light (Quarterly)</p>  <table border="1"> <caption>SP 391 Average number of days taken to repair an out of light street light (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2019/20</td> <td>1.26</td> <td>3</td> </tr> <tr> <td>Q2 2019/20</td> <td>1.2</td> <td>3</td> </tr> <tr> <td>Q3 2019/20</td> <td>1.07</td> <td>3</td> </tr> <tr> <td>Q4 2019/20</td> <td>1.13</td> <td>3</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2019/20	1.26	3	Q2 2019/20	1.2	3	Q3 2019/20	1.07	3	Q4 2019/20	1.13	3						
Quarter	Value	Target																										
Q1 2019/20	1.26	3																										
Q2 2019/20	1.2	3																										
Q3 2019/20	1.07	3																										
Q4 2019/20	1.13	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) <i>Centres were closed in March due to Covid-19</i>	High	1,029,183	992,000			<p>SP 405 No. of Leisure Centre users (Monthly)</p>  <table border="1"> <caption>SP 405 No. of Leisure Centre users (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual Users</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>82,385</td><td>95,000</td></tr> <tr><td>May 2019</td><td>102,222</td><td>95,000</td></tr> <tr><td>June 2019</td><td>101,514</td><td>95,000</td></tr> <tr><td>July 2019</td><td>95,269</td><td>95,000</td></tr> <tr><td>August 2019</td><td>87,270</td><td>95,000</td></tr> <tr><td>September 2019</td><td>95,801</td><td>95,000</td></tr> <tr><td>October 2019</td><td>101,325</td><td>95,000</td></tr> <tr><td>November 2019</td><td>97,446</td><td>95,000</td></tr> <tr><td>December 2019</td><td>69,417</td><td>95,000</td></tr> <tr><td>January 2020</td><td>99,768</td><td>95,000</td></tr> <tr><td>February 2020</td><td>96,766</td><td>95,000</td></tr> <tr><td>March 2020</td><td>0</td><td>95,000</td></tr> </tbody> </table>	Month	Actual Users	Target (Months)	April 2019	82,385	95,000	May 2019	102,222	95,000	June 2019	101,514	95,000	July 2019	95,269	95,000	August 2019	87,270	95,000	September 2019	95,801	95,000	October 2019	101,325	95,000	November 2019	97,446	95,000	December 2019	69,417	95,000	January 2020	99,768	95,000	February 2020	96,766	95,000	March 2020	0	95,000
Month	Actual Users	Target (Months)																																												
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March 2020	0	95,000																																												
Leisure	SP 406 No. of Polka Theatre users (cumulative) (Quarterly)	High	21,624	18,700			<p>SP 406 No. of Polka Theatre users (cumulative) (Quarterly)</p>  <table border="1"> <caption>SP 406 No. of Polka Theatre users (cumulative) (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Actual Users</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>Q1-2019/20</td><td>2,537</td><td>2,537</td></tr> <tr><td>Q2-2019/20</td><td>3,775</td><td>3,775</td></tr> <tr><td>Q3-2019/20</td><td>7,532</td><td>7,532</td></tr> <tr><td>Q4-2019/20</td><td>7,780</td><td>7,780</td></tr> </tbody> </table>	Quarter	Actual Users	Target (Months)	Q1-2019/20	2,537	2,537	Q2-2019/20	3,775	3,775	Q3-2019/20	7,532	7,532	Q4-2019/20	7,780	7,780																								
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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%			<p>SP 407 % FPN's issued that have been paid (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>65%</td><td>75%</td></tr> <tr><td>May 2019</td><td>52%</td><td>75%</td></tr> <tr><td>June 2019</td><td>72%</td><td>75%</td></tr> <tr><td>July 2019</td><td>72%</td><td>75%</td></tr> <tr><td>August 2019</td><td>70%</td><td>75%</td></tr> <tr><td>September 2019</td><td>70%</td><td>75%</td></tr> <tr><td>October 2019</td><td>70%</td><td>75%</td></tr> <tr><td>November 2019</td><td>70%</td><td>75%</td></tr> <tr><td>December 2019</td><td>70%</td><td>75%</td></tr> <tr><td>January 2020</td><td>70%</td><td>75%</td></tr> <tr><td>February 2020</td><td>72%</td><td>75%</td></tr> <tr><td>March 2020</td><td>72%</td><td>75%</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	April 2019	65%	75%	May 2019	52%	75%	June 2019	72%	75%	July 2019	72%	75%	August 2019	70%	75%	September 2019	70%	75%	October 2019	70%	75%	November 2019	70%	75%	December 2019	70%	75%	January 2020	70%	75%	February 2020	72%	75%	March 2020	72%	75%
Month	Actual (%)	Target (%)																																												
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March 2020	72%	75%																																												
Safer Merton	SP 417 % Public Spaces CCTV cameras working (Monthly)	High	97.64%	98%			<p>SP 417 % Public Spaces CCTV cameras working (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>98.5%</td><td>98%</td></tr> <tr><td>May 2019</td><td>97.56%</td><td>98%</td></tr> <tr><td>June 2019</td><td>98.8%</td><td>98%</td></tr> <tr><td>July 2019</td><td>95.49%</td><td>98%</td></tr> <tr><td>August 2019</td><td>98.16%</td><td>98%</td></tr> <tr><td>September 2019</td><td>97.58%</td><td>98%</td></tr> <tr><td>October 2019</td><td>98.28%</td><td>98%</td></tr> <tr><td>November 2019</td><td>97.11%</td><td>98%</td></tr> <tr><td>December 2019</td><td>97.46%</td><td>98%</td></tr> <tr><td>January 2020</td><td>97.99%</td><td>98%</td></tr> <tr><td>February 2020</td><td>96.72%</td><td>98%</td></tr> <tr><td>March 2020</td><td>97.99%</td><td>98%</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	April 2019	98.5%	98%	May 2019	97.56%	98%	June 2019	98.8%	98%	July 2019	95.49%	98%	August 2019	98.16%	98%	September 2019	97.58%	98%	October 2019	98.28%	98%	November 2019	97.11%	98%	December 2019	97.46%	98%	January 2020	97.99%	98%	February 2020	96.72%	98%	March 2020	97.99%	98%
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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) <i>The laboratories are closed due to COVID 19 so were not able to supply data</i>	Low	NMTP	40	N/A	N/A	<p>SP 418 Annual average amount of Nitrogen Dioxide per m3 (Annual)</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>37</td> <td>40</td> </tr> <tr> <td>2018/19</td> <td>54</td> <td>40</td> </tr> </tbody> </table>	Year	Value	Target	2017/18	37	40	2018/19	54	40			
Year	Value	Target																	
2017/18	37	40																	
2018/19	54	40																	
Regulatory Services	SP 420 Annual average amount of Particulates per m3 (Annual) <i>The laboratories are closed due to COVID 19 so were not able to supply data</i>	Low	NMTP	40	N/A	N/A	<p>SP 420 Annual average amount of Particulates per m3 (Annual)</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2016/17</td> <td>24</td> <td>40</td> </tr> <tr> <td>2017/18</td> <td>37.6</td> <td>40</td> </tr> <tr> <td>2018/19</td> <td>32</td> <td>40</td> </tr> </tbody> </table>	Year	Value	Target	2016/17	24	40	2017/18	37.6	40	2018/19	32	40
Year	Value	Target																	
2016/17	24	40																	
2017/18	37.6	40																	
2018/19	32	40																	


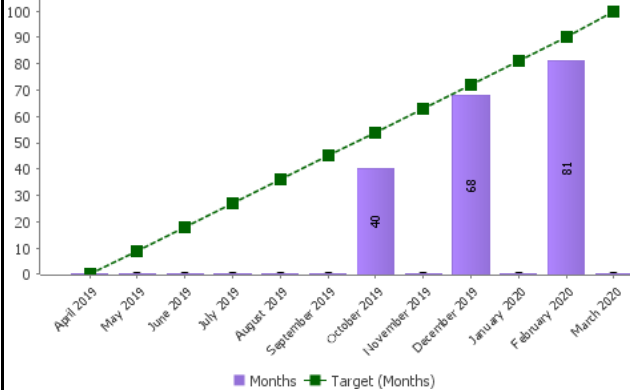

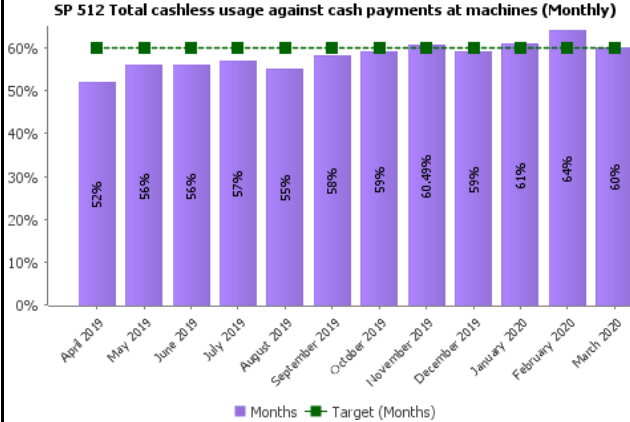
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Safer Merton	SP 449 / MP 083 Number of Community Protection Warnings issued (Quarterly)	Low	26	24			<p>SP 449 / MP 083 Number of Community Protection Warnings issued (Quarterly)</p>  <table border="1"> <caption>SP 449 / MP 083 Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2019/20</td> <td>11</td> <td>6</td> </tr> <tr> <td>Q2 2019/20</td> <td>8</td> <td>6</td> </tr> <tr> <td>Q3 2019/20</td> <td>6</td> <td>6</td> </tr> <tr> <td>Q4 2019/20</td> <td>1</td> <td>6</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1 2019/20	11	6	Q2 2019/20	8	6	Q3 2019/20	6	6	Q4 2019/20	1	6
Quarter	Quarters	Target (Quarters)																				
Q1 2019/20	11	6																				
Q2 2019/20	8	6																				
Q3 2019/20	6	6																				
Q4 2019/20	1	6																				
Safer Merton	SP 450 / MP 084 Number of Community Protection Notices issued (Quarterly)	Low	6	1			<p>SP 450 / MP 084 Number of Community Protection Notices issued (Quarterly)</p>  <table border="1"> <caption>SP 450 / MP 084 Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2019/20</td> <td>2</td> <td>1</td> </tr> <tr> <td>Q2 2019/20</td> <td>3</td> <td>1</td> </tr> <tr> <td>Q3 2019/20</td> <td>1</td> <td>1</td> </tr> <tr> <td>Q4 2019/20</td> <td>0</td> <td>1</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1 2019/20	2	1	Q2 2019/20	3	1	Q3 2019/20	1	1	Q4 2019/20	0	1
Quarter	Quarters	Target (Quarters)																				
Q1 2019/20	2	1																				
Q2 2019/20	3	1																				
Q3 2019/20	1	1																				
Q4 2019/20	0	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			<p>SP 456 Average days lost to sickness absence - Transport (Monthly)</p>  <table border="1"> <caption>SP 456 Average days lost to sickness absence - Transport (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>3.83</td><td>0.8</td></tr> <tr><td>May 2019</td><td>3.45</td><td>0.8</td></tr> <tr><td>June 2019</td><td>3.15</td><td>0.8</td></tr> <tr><td>July 2019</td><td>3.16</td><td>0.8</td></tr> <tr><td>August 2019</td><td>2.48</td><td>0.8</td></tr> <tr><td>September 2019</td><td>3.95</td><td>0.8</td></tr> <tr><td>October 2019</td><td>3.79</td><td>0.8</td></tr> <tr><td>November 2019</td><td>5.02</td><td>0.8</td></tr> <tr><td>December 2019</td><td>3.35</td><td>0.8</td></tr> <tr><td>January 2020</td><td>0.06</td><td>0.8</td></tr> <tr><td>February 2020</td><td>1.1</td><td>0.8</td></tr> <tr><td>March 2020</td><td>2.32</td><td>0.8</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2019	3.83	0.8	May 2019	3.45	0.8	June 2019	3.15	0.8	July 2019	3.16	0.8	August 2019	2.48	0.8	September 2019	3.95	0.8	October 2019	3.79	0.8	November 2019	5.02	0.8	December 2019	3.35	0.8	January 2020	0.06	0.8	February 2020	1.1	0.8	March 2020	2.32	0.8
Month	Months	Target (Months)																																												
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February 2020	1.1	0.8																																												
March 2020	2.32	0.8																																												
Future Merton	SP 476 Number of business premises improved (Annual)	High	15	10			<p>SP 476 Number of business premises improved (Annual)</p>  <table border="1"> <caption>SP 476 Number of business premises improved (Annual)</caption> <thead> <tr> <th>Year</th> <th>Years</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr><td>2017/18</td><td>29</td><td>10</td></tr> <tr><td>2018/19</td><td>18</td><td>10</td></tr> <tr><td>2019/20</td><td>15</td><td>10</td></tr> </tbody> </table>	Year	Years	Target (Years)	2017/18	29	10	2018/19	18	10	2019/20	15	10																											
Year	Years	Target (Years)																																												
2017/18	29	10																																												
2018/19	18	10																																												
2019/20	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) <i>NMTP – Q4 not supplied because labs are closed due to Covid-19</i>	Low	NMTP	0	N/A	N/A	SP 494 Nitrogen Dioxide Diffusion Tube Monitoring Sites in the Borough exceeding National Levels (Quarterly) <table border="1"> <caption>SP 494 Quarterly Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2019/20</td> <td>36</td> <td>0</td> </tr> <tr> <td>Q2 2019/20</td> <td>41</td> <td>0</td> </tr> <tr> <td>Q3 2019/20</td> <td>43</td> <td>0</td> </tr> <tr> <td>Q4 2019/20</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1 2019/20	36	0	Q2 2019/20	41	0	Q3 2019/20	43	0	Q4 2019/20	0	0
Quarter	Quarters	Target (Quarters)																				
Q1 2019/20	36	0																				
Q2 2019/20	41	0																				
Q3 2019/20	43	0																				
Q4 2019/20	0	0																				
Safer Merton	SP 495 Total number of Neighbourhood Watches (cumulative) (Annual)	High	473	535			SP 495 Total number of Neighbourhood Watches (cumulative) (Annual) NOW QUARTERLY! <table border="1"> <caption>SP 495 Annual Data</caption> <thead> <tr> <th>Year</th> <th>Years</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>517</td> <td>535</td> </tr> <tr> <td>2019/20</td> <td>473</td> <td>535</td> </tr> </tbody> </table>	Year	Years	Target (Years)	2018/19	517	535	2019/20	473	535						
Year	Years	Target (Years)																				
2018/19	517	535																				
2019/20	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			<p>SP 496 Number of premise closure orders used (Quarterly)</p>  <table border="1"> <caption>SP 496 Number of premise closure orders used (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2019/20</td> <td>0</td> <td>2</td> </tr> <tr> <td>Q2 2019/20</td> <td>4</td> <td>2</td> </tr> <tr> <td>Q3 2019/20</td> <td>0</td> <td>2</td> </tr> <tr> <td>Q4 2019/20</td> <td>1</td> <td>2</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2019/20	0	2	Q2 2019/20	4	2	Q3 2019/20	0	2	Q4 2019/20	1	2
Quarter	Value	Target																				
Q1 2019/20	0	2																				
Q2 2019/20	4	2																				
Q3 2019/20	0	2																				
Q4 2019/20	1	2																				
Future Merton	SP 508 Footway condition - (% not defective, unclassified road) (Annual)	High	83.6%	75%			<p>SP 508 Footway condition - (% not defective, unclassified road) (Annual)</p>  <table border="1"> <caption>SP 508 Footway condition - (% not defective, unclassified road) (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2019/20</td> <td>83.6%</td> <td>75%</td> </tr> </tbody> </table>	Year	Value	Target	2019/20	83.6%	75%									
Year	Value	Target																				
2019/20	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%			<p>SP 509 % of Permits applied/processed online (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Months (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>70%</td><td>55%</td></tr> <tr><td>May 2019</td><td>73%</td><td>55%</td></tr> <tr><td>June 2019</td><td>74%</td><td>55%</td></tr> <tr><td>July 2019</td><td>76%</td><td>55%</td></tr> <tr><td>August 2019</td><td>76%</td><td>55%</td></tr> <tr><td>September 2019</td><td>75%</td><td>55%</td></tr> <tr><td>October 2019</td><td>73%</td><td>55%</td></tr> <tr><td>November 2019</td><td>75%</td><td>55%</td></tr> <tr><td>December 2019</td><td>77%</td><td>55%</td></tr> <tr><td>January 2020</td><td>81%</td><td>55%</td></tr> <tr><td>February 2020</td><td>94%</td><td>55%</td></tr> <tr><td>March 2020</td><td>81%</td><td>55%</td></tr> </tbody> </table>	Month	Months (%)	Target (%)	April 2019	70%	55%	May 2019	73%	55%	June 2019	74%	55%	July 2019	76%	55%	August 2019	76%	55%	September 2019	75%	55%	October 2019	73%	55%	November 2019	75%	55%	December 2019	77%	55%	January 2020	81%	55%	February 2020	94%	55%	March 2020	81%	55%
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January 2020	81%	55%																																												
February 2020	94%	55%																																												
March 2020	81%	55%																																												
Parking	SP 510 % of PCN Appeals received online (Monthly)	High	61.92%	55%			<p>SP 510 % of PCN Appeals received online (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Months (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>61%</td><td>55%</td></tr> <tr><td>May 2019</td><td>58%</td><td>55%</td></tr> <tr><td>June 2019</td><td>60%</td><td>55%</td></tr> <tr><td>July 2019</td><td>56%</td><td>55%</td></tr> <tr><td>August 2019</td><td>60%</td><td>55%</td></tr> <tr><td>September 2019</td><td>58%</td><td>55%</td></tr> <tr><td>October 2019</td><td>64%</td><td>55%</td></tr> <tr><td>November 2019</td><td>61%</td><td>55%</td></tr> <tr><td>December 2019</td><td>63%</td><td>55%</td></tr> <tr><td>January 2020</td><td>65%</td><td>55%</td></tr> <tr><td>February 2020</td><td>63%</td><td>55%</td></tr> <tr><td>March 2020</td><td>74%</td><td>55%</td></tr> </tbody> </table>	Month	Months (%)	Target (%)	April 2019	61%	55%	May 2019	58%	55%	June 2019	60%	55%	July 2019	56%	55%	August 2019	60%	55%	September 2019	58%	55%	October 2019	64%	55%	November 2019	61%	55%	December 2019	63%	55%	January 2020	65%	55%	February 2020	63%	55%	March 2020	74%	55%
Month	Months (%)	Target (%)																																												
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Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Parking	SP 511 Blue Badge Inspections - cumulative (Monthly) <i>No March inspections due to Covid-19</i>	High	81	100		N/A	<p>SP 511 Blue Badge Inspections - cumulative (Monthly)</p>  <table border="1"> <caption>SP 511 Blue Badge Inspections - cumulative (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>0</td><td>0</td></tr> <tr><td>May 2019</td><td>10</td><td>10</td></tr> <tr><td>June 2019</td><td>18</td><td>18</td></tr> <tr><td>July 2019</td><td>28</td><td>28</td></tr> <tr><td>August 2019</td><td>36</td><td>36</td></tr> <tr><td>September 2019</td><td>45</td><td>45</td></tr> <tr><td>October 2019</td><td>54</td><td>54</td></tr> <tr><td>November 2019</td><td>63</td><td>63</td></tr> <tr><td>December 2019</td><td>68</td><td>68</td></tr> <tr><td>January 2020</td><td>78</td><td>78</td></tr> <tr><td>February 2020</td><td>81</td><td>81</td></tr> <tr><td>March 2020</td><td>90</td><td>90</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2019	0	0	May 2019	10	10	June 2019	18	18	July 2019	28	28	August 2019	36	36	September 2019	45	45	October 2019	54	54	November 2019	63	63	December 2019	68	68	January 2020	78	78	February 2020	81	81	March 2020	90	90
Month	Actual (Months)	Target (Months)																																												
April 2019	0	0																																												
May 2019	10	10																																												
June 2019	18	18																																												
July 2019	28	28																																												
August 2019	36	36																																												
September 2019	45	45																																												
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November 2019	63	63																																												
December 2019	68	68																																												
January 2020	78	78																																												
February 2020	81	81																																												
March 2020	90	90																																												
Parking	SP 512 Total cashless usage against cash payments at machines (Monthly)	High	58.12%	60%			<p>SP 512 Total cashless usage against cash payments at machines (Monthly)</p>  <table border="1"> <caption>SP 512 Total cashless usage against cash payments at machines (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>52%</td><td>60%</td></tr> <tr><td>May 2019</td><td>56%</td><td>60%</td></tr> <tr><td>June 2019</td><td>56%</td><td>60%</td></tr> <tr><td>July 2019</td><td>57%</td><td>60%</td></tr> <tr><td>August 2019</td><td>55%</td><td>60%</td></tr> <tr><td>September 2019</td><td>58%</td><td>60%</td></tr> <tr><td>October 2019</td><td>59%</td><td>60%</td></tr> <tr><td>November 2019</td><td>60.49%</td><td>60%</td></tr> <tr><td>December 2019</td><td>59%</td><td>60%</td></tr> <tr><td>January 2020</td><td>61%</td><td>60%</td></tr> <tr><td>February 2020</td><td>64%</td><td>60%</td></tr> <tr><td>March 2020</td><td>60%</td><td>60%</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2019	52%	60%	May 2019	56%	60%	June 2019	56%	60%	July 2019	57%	60%	August 2019	55%	60%	September 2019	58%	60%	October 2019	59%	60%	November 2019	60.49%	60%	December 2019	59%	60%	January 2020	61%	60%	February 2020	64%	60%	March 2020	60%	60%
Month	Actual (Months)	Target (Months)																																												
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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	<p>SP 513 Percentage of cases 'heard' and won at ETA (Quarterly)</p> <table border="1"> <caption>SP 513 Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2019/20</td> <td>79%</td> <td>73%</td> </tr> <tr> <td>Q2 2019/20</td> <td>72.3%</td> <td>73%</td> </tr> <tr> <td>Q3 2019/20</td> <td>80%</td> <td>73%</td> </tr> <tr> <td>Q4 2019/20</td> <td>73%</td> <td>73%</td> </tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q1 2019/20	79%	73%	Q2 2019/20	72.3%	73%	Q3 2019/20	80%	73%	Q4 2019/20	73%	73%
Quarter	Value (%)	Target (%)																				
Q1 2019/20	79%	73%																				
Q2 2019/20	72.3%	73%																				
Q3 2019/20	80%	73%																				
Q4 2019/20	73%	73%																				
Parks and Open Spaces	SP 514 Income from outdoor events in parks (Annual)	High	£546,647.00	£531,230.00	✓	N/A	<p>SP 514 Income from outdoor events in parks (Annual)</p> <table border="1"> <caption>SP 514 Performance Data</caption> <thead> <tr> <th>Year</th> <th>Value (£)</th> <th>Target (£)</th> </tr> </thead> <tbody> <tr> <td>2019/20</td> <td>£546,647.00</td> <td>£531,230.00</td> </tr> </tbody> </table>	Year	Value (£)	Target (£)	2019/20	£546,647.00	£531,230.00									
Year	Value (£)	Target (£)																				
2019/20	£546,647.00	£531,230.00																				

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	<p>SP 515 Average Performance Quality Score (Grounds Maintenance Standards) (Annual)</p>  <table border="1"> <caption>SP 515 Performance Data</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2019/20</td> <td>4.95</td> <td>5</td> </tr> </tbody> </table>	Year	Value	Target	2019/20	4.95	5
Year	Value	Target											
2019/20	4.95	5											
Parks and Open Spaces	SP 516 Annual basal & epicormic growth programme completion by 31 Aug each year) (Annual)	High	100%	100%		N/A	<p>SP 516 Annual basal & epicormic growth programme completion by 31 Aug each year) (Annual)</p>  <table border="1"> <caption>SP 516 Performance Data</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2019/20</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>	Year	Value	Target	2019/20	100%	100%
Year	Value	Target											
2019/20	100%	100%											

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	<p>SP 517 Number of street trees planted (Annual)</p>  <table border="1"> <caption>SP 517 Performance Data</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2019/20</td> <td>222</td> <td>235</td> </tr> </tbody> </table>	Year	Value	Target	2019/20	222	235									
Year	Value	Target																				
2019/20	222	235																				
Property	SP 518 Number of completed Rent Reviews (Quarterly)	High	46	35		N/A	<p>SP 518 Number of completed Rent Reviews (Quarterly)</p>  <table border="1"> <caption>SP 518 Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2019/20</td> <td>2</td> <td>2</td> </tr> <tr> <td>Q2 2019/20</td> <td>16</td> <td>6</td> </tr> <tr> <td>Q3 2019/20</td> <td>8</td> <td>8</td> </tr> <tr> <td>Q4 2019/20</td> <td>29</td> <td>20</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2019/20	2	2	Q2 2019/20	16	6	Q3 2019/20	8	8	Q4 2019/20	29	20
Quarter	Value	Target																				
Q1 2019/20	2	2																				
Q2 2019/20	16	6																				
Q3 2019/20	8	8																				
Q4 2019/20	29	20																				





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	<p>SP 519 Total % of broadly compliant food establishments rated A-E (Annual)</p> <p>The chart displays a single bar for the year 2019/20 with a value of 98%. A target line is set at 95%. The y-axis ranges from 0% to 90%.</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2019/20</td> <td>98%</td> <td>95%</td> </tr> </tbody> </table>	Year	Value	Target	2019/20	98%	95%
Year	Value	Target											
2019/20	98%	95%											
Regulatory Services	SP 520 Schedule B Prescribed Premises due for inspection completed (Annual)	High	100%	100%	✓	N/A	<p>SP 520 Schedule B Prescribed Premises due for inspection completed (Annual)</p> <p>The chart displays a single bar for the year 2019/20 with a value of 100%. A target line is set at 100%. The y-axis ranges from 0% to 100%.</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2019/20</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>	Year	Value	Target	2019/20	100%	100%
Year	Value	Target											
2019/20	100%	100%											

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	<p>SP 521 Total % compliance of non-road mobile machinery on major construction sites with GLA emissions standards (Annual)</p>  <p>80%</p>
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	<p>SP 522 % of noise and nuisance complaints received from residents receiving a frontline response (visit/advice) within one week of receipt (Quarterly)</p>  <p>90.5% 72.2% 90.07% 97%</p>

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	<p>SP 523 % of repeat MARAC cases (domestic abuse) by volume (Monthly)</p> <table border="1"> <caption>SP 523 % of repeat MARAC cases (domestic abuse) by volume (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Months (%)</th> <th>Target (Months) (%)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>38%</td><td>30%</td></tr> <tr><td>May 2019</td><td>30%</td><td>30%</td></tr> <tr><td>June 2019</td><td>41%</td><td>30%</td></tr> <tr><td>July 2019</td><td>41%</td><td>30%</td></tr> <tr><td>August 2019</td><td>42%</td><td>30%</td></tr> <tr><td>September 2019</td><td>41%</td><td>30%</td></tr> <tr><td>October 2019</td><td>42%</td><td>30%</td></tr> <tr><td>November 2019</td><td>41%</td><td>30%</td></tr> <tr><td>December 2019</td><td>40%</td><td>30%</td></tr> <tr><td>January 2020</td><td>41%</td><td>30%</td></tr> <tr><td>February 2020</td><td>41%</td><td>30%</td></tr> <tr><td>March 2020</td><td>39%</td><td>30%</td></tr> </tbody> </table>	Month	Months (%)	Target (Months) (%)	April 2019	38%	30%	May 2019	30%	30%	June 2019	41%	30%	July 2019	41%	30%	August 2019	42%	30%	September 2019	41%	30%	October 2019	42%	30%	November 2019	41%	30%	December 2019	40%	30%	January 2020	41%	30%	February 2020	41%	30%	March 2020	39%	30%
Month	Months (%)	Target (Months) (%)																																												
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March 2020	39%	30%																																												
Safer Merton	SP 524 Number of external contracts managed by CCTV (Annual)	High	1	2		N/A	<p>SP 524 Number of external contracts managed by CCTV (Annual)</p> <table border="1"> <caption>SP 524 Number of external contracts managed by CCTV (Annual)</caption> <thead> <tr> <th>Year</th> <th>Years</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>2019/20</td> <td>1</td> <td>2</td> </tr> </tbody> </table>	Year	Years	Target (Years)	2019/20	1	2																																	
Year	Years	Target (Years)																																												
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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	<p>SP 525 Knife crime - awareness sessions/briefings provided (Quarterly)</p> <table border="1"> <caption>SP 525 Knife crime - awareness sessions/briefings provided (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1-2019/20</td> <td>1</td> <td>3</td> </tr> <tr> <td>Q2-2019/20</td> <td>7</td> <td>3</td> </tr> <tr> <td>Q3-2019/20</td> <td>4</td> <td>3</td> </tr> <tr> <td>Q4-2019/20</td> <td>2</td> <td>3</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1-2019/20	1	3	Q2-2019/20	7	3	Q3-2019/20	4	3	Q4-2019/20	2	3
Quarter	Value	Target																				
Q1-2019/20	1	3																				
Q2-2019/20	7	3																				
Q3-2019/20	4	3																				
Q4-2019/20	2	3																				
Transport	SP 526 % of Council fleet using diesel fuel (Annual)	High	88%	80%	✓	N/A	<p>SP 526 % of Council fleet using diesel fuel (Annual)</p> <table border="1"> <caption>SP 526 % of Council fleet using diesel fuel (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2019/20</td> <td>88%</td> <td>80%</td> </tr> </tbody> </table>	Year	Value	Target	2019/20	88%	80%									
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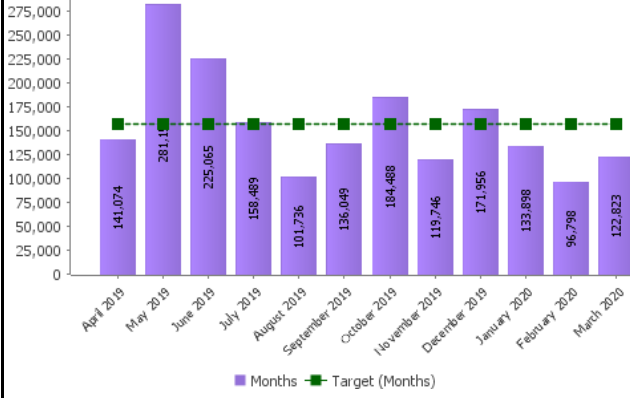
Corporate Indicators



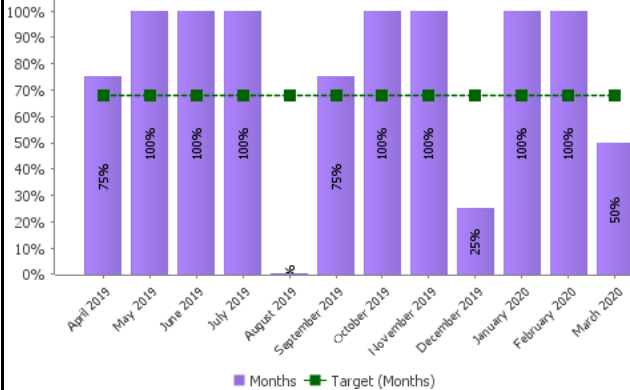


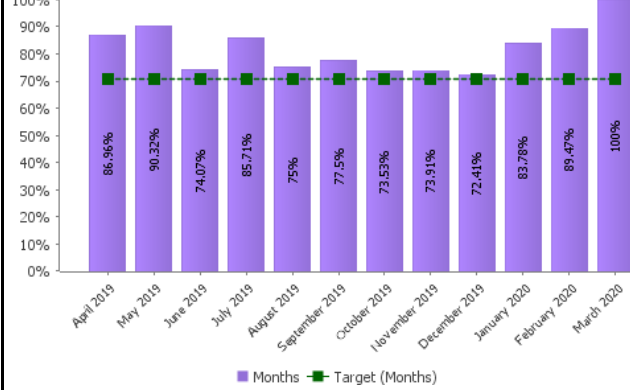
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart																																							
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Corporate Services	CRP 013 / SP 431 % of positive and neutral coverage tone (Monthly)	High	82.4%	85%			<p>CRP 013 / SP 431 % of positive and neutral coverage tone (Monthly)</p> <table border="1"> <caption>CRP 013 / SP 431 % of positive and neutral coverage tone (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>67%</td><td>85%</td></tr> <tr><td>May 2019</td><td>77.78%</td><td>85%</td></tr> <tr><td>June 2019</td><td>86.36%</td><td>85%</td></tr> <tr><td>July 2019</td><td>78.51%</td><td>85%</td></tr> <tr><td>August 2019</td><td>78.51%</td><td>85%</td></tr> <tr><td>September 2019</td><td>80%</td><td>85%</td></tr> <tr><td>October 2019</td><td>82%</td><td>85%</td></tr> <tr><td>November 2019</td><td>75%</td><td>85%</td></tr> <tr><td>December 2019</td><td>86.67%</td><td>85%</td></tr> <tr><td>January 2020</td><td>76.92%</td><td>85%</td></tr> <tr><td>February 2020</td><td>100%</td><td>85%</td></tr> <tr><td>March 2020</td><td>100%</td><td>85%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2019	67%	85%	May 2019	77.78%	85%	June 2019	86.36%	85%	July 2019	78.51%	85%	August 2019	78.51%	85%	September 2019	80%	85%	October 2019	82%	85%	November 2019	75%	85%	December 2019	86.67%	85%	January 2020	76.92%	85%	February 2020	100%	85%	March 2020	100%	85%
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Corporate Services	CRP 014 / SP 426 % Ombudsman complaints answered in time (Monthly in arrear)	High	90.59%	90%			<p>CRP 014 / SP 426 % Ombudsman complaints answered in time (Monthly in arrear)</p> <table border="1"> <caption>CRP 014 / SP 426 % Ombudsman complaints answered in time (Monthly in arrear)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>95%</td><td>90%</td></tr> <tr><td>May 2019</td><td>87.5%</td><td>90%</td></tr> <tr><td>June 2019</td><td>85.71%</td><td>90%</td></tr> <tr><td>July 2019</td><td>93.33%</td><td>90%</td></tr> <tr><td>August 2019</td><td>100%</td><td>90%</td></tr> <tr><td>September 2019</td><td>94.12%</td><td>90%</td></tr> <tr><td>October 2019</td><td>66.67%</td><td>90%</td></tr> <tr><td>November 2019</td><td>92.86%</td><td>90%</td></tr> <tr><td>December 2019</td><td>100%</td><td>90%</td></tr> <tr><td>January 2020</td><td>93.33%</td><td>90%</td></tr> <tr><td>February 2020</td><td>85.71%</td><td>90%</td></tr> <tr><td>March 2020</td><td>83.33%</td><td>90%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2019	95%	90%	May 2019	87.5%	90%	June 2019	85.71%	90%	July 2019	93.33%	90%	August 2019	100%	90%	September 2019	94.12%	90%	October 2019	66.67%	90%	November 2019	92.86%	90%	December 2019	100%	90%	January 2020	93.33%	90%	February 2020	85.71%	90%	March 2020	83.33%	90%
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Corporate Services	CRP 016 / SP 401 The level of CO2 emissions from the council's buildings (tonnes) (Annual)	Low	4,052	7,128.8	✓	↑	<p>CRP 016 / SP 401 The level of CO2 emissions from the council's buildings (tonnes) (Annual)</p> <table border="1"> <caption>CO2 Emissions (tonnes)</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>2010/11</td><td>1,738</td></tr> <tr><td>2011/12</td><td>1,799</td></tr> <tr><td>2012/13</td><td>1,795</td></tr> <tr><td>2013/14</td><td>1,666</td></tr> <tr><td>2014/15</td><td>4,132</td></tr> <tr><td>2015/16</td><td>5,158</td></tr> <tr><td>2016/17</td><td>6,924</td></tr> <tr><td>2017/18</td><td>5,849</td></tr> <tr><td>2018/19</td><td>5,048</td></tr> <tr><td>2019/20</td><td>4,052</td></tr> </tbody> </table>	Year	Value	2010/11	1,738	2011/12	1,799	2012/13	1,795	2013/14	1,666	2014/15	4,132	2015/16	5,158	2016/17	6,924	2017/18	5,849	2018/19	5,048	2019/20	4,052				
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Corporate Services	CRP 018 / SP 154 % Council Tax collected (Monthly)	High	97.79%	97.25%	✓	↓	<p>CRP 018 / SP 154 % Council Tax collected (Monthly)</p> <table border="1"> <caption>Monthly Council Tax Collection (%)</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>12.26%</td></tr> <tr><td>May 2019</td><td>21.7%</td></tr> <tr><td>June 2019</td><td>30.75%</td></tr> <tr><td>July 2019</td><td>40.17%</td></tr> <tr><td>August 2019</td><td>49.13%</td></tr> <tr><td>September 2019</td><td>58.16%</td></tr> <tr><td>October 2019</td><td>67.46%</td></tr> <tr><td>November 2019</td><td>76.46%</td></tr> <tr><td>December 2019</td><td>85.57%</td></tr> <tr><td>January 2020</td><td>94.35%</td></tr> <tr><td>February 2020</td><td>97.32%</td></tr> <tr><td>March 2020</td><td>97.79%</td></tr> </tbody> </table>	Month	Value	April 2019	12.26%	May 2019	21.7%	June 2019	30.75%	July 2019	40.17%	August 2019	49.13%	September 2019	58.16%	October 2019	67.46%	November 2019	76.46%	December 2019	85.57%	January 2020	94.35%	February 2020	97.32%	March 2020	97.79%
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Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart																																							
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Corporate Services	CRP 036 / SP 155 % Business Rates collected (Monthly)	High	97.95%	97.5%	✓	↓	<p>CRP 036 / SP 155 % Business Rates collected (Monthly)</p> <table border="1"> <caption>CRP 036 / SP 155 % Business Rates collected (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>11.65%</td><td>97.5%</td></tr> <tr><td>May 2019</td><td>21.79%</td><td>97.5%</td></tr> <tr><td>June 2019</td><td>29.89%</td><td>97.5%</td></tr> <tr><td>July 2019</td><td>38.68%</td><td>97.5%</td></tr> <tr><td>August 2019</td><td>47.56%</td><td>97.5%</td></tr> <tr><td>September 2019</td><td>56.42%</td><td>97.5%</td></tr> <tr><td>October 2019</td><td>65.14%</td><td>97.5%</td></tr> <tr><td>November 2019</td><td>74.53%</td><td>97.5%</td></tr> <tr><td>December 2019</td><td>83.32%</td><td>97.5%</td></tr> <tr><td>January 2020</td><td>92.05%</td><td>97.5%</td></tr> <tr><td>February 2020</td><td>95.91%</td><td>97.5%</td></tr> <tr><td>March 2020</td><td>97.95%</td><td>97.5%</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	April 2019	11.65%	97.5%	May 2019	21.79%	97.5%	June 2019	29.89%	97.5%	July 2019	38.68%	97.5%	August 2019	47.56%	97.5%	September 2019	56.42%	97.5%	October 2019	65.14%	97.5%	November 2019	74.53%	97.5%	December 2019	83.32%	97.5%	January 2020	92.05%	97.5%	February 2020	95.91%	97.5%	March 2020	97.95%	97.5%
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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 arrears)	Low	7.01%	9%	✓	↑	<p>CRP 037 / SP 352 % of all complaints received in the quarter which are Stage 2 (as opposed to Stage 1) complaints (Quarterly in arrears)</p> <table border="1"> <caption>CRP 037 / SP 352 % of all complaints received in the quarter which are Stage 2 (as opposed to Stage 1) complaints (Quarterly in arrears)</caption> <thead> <tr> <th>Quarter</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2019/2020</td><td>3.67%</td><td>9%</td></tr> <tr><td>Q2 2019/2020</td><td>9.85%</td><td>9%</td></tr> <tr><td>Q3 2019/2020</td><td>5.74%</td><td>9%</td></tr> <tr><td>Q4 2019/2020</td><td>8.02%</td><td>9%</td></tr> </tbody> </table>	Quarter	Actual (%)	Target (%)	Q1 2019/2020	3.67%	9%	Q2 2019/2020	9.85%	9%	Q3 2019/2020	5.74%	9%	Q4 2019/2020	8.02%	9%																								
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Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart																																							
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Corporate Services	CRP 041 / SP 192 % FOI requests dealt with in time (Monthly in arrear)	High	87.81%	90%			<p>CRP 041 / SP 192 % FOI requests dealt with in time (Monthly in arrear)</p>  <table border="1"> <caption>CRP 041 / SP 192 % FOI requests dealt with in time (Monthly in arrear)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>91.24%</td><td>90%</td></tr> <tr><td>May 2019</td><td>87.76%</td><td>90%</td></tr> <tr><td>June 2019</td><td>90.48%</td><td>90%</td></tr> <tr><td>July 2019</td><td>92.22%</td><td>90%</td></tr> <tr><td>August 2019</td><td>85.59%</td><td>90%</td></tr> <tr><td>September 2019</td><td>93.75%</td><td>90%</td></tr> <tr><td>October 2019</td><td>89.92%</td><td>90%</td></tr> <tr><td>November 2019</td><td>87.77%</td><td>90%</td></tr> <tr><td>December 2019</td><td>93.04%</td><td>90%</td></tr> <tr><td>January 2020</td><td>87.2%</td><td>90%</td></tr> <tr><td>February 2020</td><td>81.48%</td><td>90%</td></tr> <tr><td>March 2020</td><td>68.93%</td><td>90%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2019	91.24%	90%	May 2019	87.76%	90%	June 2019	90.48%	90%	July 2019	92.22%	90%	August 2019	85.59%	90%	September 2019	93.75%	90%	October 2019	89.92%	90%	November 2019	87.77%	90%	December 2019	93.04%	90%	January 2020	87.2%	90%	February 2020	81.48%	90%	March 2020	68.93%	90%
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Environment & Regeneration	CRP 044 Parking services estimated revenue (Monthly)	High	18,349,818	19,002,687			<p>CRP 044 Parking services estimated revenue (Monthly)</p>  <table border="1"> <caption>CRP 044 Parking services estimated revenue (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>1,509,191</td><td>1,600,000</td></tr> <tr><td>May 2019</td><td>1,605,648</td><td>1,600,000</td></tr> <tr><td>June 2019</td><td>1,496,368</td><td>1,600,000</td></tr> <tr><td>July 2019</td><td>1,624,307</td><td>1,250,000</td></tr> <tr><td>August 2019</td><td>1,110,368</td><td>1,250,000</td></tr> <tr><td>September 2019</td><td>1,735,785</td><td>1,250,000</td></tr> <tr><td>October 2019</td><td>1,648,710</td><td>1,750,000</td></tr> <tr><td>November 2019</td><td>1,600,766</td><td>1,750,000</td></tr> <tr><td>December 2019</td><td>1,305,856</td><td>1,750,000</td></tr> <tr><td>January 2020</td><td>1,793,301</td><td>1,750,000</td></tr> <tr><td>February 2020</td><td>1,368,354</td><td>1,750,000</td></tr> <tr><td>March 2020</td><td>1,551,164</td><td>1,750,000</td></tr> </tbody> </table>	Month	Value	Target	April 2019	1,509,191	1,600,000	May 2019	1,605,648	1,600,000	June 2019	1,496,368	1,600,000	July 2019	1,624,307	1,250,000	August 2019	1,110,368	1,250,000	September 2019	1,735,785	1,250,000	October 2019	1,648,710	1,750,000	November 2019	1,600,766	1,750,000	December 2019	1,305,856	1,750,000	January 2020	1,793,301	1,750,000	February 2020	1,368,354	1,750,000	March 2020	1,551,164	1,750,000
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Environment & Regeneration	CRP 045 / SP 118 Income (Development and Building Control) (Monthly)	High	1,873,276	1,885,992			<p>CRP 045 / SP 118 Income (Development and Building Control) (Monthly)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>141,074</td></tr> <tr><td>May 2019</td><td>281,111</td></tr> <tr><td>June 2019</td><td>225,065</td></tr> <tr><td>July 2019</td><td>158,489</td></tr> <tr><td>August 2019</td><td>101,736</td></tr> <tr><td>September 2019</td><td>136,049</td></tr> <tr><td>October 2019</td><td>184,488</td></tr> <tr><td>November 2019</td><td>119,746</td></tr> <tr><td>December 2019</td><td>171,956</td></tr> <tr><td>January 2020</td><td>133,898</td></tr> <tr><td>February 2020</td><td>96,798</td></tr> <tr><td>March 2020</td><td>122,823</td></tr> </tbody> </table> <p>■ Months ■ Target (Months)</p>	Month	Value	April 2019	141,074	May 2019	281,111	June 2019	225,065	July 2019	158,489	August 2019	101,736	September 2019	136,049	October 2019	184,488	November 2019	119,746	December 2019	171,956	January 2020	133,898	February 2020	96,798	March 2020	122,823
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February 2020	96,798																																
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Environment & Regeneration	CRP 048 / SP 455 % of sites surveyed on local street inspections for litter that are below standard (Monthly)	Low	14%	8%			<p>CRP 048 / SP 455 % of sites surveyed on local street inspections for litter that are below standard (Monthly)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>13.48%</td></tr> <tr><td>May 2019</td><td>13.74%</td></tr> <tr><td>June 2019</td><td>14.21%</td></tr> <tr><td>July 2019</td><td>20.78%</td></tr> <tr><td>August 2019</td><td>16.31%</td></tr> <tr><td>September 2019</td><td>13.55%</td></tr> <tr><td>October 2019</td><td>14.21%</td></tr> <tr><td>November 2019</td><td>13.24%</td></tr> <tr><td>December 2019</td><td>14.41%</td></tr> <tr><td>January 2020</td><td>13.39%</td></tr> <tr><td>February 2020</td><td>10.71%</td></tr> <tr><td>March 2020</td><td>8.89%</td></tr> </tbody> </table> <p>■ Months ■ Target (Months)</p>	Month	Value	April 2019	13.48%	May 2019	13.74%	June 2019	14.21%	July 2019	20.78%	August 2019	16.31%	September 2019	13.55%	October 2019	14.21%	November 2019	13.24%	December 2019	14.41%	January 2020	13.39%	February 2020	10.71%	March 2020	8.89%
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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%			<p>CRP 051 / SP 114 % Major applications processed within 13 weeks (Monthly)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>75%</td><td>68%</td></tr> <tr><td>May 2019</td><td>100%</td><td>68%</td></tr> <tr><td>June 2019</td><td>100%</td><td>68%</td></tr> <tr><td>July 2019</td><td>100%</td><td>68%</td></tr> <tr><td>August 2019</td><td>0%</td><td>68%</td></tr> <tr><td>September 2019</td><td>75%</td><td>68%</td></tr> <tr><td>October 2019</td><td>100%</td><td>68%</td></tr> <tr><td>November 2019</td><td>100%</td><td>68%</td></tr> <tr><td>December 2019</td><td>25%</td><td>68%</td></tr> <tr><td>January 2020</td><td>100%</td><td>68%</td></tr> <tr><td>February 2020</td><td>100%</td><td>68%</td></tr> <tr><td>March 2020</td><td>50%</td><td>68%</td></tr> </tbody> </table> <p>■ Months ■ Target (Months)</p>	Month	Actual (%)	Target (%)	April 2019	75%	68%	May 2019	100%	68%	June 2019	100%	68%	July 2019	100%	68%	August 2019	0%	68%	September 2019	75%	68%	October 2019	100%	68%	November 2019	100%	68%	December 2019	25%	68%	January 2020	100%	68%	February 2020	100%	68%	March 2020	50%	68%
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Environment & Regeneration	CRP 052 / SP 115 % of minor planning applications determined within 8 weeks (Monthly)	High	80.79%	71%			<p>CRP 052 / SP 115 % of minor planning applications determined within 8 weeks (Monthly)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>86.96%</td><td>71%</td></tr> <tr><td>May 2019</td><td>90.32%</td><td>71%</td></tr> <tr><td>June 2019</td><td>74.07%</td><td>71%</td></tr> <tr><td>July 2019</td><td>85.71%</td><td>71%</td></tr> <tr><td>August 2019</td><td>75%</td><td>71%</td></tr> <tr><td>September 2019</td><td>77.5%</td><td>71%</td></tr> <tr><td>October 2019</td><td>73.53%</td><td>71%</td></tr> <tr><td>November 2019</td><td>73.91%</td><td>71%</td></tr> <tr><td>December 2019</td><td>72.41%</td><td>71%</td></tr> <tr><td>January 2020</td><td>83.76%</td><td>71%</td></tr> <tr><td>February 2020</td><td>89.47%</td><td>71%</td></tr> <tr><td>March 2020</td><td>100%</td><td>71%</td></tr> </tbody> </table> <p>■ Months ■ Target (Months)</p>	Month	Actual (%)	Target (%)	April 2019	86.96%	71%	May 2019	90.32%	71%	June 2019	74.07%	71%	July 2019	85.71%	71%	August 2019	75%	71%	September 2019	77.5%	71%	October 2019	73.53%	71%	November 2019	73.91%	71%	December 2019	72.41%	71%	January 2020	83.76%	71%	February 2020	89.47%	71%	March 2020	100%	71%
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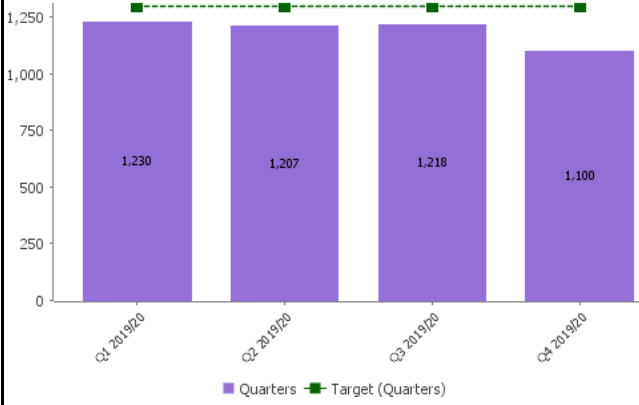


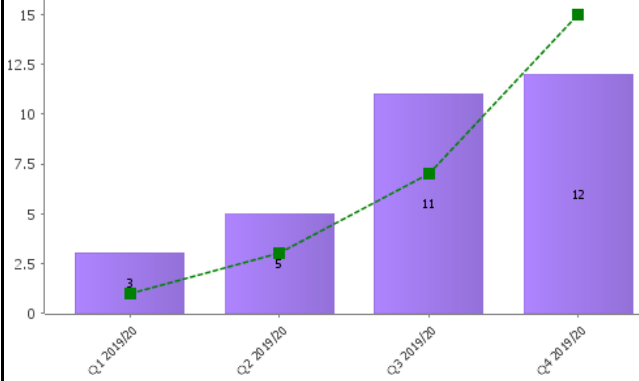
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Environment & Regeneration	CRP 053 / SP 116 % of 'other' planning applications determined within 8 weeks (Development Control) (Monthly)	High	85.83%	82%			<p>CRP 053 / SP 116 % of 'other' planning applications determined within 8 weeks (Development Control) (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>91.74%</td><td>82%</td></tr> <tr><td>May 2019</td><td>93.16%</td><td>82%</td></tr> <tr><td>June 2019</td><td>79.22%</td><td>82%</td></tr> <tr><td>July 2019</td><td>87.04%</td><td>82%</td></tr> <tr><td>August 2019</td><td>82.05%</td><td>82%</td></tr> <tr><td>September 2019</td><td>81.76%</td><td>82%</td></tr> <tr><td>October 2019</td><td>75.22%</td><td>82%</td></tr> <tr><td>November 2019</td><td>88.75%</td><td>82%</td></tr> <tr><td>December 2019</td><td>93.62%</td><td>82%</td></tr> <tr><td>January 2020</td><td>76.74%</td><td>82%</td></tr> <tr><td>February 2020</td><td>90.59%</td><td>82%</td></tr> <tr><td>March 2020</td><td>93.15%</td><td>82%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2019	91.74%	82%	May 2019	93.16%	82%	June 2019	79.22%	82%	July 2019	87.04%	82%	August 2019	82.05%	82%	September 2019	81.76%	82%	October 2019	75.22%	82%	November 2019	88.75%	82%	December 2019	93.62%	82%	January 2020	76.74%	82%	February 2020	90.59%	82%	March 2020	93.15%	82%
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February 2020	90.59%	82%																																												
March 2020	93.15%	82%																																												
Adult Social Care	CRP 054 / SP039 % People with 'long term' services receiving Self-Directed Support (SDS) (Monthly)	High	100%	95%			<p>CRP 054 / SP039 LAPS % People with 'long term' services receiving Self-Directed Support (SDS) (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>100%</td><td>95%</td></tr> <tr><td>May 2019</td><td>100%</td><td>95%</td></tr> <tr><td>June 2019</td><td>100%</td><td>95%</td></tr> <tr><td>July 2019</td><td>100%</td><td>95%</td></tr> <tr><td>August 2019</td><td>100%</td><td>95%</td></tr> <tr><td>September 2019</td><td>100%</td><td>95%</td></tr> <tr><td>October 2019</td><td>100%</td><td>95%</td></tr> <tr><td>November 2019</td><td>100%</td><td>95%</td></tr> <tr><td>December 2019</td><td>100%</td><td>95%</td></tr> <tr><td>January 2020</td><td>100%</td><td>95%</td></tr> <tr><td>February 2020</td><td>100%</td><td>95%</td></tr> <tr><td>March 2020</td><td>100%</td><td>95%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2019	100%	95%	May 2019	100%	95%	June 2019	100%	95%	July 2019	100%	95%	August 2019	100%	95%	September 2019	100%	95%	October 2019	100%	95%	November 2019	100%	95%	December 2019	100%	95%	January 2020	100%	95%	February 2020	100%	95%	March 2020	100%	95%
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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			<p>CRP 056 / SP 054 No. of Carers receiving services and / or information and advice (cumulative) (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>25</td><td>25</td></tr> <tr><td>May 2019</td><td>301</td><td>301</td></tr> <tr><td>June 2019</td><td>447</td><td>447</td></tr> <tr><td>July 2019</td><td>553</td><td>553</td></tr> <tr><td>August 2019</td><td>664</td><td>664</td></tr> <tr><td>September 2019</td><td>790</td><td>790</td></tr> <tr><td>October 2019</td><td>895</td><td>895</td></tr> <tr><td>November 2019</td><td>985</td><td>985</td></tr> <tr><td>December 2019</td><td>1,052</td><td>1,052</td></tr> <tr><td>January 2020</td><td>1,127</td><td>1,127</td></tr> <tr><td>February 2020</td><td>1,182</td><td>1,182</td></tr> <tr><td>March 2020</td><td>1,095</td><td>1,095</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2019	25	25	May 2019	301	301	June 2019	447	447	July 2019	553	553	August 2019	664	664	September 2019	790	790	October 2019	895	895	November 2019	985	985	December 2019	1,052	1,052	January 2020	1,127	1,127	February 2020	1,182	1,182	March 2020	1,095	1,095
Month	Months	Target (Months)																																												
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February 2020	1,182	1,182																																												
March 2020	1,095	1,095																																												
Community & Housing	CRP 057 / SP274 % people receiving 'long term' community services (Monthly)	High	73%	72%			<p>CRP 057 / SP274 % people receiving 'long term' community services (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>74%</td><td>74%</td></tr> <tr><td>May 2019</td><td>74%</td><td>74%</td></tr> <tr><td>June 2019</td><td>74%</td><td>74%</td></tr> <tr><td>July 2019</td><td>74%</td><td>74%</td></tr> <tr><td>August 2019</td><td>74%</td><td>74%</td></tr> <tr><td>September 2019</td><td>74%</td><td>74%</td></tr> <tr><td>October 2019</td><td>74%</td><td>74%</td></tr> <tr><td>November 2019</td><td>74%</td><td>74%</td></tr> <tr><td>December 2019</td><td>73%</td><td>73%</td></tr> <tr><td>January 2020</td><td>73%</td><td>73%</td></tr> <tr><td>February 2020</td><td>73%</td><td>73%</td></tr> <tr><td>March 2020</td><td>73%</td><td>73%</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2019	74%	74%	May 2019	74%	74%	June 2019	74%	74%	July 2019	74%	74%	August 2019	74%	74%	September 2019	74%	74%	October 2019	74%	74%	November 2019	74%	74%	December 2019	73%	73%	January 2020	73%	73%	February 2020	73%	73%	March 2020	73%	73%
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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	✓	↓	<p>CRP 059 / SP 008 No. of people accessing the library by borrowing an item or using a peoples network terminal at least once in the previous 12 months (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Actual Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>71,648</td><td>56,500</td></tr> <tr><td>May 2019</td><td>71,648</td><td>56,500</td></tr> <tr><td>June 2019</td><td>71,648</td><td>56,500</td></tr> <tr><td>July 2019</td><td>71,648</td><td>56,500</td></tr> <tr><td>August 2019</td><td>71,648</td><td>56,500</td></tr> <tr><td>September 2019</td><td>59,026</td><td>56,500</td></tr> <tr><td>October 2019</td><td>60,536</td><td>56,500</td></tr> <tr><td>November 2019</td><td>62,110</td><td>56,500</td></tr> <tr><td>December 2019</td><td>61,264</td><td>56,500</td></tr> <tr><td>January 2020</td><td>63,137</td><td>56,500</td></tr> <tr><td>February 2020</td><td>66,573</td><td>56,500</td></tr> <tr><td>March 2020</td><td>65,791</td><td>56,500</td></tr> </tbody> </table>	Month	Actual Value	Target	April 2019	71,648	56,500	May 2019	71,648	56,500	June 2019	71,648	56,500	July 2019	71,648	56,500	August 2019	71,648	56,500	September 2019	59,026	56,500	October 2019	60,536	56,500	November 2019	62,110	56,500	December 2019	61,264	56,500	January 2020	63,137	56,500	February 2020	66,573	56,500	March 2020	65,791	56,500
Month	Actual Value	Target																																												
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February 2020	66,573	56,500																																												
March 2020	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	✓	↑	<p>CRP 060 / SP 009 No. of visitors accessing the library service on line (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Actual Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>21,800</td><td>235,000</td></tr> <tr><td>May 2019</td><td>39,870</td><td>235,000</td></tr> <tr><td>June 2019</td><td>57,672</td><td>235,000</td></tr> <tr><td>July 2019</td><td>80,870</td><td>235,000</td></tr> <tr><td>August 2019</td><td>101,638</td><td>235,000</td></tr> <tr><td>September 2019</td><td>123,420</td><td>235,000</td></tr> <tr><td>October 2019</td><td>145,642</td><td>235,000</td></tr> <tr><td>November 2019</td><td>167,807</td><td>235,000</td></tr> <tr><td>December 2019</td><td>187,375</td><td>235,000</td></tr> <tr><td>January 2020</td><td>210,897</td><td>235,000</td></tr> <tr><td>February 2020</td><td>233,046</td><td>235,000</td></tr> <tr><td>March 2020</td><td>255,417</td><td>235,000</td></tr> </tbody> </table>	Month	Actual Value	Target	April 2019	21,800	235,000	May 2019	39,870	235,000	June 2019	57,672	235,000	July 2019	80,870	235,000	August 2019	101,638	235,000	September 2019	123,420	235,000	October 2019	145,642	235,000	November 2019	167,807	235,000	December 2019	187,375	235,000	January 2020	210,897	235,000	February 2020	233,046	235,000	March 2020	255,417	235,000
Month	Actual Value	Target																																												
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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	✔	↓	<p>CRP 061 / SP 036 No. of households in temporary accommodation (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>178</td><td>230</td></tr> <tr><td>May 2019</td><td>177</td><td>230</td></tr> <tr><td>June 2019</td><td>170</td><td>230</td></tr> <tr><td>July 2019</td><td>166</td><td>230</td></tr> <tr><td>August 2019</td><td>168</td><td>230</td></tr> <tr><td>September 2019</td><td>169</td><td>230</td></tr> <tr><td>October 2019</td><td>174</td><td>230</td></tr> <tr><td>November 2019</td><td>178</td><td>230</td></tr> <tr><td>December 2019</td><td>183</td><td>230</td></tr> <tr><td>January 2020</td><td>186</td><td>230</td></tr> <tr><td>February 2020</td><td>193</td><td>230</td></tr> <tr><td>March 2020</td><td>199</td><td>230</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2019	178	230	May 2019	177	230	June 2019	170	230	July 2019	166	230	August 2019	168	230	September 2019	169	230	October 2019	174	230	November 2019	178	230	December 2019	183	230	January 2020	186	230	February 2020	193	230	March 2020	199	230
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February 2020	193	230																																												
March 2020	199	230																																												
Community & Housing	CRP 062 / SP 035 No. of homelessness preventions (Monthly)	High	480	450	✔	↓	<p>CRP 062 / SP 035 No. of homelessness preventions (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>51</td><td>450</td></tr> <tr><td>May 2019</td><td>86</td><td>450</td></tr> <tr><td>June 2019</td><td>118</td><td>450</td></tr> <tr><td>July 2019</td><td>152</td><td>450</td></tr> <tr><td>August 2019</td><td>193</td><td>450</td></tr> <tr><td>September 2019</td><td>233</td><td>450</td></tr> <tr><td>October 2019</td><td>273</td><td>450</td></tr> <tr><td>November 2019</td><td>309</td><td>450</td></tr> <tr><td>December 2019</td><td>371</td><td>450</td></tr> <tr><td>January 2020</td><td>388</td><td>450</td></tr> <tr><td>February 2020</td><td>437</td><td>450</td></tr> <tr><td>March 2020</td><td>480</td><td>450</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2019	51	450	May 2019	86	450	June 2019	118	450	July 2019	152	450	August 2019	193	450	September 2019	233	450	October 2019	273	450	November 2019	309	450	December 2019	371	450	January 2020	388	450	February 2020	437	450	March 2020	480	450
Month	Months	Target (Months)																																												
April 2019	51	450																																												
May 2019	86	450																																												
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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%			<p>CRP 066 / SP 290 % fostered LAC in independent agency FC placements (Quarterly)</p>  <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2019/20</td> <td>34%</td> <td>40%</td> </tr> <tr> <td>Q2 2019/20</td> <td>38%</td> <td>40%</td> </tr> <tr> <td>Q3 2019/20</td> <td>40%</td> <td>40%</td> </tr> <tr> <td>Q4 2019/20</td> <td>50%</td> <td>40%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2019/20	34%	40%	Q2 2019/20	38%	40%	Q3 2019/20	40%	40%	Q4 2019/20	50%	40%															
Quarter	Value	Target																																			
Q1 2019/20	34%	40%																																			
Q2 2019/20	38%	40%																																			
Q3 2019/20	40%	40%																																			
Q4 2019/20	50%	40%																																			
Children, Schools & Families	CRP 073 / SP 109 % vacancies in reception year of primary school (Annual)	Low	6.4%	8%			<p>CRP 073 / SP 109 % vacancies in reception year of primary school (Annual)</p>  <table border="1"> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>0.71%</td> <td>5.1%</td> </tr> <tr> <td>2012/13</td> <td>4.3%</td> <td>1.6%</td> </tr> <tr> <td>2013/14</td> <td>3.7%</td> <td>2.0%</td> </tr> <tr> <td>2014/15</td> <td>1.1%</td> <td>2.0%</td> </tr> <tr> <td>2015/16</td> <td>6.2%</td> <td>5.1%</td> </tr> <tr> <td>2016/17</td> <td>3.5%</td> <td>5.6%</td> </tr> <tr> <td>2017/18</td> <td>7.7%</td> <td>6.0%</td> </tr> <tr> <td>2018/19</td> <td>10.7%</td> <td>8.0%</td> </tr> <tr> <td>2019/20</td> <td>6.4%</td> <td>8.0%</td> </tr> </tbody> </table>	Year	Value	Target	2011/12	0.71%	5.1%	2012/13	4.3%	1.6%	2013/14	3.7%	2.0%	2014/15	1.1%	2.0%	2015/16	6.2%	5.1%	2016/17	3.5%	5.6%	2017/18	7.7%	6.0%	2018/19	10.7%	8.0%	2019/20	6.4%	8.0%
Year	Value	Target																																			
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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			<p>CRP 074 / SP 221 No. of staff working from Civic Centre (Quarterly)</p>  <table border="1"> <caption>CRP 074 / SP 221 No. of staff working from Civic Centre (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2019/20</td> <td>1,230</td> <td>1,250</td> </tr> <tr> <td>Q2 2019/20</td> <td>1,207</td> <td>1,250</td> </tr> <tr> <td>Q3 2019/20</td> <td>1,218</td> <td>1,250</td> </tr> <tr> <td>Q4 2019/20</td> <td>1,100</td> <td>1,250</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2019/20	1,230	1,250	Q2 2019/20	1,207	1,250	Q3 2019/20	1,218	1,250	Q4 2019/20	1,100	1,250
Quarter	Value	Target																				
Q1 2019/20	1,230	1,250																				
Q2 2019/20	1,207	1,250																				
Q3 2019/20	1,218	1,250																				
Q4 2019/20	1,100	1,250																				
Children, Schools & Families	CRP 077 / SP 374 No. of in-house foster carers recruited (cumulative) (Quarterly)	High	12	15			<p>CRP 077 / SP 374 No. of in-house foster carers recruited (cumulative) (Quarterly)</p>  <table border="1"> <caption>CRP 077 / SP 374 No. of in-house foster carers recruited (cumulative) (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2019/20</td> <td>3</td> <td>15</td> </tr> <tr> <td>Q2 2019/20</td> <td>5</td> <td>15</td> </tr> <tr> <td>Q3 2019/20</td> <td>11</td> <td>15</td> </tr> <tr> <td>Q4 2019/20</td> <td>12</td> <td>15</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2019/20	3	15	Q2 2019/20	5	15	Q3 2019/20	11	15	Q4 2019/20	12	15
Quarter	Value	Target																				
Q1 2019/20	3	15																				
Q2 2019/20	5	15																				
Q3 2019/20	11	15																				
Q4 2019/20	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			<p>CRP 080 / SP 413 No. of working days per FTE lost to sickness absence excluding schools (Quarterly)</p>  <table border="1"> <caption>CRP 080 / SP 413 No. of working days per FTE lost to sickness absence excluding schools (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1-2019/20</td> <td>9.54</td> <td>7</td> </tr> <tr> <td>Q2-2019/20</td> <td>9.3</td> <td>7</td> </tr> <tr> <td>Q3-2019/20</td> <td>9.45</td> <td>7</td> </tr> <tr> <td>Q4-2019/20</td> <td>9.3</td> <td>7</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1-2019/20	9.54	7	Q2-2019/20	9.3	7	Q3-2019/20	9.45	7	Q4-2019/20	9.3	7																								
Quarter	Value	Target																																												
Q1-2019/20	9.54	7																																												
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Q3-2019/20	9.45	7																																												
Q4-2019/20	9.3	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%			<p>CRP 081 / SP 415 % of Looked After Children (2.5 years or more) in same placement for 2 years (Monthly)</p>  <table border="1"> <caption>CRP 081 / SP 415 % of Looked After Children (2.5 years or more) in same placement for 2 years (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>75%</td><td>65%</td></tr> <tr><td>May 2019</td><td>75%</td><td>65%</td></tr> <tr><td>June 2019</td><td>72%</td><td>65%</td></tr> <tr><td>July 2019</td><td>76%</td><td>65%</td></tr> <tr><td>August 2019</td><td>75%</td><td>65%</td></tr> <tr><td>September 2019</td><td>78%</td><td>65%</td></tr> <tr><td>October 2019</td><td>73%</td><td>65%</td></tr> <tr><td>November 2019</td><td>79%</td><td>65%</td></tr> <tr><td>December 2019</td><td>80%</td><td>65%</td></tr> <tr><td>January 2020</td><td>79%</td><td>65%</td></tr> <tr><td>February 2020</td><td>76%</td><td>65%</td></tr> <tr><td>March 2020</td><td>75%</td><td>65%</td></tr> </tbody> </table>	Month	Value	Target	April 2019	75%	65%	May 2019	75%	65%	June 2019	72%	65%	July 2019	76%	65%	August 2019	75%	65%	September 2019	78%	65%	October 2019	73%	65%	November 2019	79%	65%	December 2019	80%	65%	January 2020	79%	65%	February 2020	76%	65%	March 2020	75%	65%
Month	Value	Target																																												
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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%			<p>CRP 082 / SP 427 % FOI refusal notices which are not upheld at review stage (Quarterly)</p> <table border="1"> <caption>CRP 082 / SP 427 % FOI refusal notices which are not upheld at review stage (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1-2019/20</td> <td>0%</td> <td>4%</td> </tr> <tr> <td>Q2-2019/20</td> <td>0%</td> <td>4%</td> </tr> <tr> <td>Q3-2019/20</td> <td>0%</td> <td>4%</td> </tr> <tr> <td>Q4-2019/20</td> <td>1%</td> <td>4%</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1-2019/20	0%	4%	Q2-2019/20	0%	4%	Q3-2019/20	0%	4%	Q4-2019/20	1%	4%
Quarter	Quarters	Target (Quarters)																				
Q1-2019/20	0%	4%																				
Q2-2019/20	0%	4%																				
Q3-2019/20	0%	4%																				
Q4-2019/20	1%	4%																				
Corporate Governance	CRP 083 / SP 428 % Ombudsman complaints partially or fully upheld (Quarterly in arrears)	Low	45.5%	40%			<p>CRP 083 / SP 428 % Ombudsman complaints partially or fully upheld (Quarterly in arrears)</p> <table border="1"> <caption>CRP 083 / SP 428 % Ombudsman complaints partially or fully upheld (Quarterly in arrears)</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1-2019/20</td> <td>60%</td> <td>40%</td> </tr> <tr> <td>Q2-2019/20</td> <td>80%</td> <td>40%</td> </tr> <tr> <td>Q3-2019/20</td> <td>21%</td> <td>40%</td> </tr> <tr> <td>Q4-2019/20</td> <td>21%</td> <td>40%</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1-2019/20	60%	40%	Q2-2019/20	80%	40%	Q3-2019/20	21%	40%	Q4-2019/20	21%	40%
Quarter	Quarters	Target (Quarters)																				
Q1-2019/20	60%	40%																				
Q2-2019/20	80%	40%																				
Q3-2019/20	21%	40%																				
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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%	✓	↑	<p>CRP 085 / SP 410 % of on-line transactions (Monthly)</p> <table border="1"> <caption>CRP 085 / SP 410 % of on-line transactions (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>77.02%</td><td>64%</td></tr> <tr><td>May 2019</td><td>79.49%</td><td>64%</td></tr> <tr><td>June 2019</td><td>68.69%</td><td>64%</td></tr> <tr><td>July 2019</td><td>80.94%</td><td>64%</td></tr> <tr><td>August 2019</td><td>70.73%</td><td>64%</td></tr> <tr><td>September 2019</td><td>72.15%</td><td>64%</td></tr> <tr><td>October 2019</td><td>74.01%</td><td>64%</td></tr> <tr><td>November 2019</td><td>75.48%</td><td>64%</td></tr> <tr><td>December 2019</td><td>76.21%</td><td>64%</td></tr> <tr><td>January 2020</td><td>81.71%</td><td>64%</td></tr> <tr><td>February 2020</td><td>75.09%</td><td>64%</td></tr> <tr><td>March 2020</td><td>74.19%</td><td>64%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2019	77.02%	64%	May 2019	79.49%	64%	June 2019	68.69%	64%	July 2019	80.94%	64%	August 2019	70.73%	64%	September 2019	72.15%	64%	October 2019	74.01%	64%	November 2019	75.48%	64%	December 2019	76.21%	64%	January 2020	81.71%	64%	February 2020	75.09%	64%	March 2020	74.19%	64%
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March 2020	74.19%	64%																																												
Corporate Services	CRP 086 / SP 411 Number of processing days for new Housing Benefit claims (Monthly)	Low	7 days	14 days	✓	↑	<p>CRP 086 / SP 411 Number of processing days for new Housing Benefit claims (Monthly)</p> <table border="1"> <caption>CRP 086 / SP 411 Number of processing days for new Housing Benefit claims (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (days)</th> <th>Target (days)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>10 days</td><td>14 days</td></tr> <tr><td>May 2019</td><td>9 days</td><td>14 days</td></tr> <tr><td>June 2019</td><td>9 days</td><td>14 days</td></tr> <tr><td>July 2019</td><td>8 days</td><td>14 days</td></tr> <tr><td>August 2019</td><td>8 days</td><td>14 days</td></tr> <tr><td>September 2019</td><td>9 days</td><td>14 days</td></tr> <tr><td>October 2019</td><td>8 days</td><td>14 days</td></tr> <tr><td>November 2019</td><td>11 days</td><td>14 days</td></tr> <tr><td>December 2019</td><td>12 days</td><td>14 days</td></tr> <tr><td>January 2020</td><td>11 days</td><td>14 days</td></tr> <tr><td>February 2020</td><td>10 days</td><td>14 days</td></tr> <tr><td>March 2020</td><td>7 days</td><td>14 days</td></tr> </tbody> </table>	Month	Value (days)	Target (days)	April 2019	10 days	14 days	May 2019	9 days	14 days	June 2019	9 days	14 days	July 2019	8 days	14 days	August 2019	8 days	14 days	September 2019	9 days	14 days	October 2019	8 days	14 days	November 2019	11 days	14 days	December 2019	12 days	14 days	January 2020	11 days	14 days	February 2020	10 days	14 days	March 2020	7 days	14 days
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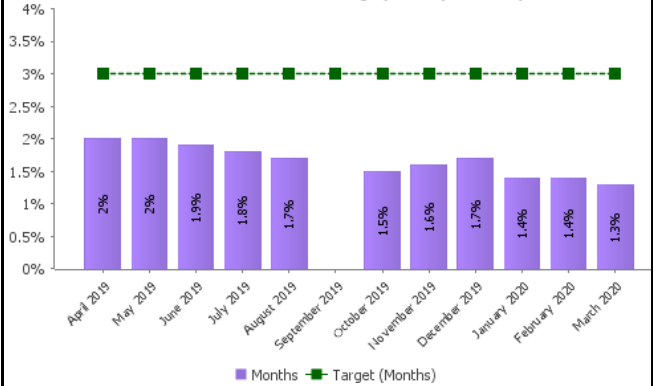
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Corporate Services	CRP 087 / SP 412 Number of processing days for Housing Benefit change of circumstances (Monthly)	Low	7.2 days	8 days	✓	↑	<p>CRP 087 / SP 412 Number of processing days for Housing Benefit change of circumstances (Monthly)</p> <table border="1"> <caption>CRP 087 / SP 412 Monthly Processing Days</caption> <thead> <tr> <th>Month</th> <th>Value (Days)</th> <th>Target (Days)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>8.17</td><td>8</td></tr> <tr><td>May 2019</td><td>9.2</td><td>8</td></tr> <tr><td>June 2019</td><td>8.46</td><td>8</td></tr> <tr><td>July 2019</td><td>6.75</td><td>8</td></tr> <tr><td>August 2019</td><td>7.26</td><td>8</td></tr> <tr><td>September 2019</td><td>6.57</td><td>8</td></tr> <tr><td>October 2019</td><td>8.64</td><td>8</td></tr> <tr><td>November 2019</td><td>7.44</td><td>8</td></tr> <tr><td>December 2019</td><td>9.55</td><td>8</td></tr> <tr><td>January 2020</td><td>10.62</td><td>8</td></tr> <tr><td>February 2020</td><td>6.84</td><td>8</td></tr> <tr><td>March 2020</td><td>3.05</td><td>8</td></tr> </tbody> </table>	Month	Value (Days)	Target (Days)	April 2019	8.17	8	May 2019	9.2	8	June 2019	8.46	8	July 2019	6.75	8	August 2019	7.26	8	September 2019	6.57	8	October 2019	8.64	8	November 2019	7.44	8	December 2019	9.55	8	January 2020	10.62	8	February 2020	6.84	8	March 2020	3.05	8
Month	Value (Days)	Target (Days)																																												
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January 2020	10.62	8																																												
February 2020	6.84	8																																												
March 2020	3.05	8																																												
Children, Schools & Families	CRP 089 / SP 288 Secondary School Year 7 surplus places inc Academies (Annual)	Low	1.3%	5%	✓	↑	<p>CRP 089 / SP 288 Secondary School Year 7 surplus places inc Academies (Annual)</p> <table border="1"> <caption>CRP 089 / SP 288 Annual Surplus Places in Academies</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>2012/13</td><td>4.38</td><td>5</td></tr> <tr><td>2013/14</td><td>12</td><td>5</td></tr> <tr><td>2014/15</td><td>11.32</td><td>5</td></tr> <tr><td>2015/16</td><td>5.5</td><td>5</td></tr> <tr><td>2016/17</td><td>6.5</td><td>5</td></tr> <tr><td>2017/18</td><td>9.6</td><td>5</td></tr> <tr><td>2018/19</td><td>3.6</td><td>5</td></tr> <tr><td>2019/20</td><td>1.3</td><td>5</td></tr> </tbody> </table>	Year	Value (%)	Target (%)	2012/13	4.38	5	2013/14	12	5	2014/15	11.32	5	2015/16	5.5	5	2016/17	6.5	5	2017/18	9.6	5	2018/19	3.6	5	2019/20	1.3	5												
Year	Value (%)	Target (%)																																												
2012/13	4.38	5																																												
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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	✓	↑	<p>CRP 090 / SP 433 Merton pupil average Attainment 8 score (TARGET Top 10% of country) (Annual)</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Years</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>50.2</td> <td>~52</td> </tr> <tr> <td>2018/19</td> <td>49.7</td> <td>51</td> </tr> <tr> <td>2019/20</td> <td>51.1</td> <td>51</td> </tr> </tbody> </table>	Year	Years	Target (Years)	2017/18	50.2	~52	2018/19	49.7	51	2019/20	51.1	51
Year	Years	Target (Years)																	
2017/18	50.2	~52																	
2018/19	49.7	51																	
2019/20	51.1	51																	
Children, Schools & Families	CRP 091 / SP 434 Merton pupil average Progress 8 score (Annual)	High	0.55	0.51	✓	↑	<p>CRP 091 / SP 434 Merton pupil average Progress 8 score TARGET Top 10% of country (Annual)</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Years</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>0.5</td> <td>~0.28</td> </tr> <tr> <td>2018/19</td> <td>0.44</td> <td>0.52</td> </tr> <tr> <td>2019/20</td> <td>0.55</td> <td>0.52</td> </tr> </tbody> </table>	Year	Years	Target (Years)	2017/18	0.5	~0.28	2018/19	0.44	0.52	2019/20	0.55	0.52
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2017/18	0.5	~0.28																	
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Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart																																							
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Environment & Regeneration	CRP 093 / SP 478 No. of refuse collections including recycling and kitchen waste missed per 100,000 (Monthly)	Low	72.50	50.00			<p>CRP 093 / SP 478 No. of refuse collections including recycling and kitchen waste missed per 100,000 (Monthly)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>65.00</td><td>40.00</td></tr> <tr><td>May 2019</td><td>63.00</td><td>40.00</td></tr> <tr><td>June 2019</td><td>79.00</td><td>40.00</td></tr> <tr><td>July 2019</td><td>95.00</td><td>40.00</td></tr> <tr><td>August 2019</td><td>76.00</td><td>40.00</td></tr> <tr><td>September 2019</td><td>79.00</td><td>40.00</td></tr> <tr><td>October 2019</td><td>71.00</td><td>40.00</td></tr> <tr><td>November 2019</td><td>65.00</td><td>40.00</td></tr> <tr><td>December 2019</td><td>69.00</td><td>40.00</td></tr> <tr><td>January 2020</td><td>80.00</td><td>40.00</td></tr> <tr><td>February 2020</td><td>70.00</td><td>40.00</td></tr> <tr><td>March 2020</td><td>58.00</td><td>40.00</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2019	65.00	40.00	May 2019	63.00	40.00	June 2019	79.00	40.00	July 2019	95.00	40.00	August 2019	76.00	40.00	September 2019	79.00	40.00	October 2019	71.00	40.00	November 2019	65.00	40.00	December 2019	69.00	40.00	January 2020	80.00	40.00	February 2020	70.00	40.00	March 2020	58.00	40.00
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Environment & Regeneration	CRP 094 / SP 485 No. of fly-tips in streets and parks recorded by Contractor (Monthly)	Low	13,047	8,400			<p>CRP 094 / SP 485 No. of fly-tips in streets and parks recorded by Contractor (Monthly)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>947</td><td>700</td></tr> <tr><td>May 2019</td><td>1,029</td><td>700</td></tr> <tr><td>June 2019</td><td>965</td><td>700</td></tr> <tr><td>July 2019</td><td>1,525</td><td>700</td></tr> <tr><td>August 2019</td><td>967</td><td>700</td></tr> <tr><td>September 2019</td><td>1,099</td><td>700</td></tr> <tr><td>October 2019</td><td>1,146</td><td>700</td></tr> <tr><td>November 2019</td><td>1,154</td><td>700</td></tr> <tr><td>December 2019</td><td>1,029</td><td>700</td></tr> <tr><td>January 2020</td><td>1,277</td><td>700</td></tr> <tr><td>February 2020</td><td>965</td><td>700</td></tr> <tr><td>March 2020</td><td>944</td><td>700</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2019	947	700	May 2019	1,029	700	June 2019	965	700	July 2019	1,525	700	August 2019	967	700	September 2019	1,099	700	October 2019	1,146	700	November 2019	1,154	700	December 2019	1,029	700	January 2020	1,277	700	February 2020	965	700	March 2020	944	700
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Adult Social Care	CRP 095 / SP 486 No. of DTOCs - Adult Social Care delays only (Monthly in arrear) <i>No March 2019 result - delay in receiving validated data due to Covid-19 pressures</i>	Low	1,043	1,305			<p>CRP 095 / SP 486 No. of DTOCs - Adult Social Care delays only (Monthly in arrear)</p> <table border="1"> <caption>CRP 095 / SP 486 No. of DTOCs - Adult Social Care delays only (Monthly in arrear)</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>60</td><td>125</td></tr> <tr><td>May 2019</td><td>10</td><td>125</td></tr> <tr><td>June 2019</td><td>102</td><td>125</td></tr> <tr><td>July 2019</td><td>113</td><td>125</td></tr> <tr><td>August 2019</td><td>118</td><td>125</td></tr> <tr><td>September 2019</td><td>218</td><td>125</td></tr> <tr><td>October 2019</td><td>218</td><td>125</td></tr> <tr><td>November 2019</td><td>89</td><td>125</td></tr> <tr><td>December 2019</td><td>60</td><td>125</td></tr> <tr><td>January 2020</td><td>27</td><td>125</td></tr> <tr><td>February 2020</td><td>7</td><td>125</td></tr> <tr><td>March 2020</td><td>7</td><td>125</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2019	60	125	May 2019	10	125	June 2019	102	125	July 2019	113	125	August 2019	118	125	September 2019	218	125	October 2019	218	125	November 2019	89	125	December 2019	60	125	January 2020	27	125	February 2020	7	125	March 2020	7	125
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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%			<p>CRP 64SP075MP030 % children who become subject of a Child Protection Plan for a second or subsequent time (within a range of 12% to 20%) (Monthly)</p> <table border="1"> <caption>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)</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>17%</td><td>20%</td></tr> <tr><td>May 2019</td><td>18%</td><td>20%</td></tr> <tr><td>June 2019</td><td>19%</td><td>20%</td></tr> <tr><td>July 2019</td><td>18%</td><td>20%</td></tr> <tr><td>August 2019</td><td>19%</td><td>20%</td></tr> <tr><td>September 2019</td><td>20%</td><td>20%</td></tr> <tr><td>October 2019</td><td>17%</td><td>20%</td></tr> <tr><td>November 2019</td><td>19%</td><td>20%</td></tr> <tr><td>December 2019</td><td>21%</td><td>20%</td></tr> <tr><td>January 2020</td><td>22%</td><td>20%</td></tr> <tr><td>February 2020</td><td>21%</td><td>20%</td></tr> <tr><td>March 2020</td><td>20%</td><td>20%</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2019	17%	20%	May 2019	18%	20%	June 2019	19%	20%	July 2019	18%	20%	August 2019	19%	20%	September 2019	20%	20%	October 2019	17%	20%	November 2019	19%	20%	December 2019	21%	20%	January 2020	22%	20%	February 2020	21%	20%	March 2020	20%	20%
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Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart																																							
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Children, Schools & Families	CRP 69SP078MP052 % outcome of Ofsted Inspection schools rated Good or Outstanding (Annual)	High	95	91			<p>CRP 69SP078MP052 % outcome of Ofsted Inspection schools rated Good or Outstanding (Annual)</p>  <table border="1"> <caption>CRP 69SP078MP052 % outcome of Ofsted Inspection schools rated Good or Outstanding (Annual)</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>91</td><td>91</td></tr> <tr><td>May 2019</td><td>91</td><td>91</td></tr> <tr><td>June 2019</td><td>91</td><td>91</td></tr> <tr><td>July 2019</td><td>92.8</td><td>91</td></tr> <tr><td>August 2019</td><td>92.8</td><td>91</td></tr> <tr><td>September 2019</td><td>95</td><td>91</td></tr> <tr><td>October 2019</td><td>95</td><td>91</td></tr> <tr><td>November 2019</td><td>95</td><td>91</td></tr> <tr><td>December 2019</td><td>95</td><td>91</td></tr> <tr><td>January 2020</td><td>95</td><td>91</td></tr> <tr><td>February 2020</td><td>95</td><td>91</td></tr> <tr><td>March 2020</td><td>95</td><td>91</td></tr> </tbody> </table>	Month	Value	Target	April 2019	91	91	May 2019	91	91	June 2019	91	91	July 2019	92.8	91	August 2019	92.8	91	September 2019	95	91	October 2019	95	91	November 2019	95	91	December 2019	95	91	January 2020	95	91	February 2020	95	91	March 2020	95	91
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Children, Schools & Families	CRP 88SP404MP053 New EHCP requests completed within 20 weeks TARGET 50-60% (Quarterly)	High	54.5%	65%			<p>CRP 88SP404MP053 New EHCP requests completed within 20 weeks TARGET 50-60% (Quarterly)</p>  <table border="1"> <caption>CRP 88SP404MP053 New EHCP requests completed within 20 weeks TARGET 50-60% (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q1 2019/20</td><td>56%</td><td>65%</td></tr> <tr><td>Q2 2019/20</td><td>56%</td><td>65%</td></tr> <tr><td>Q3 2019/20</td><td>53%</td><td>65%</td></tr> <tr><td>Q4 2019/20</td><td>53%</td><td>65%</td></tr> </tbody> </table>	Quarter	Value	Target	Q1 2019/20	56%	65%	Q2 2019/20	56%	65%	Q3 2019/20	53%	65%	Q4 2019/20	53%	65%																								
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Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart																																							
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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%			<p>CRP 92SP467MP072 % 16-17 year olds Not in Education, Employment or Training (NEET) TARGET Below London average (Monthly in arrear)</p>  <table border="1"> <caption>Performance Data Trend Chart Data</caption> <thead> <tr> <th>Month</th> <th>Months (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>2%</td><td>3%</td></tr> <tr><td>May 2019</td><td>2%</td><td>3%</td></tr> <tr><td>June 2019</td><td>1.9%</td><td>3%</td></tr> <tr><td>July 2019</td><td>1.8%</td><td>3%</td></tr> <tr><td>August 2019</td><td>1.7%</td><td>3%</td></tr> <tr><td>September 2019</td><td>-</td><td>3%</td></tr> <tr><td>October 2019</td><td>1.5%</td><td>3%</td></tr> <tr><td>November 2019</td><td>1.6%</td><td>3%</td></tr> <tr><td>December 2019</td><td>1.7%</td><td>3%</td></tr> <tr><td>January 2020</td><td>1.4%</td><td>3%</td></tr> <tr><td>February 2020</td><td>1.4%</td><td>3%</td></tr> <tr><td>March 2020</td><td>1.3%</td><td>3%</td></tr> </tbody> </table>	Month	Months (%)	Target (%)	April 2019	2%	3%	May 2019	2%	3%	June 2019	1.9%	3%	July 2019	1.8%	3%	August 2019	1.7%	3%	September 2019	-	3%	October 2019	1.5%	3%	November 2019	1.6%	3%	December 2019	1.7%	3%	January 2020	1.4%	3%	February 2020	1.4%	3%	March 2020	1.3%	3%
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Dashboard Key

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