




2016/2017 Year End Performance Dashboard

Detailing performance against our Service Plan measures

Dept							DNR		NMTP		Total
	No	%	No	%	No	%	No	%	No	%	
C&H	3	10		0	19	66		0	7	24	29
CS	14	34		0	24	59	2	5	1	2	41
CSF	4	17		0	16	67		0	4	17	24
E&R	20	23		0	53	62	4	5	9	10	86
Total	41	23	0	0	112	62	6	3	21	12	180

Click on a department below to view performance

(Use the Alt and Left Arrow buttons to return)

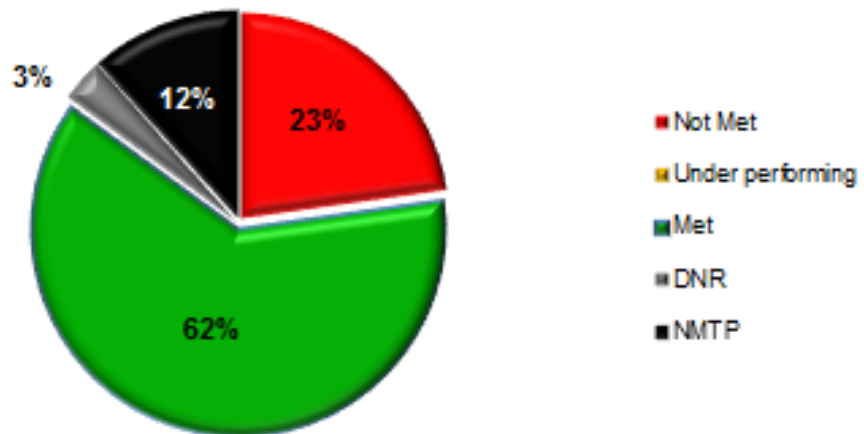
Community & Housing
Children Schools & Families

Corporate Services
Environment & Regeneration

Corporate Indicators

Dashboard Key

Overall council performance 2016/17



The data used to compile this report was extracted from the performance database at 10am on 12 May 2017. Any data submitted thereafter will be reported in next month's dashboard.

Community & Housing Department

Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Adult Social Care	CRP 054 / SP039 % People with 'long term' services receiving Self-Directed Support (SDS) (Monthly)	High	100%	95%			<p>CRP 054 / SP039 % People with 'long term' services receiving Self-Directed Support (SDS) (Monthly)</p> 
Adult Social Care	CRP 055 / SP275 The rate of delayed transfers of care from hospital (both Merton & NHS responsible) (Monthly in arrears)	Low	7.1	5			<p>CRP 055 / SP275 The rate of delayed transfers of care from hospital (both Merton & NHS responsible) (Monthly in arrears)</p> 



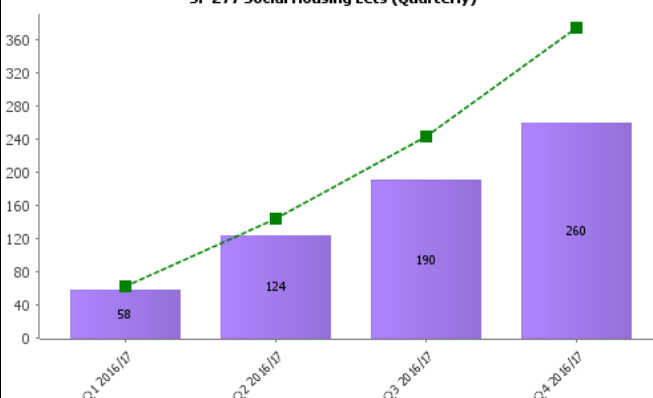


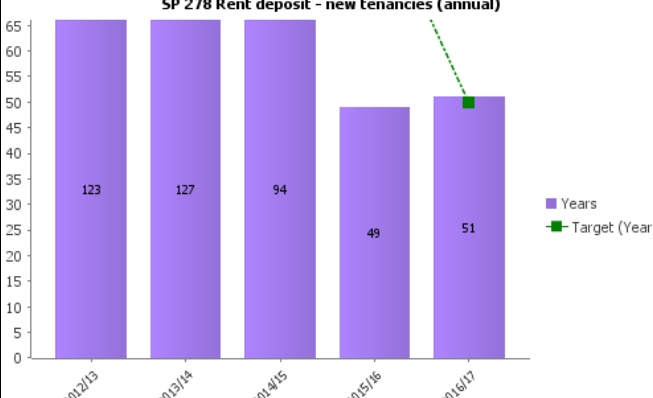
Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Adult Social Care	CRP 056 / SP 054 No. of Carers receiving services and / or information and advice (Monthly)	High	1,016	996			<p>CRP 056 / SP 054 No. of Carers receiving services and / or information and advice (Monthly)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>211</td><td>211</td></tr> <tr><td>May 2016</td><td>275</td><td>275</td></tr> <tr><td>June 2016</td><td>330</td><td>330</td></tr> <tr><td>July 2016</td><td>415</td><td>415</td></tr> <tr><td>August 2016</td><td>481</td><td>481</td></tr> <tr><td>September 2016</td><td>563</td><td>563</td></tr> <tr><td>October 2016</td><td>639</td><td>639</td></tr> <tr><td>November 2016</td><td>708</td><td>708</td></tr> <tr><td>December 2016</td><td>732</td><td>732</td></tr> <tr><td>January 2017</td><td>836</td><td>836</td></tr> <tr><td>February 2017</td><td>903</td><td>903</td></tr> <tr><td>March 2017</td><td>1,016</td><td>996</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2016	211	211	May 2016	275	275	June 2016	330	330	July 2016	415	415	August 2016	481	481	September 2016	563	563	October 2016	639	639	November 2016	708	708	December 2016	732	732	January 2017	836	836	February 2017	903	903	March 2017	1,016	996
Month	Months	Target (Months)																																												
April 2016	211	211																																												
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Adult Social Care	CRP 057 / SP274 % people receiving 'long term' community services (Monthly)	High	80%	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 2016</td><td>75%</td><td>72%</td></tr> <tr><td>May 2016</td><td>77%</td><td>72%</td></tr> <tr><td>June 2016</td><td>77%</td><td>72%</td></tr> <tr><td>July 2016</td><td>77%</td><td>72%</td></tr> <tr><td>August 2016</td><td>76%</td><td>72%</td></tr> <tr><td>September 2016</td><td>76%</td><td>72%</td></tr> <tr><td>October 2016</td><td>77%</td><td>72%</td></tr> <tr><td>November 2016</td><td>79%</td><td>72%</td></tr> <tr><td>December 2016</td><td>79%</td><td>72%</td></tr> <tr><td>January 2017</td><td>79%</td><td>72%</td></tr> <tr><td>February 2017</td><td>80%</td><td>72%</td></tr> <tr><td>March 2017</td><td>80%</td><td>72%</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2016	75%	72%	May 2016	77%	72%	June 2016	77%	72%	July 2016	77%	72%	August 2016	76%	72%	September 2016	76%	72%	October 2016	77%	72%	November 2016	79%	72%	December 2016	79%	72%	January 2017	79%	72%	February 2017	80%	72%	March 2017	80%	72%
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Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																										
			Value	Target	Status	Long Trend																											
Libraries	CRP 059 / SP 008 No. of people accessing the library by borrowing an item or using a peoples network terminal at least once in the previous 12 months (Monthly)	High	70,268	56,000			<p>CRP 059 / SP 008 No. of people accessing the library by borrowing an item or using a peoples network terminal at least once in the previous 12 months (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>69,289</td></tr> <tr><td>May 2016</td><td>69,603</td></tr> <tr><td>June 2016</td><td>69,555</td></tr> <tr><td>July 2016</td><td>65,454</td></tr> <tr><td>August 2016</td><td>68,344</td></tr> <tr><td>September 2016</td><td>67,710</td></tr> <tr><td>October 2016</td><td>67,230</td></tr> <tr><td>November 2016</td><td>69,923</td></tr> <tr><td>December 2016</td><td>68,767</td></tr> <tr><td>January 2017</td><td>71,659</td></tr> <tr><td>February 2017</td><td>70,387</td></tr> <tr><td>March 2017</td><td>70,268</td></tr> </tbody> </table> <p>■ Months ■ Target (Months)</p>	Month	Value	April 2016	69,289	May 2016	69,603	June 2016	69,555	July 2016	65,454	August 2016	68,344	September 2016	67,710	October 2016	67,230	November 2016	69,923	December 2016	68,767	January 2017	71,659	February 2017	70,387	March 2017	70,268
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Libraries	CRP 060 / SP 009 No. of visitors accessing the library service on line (Monthly)	High	233,134	200,000			<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>Value</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>20,700</td></tr> <tr><td>May 2016</td><td>38,200</td></tr> <tr><td>June 2016</td><td>56,250</td></tr> <tr><td>July 2016</td><td>75,579</td></tr> <tr><td>August 2016</td><td>94,600</td></tr> <tr><td>September 2016</td><td>114,241</td></tr> <tr><td>October 2016</td><td>133,634</td></tr> <tr><td>November 2016</td><td>152,834</td></tr> <tr><td>December 2016</td><td>170,081</td></tr> <tr><td>January 2017</td><td>193,105</td></tr> <tr><td>February 2017</td><td>212,273</td></tr> <tr><td>March 2017</td><td>233,134</td></tr> </tbody> </table> <p>■ Months ■ Target (Months)</p>	Month	Value	April 2016	20,700	May 2016	38,200	June 2016	56,250	July 2016	75,579	August 2016	94,600	September 2016	114,241	October 2016	133,634	November 2016	152,834	December 2016	170,081	January 2017	193,105	February 2017	212,273	March 2017	233,134
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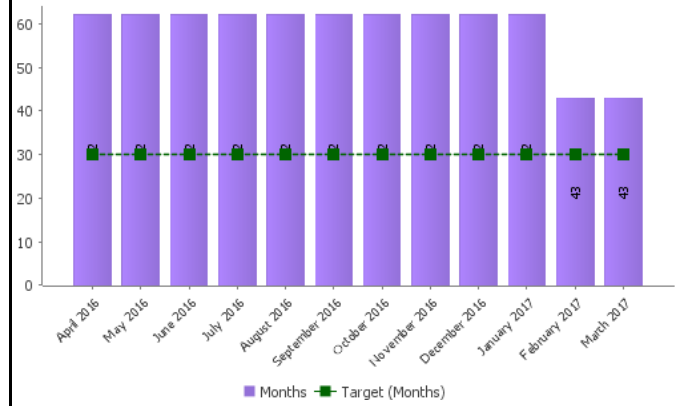
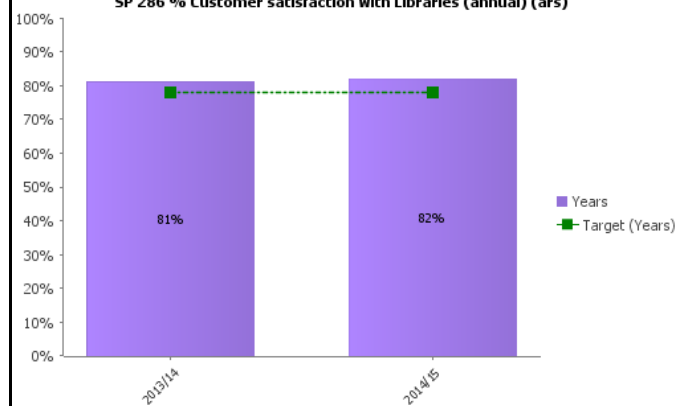
Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Housing Needs & Enabling	CRP 061 / SP 036 No. of households in temporary accommodation (Monthly)	Low	185.17	225	✓	↓	<p>CRP 061 / SP 036 No. of households in temporary accommodation (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>178</td><td>225</td></tr> <tr><td>May 2016</td><td>186</td><td>225</td></tr> <tr><td>June 2016</td><td>182</td><td>225</td></tr> <tr><td>July 2016</td><td>186</td><td>225</td></tr> <tr><td>August 2016</td><td>183</td><td>225</td></tr> <tr><td>September 2016</td><td>177</td><td>225</td></tr> <tr><td>October 2016</td><td>176</td><td>225</td></tr> <tr><td>November 2016</td><td>190</td><td>225</td></tr> <tr><td>December 2016</td><td>197</td><td>225</td></tr> <tr><td>January 2017</td><td>193</td><td>225</td></tr> <tr><td>February 2017</td><td>188</td><td>225</td></tr> <tr><td>March 2017</td><td>186</td><td>225</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2016	178	225	May 2016	186	225	June 2016	182	225	July 2016	186	225	August 2016	183	225	September 2016	177	225	October 2016	176	225	November 2016	190	225	December 2016	197	225	January 2017	193	225	February 2017	188	225	March 2017	186	225
Month	Actual (Months)	Target (Months)																																												
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December 2016	197	225																																												
January 2017	193	225																																												
February 2017	188	225																																												
March 2017	186	225																																												
Housing Needs & Enabling	CRP 062 / SP 035 No. of homelessness preventions (Monthly)	High	458	450	✓	↓	<p>CRP 062 / SP 035 No. of homelessness preventions (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>57</td><td>57</td></tr> <tr><td>May 2016</td><td>84</td><td>84</td></tr> <tr><td>June 2016</td><td>140</td><td>140</td></tr> <tr><td>July 2016</td><td>166</td><td>166</td></tr> <tr><td>August 2016</td><td>209</td><td>209</td></tr> <tr><td>September 2016</td><td>231</td><td>231</td></tr> <tr><td>October 2016</td><td>263</td><td>263</td></tr> <tr><td>November 2016</td><td>325</td><td>325</td></tr> <tr><td>December 2016</td><td>362</td><td>362</td></tr> <tr><td>January 2017</td><td>387</td><td>387</td></tr> <tr><td>February 2017</td><td>415</td><td>415</td></tr> <tr><td>March 2017</td><td>458</td><td>458</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2016	57	57	May 2016	84	84	June 2016	140	140	July 2016	166	166	August 2016	209	209	September 2016	231	231	October 2016	263	263	November 2016	325	325	December 2016	362	362	January 2017	387	387	February 2017	415	415	March 2017	458	458
Month	Actual (Months)	Target (Months)																																												
April 2016	57	57																																												
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Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
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Housing Needs & Enabling	SP 037 Highest No. of families in Bed and Breakfast accommodation during the year (Monthly)	Low	4.33	10			<p>SP 037 Highest No. of families in Bed and Breakfast accommodation during the year (Monthly)</p>  <table border="1"> <caption>SP 037 Monthly Data</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>8</td><td>10</td></tr> <tr><td>May 2016</td><td>9</td><td>10</td></tr> <tr><td>June 2016</td><td>6</td><td>10</td></tr> <tr><td>July 2016</td><td>5</td><td>10</td></tr> <tr><td>August 2016</td><td>5</td><td>10</td></tr> <tr><td>September 2016</td><td>4</td><td>10</td></tr> <tr><td>October 2016</td><td>4</td><td>10</td></tr> <tr><td>November 2016</td><td>4</td><td>10</td></tr> <tr><td>December 2016</td><td>3</td><td>10</td></tr> <tr><td>January 2017</td><td>2</td><td>10</td></tr> <tr><td>February 2017</td><td>1</td><td>10</td></tr> <tr><td>March 2017</td><td>1</td><td>10</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2016	8	10	May 2016	9	10	June 2016	6	10	July 2016	5	10	August 2016	5	10	September 2016	4	10	October 2016	4	10	November 2016	4	10	December 2016	3	10	January 2017	2	10	February 2017	1	10	March 2017	1	10
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February 2017	1	10																																												
March 2017	1	10																																												
Housing Needs & Enabling	SP 038 Highest No. of adults in Bed and Breakfast accommodation (Monthly)	Low	2.58	10			<p>SP 038 Highest No. of adults in Bed and Breakfast accommodation (Monthly)</p>  <table border="1"> <caption>SP 038 Monthly Data</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>1</td><td>10</td></tr> <tr><td>May 2016</td><td>1</td><td>10</td></tr> <tr><td>June 2016</td><td>5</td><td>10</td></tr> <tr><td>July 2016</td><td>3</td><td>10</td></tr> <tr><td>August 2016</td><td>5</td><td>10</td></tr> <tr><td>September 2016</td><td>4</td><td>10</td></tr> <tr><td>October 2016</td><td>3</td><td>10</td></tr> <tr><td>November 2016</td><td>1</td><td>10</td></tr> <tr><td>December 2016</td><td>3</td><td>10</td></tr> <tr><td>January 2017</td><td>3</td><td>10</td></tr> <tr><td>February 2017</td><td>2</td><td>10</td></tr> <tr><td>March 2017</td><td>0</td><td>10</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2016	1	10	May 2016	1	10	June 2016	5	10	July 2016	3	10	August 2016	5	10	September 2016	4	10	October 2016	3	10	November 2016	1	10	December 2016	3	10	January 2017	3	10	February 2017	2	10	March 2017	0	10
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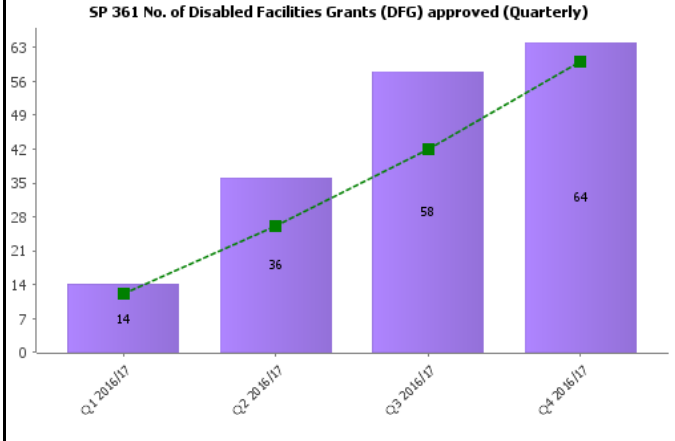


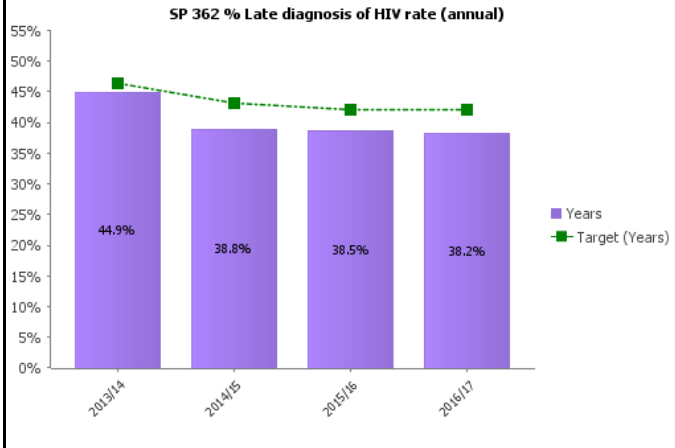
Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart															
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Adult Social Care;	SP 050 % Older people still living at home following reablement (annual)	High	76.5%	73.2%	✓	↓	<p>SP 050 % Older people still living at home 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>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>81.2%</td> <td>73.2%</td> </tr> <tr> <td>2015/16</td> <td>81.5%</td> <td>73.2%</td> </tr> <tr> <td>2016/17</td> <td>76.5%</td> <td>73.2%</td> </tr> </tbody> </table>	Year	Value (%)	Target (%)	2014/15	81.2%	73.2%	2015/16	81.5%	73.2%	2016/17	76.5%	73.2%			
Year	Value (%)	Target (%)																				
2014/15	81.2%	73.2%																				
2015/16	81.5%	73.2%																				
2016/17	76.5%	73.2%																				
Housing Needs & Enabling	SP 276 Affordable Homes delivered (annual)	High	NMTP	30	Year end data to be reconciled with the DCLG - available June/July.		<p>SP 276 Affordable Homes delivered (annual)</p> <table border="1"> <caption>SP 276 Affordable Homes delivered (annual)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>141</td> <td>30</td> </tr> <tr> <td>2013/14</td> <td>148</td> <td>30</td> </tr> <tr> <td>2014/15</td> <td>146</td> <td>30</td> </tr> <tr> <td>2015/16</td> <td>81</td> <td>30</td> </tr> </tbody> </table>	Year	Value	Target	2012/13	141	30	2013/14	148	30	2014/15	146	30	2015/16	81	30
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2012/13	141	30																				
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Housing Needs & Enabling	SP 277 Social Housing Lets (Quarterly)	High	260	375			<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> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>58</td> </tr> <tr> <td>Q2 2016/17</td> <td>124</td> </tr> <tr> <td>Q3 2016/17</td> <td>190</td> </tr> <tr> <td>Q4 2016/17</td> <td>260</td> </tr> </tbody> </table>	Quarter	Value	Q1 2016/17	58	Q2 2016/17	124	Q3 2016/17	190	Q4 2016/17	260		
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Q1 2016/17	58																		
Q2 2016/17	124																		
Q3 2016/17	190																		
Q4 2016/17	260																		
Housing Needs & Enabling	SP 278 Rent deposit - new tenancies (annual)	High	51	50			<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> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>123</td> </tr> <tr> <td>2013/14</td> <td>127</td> </tr> <tr> <td>2014/15</td> <td>94</td> </tr> <tr> <td>2015/16</td> <td>49</td> </tr> <tr> <td>2016/17</td> <td>51</td> </tr> </tbody> </table>	Year	Value	2012/13	123	2013/14	127	2014/15	94	2015/16	49	2016/17	51
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2014/15	94																		
2015/16	49																		
2016/17	51																		

Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Libraries	SP 279 % Self-service usage for stock transactions (libraries) (Monthly)	High	96%	96%			<p>SP 279 % Self-service usage for stock transactions (libraries) (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>95%</td><td>96%</td></tr> <tr><td>May 2016</td><td>96%</td><td>96%</td></tr> <tr><td>June 2016</td><td>97%</td><td>96%</td></tr> <tr><td>July 2016</td><td>96%</td><td>96%</td></tr> <tr><td>August 2016</td><td>97%</td><td>96%</td></tr> <tr><td>September 2016</td><td>97%</td><td>96%</td></tr> <tr><td>October 2016</td><td>97%</td><td>96%</td></tr> <tr><td>November 2016</td><td>97%</td><td>96%</td></tr> <tr><td>December 2016</td><td>97%</td><td>96%</td></tr> <tr><td>January 2017</td><td>96%</td><td>96%</td></tr> <tr><td>February 2017</td><td>96%</td><td>96%</td></tr> <tr><td>March 2017</td><td>97%</td><td>96%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2016	95%	96%	May 2016	96%	96%	June 2016	97%	96%	July 2016	96%	96%	August 2016	97%	96%	September 2016	97%	96%	October 2016	97%	96%	November 2016	97%	96%	December 2016	97%	96%	January 2017	96%	96%	February 2017	96%	96%	March 2017	97%	96%
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February 2017	96%	96%																																												
March 2017	97%	96%																																												
Libraries	SP 280 No. of active volunteers in libraries (Rolling 12 Month) (Monthly)	High	336	210			<p>SP 280 No. of active volunteers in libraries (Rolling 12 Month) (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>337</td><td>210</td></tr> <tr><td>May 2016</td><td>342</td><td>210</td></tr> <tr><td>June 2016</td><td>335</td><td>210</td></tr> <tr><td>July 2016</td><td>388</td><td>210</td></tr> <tr><td>August 2016</td><td>453</td><td>210</td></tr> <tr><td>September 2016</td><td>316</td><td>210</td></tr> <tr><td>October 2016</td><td>299</td><td>210</td></tr> <tr><td>November 2016</td><td>315</td><td>210</td></tr> <tr><td>December 2016</td><td>313</td><td>210</td></tr> <tr><td>January 2017</td><td>308</td><td>210</td></tr> <tr><td>February 2017</td><td>328</td><td>210</td></tr> <tr><td>March 2017</td><td>336</td><td>210</td></tr> </tbody> </table>	Month	Value	Target	April 2016	337	210	May 2016	342	210	June 2016	335	210	July 2016	388	210	August 2016	453	210	September 2016	316	210	October 2016	299	210	November 2016	315	210	December 2016	313	210	January 2017	308	210	February 2017	328	210	March 2017	336	210
Month	Value	Target																																												
April 2016	337	210																																												
May 2016	342	210																																												
June 2016	335	210																																												
July 2016	388	210																																												
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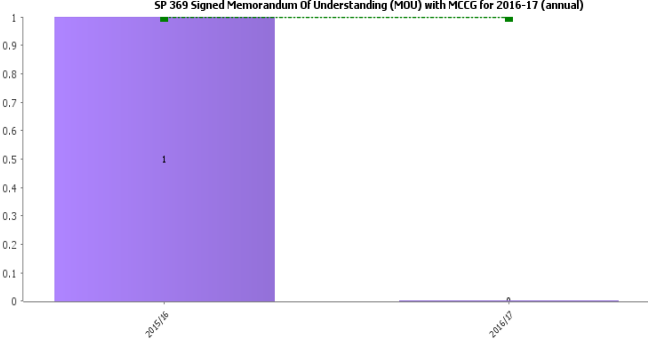
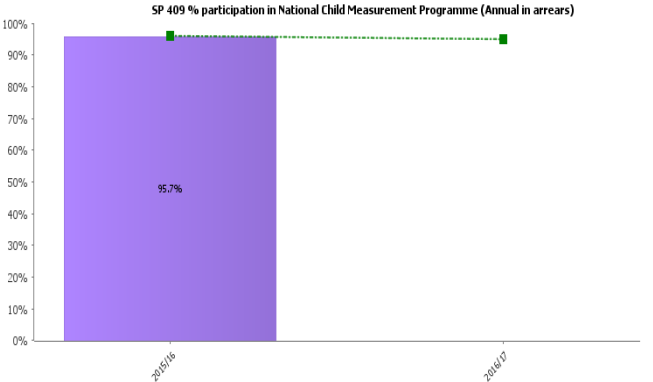
Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Libraries	SP 282 Partnership numbers (Libraries) (Monthly)	High	43	30			<p>SP 282 Partnership numbers (Libraries) (Monthly)</p>  <table border="1"> <caption>SP 282 Partnership numbers (Libraries) (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>60</td><td>30</td></tr> <tr><td>May 2016</td><td>60</td><td>30</td></tr> <tr><td>June 2016</td><td>60</td><td>30</td></tr> <tr><td>July 2016</td><td>60</td><td>30</td></tr> <tr><td>August 2016</td><td>60</td><td>30</td></tr> <tr><td>September 2016</td><td>60</td><td>30</td></tr> <tr><td>October 2016</td><td>60</td><td>30</td></tr> <tr><td>November 2016</td><td>60</td><td>30</td></tr> <tr><td>December 2016</td><td>60</td><td>30</td></tr> <tr><td>January 2017</td><td>60</td><td>30</td></tr> <tr><td>February 2017</td><td>43</td><td>30</td></tr> <tr><td>March 2017</td><td>43</td><td>30</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2016	60	30	May 2016	60	30	June 2016	60	30	July 2016	60	30	August 2016	60	30	September 2016	60	30	October 2016	60	30	November 2016	60	30	December 2016	60	30	January 2017	60	30	February 2017	43	30	March 2017	43	30
Month	Months	Target (Months)																																												
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December 2016	60	30																																												
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February 2017	43	30																																												
March 2017	43	30																																												
Libraries	SP 286 % Customer satisfaction with Libraries (annual) (ars)	High	NMTP	78%	Results of the Annual Residents Survey will be available in June/July		<p>SP 286 % Customer satisfaction with Libraries (annual) (ars)</p>  <table border="1"> <caption>SP 286 % Customer satisfaction with Libraries (annual) (ars)</caption> <thead> <tr> <th>Year</th> <th>Years</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr><td>2013/14</td><td>81%</td><td>78%</td></tr> <tr><td>2014/15</td><td>82%</td><td>78%</td></tr> </tbody> </table>	Year	Years	Target (Years)	2013/14	81%	78%	2014/15	82%	78%																														
Year	Years	Target (Years)																																												
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Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Libraries	SP 287 Maintain Library Income (Monthly)	High	£359,684	£316,000	✓	↑	<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 2016</td><td>£38,000</td><td>£30,000</td></tr> <tr><td>May 2016</td><td>£53,834</td><td>£40,000</td></tr> <tr><td>June 2016</td><td>£94,000</td><td>£50,000</td></tr> <tr><td>July 2016</td><td>£121,588</td><td>£60,000</td></tr> <tr><td>August 2016</td><td>£142,506</td><td>£70,000</td></tr> <tr><td>September 2016</td><td>£197,180</td><td>£80,000</td></tr> <tr><td>October 2016</td><td>£221,687</td><td>£90,000</td></tr> <tr><td>November 2016</td><td>£235,469</td><td>£100,000</td></tr> <tr><td>December 2016</td><td>£271,535</td><td>£110,000</td></tr> <tr><td>January 2017</td><td>£309,672</td><td>£120,000</td></tr> <tr><td>February 2017</td><td>£323,095</td><td>£130,000</td></tr> <tr><td>March 2017</td><td>£359,684</td><td>£140,000</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2016	£38,000	£30,000	May 2016	£53,834	£40,000	June 2016	£94,000	£50,000	July 2016	£121,588	£60,000	August 2016	£142,506	£70,000	September 2016	£197,180	£80,000	October 2016	£221,687	£90,000	November 2016	£235,469	£100,000	December 2016	£271,535	£110,000	January 2017	£309,672	£120,000	February 2017	£323,095	£130,000	March 2017	£359,684	£140,000
Month	Actual (Months)	Target (Months)																																												
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Housing Needs & Enabling	SP 360 No. of enforcement / improvement notices issued (Quarterly)	High	72	55	✓	↓	<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 2016/17</td><td>30</td><td>29</td></tr> <tr><td>Q2 2016/17</td><td>45</td><td>42</td></tr> <tr><td>Q3 2016/17</td><td>65</td><td>62</td></tr> <tr><td>Q4 2016/17</td><td>72</td><td>72</td></tr> </tbody> </table>	Quarter	Actual	Target	Q1 2016/17	30	29	Q2 2016/17	45	42	Q3 2016/17	65	62	Q4 2016/17	72	72																								
Quarter	Actual	Target																																												
Q1 2016/17	30	29																																												
Q2 2016/17	45	42																																												
Q3 2016/17	65	62																																												
Q4 2016/17	72	72																																												

Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart										
			Value	Target	Status	Long Trend											
Housing Needs & Enabling	SP 361 No. of Disabled Facilities Grants (DFG) approved (Quarterly)	High	64	60			<p>SP 361 No. of Disabled Facilities Grants (DFG) approved (Quarterly)</p>  <table border="1"> <caption>SP 361 No. of Disabled Facilities Grants (DFG) approved (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>14</td> </tr> <tr> <td>Q2 2016/17</td> <td>36</td> </tr> <tr> <td>Q3 2016/17</td> <td>58</td> </tr> <tr> <td>Q4 2016/17</td> <td>64</td> </tr> </tbody> </table>	Quarter	Value	Q1 2016/17	14	Q2 2016/17	36	Q3 2016/17	58	Q4 2016/17	64
Quarter	Value																
Q1 2016/17	14																
Q2 2016/17	36																
Q3 2016/17	58																
Q4 2016/17	64																
Public Health	SP 362 % Late diagnosis of HIV rate (annual)	Low	38.2%	42%			<p>SP 362 % Late diagnosis of HIV rate (annual)</p>  <table border="1"> <caption>SP 362 % Late diagnosis of HIV rate (annual)</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>44.9%</td> </tr> <tr> <td>2014/15</td> <td>38.8%</td> </tr> <tr> <td>2015/16</td> <td>38.5%</td> </tr> <tr> <td>2016/17</td> <td>38.2%</td> </tr> </tbody> </table>	Year	Value	2013/14	44.9%	2014/15	38.8%	2015/16	38.5%	2016/17	38.2%
Year	Value																
2013/14	44.9%																
2014/15	38.8%																
2015/16	38.5%																
2016/17	38.2%																

Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Public Health	SP 364 / MP 054 % Excess weight in children age 10-11 years (annual / academic)	Low	NMTP	35.6%	2016/17 data will be available in December 2017		<p>SP 364 / MP 054 % Excess weight in children age 10-11 years (annual / academic)</p> <table border="1"> <caption>SP 364 / MP 054 % Excess weight in children age 10-11 years (annual / academic)</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>35.7%</td> <td>35.6%</td> </tr> <tr> <td>2015/16</td> <td>34.7%</td> <td>35.6%</td> </tr> </tbody> </table>	Year	Value (%)	Target (%)	2014/15	35.7%	35.6%	2015/16	34.7%	35.6%						
Year	Value (%)	Target (%)																				
2014/15	35.7%	35.6%																				
2015/16	34.7%	35.6%																				
Public Health	SP 365 The rate of Chlamydia diagnosis per 100,000 of the population aged 15 - 25 years (Quarterly)	High	1,738 (Q3)	1,650 (Q3)			<p>SP 365 The rate of Chlamydia diagnosis per 100,000 of the population aged 15 - 25 years (Quarterly)</p> <table border="1"> <caption>SP 365 The rate of Chlamydia diagnosis per 100,000 of the population aged 15 - 25 years (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q3 2016/17</td> <td>1,633</td> <td>1,650</td> </tr> <tr> <td>Q2 2016/10</td> <td>~1,450</td> <td>1,650</td> </tr> <tr> <td>Q3 2016/10</td> <td>1,738</td> <td>1,650</td> </tr> <tr> <td>Q4 2016/10</td> <td>~2,000</td> <td>1,650</td> </tr> </tbody> </table>	Quarter	Value	Target	Q3 2016/17	1,633	1,650	Q2 2016/10	~1,450	1,650	Q3 2016/10	1,738	1,650	Q4 2016/10	~2,000	1,650
Quarter	Value	Target																				
Q3 2016/17	1,633	1,650																				
Q2 2016/10	~1,450	1,650																				
Q3 2016/10	1,738	1,650																				
Q4 2016/10	~2,000	1,650																				

Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart														
			Value	Target	Status	Long Trend															
Public Health	SP 366 % take up of NHS health check by those eligible (Quarterly in arrears)	High	NMTP	50%	Data always supplied in arrears	<p>SP 366 % take up of NHS health check by those eligible (Quarterly in arrears)</p> <table border="1"> <caption>SP 366 % take up of NHS health check by those eligible (Quarterly in arrears)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>38.7%</td> <td>50%</td> </tr> <tr> <td>Q2 2016/17</td> <td>36.2%</td> <td>50%</td> </tr> <tr> <td>Q3 2016/17</td> <td>-</td> <td>50%</td> </tr> <tr> <td>Q4 2016/17</td> <td>-</td> <td>50%</td> </tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q1 2016/17	38.7%	50%	Q2 2016/17	36.2%	50%	Q3 2016/17	-	50%	Q4 2016/17	-	50%
Quarter	Value (%)	Target (%)																			
Q1 2016/17	38.7%	50%																			
Q2 2016/17	36.2%	50%																			
Q3 2016/17	-	50%																			
Q4 2016/17	-	50%																			
Public Health	SP 367 Number of successful 4 week smoking quits via NHS stop smoking services (Quarterly in arrears)	High	NMTP	250	Data always supplied in arrears	<p>SP 367 Number of successful 4 week smoking quits via NHS stop smoking services (Quarterly in arrears)</p> <table border="1"> <caption>SP 367 Number of successful 4 week smoking quits via NHS stop smoking services (Quarterly in arrears)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>86</td> <td>117</td> </tr> <tr> <td>Q2 2016/17</td> <td>90</td> <td>117</td> </tr> <tr> <td>Q3 2016/17</td> <td>-</td> <td>117</td> </tr> <tr> <td>Q4 2016/17</td> <td>-</td> <td>117</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2016/17	86	117	Q2 2016/17	90	117	Q3 2016/17	-	117	Q4 2016/17	-	117
Quarter	Value	Target																			
Q1 2016/17	86	117																			
Q2 2016/17	90	117																			
Q3 2016/17	-	117																			
Q4 2016/17	-	117																			

Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart									
			Value	Target	Status	Long Trend										
Public Health	SP 369 Signed Memorandum Of Understanding (MOU) with MCCG for 2016-17 (annual)	High	0	1			<p>SP 369 Signed Memorandum Of Understanding (MOU) with MCCG for 2016-17 (annual)</p>  <table border="1"> <caption>Performance Data for SP 369</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2016/18</td> <td>0</td> <td>1</td> </tr> <tr> <td>2016/17</td> <td>1</td> <td>1</td> </tr> </tbody> </table>	Year	Value	Target	2016/18	0	1	2016/17	1	1
Year	Value	Target														
2016/18	0	1														
2016/17	1	1														
Public Health	SP 409 % participation in National Child Measurement Programme (Annual in arrears)	High	NMTP	95%	Data always supplied a year in arrears		<p>SP 409 % participation in National Child Measurement Programme (Annual in arrears)</p>  <table border="1"> <caption>Performance Data for SP 409</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2016/18</td> <td>95.7%</td> <td>95%</td> </tr> <tr> <td>2016/17</td> <td>95.7%</td> <td>95%</td> </tr> </tbody> </table>	Year	Value	Target	2016/18	95.7%	95%	2016/17	95.7%	95%
Year	Value	Target														
2016/18	95.7%	95%														
2016/17	95.7%	95%														





Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart														
			Value	Target	Status	Long Trend															
Public Health	SP 425 % of new birth reviews within 14 days of birth (Quarterly in arrears)	High	NMTP	90%	Data always supplied in arrears	<p>SP 425 % of new birth reviews within 14 days of birth (Quarterly in arrears)</p> <table border="1"> <caption>Performance Data Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>90%</td> <td>90%</td> </tr> <tr> <td>Q2 2016/17</td> <td>98%</td> <td>90%</td> </tr> <tr> <td>Q3 2016/17</td> <td>97.2%</td> <td>90%</td> </tr> <tr> <td>Q4 2016/17</td> <td>90%</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2016/17	90%	90%	Q2 2016/17	98%	90%	Q3 2016/17	97.2%	90%	Q4 2016/17	90%	90%
Quarter	Quarters (%)	Target (Quarters) (%)																			
Q1 2016/17	90%	90%																			
Q2 2016/17	98%	90%																			
Q3 2016/17	97.2%	90%																			
Q4 2016/17	90%	90%																			

Corporate Services Department

Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Corporate Services	CRP 013 / SP 431 % of positive and neutral coverage tone (Monthly)	High	88.47%	92%			<p>CRP 013 / SP 431 % of positive and neutral coverage tone (Monthly)</p> <table border="1"> <caption>CRP 013 / SP 431 % of positive and neutral coverage tone (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>94.87%</td><td>92%</td></tr> <tr><td>May 2016</td><td>95.71%</td><td>92%</td></tr> <tr><td>June 2016</td><td>93.14%</td><td>92%</td></tr> <tr><td>July 2016</td><td>94.29%</td><td>92%</td></tr> <tr><td>August 2016</td><td>90.79%</td><td>92%</td></tr> <tr><td>September 2016</td><td>89.74%</td><td>92%</td></tr> <tr><td>October 2016</td><td>95.08%</td><td>92%</td></tr> <tr><td>November 2016</td><td>84.62%</td><td>92%</td></tr> <tr><td>December 2016</td><td>80.36%</td><td>92%</td></tr> <tr><td>January 2017</td><td>89.74%</td><td>92%</td></tr> <tr><td>February 2017</td><td>81.25%</td><td>92%</td></tr> <tr><td>March 2017</td><td>72%</td><td>92%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2016	94.87%	92%	May 2016	95.71%	92%	June 2016	93.14%	92%	July 2016	94.29%	92%	August 2016	90.79%	92%	September 2016	89.74%	92%	October 2016	95.08%	92%	November 2016	84.62%	92%	December 2016	80.36%	92%	January 2017	89.74%	92%	February 2017	81.25%	92%	March 2017	72%	92%
Month	Value (%)	Target (%)																																												
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February 2017	81.25%	92%																																												
March 2017	72%	92%																																												
Corporate Services	CRP 014 / SP 426 % Ombudsman complaints answered in time (monthly in arrears)	High	90.1%	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 2016</td><td>100%</td><td>90%</td></tr> <tr><td>May 2016</td><td>100%</td><td>90%</td></tr> <tr><td>June 2016</td><td>88.89%</td><td>90%</td></tr> <tr><td>July 2016</td><td>59.33%</td><td>90%</td></tr> <tr><td>August 2016</td><td>77.28%</td><td>90%</td></tr> <tr><td>September 2016</td><td>90%</td><td>90%</td></tr> <tr><td>October 2016</td><td>100%</td><td>90%</td></tr> <tr><td>November 2016</td><td>100%</td><td>90%</td></tr> <tr><td>December 2016</td><td>100%</td><td>90%</td></tr> <tr><td>January 2017</td><td>100%</td><td>90%</td></tr> <tr><td>February 2017</td><td>100%</td><td>90%</td></tr> <tr><td>March 2017</td><td>80%</td><td>90%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2016	100%	90%	May 2016	100%	90%	June 2016	88.89%	90%	July 2016	59.33%	90%	August 2016	77.28%	90%	September 2016	90%	90%	October 2016	100%	90%	November 2016	100%	90%	December 2016	100%	90%	January 2017	100%	90%	February 2017	100%	90%	March 2017	80%	90%
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Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Corporate Services	CRP 016 / SP 401 The level of CO2 emissions from the council's buildings (tonnes) (Annual)	Low	6,924	8,045.36	✓	↓	<p>CRP 016 / SP 401 The level of CO2 emissions from the council's buildings (tonnes) (Annual)</p> <table border="1"> <caption>CO2 Emissions Data</caption> <thead> <tr> <th>Year</th> <th>Value (tonnes)</th> <th>Target (tonnes)</th> </tr> </thead> <tbody> <tr> <td>2016/16</td> <td>4,102.81</td> <td>8,045.36</td> </tr> <tr> <td>2016/17</td> <td>5,531.68</td> <td>8,045.36</td> </tr> <tr> <td>2016/17</td> <td>6,924</td> <td>8,045.36</td> </tr> </tbody> </table>	Year	Value (tonnes)	Target (tonnes)	2016/16	4,102.81	8,045.36	2016/17	5,531.68	8,045.36	2016/17	6,924	8,045.36																											
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Corporate Services	CRP 018 / SP 154 % Council Tax collected (Monthly)	High	97.64%	97.25%	✓	↑	<p>CRP 018 / SP 154 % Council Tax collected (Monthly)</p> <table border="1"> <caption>Monthly Council Tax Collection Data</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>11.95%</td><td>97.25%</td></tr> <tr><td>May 2016</td><td>21.36%</td><td>97.25%</td></tr> <tr><td>June 2016</td><td>30.37%</td><td>97.25%</td></tr> <tr><td>July 2016</td><td>39.85%</td><td>97.25%</td></tr> <tr><td>August 2016</td><td>48.33%</td><td>97.25%</td></tr> <tr><td>September 2016</td><td>57.67%</td><td>97.25%</td></tr> <tr><td>October 2016</td><td>66.74%</td><td>97.25%</td></tr> <tr><td>November 2016</td><td>76.18%</td><td>97.25%</td></tr> <tr><td>December 2016</td><td>84.97%</td><td>97.25%</td></tr> <tr><td>January 2017</td><td>94.07%</td><td>97.25%</td></tr> <tr><td>February 2017</td><td>96.51%</td><td>97.25%</td></tr> <tr><td>March 2017</td><td>97.64%</td><td>97.25%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2016	11.95%	97.25%	May 2016	21.36%	97.25%	June 2016	30.37%	97.25%	July 2016	39.85%	97.25%	August 2016	48.33%	97.25%	September 2016	57.67%	97.25%	October 2016	66.74%	97.25%	November 2016	76.18%	97.25%	December 2016	84.97%	97.25%	January 2017	94.07%	97.25%	February 2017	96.51%	97.25%	March 2017	97.64%	97.25%
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Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
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Corporate Services	CRP 036 / SP 155 % Business Rates collected (Monthly)	High	97.91%	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>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>12.11%</td><td>97.5%</td></tr> <tr><td>May 2016</td><td>21.12%</td><td>97.5%</td></tr> <tr><td>June 2016</td><td>29.83%</td><td>97.5%</td></tr> <tr><td>July 2016</td><td>38.07%</td><td>97.5%</td></tr> <tr><td>August 2016</td><td>47.78%</td><td>97.5%</td></tr> <tr><td>September 2016</td><td>57.57%</td><td>97.5%</td></tr> <tr><td>October 2016</td><td>65.49%</td><td>97.5%</td></tr> <tr><td>November 2016</td><td>74.44%</td><td>97.5%</td></tr> <tr><td>December 2016</td><td>83.73%</td><td>97.5%</td></tr> <tr><td>January 2017</td><td>91.51%</td><td>97.5%</td></tr> <tr><td>February 2017</td><td>95.58%</td><td>97.5%</td></tr> <tr><td>March 2017</td><td>97.91%</td><td>97.5%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2016	12.11%	97.5%	May 2016	21.12%	97.5%	June 2016	29.83%	97.5%	July 2016	38.07%	97.5%	August 2016	47.78%	97.5%	September 2016	57.57%	97.5%	October 2016	65.49%	97.5%	November 2016	74.44%	97.5%	December 2016	83.73%	97.5%	January 2017	91.51%	97.5%	February 2017	95.58%	97.5%	March 2017	97.91%	97.5%
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Corporate Services	CRP 037 / SP 352 % complaints progressed to stage 2 (Quarterly)	Low	6.21%	9%			<p>CRP 037 / SP 352 % complaints progressed to stage 2 (Quarterly)</p>  <table border="1"> <caption>CRP 037 / SP 352 % complaints progressed to stage 2 (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>5.48%</td><td>9%</td></tr> <tr><td>Q2 2016/17</td><td>7.89%</td><td>9%</td></tr> <tr><td>Q3 2016/17</td><td>4.74%</td><td>9%</td></tr> <tr><td>Q4 2016/17</td><td>8.2%</td><td>9%</td></tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q1 2016/17	5.48%	9%	Q2 2016/17	7.89%	9%	Q3 2016/17	4.74%	9%	Q4 2016/17	8.2%	9%																								
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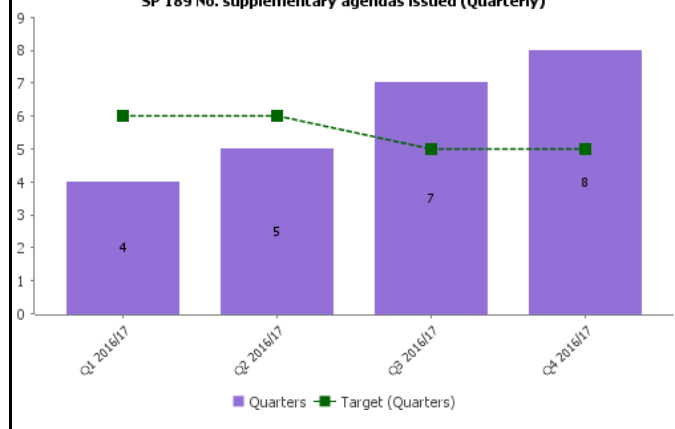


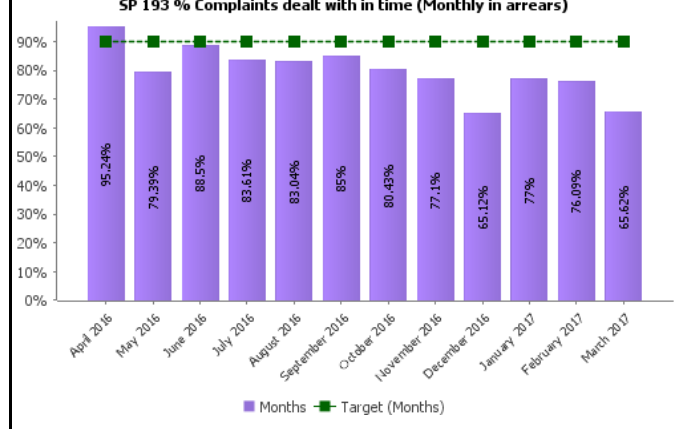
Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Corporate Services	CRP 041 / SP 192 % FOI requests dealt with in time (Monthly in arrears)	High	85.09%	90%			<p>CRP 041 / SP 192 % FOI requests dealt with in time (Monthly in arrears)</p> <table border="1"> <caption>CRP 041 / SP 192 % FOI requests dealt with in time (Monthly in arrears)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>86.57%</td><td>90%</td></tr> <tr><td>May 2016</td><td>83.33%</td><td>90%</td></tr> <tr><td>June 2016</td><td>85.33%</td><td>90%</td></tr> <tr><td>July 2016</td><td>82.76%</td><td>90%</td></tr> <tr><td>August 2016</td><td>86.64%</td><td>90%</td></tr> <tr><td>September 2016</td><td>81.74%</td><td>90%</td></tr> <tr><td>October 2016</td><td>88.46%</td><td>90%</td></tr> <tr><td>November 2016</td><td>79.85%</td><td>90%</td></tr> <tr><td>December 2016</td><td>90.48%</td><td>90%</td></tr> <tr><td>January 2017</td><td>88.59%</td><td>90%</td></tr> <tr><td>February 2017</td><td>91.18%</td><td>90%</td></tr> <tr><td>March 2017</td><td>76.43%</td><td>90%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2016	86.57%	90%	May 2016	83.33%	90%	June 2016	85.33%	90%	July 2016	82.76%	90%	August 2016	86.64%	90%	September 2016	81.74%	90%	October 2016	88.46%	90%	November 2016	79.85%	90%	December 2016	90.48%	90%	January 2017	88.59%	90%	February 2017	91.18%	90%	March 2017	76.43%	90%
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Corporate Services	CRP 074 / SP 221 No. of staff working from Civic Centre (Quarterly)	High	1,189	1,400			<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 2016/17</td><td>1,096</td><td>1,400</td></tr> <tr><td>Q2 2016/17</td><td>1,037</td><td>1,400</td></tr> <tr><td>Q3 2016/17</td><td>1,057</td><td>1,400</td></tr> <tr><td>Q4 2016/17</td><td>1,189</td><td>1,400</td></tr> </tbody> </table>	Quarter	Value	Target	Q1 2016/17	1,096	1,400	Q2 2016/17	1,037	1,400	Q3 2016/17	1,057	1,400	Q4 2016/17	1,189	1,400																								
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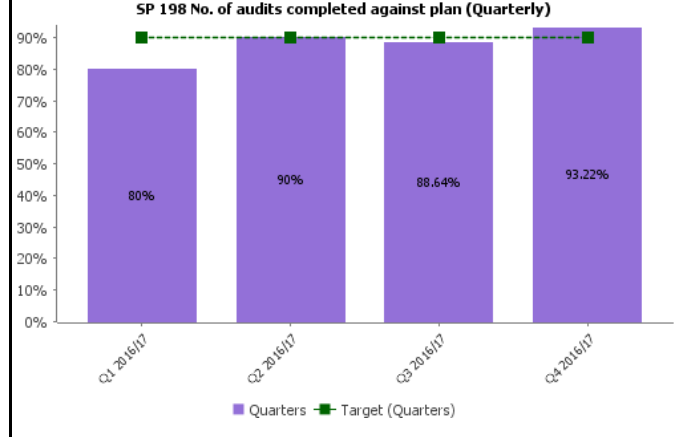


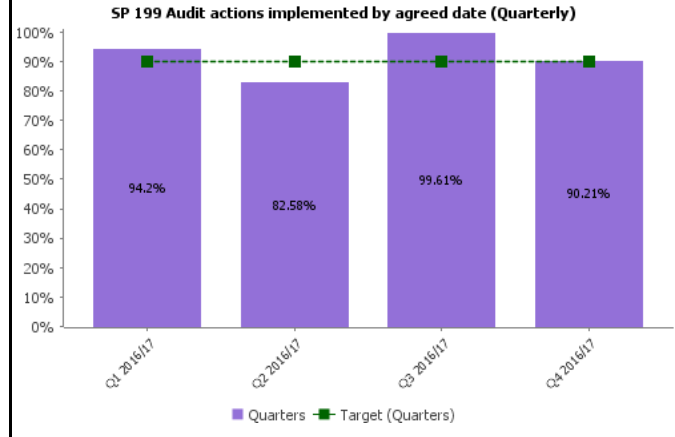
Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
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Corporate Services	CRP 080 / SP 413 No. of working days per FTE lost to sickness absence excluding schools (Monthly)	Low	NMTP	8	NMTP HR metrics currently being validated		<p>CRP 080 / SP 413 No. of working days per FTE lost to sickness absence excluding schools (Monthly)</p> <table border="1"> <caption>CRP 080 / SP 413 No. of working days per FTE lost to sickness absence excluding schools (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>9.4</td><td>8.0</td></tr> <tr><td>May 2016</td><td>9.53</td><td>8.0</td></tr> <tr><td>June 2016</td><td>9.48</td><td>8.0</td></tr> <tr><td>July 2016</td><td>9.5</td><td>8.0</td></tr> <tr><td>August 2016</td><td>9.27</td><td>8.0</td></tr> <tr><td>September 2016</td><td>9.36</td><td>8.0</td></tr> <tr><td>October 2016</td><td>9.3</td><td>8.0</td></tr> <tr><td>November 2016</td><td>9.39</td><td>8.0</td></tr> <tr><td>December 2016</td><td>9.2</td><td>8.0</td></tr> <tr><td>January 2017</td><td>9.1</td><td>8.0</td></tr> <tr><td>February 2017</td><td>8.8</td><td>8.0</td></tr> <tr><td>March 2017</td><td>8.8</td><td>8.0</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2016	9.4	8.0	May 2016	9.53	8.0	June 2016	9.48	8.0	July 2016	9.5	8.0	August 2016	9.27	8.0	September 2016	9.36	8.0	October 2016	9.3	8.0	November 2016	9.39	8.0	December 2016	9.2	8.0	January 2017	9.1	8.0	February 2017	8.8	8.0	March 2017	8.8	8.0
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Corporate Services	CRP 082 / SP 427 % FOI refusal notices which are not upheld at review stage (Quarterly)	Low	0%	4%		N/a	<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>Actual (Quarters)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>0%</td><td>4%</td></tr> <tr><td>Q2 2016/17</td><td>0%</td><td>4%</td></tr> <tr><td>Q3 2016/17</td><td>0%</td><td>4%</td></tr> <tr><td>Q4 2016/17</td><td>0%</td><td>4%</td></tr> </tbody> </table>	Quarter	Actual (Quarters)	Target (Quarters)	Q1 2016/17	0%	4%	Q2 2016/17	0%	4%	Q3 2016/17	0%	4%	Q4 2016/17	0%	4%																								
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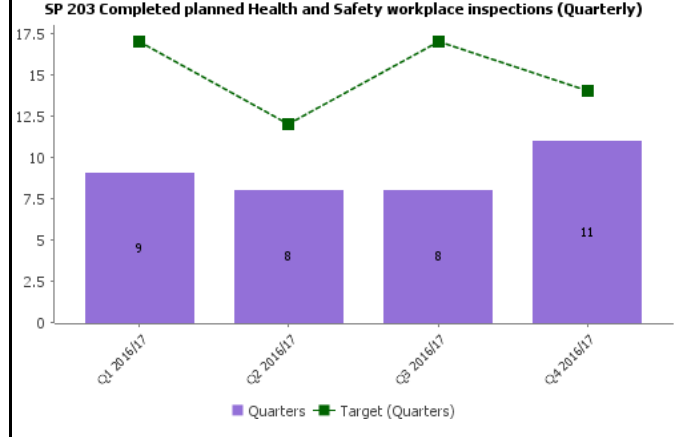
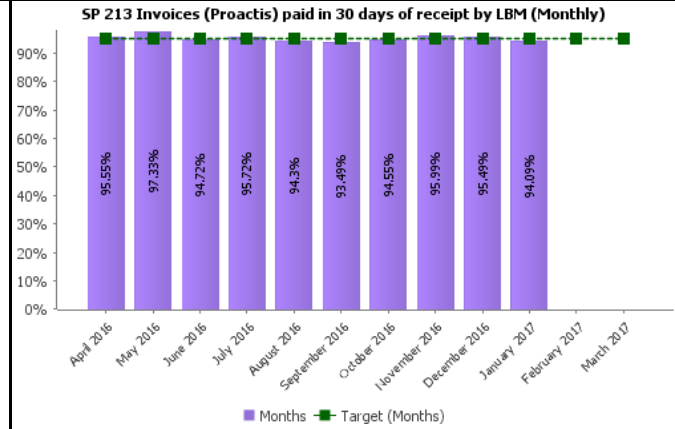
Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
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Corporate Services	CRP 083 / SP 428 % Ombudsman complaints partially or fully upheld (Quarterly)	Low	7%	40%		N/a	<p>CRP 083 / SP 428 % Ombudsman complaints partially or fully upheld (Quarterly)</p>  <table border="1"> <caption>CRP 083 / SP 428 % Ombudsman complaints partially or fully upheld (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>11%</td> <td>40%</td> </tr> <tr> <td>Q2 2016/17</td> <td>11%</td> <td>40%</td> </tr> <tr> <td>Q3 2016/17</td> <td>8.3%</td> <td>40%</td> </tr> <tr> <td>Q4 2016/17</td> <td>7%</td> <td>40%</td> </tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q1 2016/17	11%	40%	Q2 2016/17	11%	40%	Q3 2016/17	8.3%	40%	Q4 2016/17	7%	40%																								
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Corporate Services	CRP 085 / SP 410 % of on-line transactions (HB Claims) (Monthly)	High	70.07%	62%			<p>CRP 085 / SP 410 % of on-line transactions (HB Claims) (Monthly)</p>  <table border="1"> <caption>CRP 085 / SP 410 % of on-line transactions (HB Claims) (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>64.53%</td> <td>62%</td> </tr> <tr> <td>May 2016</td> <td>71.65%</td> <td>62%</td> </tr> <tr> <td>June 2016</td> <td>76.16%</td> <td>62%</td> </tr> <tr> <td>July 2016</td> <td>76.73%</td> <td>62%</td> </tr> <tr> <td>August 2016</td> <td>73.55%</td> <td>62%</td> </tr> <tr> <td>September 2016</td> <td>68.31%</td> <td>62%</td> </tr> <tr> <td>October 2016</td> <td>76.95%</td> <td>62%</td> </tr> <tr> <td>November 2016</td> <td>75.84%</td> <td>62%</td> </tr> <tr> <td>December 2016</td> <td>65.64%</td> <td>62%</td> </tr> <tr> <td>January 2017</td> <td>57.83%</td> <td>62%</td> </tr> <tr> <td>February 2017</td> <td>68%</td> <td>62%</td> </tr> <tr> <td>March 2017</td> <td>65.49%</td> <td>62%</td> </tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2016	64.53%	62%	May 2016	71.65%	62%	June 2016	76.16%	62%	July 2016	76.73%	62%	August 2016	73.55%	62%	September 2016	68.31%	62%	October 2016	76.95%	62%	November 2016	75.84%	62%	December 2016	65.64%	62%	January 2017	57.83%	62%	February 2017	68%	62%	March 2017	65.49%	62%
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January 2017	57.83%	62%																																												
February 2017	68%	62%																																												
March 2017	65.49%	62%																																												

Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Corporate Services	CRP 086 / SP 411 Time taken to process new Housing Benefit claims (Monthly)	Low	15 days	21 days			<p>CRP 086 / SP 411 Time taken to process new Housing Benefit claims (Monthly)</p>  <table border="1"> <caption>CRP 086 / SP 411 Performance Data</caption> <thead> <tr> <th>Month</th> <th>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>20</td><td>20</td></tr> <tr><td>May 2016</td><td>18</td><td>20</td></tr> <tr><td>June 2016</td><td>12</td><td>20</td></tr> <tr><td>July 2016</td><td>12</td><td>20</td></tr> <tr><td>August 2016</td><td>15</td><td>20</td></tr> <tr><td>September 2016</td><td>15</td><td>20</td></tr> <tr><td>October 2016</td><td>15</td><td>20</td></tr> <tr><td>November 2016</td><td>15</td><td>20</td></tr> <tr><td>December 2016</td><td>16</td><td>20</td></tr> <tr><td>January 2017</td><td>15</td><td>20</td></tr> <tr><td>February 2017</td><td>15</td><td>20</td></tr> <tr><td>March 2017</td><td>15</td><td>20</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2016	20	20	May 2016	18	20	June 2016	12	20	July 2016	12	20	August 2016	15	20	September 2016	15	20	October 2016	15	20	November 2016	15	20	December 2016	16	20	January 2017	15	20	February 2017	15	20	March 2017	15	20
Month	Actual (Months)	Target (Months)																																												
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March 2017	15	20																																												
Corporate Services	CRP 087 / SP 412 Time taken to process Housing Benefit change of circumstances (Monthly)	Low	8 days	11 days			<p>CRP 087 / SP 412 Time taken to process Housing Benefit change of circumstances (Monthly)</p>  <table border="1"> <caption>CRP 087 / SP 412 Performance Data</caption> <thead> <tr> <th>Month</th> <th>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>8</td><td>11</td></tr> <tr><td>May 2016</td><td>7</td><td>11</td></tr> <tr><td>June 2016</td><td>8</td><td>11</td></tr> <tr><td>July 2016</td><td>9</td><td>11</td></tr> <tr><td>August 2016</td><td>11</td><td>11</td></tr> <tr><td>September 2016</td><td>11</td><td>11</td></tr> <tr><td>October 2016</td><td>8</td><td>11</td></tr> <tr><td>November 2016</td><td>11</td><td>11</td></tr> <tr><td>December 2016</td><td>10</td><td>11</td></tr> <tr><td>January 2017</td><td>12</td><td>11</td></tr> <tr><td>February 2017</td><td>13</td><td>11</td></tr> <tr><td>March 2017</td><td>5</td><td>11</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2016	8	11	May 2016	7	11	June 2016	8	11	July 2016	9	11	August 2016	11	11	September 2016	11	11	October 2016	8	11	November 2016	11	11	December 2016	10	11	January 2017	12	11	February 2017	13	11	March 2017	5	11
Month	Actual (Months)	Target (Months)																																												
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Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Corporate Services	SP 157 % Merton Bailiff Service files paid in full (excluding parking and miscellaneous debt) (Monthly)	High	52.32%	58%			<p>SP 157 % Merton Bailiff Service files paid in full (excluding parking and miscellaneous debt) (Monthly)</p> <table border="1"> <caption>SP 157 % Merton Bailiff Service files paid in full (excluding parking and miscellaneous debt) (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>79.63%</td><td>58%</td></tr> <tr><td>May 2016</td><td>77.26%</td><td>58%</td></tr> <tr><td>June 2016</td><td>73.73%</td><td>58%</td></tr> <tr><td>July 2016</td><td>41.8%</td><td>58%</td></tr> <tr><td>August 2016</td><td>27.16%</td><td>58%</td></tr> <tr><td>September 2016</td><td>51.16%</td><td>58%</td></tr> <tr><td>October 2016</td><td>42.28%</td><td>58%</td></tr> <tr><td>November 2016</td><td>60.38%</td><td>58%</td></tr> <tr><td>December 2016</td><td>52.58%</td><td>58%</td></tr> <tr><td>January 2017</td><td>54.31%</td><td>58%</td></tr> <tr><td>February 2017</td><td>33.53%</td><td>58%</td></tr> <tr><td>March 2017</td><td>79.61%</td><td>58%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2016	79.63%	58%	May 2016	77.26%	58%	June 2016	73.73%	58%	July 2016	41.8%	58%	August 2016	27.16%	58%	September 2016	51.16%	58%	October 2016	42.28%	58%	November 2016	60.38%	58%	December 2016	52.58%	58%	January 2017	54.31%	58%	February 2017	33.53%	58%	March 2017	79.61%	58%
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March 2017	79.61%	58%																																												
Corporate Services	SP 175 % Councillors who agree L&D is good in terms of relevance, convenience and quality (Quarterly)	High	95.33%	83%			<p>SP 175 % Councillors who agree L&D is good in terms of relevance, convenience and quality (Quarterly)</p> <table border="1"> <caption>SP 175 % Councillors who agree L&D is good in terms of relevance, convenience and quality (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>100%</td><td>83%</td></tr> <tr><td>Q2 2016/17</td><td>90%</td><td>83%</td></tr> <tr><td>Q3 2016/17</td><td>83%</td><td>83%</td></tr> <tr><td>Q4 2016/17</td><td>96%</td><td>83%</td></tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q1 2016/17	100%	83%	Q2 2016/17	90%	83%	Q3 2016/17	83%	83%	Q4 2016/17	96%	83%																								
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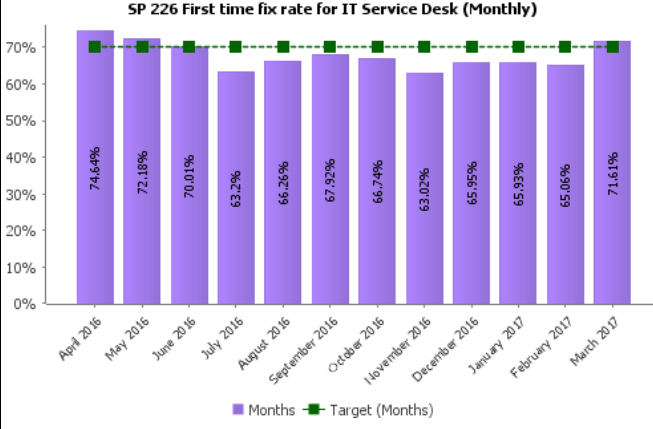


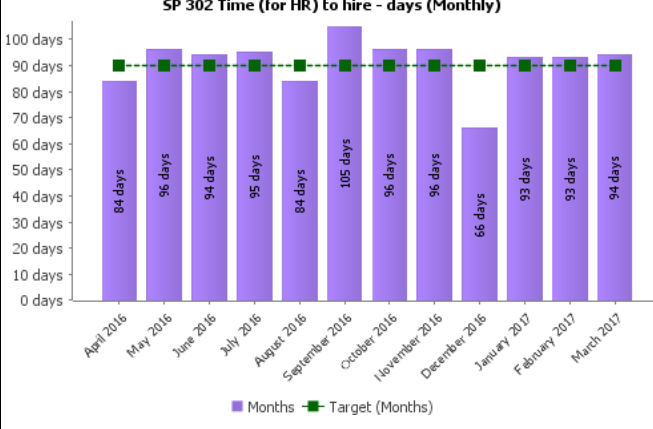
Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Corporate Services	SP 189 No. supplementary agendas issued (Quarterly)	Low	24	22			<p>SP 189 No. supplementary agendas issued (Quarterly)</p>  <table border="1"> <caption>SP 189 No. supplementary agendas issued (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>4</td> <td>6</td> </tr> <tr> <td>Q2 2016/17</td> <td>5</td> <td>6</td> </tr> <tr> <td>Q3 2016/17</td> <td>7</td> <td>6</td> </tr> <tr> <td>Q4 2016/17</td> <td>8</td> <td>6</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2016/17	4	6	Q2 2016/17	5	6	Q3 2016/17	7	6	Q4 2016/17	8	6																								
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Q2 2016/17	5	6																																												
Q3 2016/17	7	6																																												
Q4 2016/17	8	6																																												
Corporate Services	SP 193 % Complaints dealt with in time (Monthly in arrears)	High	79.64%	90%			<p>SP 193 % Complaints dealt with in time (Monthly in arrears)</p>  <table border="1"> <caption>SP 193 % Complaints dealt with in time (Monthly in arrears)</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>95.24%</td> <td>90%</td> </tr> <tr> <td>May 2016</td> <td>79.39%</td> <td>90%</td> </tr> <tr> <td>June 2016</td> <td>88.5%</td> <td>90%</td> </tr> <tr> <td>July 2016</td> <td>83.61%</td> <td>90%</td> </tr> <tr> <td>August 2016</td> <td>83.04%</td> <td>90%</td> </tr> <tr> <td>September 2016</td> <td>85%</td> <td>90%</td> </tr> <tr> <td>October 2016</td> <td>80.43%</td> <td>90%</td> </tr> <tr> <td>November 2016</td> <td>77.1%</td> <td>90%</td> </tr> <tr> <td>December 2016</td> <td>65.12%</td> <td>90%</td> </tr> <tr> <td>January 2017</td> <td>77%</td> <td>90%</td> </tr> <tr> <td>February 2017</td> <td>76.09%</td> <td>90%</td> </tr> <tr> <td>March 2017</td> <td>65.62%</td> <td>90%</td> </tr> </tbody> </table>	Month	Value	Target	April 2016	95.24%	90%	May 2016	79.39%	90%	June 2016	88.5%	90%	July 2016	83.61%	90%	August 2016	83.04%	90%	September 2016	85%	90%	October 2016	80.43%	90%	November 2016	77.1%	90%	December 2016	65.12%	90%	January 2017	77%	90%	February 2017	76.09%	90%	March 2017	65.62%	90%
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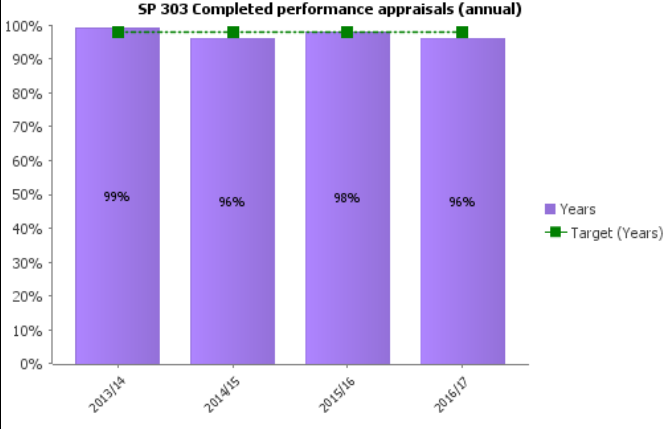


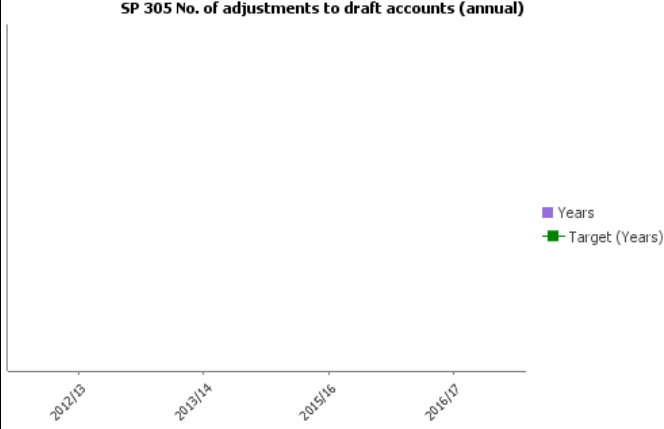
Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Corporate Services	SP 198 No. of audits completed against plan (Quarterly)	High	93.22%	90%			<p>SP 198 No. of audits completed against plan (Quarterly)</p>  <table border="1"> <caption>SP 198 Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>80%</td> <td>90%</td> </tr> <tr> <td>Q2 2016/17</td> <td>90%</td> <td>90%</td> </tr> <tr> <td>Q3 2016/17</td> <td>88.64%</td> <td>90%</td> </tr> <tr> <td>Q4 2016/17</td> <td>93.22%</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (%)	Q1 2016/17	80%	90%	Q2 2016/17	90%	90%	Q3 2016/17	88.64%	90%	Q4 2016/17	93.22%	90%
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Q4 2016/17	93.22%	90%																				
Corporate Services	SP 199 Audit actions implemented by agreed date (Quarterly)	High	90.21%	90%			<p>SP 199 Audit actions implemented by agreed date (Quarterly)</p>  <table border="1"> <caption>SP 199 Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>94.2%</td> <td>90%</td> </tr> <tr> <td>Q2 2016/17</td> <td>82.58%</td> <td>90%</td> </tr> <tr> <td>Q3 2016/17</td> <td>99.61%</td> <td>90%</td> </tr> <tr> <td>Q4 2016/17</td> <td>90.21%</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (%)	Q1 2016/17	94.2%	90%	Q2 2016/17	82.58%	90%	Q3 2016/17	99.61%	90%	Q4 2016/17	90.21%	90%
Quarter	Quarters (%)	Target (%)																				
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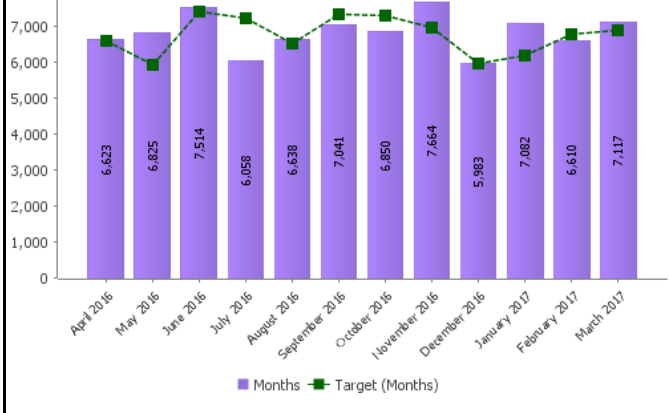
Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																						
			Value	Target	Status	Long Trend																																							
Corporate Services	SP 203 Completed planned Health and Safety workplace inspections (Quarterly)	High	36	60			<p>SP 203 Completed planned Health and Safety workplace inspections (Quarterly)</p>  <table border="1"> <caption>SP 203 Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>9</td> <td>17.5</td> </tr> <tr> <td>Q2 2016/17</td> <td>8</td> <td>12</td> </tr> <tr> <td>Q3 2016/17</td> <td>8</td> <td>17.5</td> </tr> <tr> <td>Q4 2016/17</td> <td>11</td> <td>14.5</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1 2016/17	9	17.5	Q2 2016/17	8	12	Q3 2016/17	8	17.5	Q4 2016/17	11	14.5																							
Quarter	Quarters	Target (Quarters)																																											
Q1 2016/17	9	17.5																																											
Q2 2016/17	8	12																																											
Q3 2016/17	8	17.5																																											
Q4 2016/17	11	14.5																																											
Corporate Services	SP 213 Invoices (Proactis) paid in 30 days of receipt by LBM (Monthly)	High	DNR	95%	Data Not Received - information not yet available from the new Financial Information system	<p>SP 213 Invoices (Proactis) paid in 30 days of receipt by LBM (Monthly)</p>  <table border="1"> <caption>SP 213 Performance Data</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>95.55%</td><td>95%</td></tr> <tr><td>May 2016</td><td>97.33%</td><td>95%</td></tr> <tr><td>June 2016</td><td>94.72%</td><td>95%</td></tr> <tr><td>July 2016</td><td>95.72%</td><td>95%</td></tr> <tr><td>August 2016</td><td>94.3%</td><td>95%</td></tr> <tr><td>September 2016</td><td>93.49%</td><td>95%</td></tr> <tr><td>October 2016</td><td>94.55%</td><td>95%</td></tr> <tr><td>November 2016</td><td>95.95%</td><td>95%</td></tr> <tr><td>December 2016</td><td>95.49%</td><td>95%</td></tr> <tr><td>January 2017</td><td>94.09%</td><td>95%</td></tr> <tr><td>February 2017</td><td></td><td>95%</td></tr> <tr><td>March 2017</td><td></td><td>95%</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2016	95.55%	95%	May 2016	97.33%	95%	June 2016	94.72%	95%	July 2016	95.72%	95%	August 2016	94.3%	95%	September 2016	93.49%	95%	October 2016	94.55%	95%	November 2016	95.95%	95%	December 2016	95.49%	95%	January 2017	94.09%	95%	February 2017		95%	March 2017		95%
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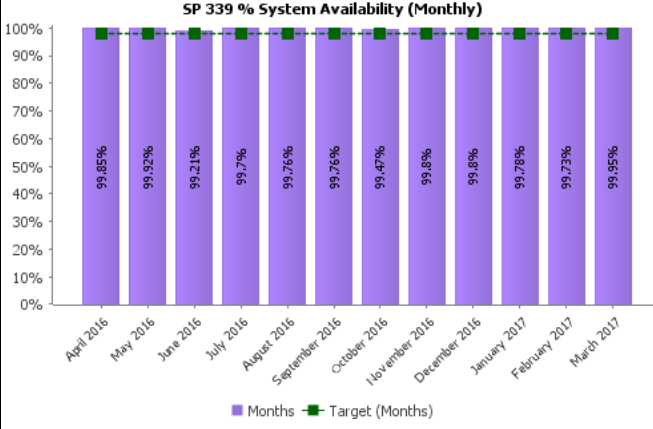


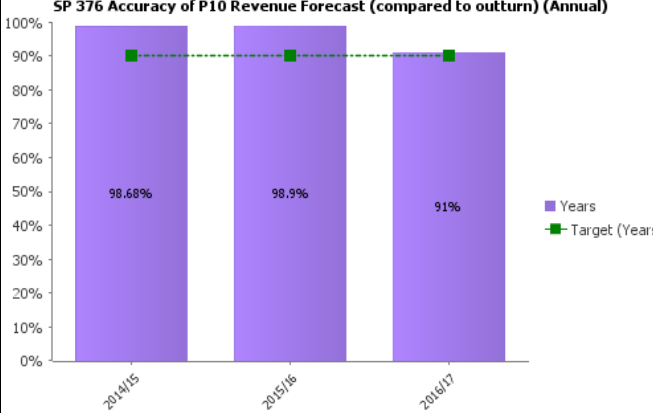
Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																									
			Value	Target	Status	Long Trend																										
Corporate Services	SP 217 Invoices (Carefirst) paid in 30 days from invoice date (Monthly)	High	DNR	95%	Data Not Received - information not yet available from the new Financial Information system	<p>SP 217 Invoices (Carefirst) paid in 30 days from invoice date (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>92.13%</td></tr> <tr><td>May 2016</td><td>95.09%</td></tr> <tr><td>June 2016</td><td>92.07%</td></tr> <tr><td>July 2016</td><td>94.34%</td></tr> <tr><td>August 2016</td><td>93.81%</td></tr> <tr><td>September 2016</td><td>90.71%</td></tr> <tr><td>October 2016</td><td>91.31%</td></tr> <tr><td>November 2016</td><td>82.43%</td></tr> <tr><td>December 2016</td><td>89.13%</td></tr> <tr><td>January 2017</td><td>89.9%</td></tr> <tr><td>February 2017</td><td>89.9%</td></tr> <tr><td>March 2017</td><td>89.9%</td></tr> </tbody> </table>	Month	Percentage	April 2016	92.13%	May 2016	95.09%	June 2016	92.07%	July 2016	94.34%	August 2016	93.81%	September 2016	90.71%	October 2016	91.31%	November 2016	82.43%	December 2016	89.13%	January 2017	89.9%	February 2017	89.9%	March 2017	89.9%
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February 2017	89.9%																															
March 2017	89.9%																															
Corporate Services	SP 222a % Reactive repairs (annual)	Low	34%	30%			<p>SP 222a % Reactive repairs (annual)</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>2012/13</td><td>53.1%</td></tr> <tr><td>2013/14</td><td>50.6%</td></tr> <tr><td>2014/15</td><td>59%</td></tr> <tr><td>2015/16</td><td>33%</td></tr> <tr><td>2016/17</td><td>34%</td></tr> </tbody> </table>	Year	Percentage	2012/13	53.1%	2013/14	50.6%	2014/15	59%	2015/16	33%	2016/17	34%													
Year	Percentage																															
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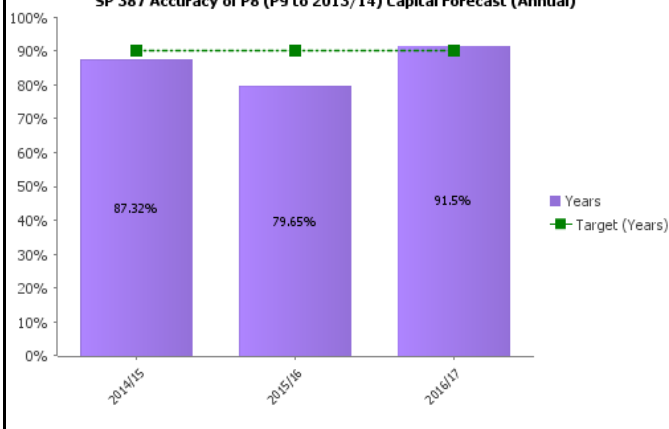


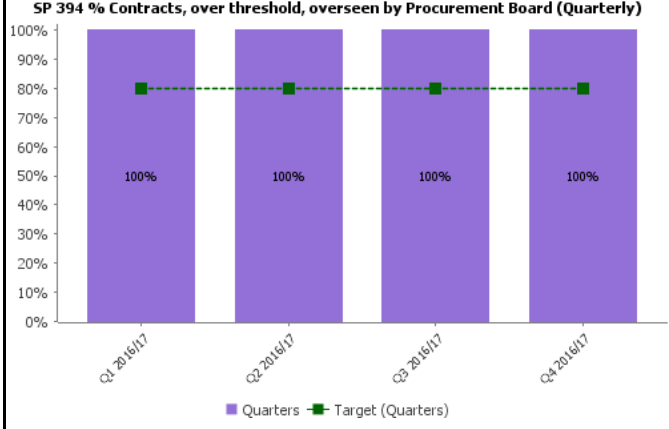
Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																		
			Value	Target	Status	Long Trend																			
Corporate Services	SP 222b % Planned repairs (annual)	High	66%	70%			<p>SP 222b % Planned repairs (annual)</p>  <table border="1"> <caption>SP 222b % Planned repairs (annual)</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>46.9%</td> <td>70%</td> </tr> <tr> <td>2013/14</td> <td>49.4%</td> <td>70%</td> </tr> <tr> <td>2014/15</td> <td>41%</td> <td>70%</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> </tbody> </table>	Year	Value (%)	Target (%)	2012/13	46.9%	70%	2013/14	49.4%	70%	2014/15	41%	70%	2015/16	67%	70%	2016/17	66%	70%
Year	Value (%)	Target (%)																							
2012/13	46.9%	70%																							
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2015/16	67%	70%																							
2016/17	66%	70%																							
Corporate Services	SP 223 Total external fee income (facilities management) (Quarterly)	High	£261,286	£285,000			<p>SP 223 Total external fee income (facilities management) (Quarterly)</p>  <table border="1"> <caption>SP 223 Total external fee income (facilities management) (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> <th>Target (£)</th> </tr> </thead> <tbody> <tr> <td>Q1-2016/17</td> <td>£137k</td> <td>£285,000</td> </tr> <tr> <td>Q2-2016/17</td> <td>£147k</td> <td>£285,000</td> </tr> <tr> <td>Q3-2016/17</td> <td>£130k</td> <td>£285,000</td> </tr> <tr> <td>Q4-2016/17</td> <td>£261,286</td> <td>£285,000</td> </tr> </tbody> </table>	Quarter	Value (£)	Target (£)	Q1-2016/17	£137k	£285,000	Q2-2016/17	£147k	£285,000	Q3-2016/17	£130k	£285,000	Q4-2016/17	£261,286	£285,000			
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Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Corporate Services	SP 226 First time fix rate for IT Service Desk (Monthly)	High	67.65%	70%			<p>SP 226 First time fix rate for IT Service Desk (Monthly)</p>  <table border="1"> <caption>SP 226 First time fix rate for IT Service Desk (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>74.64%</td><td>70%</td></tr> <tr><td>May 2016</td><td>72.18%</td><td>70%</td></tr> <tr><td>June 2016</td><td>70.01%</td><td>70%</td></tr> <tr><td>July 2016</td><td>63.2%</td><td>70%</td></tr> <tr><td>August 2016</td><td>66.26%</td><td>70%</td></tr> <tr><td>September 2016</td><td>67.92%</td><td>70%</td></tr> <tr><td>October 2016</td><td>66.74%</td><td>70%</td></tr> <tr><td>November 2016</td><td>63.02%</td><td>70%</td></tr> <tr><td>December 2016</td><td>65.95%</td><td>70%</td></tr> <tr><td>January 2017</td><td>65.93%</td><td>70%</td></tr> <tr><td>February 2017</td><td>65.06%</td><td>70%</td></tr> <tr><td>March 2017</td><td>71.61%</td><td>70%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2016	74.64%	70%	May 2016	72.18%	70%	June 2016	70.01%	70%	July 2016	63.2%	70%	August 2016	66.26%	70%	September 2016	67.92%	70%	October 2016	66.74%	70%	November 2016	63.02%	70%	December 2016	65.95%	70%	January 2017	65.93%	70%	February 2017	65.06%	70%	March 2017	71.61%	70%
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March 2017	71.61%	70%																																												
Corporate Services	SP 302 Time (for HR) to hire - days (Monthly)	Low	91 days	90 days			<p>SP 302 Time (for HR) to hire - days (Monthly)</p>  <table border="1"> <caption>SP 302 Time (for HR) to hire - days (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (days)</th> <th>Target (days)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>84 days</td><td>90 days</td></tr> <tr><td>May 2016</td><td>96 days</td><td>90 days</td></tr> <tr><td>June 2016</td><td>94 days</td><td>90 days</td></tr> <tr><td>July 2016</td><td>95 days</td><td>90 days</td></tr> <tr><td>August 2016</td><td>84 days</td><td>90 days</td></tr> <tr><td>September 2016</td><td>105 days</td><td>90 days</td></tr> <tr><td>October 2016</td><td>96 days</td><td>90 days</td></tr> <tr><td>November 2016</td><td>96 days</td><td>90 days</td></tr> <tr><td>December 2016</td><td>66 days</td><td>90 days</td></tr> <tr><td>January 2017</td><td>93 days</td><td>90 days</td></tr> <tr><td>February 2017</td><td>93 days</td><td>90 days</td></tr> <tr><td>March 2017</td><td>94 days</td><td>90 days</td></tr> </tbody> </table>	Month	Value (days)	Target (days)	April 2016	84 days	90 days	May 2016	96 days	90 days	June 2016	94 days	90 days	July 2016	95 days	90 days	August 2016	84 days	90 days	September 2016	105 days	90 days	October 2016	96 days	90 days	November 2016	96 days	90 days	December 2016	66 days	90 days	January 2017	93 days	90 days	February 2017	93 days	90 days	March 2017	94 days	90 days
Month	Value (days)	Target (days)																																												
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Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Corporate Services	SP 303 Completed performance appraisals (annual)	High	96%	98%			<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>Value (%)</th> <th>Target (%)</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> </tbody> </table>	Year	Value (%)	Target (%)	2013/14	99%	98%	2014/15	96%	98%	2015/16	98%	98%	2016/17	96%	98%
Year	Value (%)	Target (%)																				
2013/14	99%	98%																				
2014/15	96%	98%																				
2015/16	98%	98%																				
2016/17	96%	98%																				
Corporate Services	SP 305 No. of adjustments to draft accounts (annual)	Low	0	0			<p>SP 305 No. of adjustments to draft accounts (annual)</p>  <table border="1"> <caption>SP 305 No. of adjustments to draft accounts (annual)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>0</td> <td>0</td> </tr> <tr> <td>2013/14</td> <td>0</td> <td>0</td> </tr> <tr> <td>2015/16</td> <td>0</td> <td>0</td> </tr> <tr> <td>2016/17</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	Year	Value	Target	2012/13	0	0	2013/14	0	0	2015/16	0	0	2016/17	0	0
Year	Value	Target																				
2012/13	0	0																				
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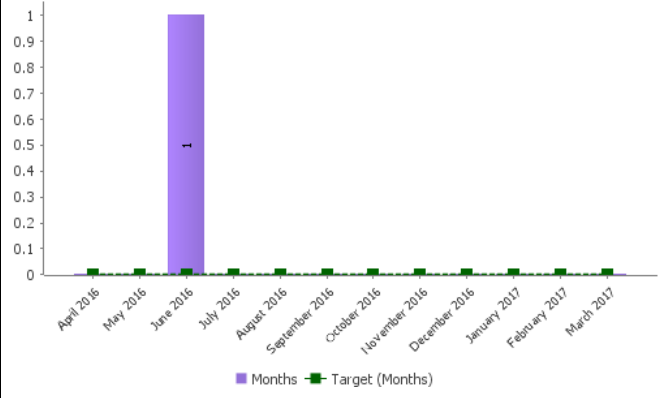
Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Corporate Services	SP 307 Action plans in place for red risks (Quarterly)	High	100%	90%			<p>SP 307 Action plans in place for red risks (Quarterly)</p>  <table border="1"> <caption>SP 307 Action plans in place for red risks (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>92.86%</td> <td>90%</td> </tr> <tr> <td>Q2 2016/17</td> <td>100%</td> <td>90%</td> </tr> <tr> <td>Q3 2016/17</td> <td>100%</td> <td>90%</td> </tr> <tr> <td>Q4 2016/17</td> <td>100%</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q1 2016/17	92.86%	90%	Q2 2016/17	100%	90%	Q3 2016/17	100%	90%	Q4 2016/17	100%	90%																								
Quarter	Value (%)	Target (%)																																												
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Q4 2016/17	100%	90%																																												
Corporate Services	SP 336 Chargeable hours (Shared Legal Services) (Monthly)	High	82,005	81,126			<p>SP 336 Chargeable hours (Shared Legal Services) (Monthly)</p>  <table border="1"> <caption>SP 336 Chargeable hours (Shared Legal Services) (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>6,623</td> <td>6,623</td> </tr> <tr> <td>May 2016</td> <td>6,825</td> <td>6,000</td> </tr> <tr> <td>June 2016</td> <td>7,514</td> <td>7,500</td> </tr> <tr> <td>July 2016</td> <td>6,058</td> <td>7,200</td> </tr> <tr> <td>August 2016</td> <td>6,638</td> <td>6,638</td> </tr> <tr> <td>September 2016</td> <td>7,041</td> <td>7,041</td> </tr> <tr> <td>October 2016</td> <td>6,850</td> <td>7,200</td> </tr> <tr> <td>November 2016</td> <td>7,664</td> <td>7,000</td> </tr> <tr> <td>December 2016</td> <td>5,983</td> <td>6,000</td> </tr> <tr> <td>January 2017</td> <td>7,082</td> <td>6,200</td> </tr> <tr> <td>February 2017</td> <td>6,610</td> <td>6,800</td> </tr> <tr> <td>March 2017</td> <td>7,117</td> <td>7,000</td> </tr> </tbody> </table>	Month	Value	Target	April 2016	6,623	6,623	May 2016	6,825	6,000	June 2016	7,514	7,500	July 2016	6,058	7,200	August 2016	6,638	6,638	September 2016	7,041	7,041	October 2016	6,850	7,200	November 2016	7,664	7,000	December 2016	5,983	6,000	January 2017	7,082	6,200	February 2017	6,610	6,800	March 2017	7,117	7,000
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Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																										
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Corporate Services	SP 339 % System Availability (Monthly)	High	99.73%	98%			<p>SP 339 % System Availability (Monthly)</p>  <table border="1"> <caption>SP 339 % System Availability (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>99.85%</td></tr> <tr><td>May 2016</td><td>99.92%</td></tr> <tr><td>June 2016</td><td>99.21%</td></tr> <tr><td>July 2016</td><td>99.7%</td></tr> <tr><td>August 2016</td><td>99.76%</td></tr> <tr><td>September 2016</td><td>99.76%</td></tr> <tr><td>October 2016</td><td>99.47%</td></tr> <tr><td>November 2016</td><td>99.8%</td></tr> <tr><td>December 2016</td><td>99.8%</td></tr> <tr><td>January 2017</td><td>99.78%</td></tr> <tr><td>February 2017</td><td>99.73%</td></tr> <tr><td>March 2017</td><td>99.95%</td></tr> </tbody> </table> <p>■ Months ■ Target (Months)</p>	Month	Value (%)	April 2016	99.85%	May 2016	99.92%	June 2016	99.21%	July 2016	99.7%	August 2016	99.76%	September 2016	99.76%	October 2016	99.47%	November 2016	99.8%	December 2016	99.8%	January 2017	99.78%	February 2017	99.73%	March 2017	99.95%
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February 2017	99.73%																																
March 2017	99.95%																																
Corporate Services	SP 376 Accuracy of P10 Revenue Forecast (compared to outturn) (Annual)	High	91%	90%			<p>SP 376 Accuracy of P10 Revenue Forecast (compared to outturn) (Annual)</p>  <table border="1"> <caption>SP 376 Accuracy of P10 Revenue Forecast (compared to outturn) (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>2014/15</td><td>98.68%</td></tr> <tr><td>2015/16</td><td>98.9%</td></tr> <tr><td>2016/17</td><td>91%</td></tr> </tbody> </table> <p>■ Years ■ Target (Years)</p>	Year	Value (%)	2014/15	98.68%	2015/16	98.9%	2016/17	91%																		
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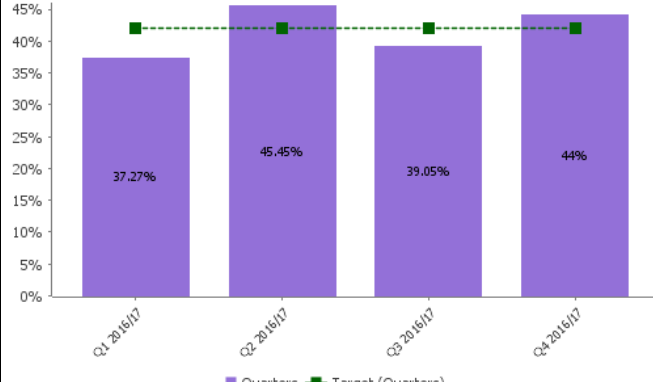
Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Corporate Services	SP 387 Accuracy of P8 (P9 to 2013/14) Capital Forecast (Annual)	High	91.5%	90%			<p>SP 387 Accuracy of P8 (P9 to 2013/14) Capital Forecast (Annual)</p>  <table border="1"> <caption>SP 387 Accuracy of P8 (P9 to 2013/14) Capital Forecast (Annual)</caption> <thead> <tr> <th>Year</th> <th>Accuracy (%)</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> </tbody> </table>	Year	Accuracy (%)	Target (%)	2014/15	87.32%	90%	2015/16	79.65%	90%	2016/17	91.5%	90%			
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2014/15	87.32%	90%																				
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Corporate Services	SP 394 % Contracts, over threshold, overseen by Procurement Board (Quarterly)	High	100%	80%			<p>SP 394 % Contracts, over threshold, overseen by Procurement Board (Quarterly)</p>  <table border="1"> <caption>SP 394 % Contracts, over threshold, overseen by Procurement Board (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Accuracy (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1-2016/17</td> <td>100%</td> <td>80%</td> </tr> <tr> <td>Q2-2016/17</td> <td>100%</td> <td>80%</td> </tr> <tr> <td>Q3-2016/17</td> <td>100%</td> <td>80%</td> </tr> <tr> <td>Q4-2016/17</td> <td>100%</td> <td>80%</td> </tr> </tbody> </table>	Quarter	Accuracy (%)	Target (%)	Q1-2016/17	100%	80%	Q2-2016/17	100%	80%	Q3-2016/17	100%	80%	Q4-2016/17	100%	80%
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Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
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Corporate Services	SP 400 Customer satisfaction - Incident resolution (Monthly)	High	94.6%	90%			<p>SP 400 Customer satisfaction - Incident resolution (Monthly)</p>  <table border="1"> <caption>SP 400 Customer satisfaction - Incident resolution (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Months (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>94.54%</td><td>90%</td></tr> <tr><td>May 2016</td><td>93.65%</td><td>90%</td></tr> <tr><td>June 2016</td><td>87.88%</td><td>90%</td></tr> <tr><td>July 2016</td><td>93.65%</td><td>90%</td></tr> <tr><td>August 2016</td><td>93.15%</td><td>90%</td></tr> <tr><td>September 2016</td><td>95.59%</td><td>90%</td></tr> <tr><td>October 2016</td><td>95.15%</td><td>90%</td></tr> <tr><td>November 2016</td><td>95.35%</td><td>90%</td></tr> <tr><td>December 2016</td><td>98.33%</td><td>90%</td></tr> <tr><td>January 2017</td><td>100%</td><td>90%</td></tr> <tr><td>February 2017</td><td>87.83%</td><td>90%</td></tr> <tr><td>March 2017</td><td>97.82%</td><td>90%</td></tr> </tbody> </table>	Month	Months (%)	Target (%)	April 2016	94.54%	90%	May 2016	93.65%	90%	June 2016	87.88%	90%	July 2016	93.65%	90%	August 2016	93.15%	90%	September 2016	95.59%	90%	October 2016	95.15%	90%	November 2016	95.35%	90%	December 2016	98.33%	90%	January 2017	100%	90%	February 2017	87.83%	90%	March 2017	97.82%	90%
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Corporate Services	SP 402 First contact resolution (Merton Link) (Monthly)	High	74.85%	70%			<p>SP 402 First contact resolution (Merton Link) (Monthly)</p>  <table border="1"> <caption>SP 402 First contact resolution (Merton Link) (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Months (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>76.76%</td><td>70%</td></tr> <tr><td>May 2016</td><td>73.99%</td><td>70%</td></tr> <tr><td>June 2016</td><td>75.75%</td><td>70%</td></tr> <tr><td>July 2016</td><td>74.46%</td><td>70%</td></tr> <tr><td>August 2016</td><td>73.17%</td><td>70%</td></tr> <tr><td>September 2016</td><td>78.67%</td><td>70%</td></tr> <tr><td>October 2016</td><td>73.71%</td><td>70%</td></tr> <tr><td>November 2016</td><td>71.65%</td><td>70%</td></tr> <tr><td>December 2016</td><td>74.12%</td><td>70%</td></tr> <tr><td>January 2017</td><td>70.18%</td><td>70%</td></tr> <tr><td>February 2017</td><td>76.39%</td><td>70%</td></tr> <tr><td>March 2017</td><td>77.22%</td><td>70%</td></tr> </tbody> </table>	Month	Months (%)	Target (%)	April 2016	76.76%	70%	May 2016	73.99%	70%	June 2016	75.75%	70%	July 2016	74.46%	70%	August 2016	73.17%	70%	September 2016	78.67%	70%	October 2016	73.71%	70%	November 2016	71.65%	70%	December 2016	74.12%	70%	January 2017	70.18%	70%	February 2017	76.39%	70%	March 2017	77.22%	70%
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Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Corporate Services	SP 403 Income from registrars events (Monthly)	High	£535,193	£415,000	✓	↑	<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 2016</td><td>£51,000</td><td>£51,000</td></tr> <tr><td>May 2016</td><td>£51,525</td><td>£51,525</td></tr> <tr><td>June 2016</td><td>£54,727</td><td>£54,727</td></tr> <tr><td>July 2016</td><td>£34,230</td><td>£40,000</td></tr> <tr><td>August 2016</td><td>£42,100</td><td>£42,100</td></tr> <tr><td>September 2016</td><td>£38,697</td><td>£38,697</td></tr> <tr><td>October 2016</td><td>£34,571</td><td>£34,571</td></tr> <tr><td>November 2016</td><td>£32,502</td><td>£32,502</td></tr> <tr><td>December 2016</td><td>£26,487</td><td>£26,487</td></tr> <tr><td>January 2017</td><td>£58,204</td><td>£58,204</td></tr> <tr><td>February 2017</td><td>£46,569</td><td>£46,569</td></tr> <tr><td>March 2017</td><td>£62,555</td><td>£62,555</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2016	£51,000	£51,000	May 2016	£51,525	£51,525	June 2016	£54,727	£54,727	July 2016	£34,230	£40,000	August 2016	£42,100	£42,100	September 2016	£38,697	£38,697	October 2016	£34,571	£34,571	November 2016	£32,502	£32,502	December 2016	£26,487	£26,487	January 2017	£58,204	£58,204	February 2017	£46,569	£46,569	March 2017	£62,555	£62,555
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Corporate Services	SP 429 % New referrals processed to appointeeship application within 21 days (monthly in arrears)	High	93.75%	92%	✓	↓	<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 2016</td><td>93.75%</td><td>93.75%</td></tr> <tr><td>May 2016</td><td>100%</td><td>93.75%</td></tr> <tr><td>June 2016</td><td>93.75%</td><td>93.75%</td></tr> <tr><td>July 2016</td><td>100%</td><td>93.75%</td></tr> <tr><td>August 2016</td><td>100%</td><td>93.75%</td></tr> <tr><td>September 2016</td><td>100%</td><td>93.75%</td></tr> <tr><td>October 2016</td><td>100%</td><td>93.75%</td></tr> <tr><td>November 2016</td><td>0%</td><td>93.75%</td></tr> <tr><td>December 2016</td><td>93.75%</td><td>93.75%</td></tr> <tr><td>January 2017</td><td>100%</td><td>93.75%</td></tr> <tr><td>February 2017</td><td>100%</td><td>93.75%</td></tr> <tr><td>March 2017</td><td>93.75%</td><td>93.75%</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2016	93.75%	93.75%	May 2016	100%	93.75%	June 2016	93.75%	93.75%	July 2016	100%	93.75%	August 2016	100%	93.75%	September 2016	100%	93.75%	October 2016	100%	93.75%	November 2016	0%	93.75%	December 2016	93.75%	93.75%	January 2017	100%	93.75%	February 2017	100%	93.75%	March 2017	93.75%	93.75%
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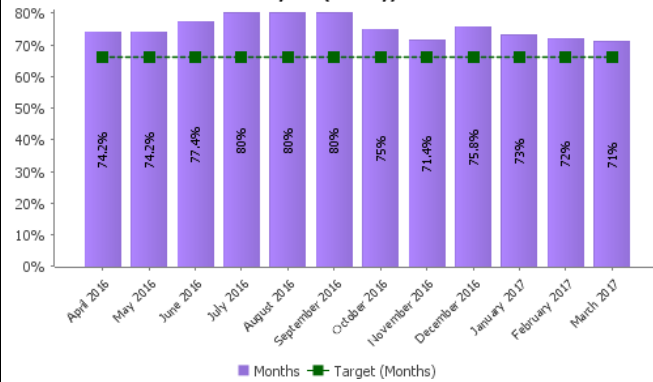


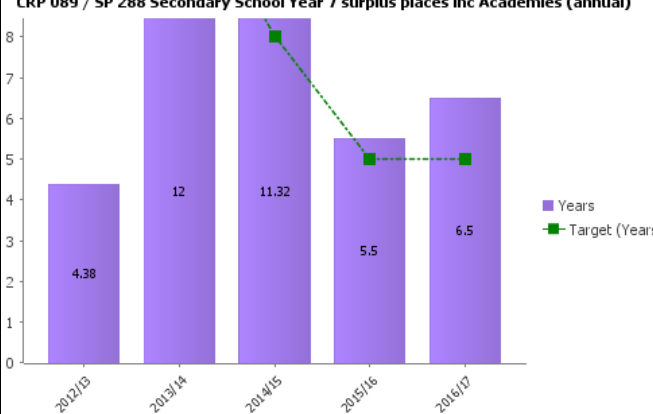
Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Corporate Services	SP 430 No. of times Client Post Office Voucher account balance fell below £2,500 (Monthly)	Low	1	0			<p>SP 430 No. of times Client Post Office Voucher account balance fell below £2,500 (Monthly)</p>  <table border="1"> <caption>Performance Data Trend Chart Data</caption> <thead> <tr> <th>Month</th> <th>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>0</td><td>0</td></tr> <tr><td>May 2016</td><td>0</td><td>0</td></tr> <tr><td>June 2016</td><td>1</td><td>0</td></tr> <tr><td>July 2016</td><td>0</td><td>0</td></tr> <tr><td>August 2016</td><td>0</td><td>0</td></tr> <tr><td>September 2016</td><td>0</td><td>0</td></tr> <tr><td>October 2016</td><td>0</td><td>0</td></tr> <tr><td>November 2016</td><td>0</td><td>0</td></tr> <tr><td>December 2016</td><td>0</td><td>0</td></tr> <tr><td>January 2017</td><td>0</td><td>0</td></tr> <tr><td>February 2017</td><td>0</td><td>0</td></tr> <tr><td>March 2017</td><td>0</td><td>0</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2016	0	0	May 2016	0	0	June 2016	1	0	July 2016	0	0	August 2016	0	0	September 2016	0	0	October 2016	0	0	November 2016	0	0	December 2016	0	0	January 2017	0	0	February 2017	0	0	March 2017	0	0
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Children Schools & Families Department

Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Childrens Social Care	CRP 065 / SP 095 No. of special guardianship orders and adoptions finalised during the year ending 31 March (Monthly)	High	17	13			<p>CRP 065 / SP 095 No. of special guardianship orders and adoptions finalised during the year ending 31 March (Monthly)</p> 
Education	CRP 066 / SP 290 % Looked After Children in external foster care placements (Quarterly)	Low	44%	42%			<p>CRP 066 / SP 290 % Looked After Children in external foster care placements (Quarterly)</p> 

Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																					
			Value	Target	Status	Long Trend																						
Education	CRP 068 / SP 084 % of Good or outstanding Ofsted inspections in children's centres (Quarterly)	High	100%	100%			<p>CRP 068 / SP 084 % of Good or outstanding Ofsted inspections in children's centres (Quarterly)</p> <table border="1"> <caption>CRP 068 / SP 084 % of Good or outstanding Ofsted inspections in children's centres (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>Q2 2016/17</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>Q3 2016/17</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>Q4 2016/17</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2016/17	100%	100%	Q2 2016/17	100%	100%	Q3 2016/17	100%	100%	Q4 2016/17	100%	100%						
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Q2 2016/17	100%	100%																										
Q3 2016/17	100%	100%																										
Q4 2016/17	100%	100%																										
Education	CRP 073 / SP 109 % vacancies in reception year of primary school (annual)	Low	3.5	5.5			<p>CRP 073 / SP 109 % vacancies in reception year of primary school (annual)</p> <table border="1"> <caption>CRP 073 / SP 109 % vacancies in reception year of primary school (annual)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>0.71</td> <td>5.0</td> </tr> <tr> <td>2012/13</td> <td>4.3</td> <td>1.5</td> </tr> <tr> <td>2013/14</td> <td>3.75</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>5.0</td> </tr> <tr> <td>2016/17</td> <td>3.5</td> <td>5.5</td> </tr> </tbody> </table>	Year	Value	Target	2011/12	0.71	5.0	2012/13	4.3	1.5	2013/14	3.75	2.0	2014/15	1.1	2.0	2015/16	6.2	5.0	2016/17	3.5	5.5
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Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																					
			Value	Target	Status	Long Trend																						
Education	CRP 075 / SP 077 5 GCSE A-C including English and maths (annual)	High	NMTP	65	Measure no longer exists due to introduction of new DfE measures		<p>CRP 075 / SP 077 5 GCSE A-C including English and maths (annual)</p> <table border="1"> <caption>CRP 075 / SP 077 5 GCSE A-C including English and maths (annual)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>2009/11</td> <td>52.4</td> <td>50</td> </tr> <tr> <td>2011/12</td> <td>59.77</td> <td>55</td> </tr> <tr> <td>2012/13</td> <td>59.1</td> <td>60</td> </tr> <tr> <td>2013/14</td> <td>62.6</td> <td>65</td> </tr> <tr> <td>2014/15</td> <td>64.2</td> <td>65</td> </tr> <tr> <td>2015/16</td> <td>60</td> <td>65</td> </tr> </tbody> </table>	Year	Value	Target (Years)	2009/11	52.4	50	2011/12	59.77	55	2012/13	59.1	60	2013/14	62.6	65	2014/15	64.2	65	2015/16	60	65
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Education	CRP 077 / SP 374 No. of in-house foster carers recruited (Quarterly)	High	15	15	✓	↑	<p>CRP 077 / SP 374 No. of in-house foster carers recruited (Quarterly)</p> <table border="1"> <caption>CRP 077 / SP 374 No. of in-house foster carers recruited (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>4</td> <td>4</td> </tr> <tr> <td>Q2 2016/17</td> <td>11</td> <td>11</td> </tr> <tr> <td>Q3 2016/17</td> <td>11</td> <td>11</td> </tr> <tr> <td>Q4 2016/17</td> <td>15</td> <td>15</td> </tr> </tbody> </table>	Quarter	Value	Target (Years)	Q1 2016/17	4	4	Q2 2016/17	11	11	Q3 2016/17	11	11	Q4 2016/17	15	15						
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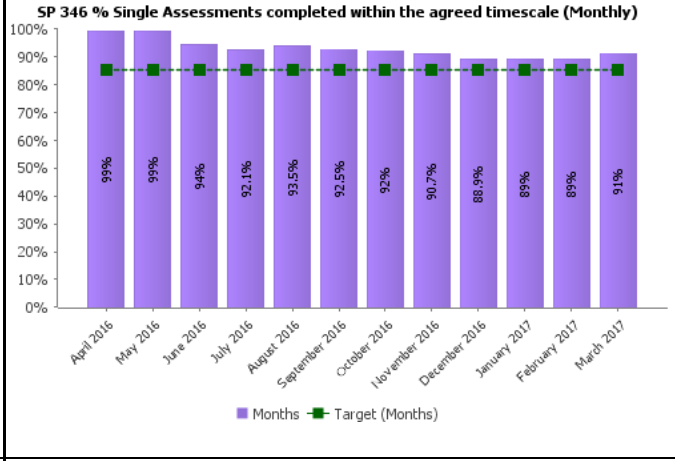
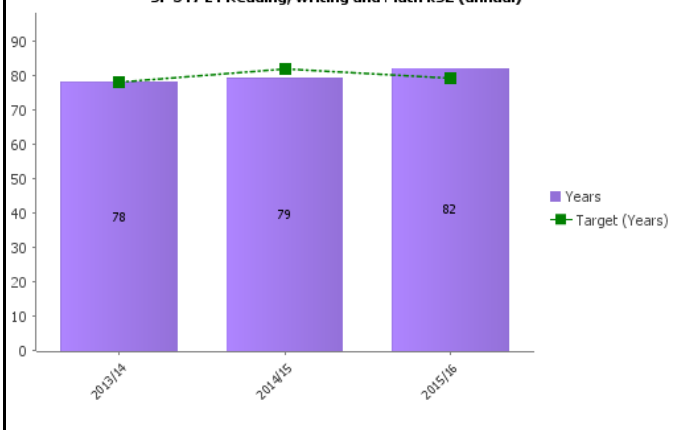
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Childrens Social Care	CRP 081 / SP 415 % of Looked After Children (2.5 years or more) in same placement for 2 years (Monthly)	High	71%	66%		N/A	<p>CRP 081 / SP 415 % of Looked After Children (2.5 years or more) in same placement for 2 years (Monthly)</p>  <table border="1"> <caption>Monthly Performance Data for CRP 081</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>74.2%</td><td>66%</td></tr> <tr><td>May 2016</td><td>74.2%</td><td>66%</td></tr> <tr><td>June 2016</td><td>77.4%</td><td>66%</td></tr> <tr><td>July 2016</td><td>80%</td><td>66%</td></tr> <tr><td>August 2016</td><td>80%</td><td>66%</td></tr> <tr><td>September 2016</td><td>80%</td><td>66%</td></tr> <tr><td>October 2016</td><td>75%</td><td>66%</td></tr> <tr><td>November 2016</td><td>71.4%</td><td>66%</td></tr> <tr><td>December 2016</td><td>75.6%</td><td>66%</td></tr> <tr><td>January 2017</td><td>73%</td><td>66%</td></tr> <tr><td>February 2017</td><td>72%</td><td>66%</td></tr> <tr><td>March 2017</td><td>71%</td><td>66%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2016	74.2%	66%	May 2016	74.2%	66%	June 2016	77.4%	66%	July 2016	80%	66%	August 2016	80%	66%	September 2016	80%	66%	October 2016	75%	66%	November 2016	71.4%	66%	December 2016	75.6%	66%	January 2017	73%	66%	February 2017	72%	66%	March 2017	71%	66%
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Education	CRP 089 / SP 288 Secondary School Year 7 surplus places inc Academies (annual)	Low	6.5	5			<p>CRP 089 / SP 288 Secondary School Year 7 surplus places inc Academies (annual)</p>  <table border="1"> <caption>Annual Performance Data for CRP 089</caption> <thead> <tr> <th>Year</th> <th>Value (Years)</th> <th>Target (Years)</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> </tbody> </table>	Year	Value (Years)	Target (Years)	2012/13	4.38	5	2013/14	12	5	2014/15	11.32	5	2015/16	5.5	5	2016/17	6.5	5																					
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Childrens Social Care	CRP 64SP075MP030 % of children who become subject of a Child Protection Plan for a second or subsequent time (Monthly)	Low	13%	16%	✓	↑	<p>CRP 64SP075MP030 % of children who become subject of a Child Protection Plan for a second or subsequent time (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>16.67%</td><td>16%</td></tr> <tr><td>May 2016</td><td>14.29%</td><td>16%</td></tr> <tr><td>June 2016</td><td>6.52%</td><td>16%</td></tr> <tr><td>July 2016</td><td>4.69%</td><td>16%</td></tr> <tr><td>August 2016</td><td>3.85%</td><td>16%</td></tr> <tr><td>September 2016</td><td>11.11%</td><td>16%</td></tr> <tr><td>October 2016</td><td>15.79%</td><td>16%</td></tr> <tr><td>November 2016</td><td>15.15%</td><td>16%</td></tr> <tr><td>December 2016</td><td>16%</td><td>16%</td></tr> <tr><td>January 2017</td><td>15%</td><td>16%</td></tr> <tr><td>February 2017</td><td>15%</td><td>16%</td></tr> <tr><td>March 2017</td><td>13%</td><td>16%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2016	16.67%	16%	May 2016	14.29%	16%	June 2016	6.52%	16%	July 2016	4.69%	16%	August 2016	3.85%	16%	September 2016	11.11%	16%	October 2016	15.79%	16%	November 2016	15.15%	16%	December 2016	16%	16%	January 2017	15%	16%	February 2017	15%	16%	March 2017	13%	16%
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Education	CRP 69SP078MP052 % outcome of Ofsted Inspection schools rated Good or Outstanding (Monthly)	High	91%	91%	✓	↑	<p>CRP 69SP078MP052 % outcome of Ofsted Inspection schools rated Good or Outstanding (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>89%</td><td>91%</td></tr> <tr><td>May 2016</td><td>91%</td><td>91%</td></tr> <tr><td>June 2016</td><td>91%</td><td>91%</td></tr> <tr><td>July 2016</td><td>91%</td><td>91%</td></tr> <tr><td>August 2016</td><td>92%</td><td>91%</td></tr> <tr><td>September 2016</td><td>92%</td><td>91%</td></tr> <tr><td>October 2016</td><td>92%</td><td>91%</td></tr> <tr><td>November 2016</td><td>92%</td><td>91%</td></tr> <tr><td>December 2016</td><td>91%</td><td>91%</td></tr> <tr><td>January 2017</td><td>91%</td><td>91%</td></tr> <tr><td>February 2017</td><td>91%</td><td>91%</td></tr> <tr><td>March 2017</td><td>91%</td><td>91%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2016	89%	91%	May 2016	91%	91%	June 2016	91%	91%	July 2016	91%	91%	August 2016	92%	91%	September 2016	92%	91%	October 2016	92%	91%	November 2016	92%	91%	December 2016	91%	91%	January 2017	91%	91%	February 2017	91%	91%	March 2017	91%	91%
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Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Childrens Social Care	CRP 72SP319MP034 % 16-19 year olds Not in Education, Employment or Training (NEET) (Monthly in arrears)	Low	NMTP	4.7%	No longer measured due to DfE policy changes; being replaced by new NEETs measure for 2017/18		<p>CRP 72SP319MP034 % 16-19 year olds Not in Education, Employment or Training (NEET) (Monthly in arrears)</p> <table border="1"> <caption>Monthly NEET Data</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>3.6%</td><td>4.7%</td></tr> <tr><td>May 2016</td><td>3.7%</td><td>4.7%</td></tr> <tr><td>June 2016</td><td>3.8%</td><td>4.7%</td></tr> <tr><td>July 2016</td><td>3.7%</td><td>4.7%</td></tr> <tr><td>August 2016</td><td>3.9%</td><td>4.7%</td></tr> <tr><td>September 2016</td><td>4.1%</td><td>4.7%</td></tr> <tr><td>October 2016</td><td>4.1%</td><td>4.7%</td></tr> <tr><td>November 2016</td><td></td><td>4.7%</td></tr> <tr><td>December 2016</td><td></td><td>4.7%</td></tr> <tr><td>January 2017</td><td></td><td>4.7%</td></tr> <tr><td>February 2017</td><td></td><td>4.7%</td></tr> <tr><td>March 2017</td><td></td><td>4.7%</td></tr> </tbody> </table> <p>Legend: Months (Blue bars), Target (Months) (Green dashed line)</p>	Month	Value (%)	Target (%)	April 2016	3.6%	4.7%	May 2016	3.7%	4.7%	June 2016	3.8%	4.7%	July 2016	3.7%	4.7%	August 2016	3.9%	4.7%	September 2016	4.1%	4.7%	October 2016	4.1%	4.7%	November 2016		4.7%	December 2016		4.7%	January 2017		4.7%	February 2017		4.7%	March 2017		4.7%
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Education	CRP 88SP404MP053 % New EHCP requests completed within 20 weeks (Quarterly)	High	21%	85%			<p>CRP 88SP404MP053 % New EHCP requests completed within 20 weeks (Quarterly)</p> <table border="1"> <caption>Quarterly EHCP Completion Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>25%</td><td>85%</td></tr> <tr><td>Q2 2016/17</td><td>20%</td><td>85%</td></tr> <tr><td>Q3 2016/17</td><td>20%</td><td>85%</td></tr> <tr><td>Q4 2016/17</td><td>19%</td><td>85%</td></tr> </tbody> </table> <p>Legend: Quarters (Blue bars), Target (Quarters) (Green dashed line)</p>	Quarter	Value (%)	Target (%)	Q1 2016/17	25%	85%	Q2 2016/17	20%	85%	Q3 2016/17	20%	85%	Q4 2016/17	19%	85%																								
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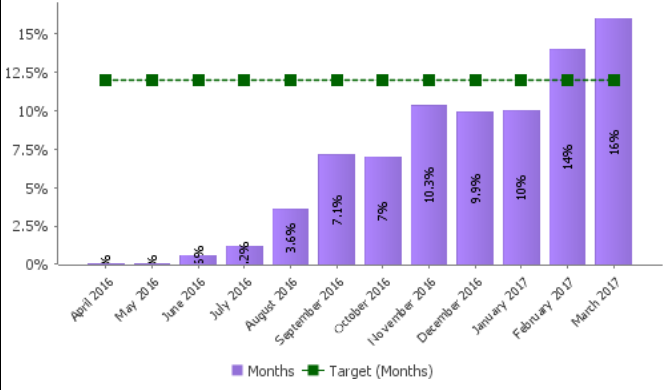
Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Comm. Strategy & Performance	SP 088 Completion rates for parenting programmes (Academic) (Quarterly)	High	79%	70%	✓	↑	<p>SP 088 Completion rates for parenting programmes (Academic) (Quarterly)</p> <table border="1"> <caption>SP 088 Completion rates for parenting programmes (Academic) (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Actual (Quarters)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>70%</td> <td>70%</td> </tr> <tr> <td>Q2 2016/17</td> <td>70%</td> <td>70%</td> </tr> <tr> <td>Q3 2016/17</td> <td>70%</td> <td>70%</td> </tr> <tr> <td>Q4 2016/17</td> <td>79%</td> <td>70%</td> </tr> </tbody> </table>	Quarter	Actual (Quarters)	Target (Quarters)	Q1 2016/17	70%	70%	Q2 2016/17	70%	70%	Q3 2016/17	70%	70%	Q4 2016/17	79%	70%																								
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Childrens Social Care	SP 091 / MP 014 First time entrants to the Youth Justice System aged 10-17 years (Monthly)	Low	64	70	✓	↓	<p>SP 091 / MP 014 First time entrants to the Youth Justice System aged 10-17 years (Monthly)</p> <table border="1"> <caption>SP 091 / MP 014 First time entrants to the Youth Justice System aged 10-17 years (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>6</td><td>6</td></tr> <tr><td>May 2016</td><td>10</td><td>10</td></tr> <tr><td>June 2016</td><td>12</td><td>12</td></tr> <tr><td>July 2016</td><td>15</td><td>15</td></tr> <tr><td>August 2016</td><td>21</td><td>21</td></tr> <tr><td>September 2016</td><td>34</td><td>34</td></tr> <tr><td>October 2016</td><td>37</td><td>37</td></tr> <tr><td>November 2016</td><td>43</td><td>43</td></tr> <tr><td>December 2016</td><td>49</td><td>49</td></tr> <tr><td>January 2017</td><td>57</td><td>57</td></tr> <tr><td>February 2017</td><td>61</td><td>61</td></tr> <tr><td>March 2017</td><td>64</td><td>64</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2016	6	6	May 2016	10	10	June 2016	12	12	July 2016	15	15	August 2016	21	21	September 2016	34	34	October 2016	37	37	November 2016	43	43	December 2016	49	49	January 2017	57	57	February 2017	61	61	March 2017	64	64
Month	Actual (Months)	Target (Months)																																												
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March 2017	64	64																																												

Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Education	SP 103 Major capital projects % green/amber to time (Quarterly)	High	100%	90%	✓	↑	<p>SP 103 Major capital projects % green/amber to time (Quarterly)</p> <table border="1"> <caption>SP 103 Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>100%</td> <td>90%</td> </tr> <tr> <td>Q2 2016/17</td> <td>100%</td> <td>90%</td> </tr> <tr> <td>Q3 2016/17</td> <td>100%</td> <td>90%</td> </tr> <tr> <td>Q4 2016/17</td> <td>100%</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q1 2016/17	100%	90%	Q2 2016/17	100%	90%	Q3 2016/17	100%	90%	Q4 2016/17	100%	90%
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Comm. Strategy & Performance	SP 291 Statutory returns to government on time (Quarterly)	High	100%	100%	✓	▬	<p>SP 291 Statutory returns to government on time (Quarterly)</p> <table border="1"> <caption>SP 291 Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>Q2 2016/17</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>Q3 2016/17</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>Q4 2016/17</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q1 2016/17	100%	100%	Q2 2016/17	100%	100%	Q3 2016/17	100%	100%	Q4 2016/17	100%	100%
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Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																										
			Value	Target	Status	Long Trend																											
Childrens Social Care	SP 346 % Single Assessments completed within the agreed timescale (Monthly)	High	91%	85%			<p>SP 346 % Single Assessments completed within the agreed timescale (Monthly)</p>  <table border="1"> <caption>SP 346 % Single Assessments completed within the agreed timescale (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>99%</td></tr> <tr><td>May 2016</td><td>99%</td></tr> <tr><td>June 2016</td><td>94%</td></tr> <tr><td>July 2016</td><td>92.1%</td></tr> <tr><td>August 2016</td><td>93.5%</td></tr> <tr><td>September 2016</td><td>92.5%</td></tr> <tr><td>October 2016</td><td>92%</td></tr> <tr><td>November 2016</td><td>90.7%</td></tr> <tr><td>December 2016</td><td>88.9%</td></tr> <tr><td>January 2017</td><td>89%</td></tr> <tr><td>February 2017</td><td>89%</td></tr> <tr><td>March 2017</td><td>91%</td></tr> </tbody> </table>	Month	Value (%)	April 2016	99%	May 2016	99%	June 2016	94%	July 2016	92.1%	August 2016	93.5%	September 2016	92.5%	October 2016	92%	November 2016	90.7%	December 2016	88.9%	January 2017	89%	February 2017	89%	March 2017	91%
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February 2017	89%																																
March 2017	91%																																
Education	SP 347 L4 Reading, Writing and Math KS2 (annual)	High	NMTP	75	Measure no longer exists due to introduction of new DfE measures	<p>SP 347 L4 Reading, Writing and Math KS2 (annual)</p>  <table border="1"> <caption>SP 347 L4 Reading, Writing and Math KS2 (annual)</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>2013/14</td><td>78</td></tr> <tr><td>2014/15</td><td>79</td></tr> <tr><td>2015/16</td><td>82</td></tr> </tbody> </table>	Year	Value (%)	2013/14	78	2014/15	79	2015/16	82																			
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Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart												
			Value	Target	Status	Long Trend													
Education	SP 370 % Secondary school attendance (Annual)	High	95.5%	95.1%	✓	↑	<p>SP 370 % Secondary school attendance (Annual)</p> <table border="1"> <caption>SP 370 % Secondary school attendance (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>95.4%</td> <td>95.1%</td> </tr> <tr> <td>2015/16</td> <td>95.2%</td> <td>95.1%</td> </tr> <tr> <td>2016/17</td> <td>95.5%</td> <td>95.1%</td> </tr> </tbody> </table>	Year	Value	Target	2014/15	95.4%	95.1%	2015/16	95.2%	95.1%	2016/17	95.5%	95.1%
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Education	SP 371 % Primary school attendance (Annual)	High	96.2%	96.1%	✓	↓	<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>96.1%</td> </tr> <tr> <td>2015/16</td> <td>96%</td> <td>96.1%</td> </tr> <tr> <td>2016/17</td> <td>96.2%</td> <td>96.1%</td> </tr> </tbody> </table>	Year	Value	Target	2014/15	98%	96.1%	2015/16	96%	96.1%	2016/17	96.2%	96.1%
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Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart															
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Childrens Social Care	SP 372 26 week time limit for care proceedings (CAFCASS) (Quarterly in arrears)	Low	NMTP	35	Not Measured This Period – reported quarterly in arrears		<p>SP 372 26 week time limit for care proceedings (CAFCASS) (Quarterly in arrears)</p> <table border="1"> <caption>SP 372 26 week time limit for care proceedings (CAFCASS) (Quarterly in arrears)</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1-2016/17</td> <td>18</td> <td>35</td> </tr> <tr> <td>Q2-2016/17</td> <td>28</td> <td>35</td> </tr> <tr> <td>Q3-2016/17</td> <td>33</td> <td>35</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1-2016/17	18	35	Q2-2016/17	28	35	Q3-2016/17	33	35			
Quarter	Quarters	Target (Quarters)																				
Q1-2016/17	18	35																				
Q2-2016/17	28	35																				
Q3-2016/17	33	35																				
Comm. Strategy & Performance	SP 375 % Commissioned services quarterly monitoring completed (Quarterly)	High	100%	100%			<p>SP 375 % Commissioned services quarterly monitoring completed (Quarterly)</p> <table border="1"> <caption>SP 375 % Commissioned services quarterly monitoring completed (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1-2016/17</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>Q2-2016/17</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>Q3-2016/17</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>Q4-2016/17</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1-2016/17	100%	100%	Q2-2016/17	100%	100%	Q3-2016/17	100%	100%	Q4-2016/17	100%	100%
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Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
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Children's Social Care	SP 416 / MP 051 % Looked After Children experiencing 3 or more placement moves (Monthly)	Low	16%	12%		N/A	<p>SP 416 / MP 051 % Looked After Children experiencing 3 or more placement moves (Monthly)</p>  <table border="1"> <caption>SP 416 / MP 051 % Looked After Children experiencing 3 or more placement moves (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Months (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>0%</td><td>12%</td></tr> <tr><td>May 2016</td><td>0%</td><td>12%</td></tr> <tr><td>June 2016</td><td>0.6%</td><td>12%</td></tr> <tr><td>July 2016</td><td>2%</td><td>12%</td></tr> <tr><td>August 2016</td><td>3.6%</td><td>12%</td></tr> <tr><td>September 2016</td><td>7.1%</td><td>12%</td></tr> <tr><td>October 2016</td><td>7%</td><td>12%</td></tr> <tr><td>November 2016</td><td>10.3%</td><td>12%</td></tr> <tr><td>December 2016</td><td>9.9%</td><td>12%</td></tr> <tr><td>January 2017</td><td>10%</td><td>12%</td></tr> <tr><td>February 2017</td><td>14%</td><td>12%</td></tr> <tr><td>March 2017</td><td>16%</td><td>12%</td></tr> </tbody> </table>	Month	Months (%)	Target (%)	April 2016	0%	12%	May 2016	0%	12%	June 2016	0.6%	12%	July 2016	2%	12%	August 2016	3.6%	12%	September 2016	7.1%	12%	October 2016	7%	12%	November 2016	10.3%	12%	December 2016	9.9%	12%	January 2017	10%	12%	February 2017	14%	12%	March 2017	16%	12%
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Education	SP 423 % spend on approved capital programme (Quarterly)	High	100%	80%		N/A	<p>SP 423 % spend on approved capital programme (Quarterly)</p>  <table border="1"> <caption>SP 423 % spend on approved capital programme (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>97%</td><td>80%</td></tr> <tr><td>Q2 2016/17</td><td>100%</td><td>80%</td></tr> <tr><td>Q3 2016/17</td><td>100%</td><td>80%</td></tr> <tr><td>Q4 2016/17</td><td>100%</td><td>80%</td></tr> </tbody> </table>	Quarter	Quarters (%)	Target (%)	Q1 2016/17	97%	80%	Q2 2016/17	100%	80%	Q3 2016/17	100%	80%	Q4 2016/17	100%	80%																								
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Environment & Regeneration Department



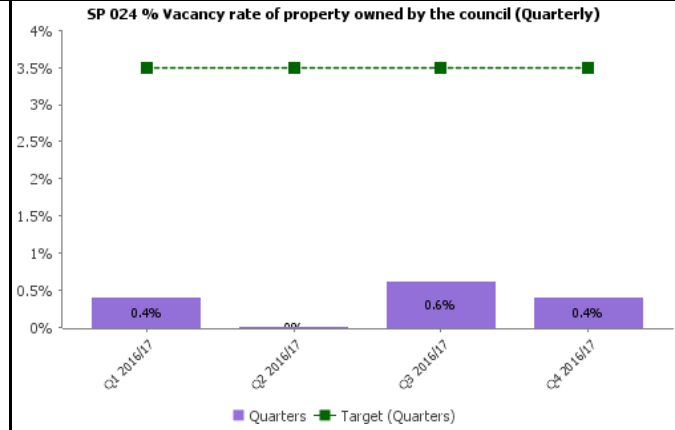


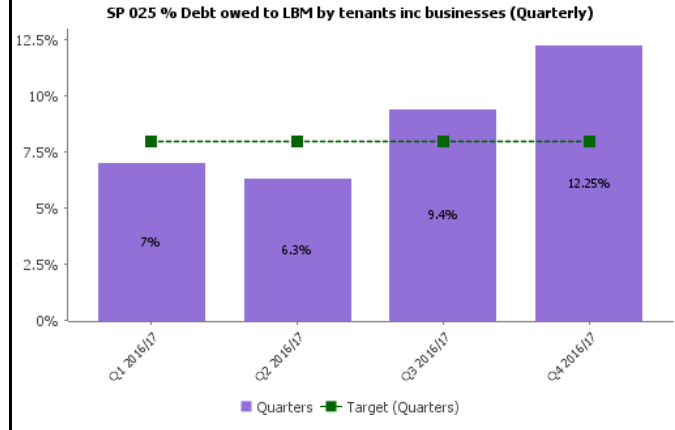
Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
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Parking	CRP 044 Parking services estimated revenue (Monthly)	High	15,918,696	17,250,762			<p style="text-align: center;">CRP 044 Parking services estimated revenue (Monthly)</p>  <table border="1"> <caption>CRP 044 Parking services estimated revenue (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>1,817,482</td><td>1,250,000</td></tr> <tr><td>May 2016</td><td>1,296,495</td><td>1,250,000</td></tr> <tr><td>June 2016</td><td>1,134,316</td><td>1,250,000</td></tr> <tr><td>July 2016</td><td>1,403,538</td><td>1,250,000</td></tr> <tr><td>August 2016</td><td>1,242,389</td><td>1,500,000</td></tr> <tr><td>September 2016</td><td>1,411,279</td><td>1,600,000</td></tr> <tr><td>October 2016</td><td>1,346,191</td><td>1,700,000</td></tr> <tr><td>November 2016</td><td>1,688,294</td><td>1,600,000</td></tr> <tr><td>December 2016</td><td>1,291,285</td><td>1,500,000</td></tr> <tr><td>January 2017</td><td>1,703,887</td><td>1,600,000</td></tr> <tr><td>February 2017</td><td>1,132,769</td><td>1,600,000</td></tr> <tr><td>March 2017</td><td>1,878,277</td><td>1,700,000</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2016	1,817,482	1,250,000	May 2016	1,296,495	1,250,000	June 2016	1,134,316	1,250,000	July 2016	1,403,538	1,250,000	August 2016	1,242,389	1,500,000	September 2016	1,411,279	1,600,000	October 2016	1,346,191	1,700,000	November 2016	1,688,294	1,600,000	December 2016	1,291,285	1,500,000	January 2017	1,703,887	1,600,000	February 2017	1,132,769	1,600,000	March 2017	1,878,277	1,700,000
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Development & Building Control	CRP 045 / SP 118 Income (Development and Building Control) (Monthly)	High	1,982,512	2,110,000			<p style="text-align: center;">CRP 045 / SP 118 Income (Development and Building Control) (Monthly)</p>  <table border="1"> <caption>CRP 045 / SP 118 Income (Development and Building Control) (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>207,209</td><td>180,000</td></tr> <tr><td>May 2016</td><td>188,810</td><td>180,000</td></tr> <tr><td>June 2016</td><td>120,399</td><td>180,000</td></tr> <tr><td>July 2016</td><td>175,530</td><td>180,000</td></tr> <tr><td>August 2016</td><td>178,406</td><td>180,000</td></tr> <tr><td>September 2016</td><td>150,000</td><td>100,000</td></tr> <tr><td>October 2016</td><td>309,120</td><td>180,000</td></tr> <tr><td>November 2016</td><td>149,332</td><td>180,000</td></tr> <tr><td>December 2016</td><td>248,750</td><td>180,000</td></tr> <tr><td>January 2017</td><td>201,185</td><td>220,000</td></tr> <tr><td>February 2017</td><td>0</td><td>220,000</td></tr> <tr><td>March 2017</td><td>53,649</td><td>180,000</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2016	207,209	180,000	May 2016	188,810	180,000	June 2016	120,399	180,000	July 2016	175,530	180,000	August 2016	178,406	180,000	September 2016	150,000	100,000	October 2016	309,120	180,000	November 2016	149,332	180,000	December 2016	248,750	180,000	January 2017	201,185	220,000	February 2017	0	220,000	March 2017	53,649	180,000
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Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																										
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Waste Management	CRP 047 / SP 068 No. of refuse collections including recycling and kitchen waste missed per 100,000 (Monthly)	Low	49.96	50.00			<p>CRP 047 / SP 068 No. of refuse collections including recycling and kitchen waste missed per 100,000 (Monthly)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>48.52</td></tr> <tr><td>May 2016</td><td>43.46</td></tr> <tr><td>June 2016</td><td>47.68</td></tr> <tr><td>July 2016</td><td>56.12</td></tr> <tr><td>August 2016</td><td>47.68</td></tr> <tr><td>September 2016</td><td>43.88</td></tr> <tr><td>October 2016</td><td>43.88</td></tr> <tr><td>November 2016</td><td>53.16</td></tr> <tr><td>December 2016</td><td>63.71</td></tr> <tr><td>January 2017</td><td>51.90</td></tr> <tr><td>February 2017</td><td>49.79</td></tr> <tr><td>March 2017</td><td>49.79</td></tr> </tbody> </table>	Month	Value	April 2016	48.52	May 2016	43.46	June 2016	47.68	July 2016	56.12	August 2016	47.68	September 2016	43.88	October 2016	43.88	November 2016	53.16	December 2016	63.71	January 2017	51.90	February 2017	49.79	March 2017	49.79
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December 2016	63.71																																
January 2017	51.90																																
February 2017	49.79																																
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Street Cleaning	CRP 048 % of sites surveyed on local street inspections for litter that are below standard (Monthly)	Low	8.95%	8%			<p>CRP 048 % 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 2016</td><td>8.45%</td></tr> <tr><td>May 2016</td><td>9.26%</td></tr> <tr><td>June 2016</td><td>7.5%</td></tr> <tr><td>July 2016</td><td>8.1%</td></tr> <tr><td>August 2016</td><td>10.57%</td></tr> <tr><td>September 2016</td><td>12.02%</td></tr> <tr><td>October 2016</td><td>7.96%</td></tr> <tr><td>November 2016</td><td>10.48%</td></tr> <tr><td>December 2016</td><td>11.31%</td></tr> <tr><td>January 2017</td><td>9.29%</td></tr> <tr><td>February 2017</td><td>7.16%</td></tr> <tr><td>March 2017</td><td>6.2%</td></tr> </tbody> </table>	Month	Value	April 2016	8.45%	May 2016	9.26%	June 2016	7.5%	July 2016	8.1%	August 2016	10.57%	September 2016	12.02%	October 2016	7.96%	November 2016	10.48%	December 2016	11.31%	January 2017	9.29%	February 2017	7.16%	March 2017	6.2%
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Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
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Street Cleaning	CRP 049 / SP 059 No. of fly tips reported in streets and parks (Monthly)	Low	3,113	3,600			<p>CRP 049 / SP 059 No. of fly tips reported in streets and parks (Monthly)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>287</td><td>300</td></tr> <tr><td>May 2016</td><td>253</td><td>300</td></tr> <tr><td>June 2016</td><td>261</td><td>300</td></tr> <tr><td>July 2016</td><td>240</td><td>300</td></tr> <tr><td>August 2016</td><td>267</td><td>300</td></tr> <tr><td>September 2016</td><td>254</td><td>300</td></tr> <tr><td>October 2016</td><td>276</td><td>300</td></tr> <tr><td>November 2016</td><td>202</td><td>300</td></tr> <tr><td>December 2016</td><td>292</td><td>300</td></tr> <tr><td>January 2017</td><td>264</td><td>300</td></tr> <tr><td>February 2017</td><td>237</td><td>300</td></tr> <tr><td>March 2017</td><td>280</td><td>300</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2016	287	300	May 2016	253	300	June 2016	261	300	July 2016	240	300	August 2016	267	300	September 2016	254	300	October 2016	276	300	November 2016	202	300	December 2016	292	300	January 2017	264	300	February 2017	237	300	March 2017	280	300
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March 2017	280	300																																												
Development & Building Control;	CRP 051 / SP 114 % Major applications processed within 13 weeks (Monthly)	High	70.6%	55%			<p>CRP 051 / SP 114 % Major applications processed within 13 weeks (Monthly)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>100%</td><td>55%</td></tr> <tr><td>May 2016</td><td>33.33%</td><td>55%</td></tr> <tr><td>June 2016</td><td>88.89%</td><td>55%</td></tr> <tr><td>July 2016</td><td>66.67%</td><td>55%</td></tr> <tr><td>August 2016</td><td>60%</td><td>55%</td></tr> <tr><td>September 2016</td><td>*</td><td>55%</td></tr> <tr><td>October 2016</td><td>100%</td><td>55%</td></tr> <tr><td>November 2016</td><td>75%</td><td>55%</td></tr> <tr><td>December 2016</td><td>50%</td><td>55%</td></tr> <tr><td>January 2017</td><td>*</td><td>55%</td></tr> <tr><td>February 2017</td><td>100%</td><td>55%</td></tr> <tr><td>March 2017</td><td>100%</td><td>55%</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2016	100%	55%	May 2016	33.33%	55%	June 2016	88.89%	55%	July 2016	66.67%	55%	August 2016	60%	55%	September 2016	*	55%	October 2016	100%	55%	November 2016	75%	55%	December 2016	50%	55%	January 2017	*	55%	February 2017	100%	55%	March 2017	100%	55%
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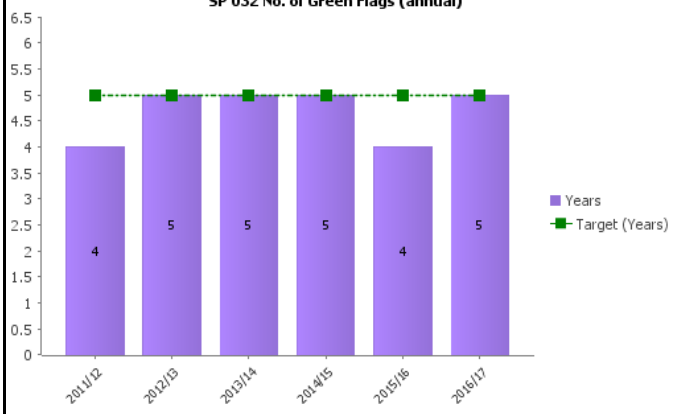


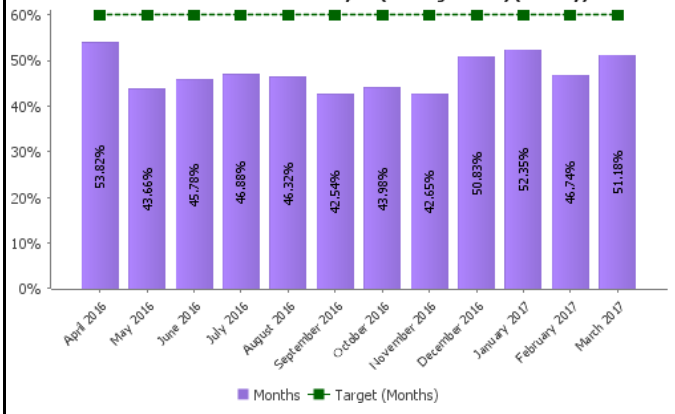
Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
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Development & Building Control	CRP 052 / SP 115 % of minor planning applications determined within 8 weeks (Monthly)	High	68.17%	60%			<p>CRP 052 / SP 115 % of minor planning applications determined within 8 weeks (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Months (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>70.59%</td><td>60%</td></tr> <tr><td>May 2016</td><td>75%</td><td>60%</td></tr> <tr><td>June 2016</td><td>73.91%</td><td>60%</td></tr> <tr><td>July 2016</td><td>58.97%</td><td>60%</td></tr> <tr><td>August 2016</td><td>62.5%</td><td>60%</td></tr> <tr><td>September 2016</td><td>46.43%</td><td>60%</td></tr> <tr><td>October 2016</td><td>69.44%</td><td>60%</td></tr> <tr><td>November 2016</td><td>70.97%</td><td>60%</td></tr> <tr><td>December 2016</td><td>57.89%</td><td>60%</td></tr> <tr><td>January 2017</td><td>80.95%</td><td>60%</td></tr> <tr><td>February 2017</td><td>77.78%</td><td>60%</td></tr> <tr><td>March 2017</td><td>66.67%</td><td>60%</td></tr> </tbody> </table>	Month	Months (%)	Target (%)	April 2016	70.59%	60%	May 2016	75%	60%	June 2016	73.91%	60%	July 2016	58.97%	60%	August 2016	62.5%	60%	September 2016	46.43%	60%	October 2016	69.44%	60%	November 2016	70.97%	60%	December 2016	57.89%	60%	January 2017	80.95%	60%	February 2017	77.78%	60%	March 2017	66.67%	60%
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Development & Building Control	CRP 053 / SP 116 % of 'other' planning applications determined within 8 weeks (Development Control) (Monthly)	High	87.11%	82%			<p>CRP 053 / SP 116 % of 'other' planning applications determined within 8 weeks (Development Control) (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Months (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>92.48%</td><td>82%</td></tr> <tr><td>May 2016</td><td>90.29%</td><td>82%</td></tr> <tr><td>June 2016</td><td>81.88%</td><td>82%</td></tr> <tr><td>July 2016</td><td>92.91%</td><td>82%</td></tr> <tr><td>August 2016</td><td>82.96%</td><td>82%</td></tr> <tr><td>September 2016</td><td>84.62%</td><td>82%</td></tr> <tr><td>October 2016</td><td>84.47%</td><td>82%</td></tr> <tr><td>November 2016</td><td>87.4%</td><td>82%</td></tr> <tr><td>December 2016</td><td>87.74%</td><td>82%</td></tr> <tr><td>January 2017</td><td>91.07%</td><td>82%</td></tr> <tr><td>February 2017</td><td>83.72%</td><td>82%</td></tr> <tr><td>March 2017</td><td>84.13%</td><td>82%</td></tr> </tbody> </table>	Month	Months (%)	Target (%)	April 2016	92.48%	82%	May 2016	90.29%	82%	June 2016	81.88%	82%	July 2016	92.91%	82%	August 2016	82.96%	82%	September 2016	84.62%	82%	October 2016	84.47%	82%	November 2016	87.4%	82%	December 2016	87.74%	82%	January 2017	91.07%	82%	February 2017	83.72%	82%	March 2017	84.13%	82%
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Leisure & Cultural Development	SP 015 Income generated - Merton Active Plus activity (Monthly)	High	£57,252	£60,000			<p>SP 015 Income generated - Merton Active Plus activity (Monthly)</p>  <table border="1"> <caption>SP 015 Income generated - Merton Active Plus activity (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>£9,698</td><td>£9,698</td></tr> <tr><td>May 2016</td><td>£3,724</td><td>£3,724</td></tr> <tr><td>June 2016</td><td>£0</td><td>£0</td></tr> <tr><td>July 2016</td><td>£10,074</td><td>£10,074</td></tr> <tr><td>August 2016</td><td>£15,864</td><td>£15,864</td></tr> <tr><td>September 2016</td><td>£958</td><td>£958</td></tr> <tr><td>October 2016</td><td>£6,159</td><td>£6,159</td></tr> <tr><td>November 2016</td><td>£0</td><td>£0</td></tr> <tr><td>December 2016</td><td>£2,16</td><td>£2,16</td></tr> <tr><td>January 2017</td><td>£0</td><td>£0</td></tr> <tr><td>February 2017</td><td>£5,634</td><td>£5,634</td></tr> <tr><td>March 2017</td><td>£774</td><td>£774</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2016	£9,698	£9,698	May 2016	£3,724	£3,724	June 2016	£0	£0	July 2016	£10,074	£10,074	August 2016	£15,864	£15,864	September 2016	£958	£958	October 2016	£6,159	£6,159	November 2016	£0	£0	December 2016	£2,16	£2,16	January 2017	£0	£0	February 2017	£5,634	£5,634	March 2017	£774	£774
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Future Merton	SP 020 New Homes (annual)	High	688	411			<p>SP 020 New Homes (annual)</p>  <table border="1"> <caption>SP 020 New Homes (annual)</caption> <thead> <tr> <th>Year</th> <th>Actual (Years)</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr><td>2012/13</td><td>453</td><td>453</td></tr> <tr><td>2013/14</td><td>489</td><td>489</td></tr> <tr><td>2014/15</td><td>440</td><td>440</td></tr> <tr><td>2015/16</td><td>459</td><td>459</td></tr> <tr><td>2016/17</td><td>688</td><td>688</td></tr> </tbody> </table>	Year	Actual (Years)	Target (Years)	2012/13	453	453	2013/14	489	489	2014/15	440	440	2015/16	459	459	2016/17	688	688																					
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Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Property	SP 024 % Vacancy rate of property owned by the council (Quarterly)	Low	0.35%	3.5%			<p>SP 024 % Vacancy rate of property owned by the council (Quarterly)</p>  <table border="1"> <caption>SP 024 % Vacancy rate of property owned by the council (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>0.4%</td> <td>3.5%</td> </tr> <tr> <td>Q2 2016/17</td> <td>0%</td> <td>3.5%</td> </tr> <tr> <td>Q3 2016/17</td> <td>0.6%</td> <td>3.5%</td> </tr> <tr> <td>Q4 2016/17</td> <td>0.4%</td> <td>3.5%</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1 2016/17	0.4%	3.5%	Q2 2016/17	0%	3.5%	Q3 2016/17	0.6%	3.5%	Q4 2016/17	0.4%	3.5%
Quarter	Quarters	Target (Quarters)																				
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Property	SP 025 % Debt owed to LBM by tenants inc businesses (Quarterly)	Low	8.74%	8%			<p>SP 025 % Debt owed to LBM by tenants inc businesses (Quarterly)</p>  <table border="1"> <caption>SP 025 % Debt owed to LBM by tenants inc businesses (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>7%</td> <td>8%</td> </tr> <tr> <td>Q2 2016/17</td> <td>6.3%</td> <td>8%</td> </tr> <tr> <td>Q3 2016/17</td> <td>9.4%</td> <td>8%</td> </tr> <tr> <td>Q4 2016/17</td> <td>12.25%</td> <td>8%</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1 2016/17	7%	8%	Q2 2016/17	6.3%	8%	Q3 2016/17	9.4%	8%	Q4 2016/17	12.25%	8%
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Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart														
			Value	Target	Status	Long Trend															
Parks & Green Spaces	SP 026 Residents % satisfaction with parks & green spaces (annual) (ars)	High	NMTP	74%	Results of the Annual Residents Survey will be available in June/July	<p>SP 026 Residents % satisfaction with parks & green spaces (annual) (ars)</p> <table border="1"> <caption>SP 026 Residents % satisfaction with parks & green spaces (annual) (ars)</caption> <thead> <tr> <th>Year</th> <th>Years</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>70%</td> <td>74%</td> </tr> <tr> <td>2012/13</td> <td>72%</td> <td>74%</td> </tr> <tr> <td>2013/14</td> <td>70%</td> <td>74%</td> </tr> <tr> <td>2014/15</td> <td>72%</td> <td>74%</td> </tr> </tbody> </table>	Year	Years	Target (Years)	2011/12	70%	74%	2012/13	72%	74%	2013/14	70%	74%	2014/15	72%	74%
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Parks & Green Spaces	SP 027 Young peoples % satisfaction with parks & green spaces (annual) (ars)	High	NMTP	73%	Results of the Annual Residents Survey will be available in June/July	<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>Years</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>69%</td> <td>73%</td> </tr> <tr> <td>2012/13</td> <td>72%</td> <td>73%</td> </tr> <tr> <td>2013/14</td> <td>70%</td> <td>73%</td> </tr> <tr> <td>2014/15</td> <td>77%</td> <td>73%</td> </tr> </tbody> </table>	Year	Years	Target (Years)	2011/12	69%	73%	2012/13	72%	73%	2013/14	70%	73%	2014/15	77%	73%
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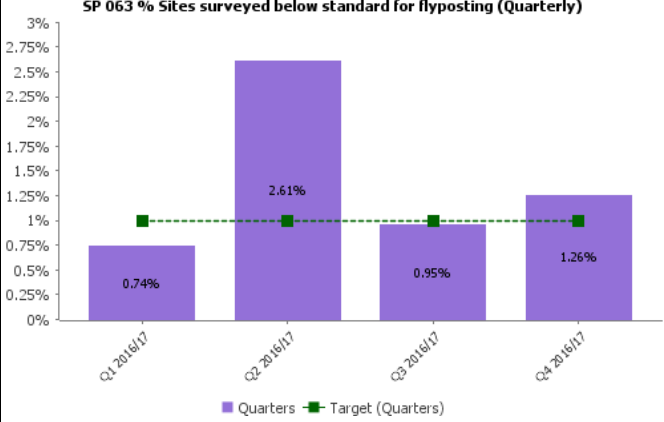
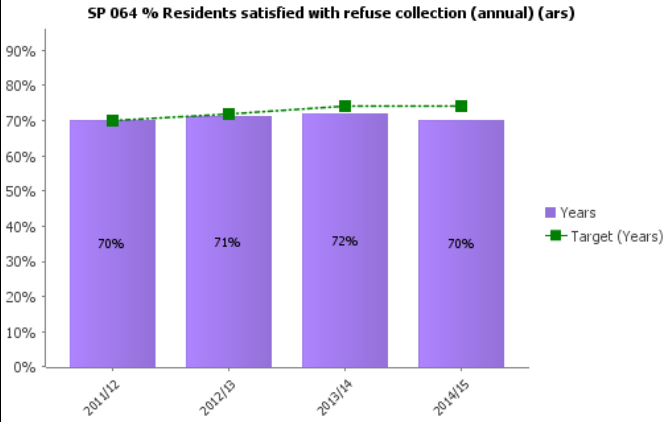
Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																						
			Value	Target	Status	Long Trend																																							
Parks & Green Spaces	SP 028 Total LBM cemeteries income (Monthly)	High	DNR	£539,000	Data Not Received	<p>SP 028 Total LBM cemeteries income (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>£38,817</td><td>£38,817</td></tr> <tr><td>May 2016</td><td>£86,418</td><td>£86,418</td></tr> <tr><td>June 2016</td><td>£47,487</td><td>£47,487</td></tr> <tr><td>July 2016</td><td>£9,936</td><td>£9,936</td></tr> <tr><td>August 2016</td><td>£43,829</td><td>£43,829</td></tr> <tr><td>September 2016</td><td>£29,739</td><td>£29,739</td></tr> <tr><td>October 2016</td><td>£53,496</td><td>£53,496</td></tr> <tr><td>November 2016</td><td>£69,950</td><td>£69,950</td></tr> <tr><td>December 2016</td><td>£22,710</td><td>£22,710</td></tr> <tr><td>January 2017</td><td>£36,895</td><td>£36,895</td></tr> <tr><td>February 2017</td><td></td><td></td></tr> <tr><td>March 2017</td><td></td><td></td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2016	£38,817	£38,817	May 2016	£86,418	£86,418	June 2016	£47,487	£47,487	July 2016	£9,936	£9,936	August 2016	£43,829	£43,829	September 2016	£29,739	£29,739	October 2016	£53,496	£53,496	November 2016	£69,950	£69,950	December 2016	£22,710	£22,710	January 2017	£36,895	£36,895	February 2017			March 2017		
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Parks & Green Spaces	SP 029 Total outdoor events income (Monthly)	High	£388,487	£341,000		<p>SP 029 Total outdoor events income (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>£10,000</td><td>£10,000</td></tr> <tr><td>May 2016</td><td>£10,000</td><td>£10,000</td></tr> <tr><td>June 2016</td><td>£26,812</td><td>£26,812</td></tr> <tr><td>July 2016</td><td>£128,243</td><td>£128,243</td></tr> <tr><td>August 2016</td><td>£10,000</td><td>£10,000</td></tr> <tr><td>September 2016</td><td>£37,400</td><td>£37,400</td></tr> <tr><td>October 2016</td><td>£10,000</td><td>£10,000</td></tr> <tr><td>November 2016</td><td>£180,917</td><td>£180,917</td></tr> <tr><td>December 2016</td><td>£10,000</td><td>£10,000</td></tr> <tr><td>January 2017</td><td>£10,000</td><td>£10,000</td></tr> <tr><td>February 2017</td><td>£10,000</td><td>£10,000</td></tr> <tr><td>March 2017</td><td>£10,000</td><td>£10,000</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2016	£10,000	£10,000	May 2016	£10,000	£10,000	June 2016	£26,812	£26,812	July 2016	£128,243	£128,243	August 2016	£10,000	£10,000	September 2016	£37,400	£37,400	October 2016	£10,000	£10,000	November 2016	£180,917	£180,917	December 2016	£10,000	£10,000	January 2017	£10,000	£10,000	February 2017	£10,000	£10,000	March 2017	£10,000	£10,000
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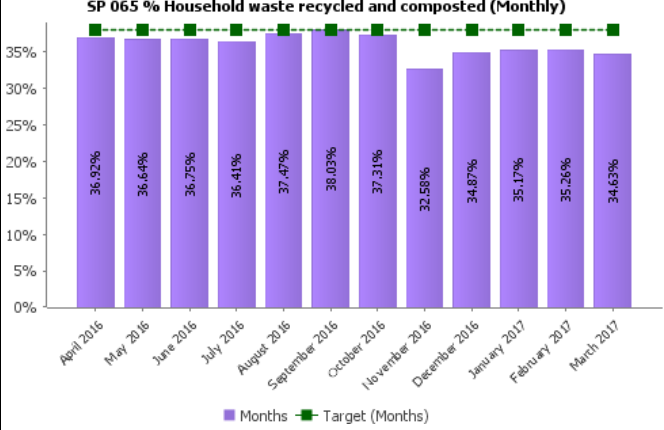


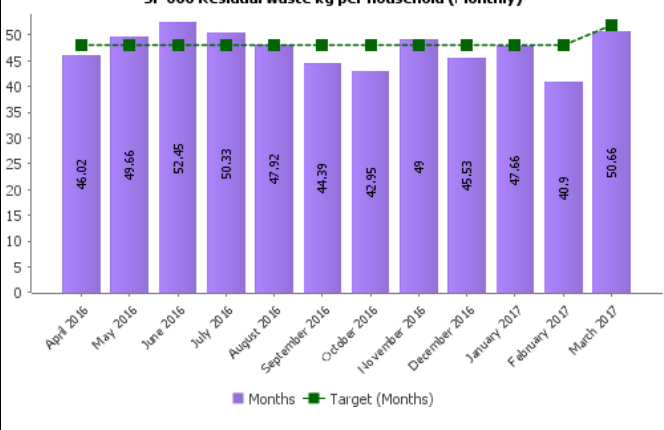
Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
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Parks & Green Spaces	SP 032 No. of Green Flags (annual)	High	5	5			<p>SP 032 No. of Green Flags (annual)</p>  <table border="1"> <caption>SP 032 No. of Green Flags (annual)</caption> <thead> <tr> <th>Year</th> <th>Years</th> <th>Target (Years)</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> </tbody> </table>	Year	Years	Target (Years)	2011/12	4	5	2012/13	5	5	2013/14	5	5	2014/15	5	5	2015/16	4	5	2016/17	5	5																		
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Development & Building Control	SP 040 % Market share retained by LA (Building Control) (Monthly)	High	47.38%	60%			<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>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>53.82%</td><td>60%</td></tr> <tr><td>May 2016</td><td>43.66%</td><td>60%</td></tr> <tr><td>June 2016</td><td>45.78%</td><td>60%</td></tr> <tr><td>July 2016</td><td>46.88%</td><td>60%</td></tr> <tr><td>August 2016</td><td>46.32%</td><td>60%</td></tr> <tr><td>September 2016</td><td>42.54%</td><td>60%</td></tr> <tr><td>October 2016</td><td>43.98%</td><td>60%</td></tr> <tr><td>November 2016</td><td>42.65%</td><td>60%</td></tr> <tr><td>December 2016</td><td>50.83%</td><td>60%</td></tr> <tr><td>January 2017</td><td>52.35%</td><td>60%</td></tr> <tr><td>February 2017</td><td>46.74%</td><td>60%</td></tr> <tr><td>March 2017</td><td>51.18%</td><td>60%</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2016	53.82%	60%	May 2016	43.66%	60%	June 2016	45.78%	60%	July 2016	46.88%	60%	August 2016	46.32%	60%	September 2016	42.54%	60%	October 2016	43.98%	60%	November 2016	42.65%	60%	December 2016	50.83%	60%	January 2017	52.35%	60%	February 2017	46.74%	60%	March 2017	51.18%	60%
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Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
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Regulatory Services Partnership	SP 041 % Service requests replied to in 5 working days (Regulatory Services) (Monthly)	High	95%	95%	✓	↑	<p>SP 041 % Service requests replied to in 5 working days (Regulatory Services) (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>94.04%</td><td>95%</td></tr> <tr><td>May 2016</td><td>92.2%</td><td>95%</td></tr> <tr><td>June 2016</td><td>96.21%</td><td>95%</td></tr> <tr><td>July 2016</td><td>97.73%</td><td>95%</td></tr> <tr><td>August 2016</td><td>95.2%</td><td>95%</td></tr> <tr><td>September 2016</td><td>95.53%</td><td>95%</td></tr> <tr><td>October 2016</td><td>95%</td><td>95%</td></tr> <tr><td>November 2016</td><td>95.1%</td><td>95%</td></tr> <tr><td>December 2016</td><td>95.86%</td><td>95%</td></tr> <tr><td>January 2017</td><td>97.1%</td><td>95%</td></tr> <tr><td>February 2017</td><td>90.91%</td><td>95%</td></tr> <tr><td>March 2017</td><td>94.62%</td><td>95%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2016	94.04%	95%	May 2016	92.2%	95%	June 2016	96.21%	95%	July 2016	97.73%	95%	August 2016	95.2%	95%	September 2016	95.53%	95%	October 2016	95%	95%	November 2016	95.1%	95%	December 2016	95.86%	95%	January 2017	97.1%	95%	February 2017	90.91%	95%	March 2017	94.62%	95%
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Regulatory Services Partnership	SP 042 Income generation by Regulatory Services (Monthly)	High	£392,026	£345,000	✓	↓	<p>SP 042 Income generation by Regulatory Services (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Value (£)</th> <th>Target (£)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>£73,891</td><td>£345,000</td></tr> <tr><td>May 2016</td><td>-£18,895</td><td>£345,000</td></tr> <tr><td>June 2016</td><td>-£17,427</td><td>£345,000</td></tr> <tr><td>July 2016</td><td>-£16,801</td><td>£345,000</td></tr> <tr><td>August 2016</td><td>£36,844</td><td>£345,000</td></tr> <tr><td>September 2016</td><td>-£17,781</td><td>£345,000</td></tr> <tr><td>October 2016</td><td>-£1,117</td><td>£345,000</td></tr> <tr><td>November 2016</td><td>£106,535</td><td>£345,000</td></tr> <tr><td>December 2016</td><td>£26,333</td><td>£345,000</td></tr> <tr><td>January 2017</td><td>-£18,933</td><td>£345,000</td></tr> <tr><td>February 2017</td><td>-£18,870</td><td>£345,000</td></tr> <tr><td>March 2017</td><td>£31,102</td><td>£345,000</td></tr> </tbody> </table>	Month	Value (£)	Target (£)	April 2016	£73,891	£345,000	May 2016	-£18,895	£345,000	June 2016	-£17,427	£345,000	July 2016	-£16,801	£345,000	August 2016	£36,844	£345,000	September 2016	-£17,781	£345,000	October 2016	-£1,117	£345,000	November 2016	£106,535	£345,000	December 2016	£26,333	£345,000	January 2017	-£18,933	£345,000	February 2017	-£18,870	£345,000	March 2017	£31,102	£345,000
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Commercial Services (Waste Operations)	SP 046 Total Income from commercial waste (Monthly)	High	£1,662,741	£1,215,250	✓	↑	<p>SP 046 Total Income from commercial waste (Monthly)</p> <table border="1"> <caption>SP 046 Total Income from commercial waste (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>£274,343</td><td>£274,343</td></tr> <tr><td>May 2016</td><td>£17,671</td><td>£17,671</td></tr> <tr><td>June 2016</td><td>£286</td><td>£286</td></tr> <tr><td>July 2016</td><td>£331,566</td><td>£331,566</td></tr> <tr><td>August 2016</td><td>£321</td><td>£321</td></tr> <tr><td>September 2016</td><td>£292,783</td><td>£292,783</td></tr> <tr><td>October 2016</td><td>£274,461</td><td>£274,461</td></tr> <tr><td>November 2016</td><td>£17,134</td><td>£17,134</td></tr> <tr><td>December 2016</td><td>£7,923</td><td>£7,923</td></tr> <tr><td>January 2017</td><td>£288,093</td><td>£288,093</td></tr> <tr><td>February 2017</td><td>£17,461</td><td>£17,461</td></tr> <tr><td>March 2017</td><td>£38,499</td><td>£38,499</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2016	£274,343	£274,343	May 2016	£17,671	£17,671	June 2016	£286	£286	July 2016	£331,566	£331,566	August 2016	£321	£321	September 2016	£292,783	£292,783	October 2016	£274,461	£274,461	November 2016	£17,134	£17,134	December 2016	£7,923	£7,923	January 2017	£288,093	£288,093	February 2017	£17,461	£17,461	March 2017	£38,499	£38,499
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Street Cleaning	SP 058 % Sites surveyed on street inspections for litter (using NI195 system) that are below standard (KBT) (Quarterly)	Low	8.9%	9%	✓	↑	<p>SP 058 % Sites surveyed on street inspections for litter (using NI195 system) that are below standard (KBT) (Quarterly)</p> <table border="1"> <caption>SP 058 % Sites surveyed on street inspections for litter (using NI195 system) that are below standard (KBT) (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Actual (Quarters)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>7.48%</td><td>9%</td></tr> <tr><td>Q2 2016/17</td><td>11.14%</td><td>9%</td></tr> <tr><td>Q3 2016/17</td><td>8.06%</td><td>9%</td></tr> <tr><td>Q4 2016/17</td><td>8.79%</td><td>9%</td></tr> </tbody> </table>	Quarter	Actual (Quarters)	Target (Quarters)	Q1 2016/17	7.48%	9%	Q2 2016/17	11.14%	9%	Q3 2016/17	8.06%	9%	Q4 2016/17	8.79%	9%																								
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Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Street Cleaning	SP 061 Days lost through sickness per FTE from snapshot report (street cleaning) (Monthly)	Low	9.16	13.92			<p>SP 061 Days lost through sickness per FTE from snapshot report (street cleaning) (Monthly)</p>
Street Cleaning	SP 062 % Sites surveyed below standard for graffiti (Quarterly)	Low	5.15%	5.5%			<p>SP 062 % Sites surveyed below standard for graffiti (Quarterly)</p>

Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Street Cleaning	SP 063 % Sites surveyed below standard for flyposting (Quarterly)	Low	1.41%	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 2016/17</td> <td>0.74%</td> <td>1%</td> </tr> <tr> <td>Q2 2016/17</td> <td>2.61%</td> <td>1%</td> </tr> <tr> <td>Q3 2016/17</td> <td>0.95%</td> <td>1%</td> </tr> <tr> <td>Q4 2016/17</td> <td>1.26%</td> <td>1%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2016/17	0.74%	1%	Q2 2016/17	2.61%	1%	Q3 2016/17	0.95%	1%	Q4 2016/17	1.26%	1%
Quarter	Value	Target																				
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Q2 2016/17	2.61%	1%																				
Q3 2016/17	0.95%	1%																				
Q4 2016/17	1.26%	1%																				
Waste Management	SP 064 % Residents satisfied with refuse collection (annual) (ars)	High	NMTP	74%	Results of the Annual Residents Survey will be available in June/July		<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>74%</td> </tr> <tr> <td>2012/13</td> <td>71%</td> <td>74%</td> </tr> <tr> <td>2013/14</td> <td>72%</td> <td>74%</td> </tr> <tr> <td>2014/15</td> <td>70%</td> <td>74%</td> </tr> </tbody> </table>	Year	Value	Target	2011/12	70%	74%	2012/13	71%	74%	2013/14	72%	74%	2014/15	70%	74%
Year	Value	Target																				
2011/12	70%	74%																				
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Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Waste Management	SP 065 % Household waste recycled and composted (Monthly)	High	36.02%	38%			<p>SP 065 % Household waste recycled and composted (Monthly)</p>  <table border="1"> <caption>SP 065 % Household waste recycled and composted (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>36.92%</td><td>38%</td></tr> <tr><td>May 2016</td><td>36.64%</td><td>38%</td></tr> <tr><td>June 2016</td><td>36.75%</td><td>38%</td></tr> <tr><td>July 2016</td><td>36.41%</td><td>38%</td></tr> <tr><td>August 2016</td><td>37.47%</td><td>38%</td></tr> <tr><td>September 2016</td><td>38.03%</td><td>38%</td></tr> <tr><td>October 2016</td><td>37.31%</td><td>38%</td></tr> <tr><td>November 2016</td><td>32.58%</td><td>38%</td></tr> <tr><td>December 2016</td><td>34.87%</td><td>38%</td></tr> <tr><td>January 2017</td><td>35.17%</td><td>38%</td></tr> <tr><td>February 2017</td><td>35.26%</td><td>38%</td></tr> <tr><td>March 2017</td><td>34.63%</td><td>38%</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	April 2016	36.92%	38%	May 2016	36.64%	38%	June 2016	36.75%	38%	July 2016	36.41%	38%	August 2016	37.47%	38%	September 2016	38.03%	38%	October 2016	37.31%	38%	November 2016	32.58%	38%	December 2016	34.87%	38%	January 2017	35.17%	38%	February 2017	35.26%	38%	March 2017	34.63%	38%
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March 2017	34.63%	38%																																												
Waste Management	SP 066 Residual waste kg per household (Monthly)	Low	567.47	580			<p>SP 066 Residual waste kg per household (Monthly)</p>  <table border="1"> <caption>SP 066 Residual waste kg per household (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual (kg)</th> <th>Target (kg)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>46.02</td><td>580</td></tr> <tr><td>May 2016</td><td>49.66</td><td>580</td></tr> <tr><td>June 2016</td><td>52.45</td><td>580</td></tr> <tr><td>July 2016</td><td>50.33</td><td>580</td></tr> <tr><td>August 2016</td><td>47.92</td><td>580</td></tr> <tr><td>September 2016</td><td>44.39</td><td>580</td></tr> <tr><td>October 2016</td><td>42.95</td><td>580</td></tr> <tr><td>November 2016</td><td>49</td><td>580</td></tr> <tr><td>December 2016</td><td>45.53</td><td>580</td></tr> <tr><td>January 2017</td><td>47.66</td><td>580</td></tr> <tr><td>February 2017</td><td>40.9</td><td>580</td></tr> <tr><td>March 2017</td><td>50.66</td><td>580</td></tr> </tbody> </table>	Month	Actual (kg)	Target (kg)	April 2016	46.02	580	May 2016	49.66	580	June 2016	52.45	580	July 2016	50.33	580	August 2016	47.92	580	September 2016	44.39	580	October 2016	42.95	580	November 2016	49	580	December 2016	45.53	580	January 2017	47.66	580	February 2017	40.9	580	March 2017	50.66	580
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Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Waste Management	SP 067 % Municipal solid waste sent to landfill (waste management & commercial waste) (Monthly)	Low	57%	59%			<p>SP 067 % Municipal solid waste sent to landfill (waste management & commercial waste) (Monthly)</p> <table border="1"> <caption>SP 067 % Municipal solid waste sent to landfill (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>63%</td><td>59%</td></tr> <tr><td>May 2016</td><td>62%</td><td>59%</td></tr> <tr><td>June 2016</td><td>63%</td><td>59%</td></tr> <tr><td>July 2016</td><td>57%</td><td>59%</td></tr> <tr><td>August 2016</td><td>50%</td><td>59%</td></tr> <tr><td>September 2016</td><td>48%</td><td>59%</td></tr> <tr><td>October 2016</td><td>58%</td><td>59%</td></tr> <tr><td>November 2016</td><td>51%</td><td>59%</td></tr> <tr><td>December 2016</td><td>55%</td><td>59%</td></tr> <tr><td>January 2017</td><td>64%</td><td>59%</td></tr> <tr><td>February 2017</td><td>52%</td><td>59%</td></tr> <tr><td>March 2017</td><td>54%</td><td>59%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2016	63%	59%	May 2016	62%	59%	June 2016	63%	59%	July 2016	57%	59%	August 2016	50%	59%	September 2016	48%	59%	October 2016	58%	59%	November 2016	51%	59%	December 2016	55%	59%	January 2017	64%	59%	February 2017	52%	59%	March 2017	54%	59%
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Waste Management	SP 071 Days lost from sickness per FTE from snapshot report (waste mgmt) (Monthly)	Low	24.53	13.92			<p>SP 071 Days lost from sickness per FTE from snapshot report (waste mgmt) (Monthly)</p> <table border="1"> <caption>SP 071 Days lost from sickness per FTE from snapshot report (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>1.82</td><td>1.25</td></tr> <tr><td>May 2016</td><td>1.82</td><td>1.25</td></tr> <tr><td>June 2016</td><td>2.25</td><td>1.25</td></tr> <tr><td>July 2016</td><td>1.87</td><td>1.25</td></tr> <tr><td>August 2016</td><td>2.4</td><td>1.25</td></tr> <tr><td>September 2016</td><td>2.1</td><td>1.25</td></tr> <tr><td>October 2016</td><td>2.2</td><td>1.25</td></tr> <tr><td>November 2016</td><td>2.0</td><td>1.25</td></tr> <tr><td>December 2016</td><td>1.53</td><td>1.25</td></tr> <tr><td>January 2017</td><td>2.2</td><td>1.25</td></tr> <tr><td>February 2017</td><td>1.78</td><td>1.25</td></tr> <tr><td>March 2017</td><td>2.4</td><td>1.25</td></tr> </tbody> </table>	Month	Value	Target	April 2016	1.82	1.25	May 2016	1.82	1.25	June 2016	2.25	1.25	July 2016	1.87	1.25	August 2016	2.4	1.25	September 2016	2.1	1.25	October 2016	2.2	1.25	November 2016	2.0	1.25	December 2016	1.53	1.25	January 2017	2.2	1.25	February 2017	1.78	1.25	March 2017	2.4	1.25
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Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Regulatory Services Partnership	SP 111 No. of underage sales test purchases (Quarterly)	High	103	100	✓	↑	<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</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>23</td> <td>23</td> </tr> <tr> <td>Q2 2016/17</td> <td>19</td> <td>19</td> </tr> <tr> <td>Q3 2016/17</td> <td>46</td> <td>-</td> </tr> <tr> <td>Q4 2016/17</td> <td>15</td> <td>-</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2016/17	23	23	Q2 2016/17	19	19	Q3 2016/17	46	-	Q4 2016/17	15	-																								
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Q3 2016/17	46	-																																												
Q4 2016/17	15	-																																												
Development & Building Control	SP 113 No. of enforcement cases closed (Monthly)	High	524	300	✓	↓	<p>SP 113 No. of enforcement cases closed (Monthly)</p> <table border="1"> <caption>SP 113 No. of enforcement cases closed (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>36</td><td>25</td></tr> <tr><td>May 2016</td><td>70</td><td>25</td></tr> <tr><td>June 2016</td><td>33</td><td>25</td></tr> <tr><td>July 2016</td><td>57</td><td>25</td></tr> <tr><td>August 2016</td><td>23</td><td>25</td></tr> <tr><td>September 2016</td><td>46</td><td>25</td></tr> <tr><td>October 2016</td><td>53</td><td>25</td></tr> <tr><td>November 2016</td><td>52</td><td>25</td></tr> <tr><td>December 2016</td><td>42</td><td>25</td></tr> <tr><td>January 2017</td><td>31</td><td>25</td></tr> <tr><td>February 2017</td><td>28</td><td>25</td></tr> <tr><td>March 2017</td><td>28</td><td>25</td></tr> </tbody> </table>	Month	Value	Target	April 2016	36	25	May 2016	70	25	June 2016	33	25	July 2016	57	25	August 2016	23	25	September 2016	46	25	October 2016	53	25	November 2016	52	25	December 2016	42	25	January 2017	31	25	February 2017	28	25	March 2017	28	25
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Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
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Development & Building Control	SP 117 % appeals lost (Development & Building Control) (Quarterly)	Low	34.86%	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 2016/17</td> <td>43.75%</td> <td>35%</td> </tr> <tr> <td>Q2 2016/17</td> <td>22.7%</td> <td>35%</td> </tr> <tr> <td>Q3 2016/17</td> <td>40%</td> <td>35%</td> </tr> <tr> <td>Q4 2016/17</td> <td>33%</td> <td>35%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2016/17	43.75%	35%	Q2 2016/17	22.7%	35%	Q3 2016/17	40%	35%	Q4 2016/17	33%	35%																								
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Q4 2016/17	33%	35%																																												
Parking	SP 127 % Parking permits issued within 5 working days (Monthly)	High	94.5%	90%	✓	↑	<p>SP 127 % Parking permits issued within 5 working days (Monthly)</p> <table border="1"> <caption>SP 127 % Parking permits issued within 5 working days (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>95%</td> <td>90%</td> </tr> <tr> <td>May 2016</td> <td>90%</td> <td>90%</td> </tr> <tr> <td>June 2016</td> <td>95%</td> <td>90%</td> </tr> <tr> <td>July 2016</td> <td>93%</td> <td>90%</td> </tr> <tr> <td>August 2016</td> <td>95%</td> <td>90%</td> </tr> <tr> <td>September 2016</td> <td>95%</td> <td>90%</td> </tr> <tr> <td>October 2016</td> <td>95%</td> <td>90%</td> </tr> <tr> <td>November 2016</td> <td>95%</td> <td>90%</td> </tr> <tr> <td>December 2016</td> <td>96%</td> <td>90%</td> </tr> <tr> <td>January 2017</td> <td>95%</td> <td>90%</td> </tr> <tr> <td>February 2017</td> <td>95%</td> <td>90%</td> </tr> <tr> <td>March 2017</td> <td>95%</td> <td>90%</td> </tr> </tbody> </table>	Month	Value	Target	April 2016	95%	90%	May 2016	90%	90%	June 2016	95%	90%	July 2016	93%	90%	August 2016	95%	90%	September 2016	95%	90%	October 2016	95%	90%	November 2016	95%	90%	December 2016	96%	90%	January 2017	95%	90%	February 2017	95%	90%	March 2017	95%	90%
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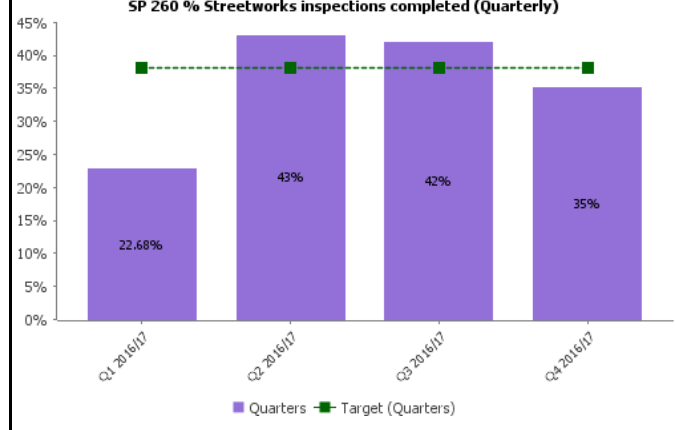
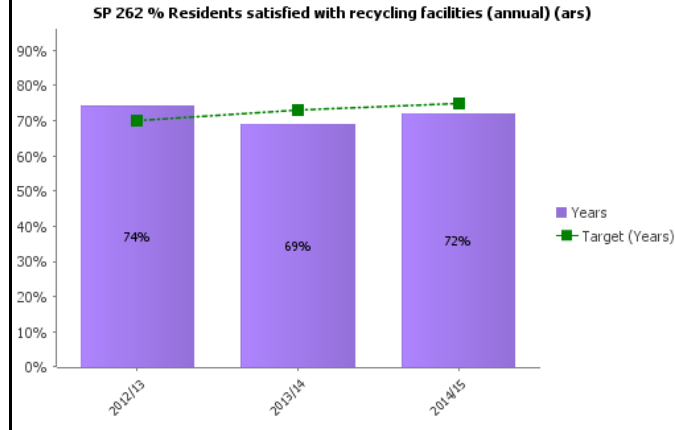
Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																		
			Value	Target	Status	Long Trend																			
Transport	SP 135 % MOT vehicle pass rate (transport passenger fleet) (Quarterly)	High	96.53%	95%	✓	↓	<p>SP 135 % MOT vehicle pass rate (transport passenger fleet) (Quarterly)</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>96.8%</td> <td>95%</td> </tr> <tr> <td>Q2 2016/17</td> <td>96.3%</td> <td>95%</td> </tr> <tr> <td>Q3 2016/17</td> <td>97%</td> <td>95%</td> </tr> <tr> <td>Q4 2016/17</td> <td>96%</td> <td>95%</td> </tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q1 2016/17	96.8%	95%	Q2 2016/17	96.3%	95%	Q3 2016/17	97%	95%	Q4 2016/17	96%	95%			
Quarter	Value (%)	Target (%)																							
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Q2 2016/17	96.3%	95%																							
Q3 2016/17	97%	95%																							
Q4 2016/17	96%	95%																							
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"> <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> </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%
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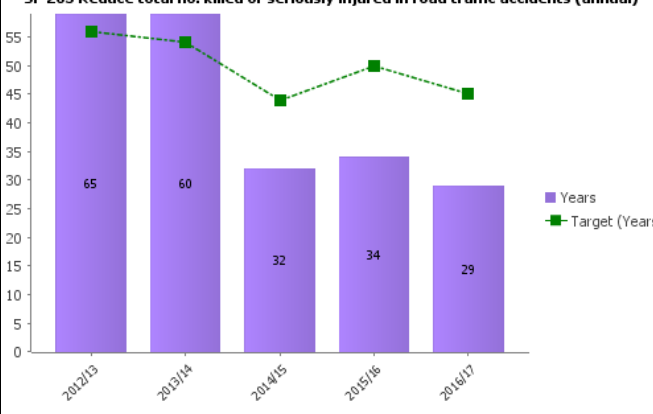
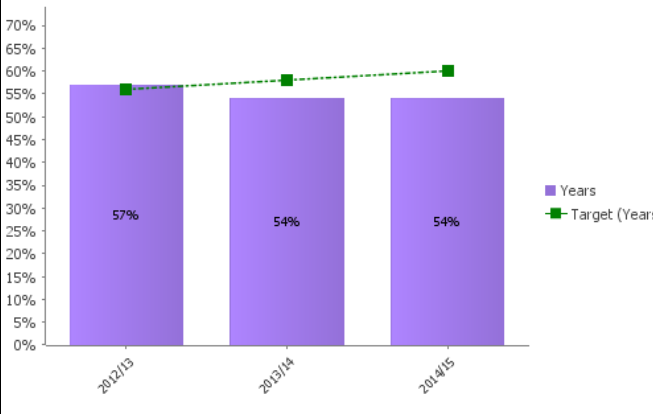
Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Transport	SP 137 % User satisfaction survey (transport passenger fleet) (annual)	High	NMTP	97%	The survey results will not be available until June/July		<p>SP 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>97%</td> </tr> </tbody> </table>	Year	Value	Target	2015/16	87.2%	97%									
Year	Value	Target																				
2015/16	87.2%	97%																				
Street Cleaning	SP 139 % Sites surveyed below standard for weeds (Quarterly)	Low	7.79%	13%			<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 2016/17</td> <td>16.42%</td> <td>13%</td> </tr> <tr> <td>Q2 2016/17</td> <td>10.23%</td> <td>13%</td> </tr> <tr> <td>Q3 2016/17</td> <td>2.96%</td> <td>13%</td> </tr> <tr> <td>Q4 2016/17</td> <td>1.94%</td> <td>13%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2016/17	16.42%	13%	Q2 2016/17	10.23%	13%	Q3 2016/17	2.96%	13%	Q4 2016/17	1.94%	13%
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Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
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Street Cleaning	SP 140 % Sites surveyed below standard for Detritus (Quarterly)	Low	11.94%	14%			<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 2016/17</td> <td>11.52%</td> <td>14%</td> </tr> <tr> <td>Q2 2016/17</td> <td>16.82%</td> <td>14%</td> </tr> <tr> <td>Q3 2016/17</td> <td>8.29%</td> <td>14%</td> </tr> <tr> <td>Q4 2016/17</td> <td>10.96%</td> <td>14%</td> </tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q1 2016/17	11.52%	14%	Q2 2016/17	16.82%	14%	Q3 2016/17	8.29%	14%	Q4 2016/17	10.96%	14%																								
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Safer Merton	SP 145 No. of cases discussed at Multi Agency Risk Assessment (domestic abuse) (Monthly)	High	309	153			<p>SP 145 No. of cases discussed at Multi Agency Risk Assessment (domestic abuse) (Monthly)</p> <table border="1"> <caption>SP 145 No. of cases discussed at Multi Agency Risk Assessment (domestic abuse) (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (Cases)</th> <th>Target (Cases)</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>20</td> <td>15</td> </tr> <tr> <td>May 2016</td> <td>34</td> <td>15</td> </tr> <tr> <td>June 2016</td> <td>21</td> <td>15</td> </tr> <tr> <td>July 2016</td> <td>18</td> <td>15</td> </tr> <tr> <td>August 2016</td> <td>38</td> <td>15</td> </tr> <tr> <td>September 2016</td> <td>18</td> <td>15</td> </tr> <tr> <td>October 2016</td> <td>36</td> <td>15</td> </tr> <tr> <td>November 2016</td> <td>18</td> <td>15</td> </tr> <tr> <td>December 2016</td> <td>25</td> <td>15</td> </tr> <tr> <td>January 2017</td> <td>40</td> <td>15</td> </tr> <tr> <td>February 2017</td> <td>26</td> <td>15</td> </tr> <tr> <td>March 2017</td> <td>15</td> <td>15</td> </tr> </tbody> </table>	Month	Value (Cases)	Target (Cases)	April 2016	20	15	May 2016	34	15	June 2016	21	15	July 2016	18	15	August 2016	38	15	September 2016	18	15	October 2016	36	15	November 2016	18	15	December 2016	25	15	January 2017	40	15	February 2017	26	15	March 2017	15	15
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Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
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Safer Merton	SP 150 % perception of residents worried about Anti Social Behaviour (annual) (ars)	Low	NMTP	42%	Results of the Annual Residents Survey will be available in June/July		<p>SP 150 % perception of residents worried about Anti Social Behaviour (annual) (ars)</p> <table border="1"> <caption>SP 150 % perception of residents worried about Anti Social Behaviour (annual) (ars)</caption> <thead> <tr> <th>Year</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>51%</td> <td>50%</td> </tr> <tr> <td>2012/13</td> <td>45%</td> <td>50%</td> </tr> <tr> <td>2013/14</td> <td>44%</td> <td>45%</td> </tr> <tr> <td>2014/15</td> <td>42%</td> <td>45%</td> </tr> </tbody> </table>	Year	Actual (%)	Target (%)	2011/12	51%	50%	2012/13	45%	50%	2013/14	44%	45%	2014/15	42%	45%																								
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Leisure & Cultural Development	SP 251 Income from Watersports Centre (Monthly)	High	£340,733	£387,000			<p>SP 251 Income from Watersports Centre (Monthly)</p> <table border="1"> <caption>SP 251 Income from Watersports Centre (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual (£)</th> <th>Target (£)</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>13,000</td> <td>13,000</td> </tr> <tr> <td>May 2016</td> <td>21,000</td> <td>21,000</td> </tr> <tr> <td>June 2016</td> <td>23,400</td> <td>23,400</td> </tr> <tr> <td>July 2016</td> <td>122,000</td> <td>122,000</td> </tr> <tr> <td>August 2016</td> <td>106,200</td> <td>106,200</td> </tr> <tr> <td>September 2016</td> <td>16,000</td> <td>16,000</td> </tr> <tr> <td>October 2016</td> <td>24,000</td> <td>24,000</td> </tr> <tr> <td>November 2016</td> <td>15,000</td> <td>15,000</td> </tr> <tr> <td>December 2016</td> <td>40,000</td> <td>40,000</td> </tr> <tr> <td>January 2017</td> <td>0</td> <td>0</td> </tr> <tr> <td>February 2017</td> <td>30,000</td> <td>30,000</td> </tr> <tr> <td>March 2017</td> <td>48,000</td> <td>48,000</td> </tr> </tbody> </table>	Month	Actual (£)	Target (£)	April 2016	13,000	13,000	May 2016	21,000	21,000	June 2016	23,400	23,400	July 2016	122,000	122,000	August 2016	106,200	106,200	September 2016	16,000	16,000	October 2016	24,000	24,000	November 2016	15,000	15,000	December 2016	40,000	40,000	January 2017	0	0	February 2017	30,000	30,000	March 2017	48,000	48,000
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Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
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Regulatory Services Partnership	SP 255 % licensing apps. determined within 21 days (Quarterly)	High	96.75%	95.75%			<p>SP 255 % licensing apps. determined within 21 days (Quarterly)</p> <table border="1"> <caption>SP 255 % licensing apps. determined within 21 days (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>100%</td> <td>95.75%</td> </tr> <tr> <td>Q2 2016/17</td> <td>100%</td> <td>95.75%</td> </tr> <tr> <td>Q3 2016/17</td> <td>95%</td> <td>95.75%</td> </tr> <tr> <td>Q4 2016/17</td> <td>92%</td> <td>95.75%</td> </tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q1 2016/17	100%	95.75%	Q2 2016/17	100%	95.75%	Q3 2016/17	95%	95.75%	Q4 2016/17	92%	95.75%																								
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Parking	SP 258 Sickness- No of days per FTE from snapshot report (parking) (Monthly)	Low	20.59	9			<p>SP 258 Sickness- No of days per FTE from snapshot report (parking) (Monthly)</p> <table border="1"> <caption>SP 258 Sickness- No of days per FTE from snapshot report (parking) (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (Days per FTE)</th> <th>Target (Days per FTE)</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>0.84</td> <td>9</td> </tr> <tr> <td>May 2016</td> <td>1.09</td> <td>9</td> </tr> <tr> <td>June 2016</td> <td>1.02</td> <td>9</td> </tr> <tr> <td>July 2016</td> <td>1.6</td> <td>9</td> </tr> <tr> <td>August 2016</td> <td>1.75</td> <td>9</td> </tr> <tr> <td>September 2016</td> <td>1.93</td> <td>9</td> </tr> <tr> <td>October 2016</td> <td>1.76</td> <td>9</td> </tr> <tr> <td>November 2016</td> <td>2.07</td> <td>9</td> </tr> <tr> <td>December 2016</td> <td>2.2</td> <td>9</td> </tr> <tr> <td>January 2017</td> <td>1.96</td> <td>9</td> </tr> <tr> <td>February 2017</td> <td>2.05</td> <td>9</td> </tr> <tr> <td>March 2017</td> <td>2.32</td> <td>9</td> </tr> </tbody> </table>	Month	Value (Days per FTE)	Target (Days per FTE)	April 2016	0.84	9	May 2016	1.09	9	June 2016	1.02	9	July 2016	1.6	9	August 2016	1.75	9	September 2016	1.93	9	October 2016	1.76	9	November 2016	2.07	9	December 2016	2.2	9	January 2017	1.96	9	February 2017	2.05	9	March 2017	2.32	9
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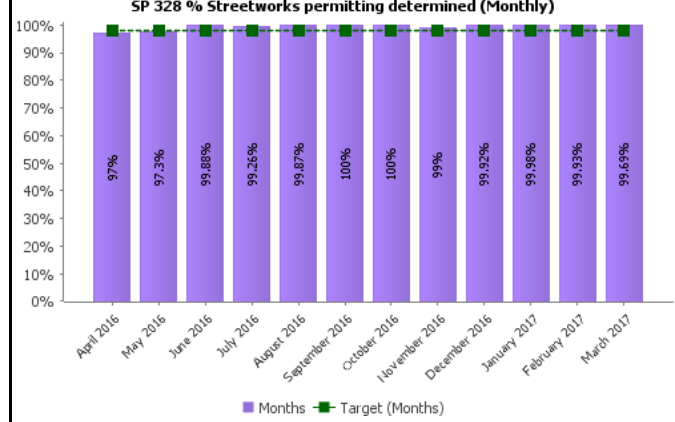


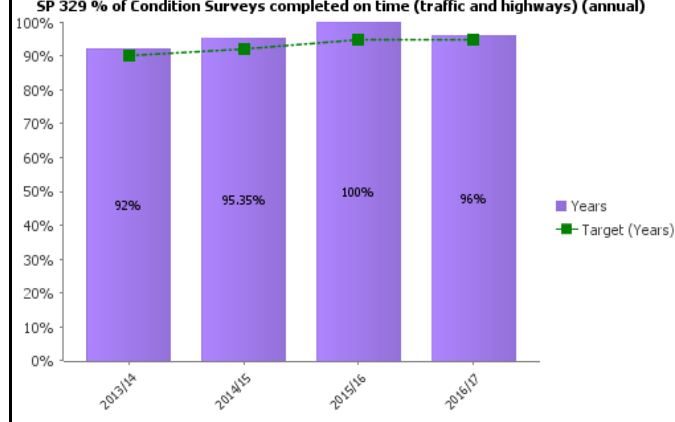
Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Traffic & Highways	SP 260 % Streetworks inspections completed (Quarterly)	High	35.67%	38%			<p>SP 260 % Streetworks inspections completed (Quarterly)</p>  <table border="1"> <caption>SP 260 % Streetworks inspections completed (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1-2016/17</td> <td>22.68%</td> <td>38%</td> </tr> <tr> <td>Q2-2016/17</td> <td>43%</td> <td>38%</td> </tr> <tr> <td>Q3-2016/17</td> <td>42%</td> <td>38%</td> </tr> <tr> <td>Q4-2016/17</td> <td>35%</td> <td>38%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1-2016/17	22.68%	38%	Q2-2016/17	43%	38%	Q3-2016/17	42%	38%	Q4-2016/17	35%	38%
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Q4-2016/17	35%	38%																				
Waste Management	SP 262 % Residents satisfied with recycling facilities (annual) (ars)	High	NMTP	74%	Results of the Annual Residents Survey will be available in June/July		<p>SP 262 % Residents satisfied with recycling facilities (annual) (ars)</p>  <table border="1"> <caption>SP 262 % Residents satisfied with recycling facilities (annual) (ars)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>74%</td> <td>74%</td> </tr> <tr> <td>2013/14</td> <td>69%</td> <td>74%</td> </tr> <tr> <td>2014/15</td> <td>72%</td> <td>74%</td> </tr> </tbody> </table>	Year	Value	Target	2012/13	74%	74%	2013/14	69%	74%	2014/15	72%	74%			
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Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																		
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Future Merton	SP 265 Reduce total no. killed or seriously injured in road traffic accidents (annual)	Low	29	45			<p>SP 265 Reduce total no. killed or seriously injured in road traffic accidents (annual)</p>  <table border="1"> <caption>SP 265 Road Traffic Accidents Data</caption> <thead> <tr> <th>Year</th> <th>Years</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>65</td> <td>55</td> </tr> <tr> <td>2013/14</td> <td>60</td> <td>50</td> </tr> <tr> <td>2014/15</td> <td>32</td> <td>45</td> </tr> <tr> <td>2015/16</td> <td>34</td> <td>50</td> </tr> <tr> <td>2016/17</td> <td>29</td> <td>45</td> </tr> </tbody> </table>	Year	Years	Target (Years)	2012/13	65	55	2013/14	60	50	2014/15	32	45	2015/16	34	50	2016/17	29	45
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2014/15	32	45																							
2015/16	34	50																							
2016/17	29	45																							
Street Cleaning	SP 269 % Residents satisfied with street cleanliness (annual) (ars)	High	NMTP	57%	Results of the Annual Residents Survey will be available in June/July		<p>SP 269 % Residents satisfied with street cleanliness (annual) (ars)</p>  <table border="1"> <caption>SP 269 Resident Satisfaction Data</caption> <thead> <tr> <th>Year</th> <th>Years</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>57%</td> <td>55%</td> </tr> <tr> <td>2013/14</td> <td>54%</td> <td>58%</td> </tr> <tr> <td>2014/15</td> <td>54%</td> <td>60%</td> </tr> </tbody> </table>	Year	Years	Target (Years)	2012/13	57%	55%	2013/14	54%	58%	2014/15	54%	60%						
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Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Transport	SP 271 In-house journey that meet timescales (transport passenger fleet) (Annual)	High	83%	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> </tbody> </table>	Year	Value (%)	Target (%)	2013/14	70%	85%	2014/15	91%	85%	2015/16	84%	85%	2016/17	83%	85%
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Leisure & Cultural Development	SP 314 External capital & Revenue funding £ (Quarterly)	High	£175,855	£100,000			<p>SP 314 External capital & Revenue funding £ (Quarterly)</p>  <table border="1"> <caption>SP 314 Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> <th>Target (£)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>£0</td> <td>£100,000</td> </tr> <tr> <td>Q2 2016/17</td> <td>£56,000</td> <td>£100,000</td> </tr> <tr> <td>Q3 2016/17</td> <td>£119,855</td> <td>£100,000</td> </tr> <tr> <td>Q4 2016/17</td> <td>£25,000</td> <td>£100,000</td> </tr> </tbody> </table>	Quarter	Value (£)	Target (£)	Q1 2016/17	£0	£100,000	Q2 2016/17	£56,000	£100,000	Q3 2016/17	£119,855	£100,000	Q4 2016/17	£25,000	£100,000
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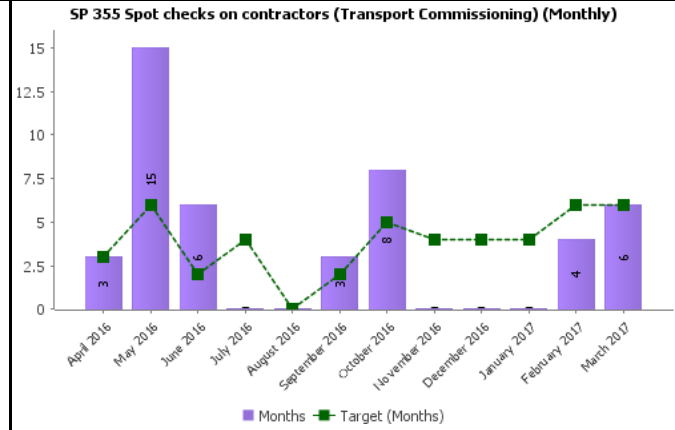
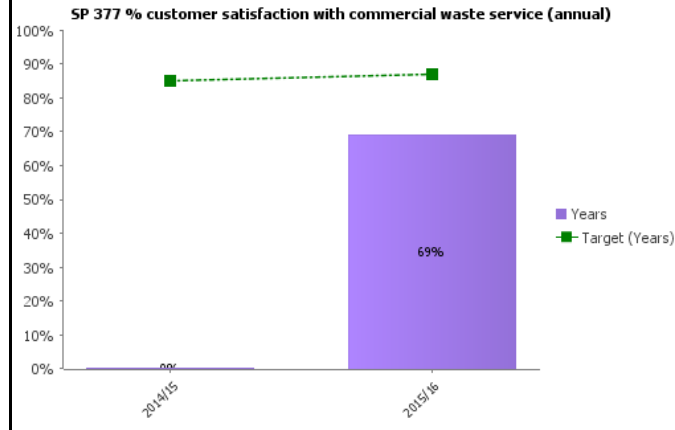
Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
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Regulatory Services Partnership	SP 316 % Inspection category A,B & C food premises (annual)	High	100%	97%	✓	↑	<p>SP 316 % Inspection 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>2016/16</td> <td>91</td> <td>97</td> </tr> <tr> <td>2016/15</td> <td>97</td> <td>97</td> </tr> <tr> <td>2016/16</td> <td>87</td> <td>97</td> </tr> <tr> <td>2016/17</td> <td>100</td> <td>97</td> </tr> </tbody> </table>	Year	Value	Target	2016/16	91	97	2016/15	97	97	2016/16	87	97	2016/17	100	97																								
Year	Value	Target																																												
2016/16	91	97																																												
2016/15	97	97																																												
2016/16	87	97																																												
2016/17	100	97																																												
Parks & Green Spaces	SP 318 No. of outdoor events in parks (Monthly)	High	171	130	✓	↑	<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 2016</td> <td>6</td> <td>130</td> </tr> <tr> <td>May 2016</td> <td>12</td> <td>130</td> </tr> <tr> <td>June 2016</td> <td>30</td> <td>130</td> </tr> <tr> <td>July 2016</td> <td>38</td> <td>130</td> </tr> <tr> <td>August 2016</td> <td>36</td> <td>130</td> </tr> <tr> <td>September 2016</td> <td>29</td> <td>130</td> </tr> <tr> <td>October 2016</td> <td>3</td> <td>130</td> </tr> <tr> <td>November 2016</td> <td>3</td> <td>130</td> </tr> <tr> <td>December 2016</td> <td>0</td> <td>130</td> </tr> <tr> <td>January 2017</td> <td>0</td> <td>130</td> </tr> <tr> <td>February 2017</td> <td>1</td> <td>130</td> </tr> <tr> <td>March 2017</td> <td>13</td> <td>130</td> </tr> </tbody> </table>	Month	Value	Target	April 2016	6	130	May 2016	12	130	June 2016	30	130	July 2016	38	130	August 2016	36	130	September 2016	29	130	October 2016	3	130	November 2016	3	130	December 2016	0	130	January 2017	0	130	February 2017	1	130	March 2017	13	130
Month	Value	Target																																												
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Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Leisure & Cultural Development	SP 325 % Residents rating Leisure & Sports facilities Good to Excellent (annual) (ars)	High	NMTP	45.5%	Results of the Annual Residents Survey will be available in June/July		<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>Actual (%)</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>52%</td> </tr> </tbody> </table>	Year	Actual (%)	Target (%)	2013/14	51%	50%	2014/15	44%	52%																														
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Traffic & Highways	SP 327 % Emergency callouts attended within 2 hours (traffic & highways) (Monthly)	High	100%	100%			<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>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>100%</td><td>100%</td></tr> <tr><td>May 2016</td><td>100%</td><td>100%</td></tr> <tr><td>June 2016</td><td>100%</td><td>100%</td></tr> <tr><td>July 2016</td><td>100%</td><td>100%</td></tr> <tr><td>August 2016</td><td>100%</td><td>100%</td></tr> <tr><td>September 2016</td><td>100%</td><td>100%</td></tr> <tr><td>October 2016</td><td>100%</td><td>100%</td></tr> <tr><td>November 2016</td><td>100%</td><td>100%</td></tr> <tr><td>December 2016</td><td>100%</td><td>100%</td></tr> <tr><td>January 2017</td><td>100%</td><td>100%</td></tr> <tr><td>February 2017</td><td>100%</td><td>100%</td></tr> <tr><td>March 2017</td><td>100%</td><td>100%</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	April 2016	100%	100%	May 2016	100%	100%	June 2016	100%	100%	July 2016	100%	100%	August 2016	100%	100%	September 2016	100%	100%	October 2016	100%	100%	November 2016	100%	100%	December 2016	100%	100%	January 2017	100%	100%	February 2017	100%	100%	March 2017	100%	100%
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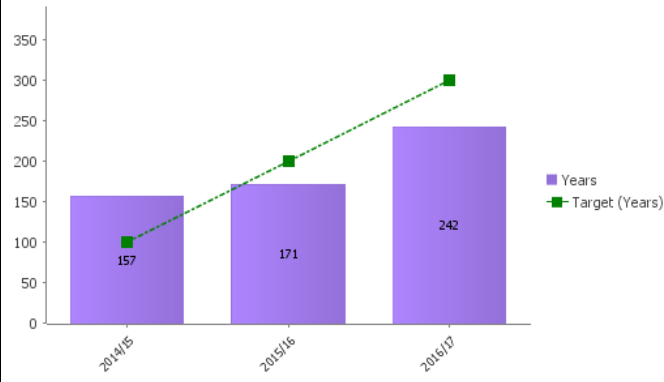


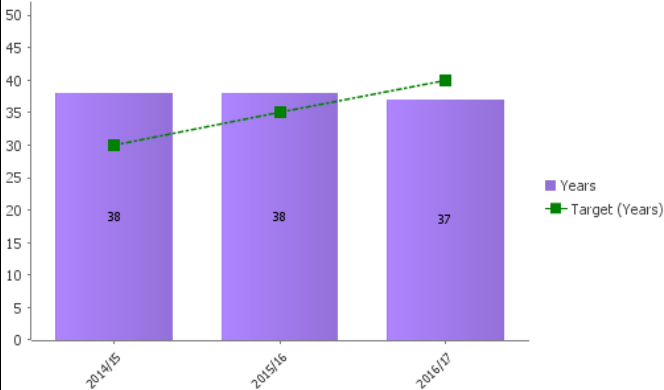
Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Traffic & Highways	SP 328 % Streetworks permitting determined (Monthly)	High	99.32%	98%			<p>SP 328 % Streetworks permitting determined (Monthly)</p>  <table border="1"> <caption>SP 328 % Streetworks permitting determined (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>97%</td><td>98%</td></tr> <tr><td>May 2016</td><td>97.3%</td><td>98%</td></tr> <tr><td>June 2016</td><td>99.88%</td><td>98%</td></tr> <tr><td>July 2016</td><td>99.26%</td><td>98%</td></tr> <tr><td>August 2016</td><td>99.87%</td><td>98%</td></tr> <tr><td>September 2016</td><td>100%</td><td>98%</td></tr> <tr><td>October 2016</td><td>100%</td><td>98%</td></tr> <tr><td>November 2016</td><td>99%</td><td>98%</td></tr> <tr><td>December 2016</td><td>99.92%</td><td>98%</td></tr> <tr><td>January 2017</td><td>99.98%</td><td>98%</td></tr> <tr><td>February 2017</td><td>99.93%</td><td>98%</td></tr> <tr><td>March 2017</td><td>99.69%</td><td>98%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2016	97%	98%	May 2016	97.3%	98%	June 2016	99.88%	98%	July 2016	99.26%	98%	August 2016	99.87%	98%	September 2016	100%	98%	October 2016	100%	98%	November 2016	99%	98%	December 2016	99.92%	98%	January 2017	99.98%	98%	February 2017	99.93%	98%	March 2017	99.69%	98%
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Traffic & Highways	SP 329 % of Condition Surveys completed on time (traffic and highways) (annual)	High	96%	95%			<p>SP 329 % of Condition Surveys completed on time (traffic and highways) (annual)</p>  <table border="1"> <caption>SP 329 % of Condition Surveys completed on time (traffic and highways) (annual)</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>2013/14</td><td>92%</td><td>95%</td></tr> <tr><td>2014/15</td><td>95.35%</td><td>95%</td></tr> <tr><td>2015/16</td><td>100%</td><td>95%</td></tr> <tr><td>2016/17</td><td>96%</td><td>95%</td></tr> </tbody> </table>	Year	Value (%)	Target (%)	2013/14	92%	95%	2014/15	95.35%	95%	2015/16	100%	95%	2016/17	96%	95%																								
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Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
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Safer Merton	SP 330 % perception of residents worried about drunk and rowdy behaviour (annual) (ars)	Low	NMTP	39%	Results of the Annual Residents Survey will be available in June/July	<p>SP 330 % perception of residents worried about drunk and rowdy behaviour (annual) (ars)</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2010/11</td> <td>46.44%</td> <td>45%</td> </tr> <tr> <td>2011/12</td> <td>45%</td> <td>45%</td> </tr> <tr> <td>2012/13</td> <td>43%</td> <td>45%</td> </tr> <tr> <td>2013/14</td> <td>41%</td> <td>45%</td> </tr> <tr> <td>2014/15</td> <td>41%</td> <td>45%</td> </tr> </tbody> </table>	Year	Value (%)	Target (%)	2010/11	46.44%	45%	2011/12	45%	45%	2012/13	43%	45%	2013/14	41%	45%	2014/15	41%	45%																						
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Leisure & Cultural Development	SP 349 14 to 25 year old fitness centre participation at leisure centres (Monthly)	High	107,454	106,000			<p>SP 349 14 to 25 year old fitness centre participation at leisure centres (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>10,031</td> <td>10,000</td> </tr> <tr> <td>May 2016</td> <td>10,366</td> <td>10,000</td> </tr> <tr> <td>June 2016</td> <td>9,377</td> <td>10,000</td> </tr> <tr> <td>July 2016</td> <td>10,034</td> <td>10,000</td> </tr> <tr> <td>August 2016</td> <td>10,165</td> <td>10,000</td> </tr> <tr> <td>September 2016</td> <td>8,236</td> <td>10,000</td> </tr> <tr> <td>October 2016</td> <td>7,829</td> <td>10,000</td> </tr> <tr> <td>November 2016</td> <td>7,629</td> <td>10,000</td> </tr> <tr> <td>December 2016</td> <td>5,163</td> <td>10,000</td> </tr> <tr> <td>January 2017</td> <td>8,247</td> <td>10,000</td> </tr> <tr> <td>February 2017</td> <td>9,481</td> <td>10,000</td> </tr> <tr> <td>March 2017</td> <td>10,896</td> <td>10,000</td> </tr> </tbody> </table>	Month	Value	Target	April 2016	10,031	10,000	May 2016	10,366	10,000	June 2016	9,377	10,000	July 2016	10,034	10,000	August 2016	10,165	10,000	September 2016	8,236	10,000	October 2016	7,829	10,000	November 2016	7,629	10,000	December 2016	5,163	10,000	January 2017	8,247	10,000	February 2017	9,481	10,000	March 2017	10,896	10,000
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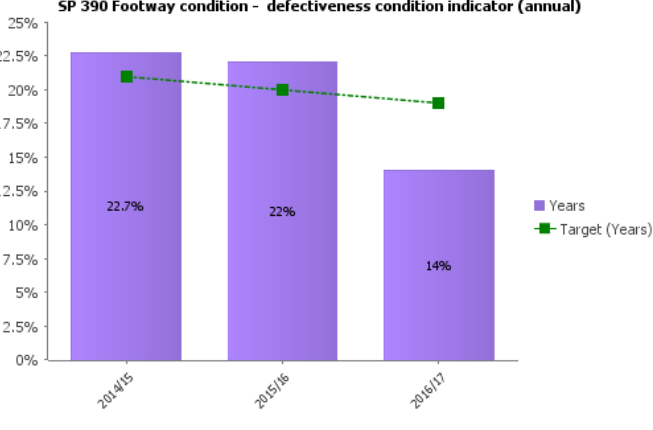


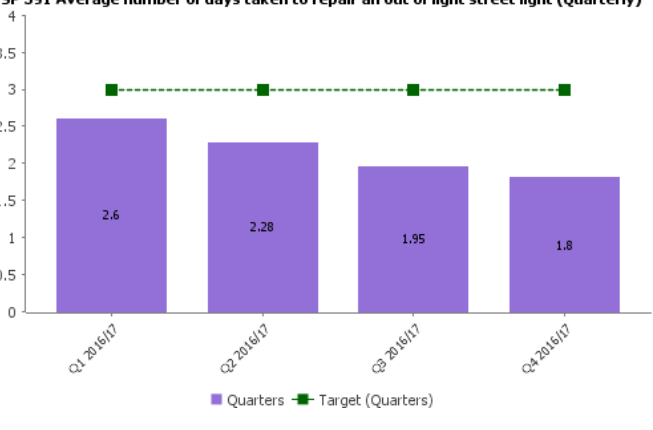
Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Traffic & Highways	SP 350 Percentage of jobs completed where no Fixed Penalty Notice issued (Monthly)	High	96.24%	93%	✓	↑	<p>SP 350 Percentage of jobs completed where no Fixed Penalty Notice issued (Monthly)</p> <table border="1"> <caption>SP 350 Performance Data</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>98%</td><td>93%</td></tr> <tr><td>May 2016</td><td>96%</td><td>93%</td></tr> <tr><td>June 2016</td><td>95.95%</td><td>93%</td></tr> <tr><td>July 2016</td><td>97.58%</td><td>93%</td></tr> <tr><td>August 2016</td><td>95.72%</td><td>93%</td></tr> <tr><td>September 2016</td><td>96.99%</td><td>93%</td></tr> <tr><td>October 2016</td><td>96.47%</td><td>93%</td></tr> <tr><td>November 2016</td><td>96%</td><td>93%</td></tr> <tr><td>December 2016</td><td>96.2%</td><td>93%</td></tr> <tr><td>January 2017</td><td>96.08%</td><td>93%</td></tr> <tr><td>February 2017</td><td>94.59%</td><td>93%</td></tr> <tr><td>March 2017</td><td>95.27%</td><td>93%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2016	98%	93%	May 2016	96%	93%	June 2016	95.95%	93%	July 2016	97.58%	93%	August 2016	95.72%	93%	September 2016	96.99%	93%	October 2016	96.47%	93%	November 2016	96%	93%	December 2016	96.2%	93%	January 2017	96.08%	93%	February 2017	94.59%	93%	March 2017	95.27%	93%
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Waste Management	SP 354 Total waste arising per households (KGs) (Monthly)	Low	886.94	910	✓	↓	<p>SP 354 Total waste arising per households (KGs) (Monthly)</p> <table border="1"> <caption>SP 354 Performance Data</caption> <thead> <tr> <th>Month</th> <th>Value (KGs)</th> <th>Target (KGs)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>72.95</td><td>910</td></tr> <tr><td>May 2016</td><td>78.38</td><td>910</td></tr> <tr><td>June 2016</td><td>82.92</td><td>910</td></tr> <tr><td>July 2016</td><td>79.14</td><td>910</td></tr> <tr><td>August 2016</td><td>76.64</td><td>910</td></tr> <tr><td>September 2016</td><td>71.63</td><td>910</td></tr> <tr><td>October 2016</td><td>68.52</td><td>910</td></tr> <tr><td>November 2016</td><td>72.68</td><td>910</td></tr> <tr><td>December 2016</td><td>69.91</td><td>910</td></tr> <tr><td>January 2017</td><td>73.52</td><td>910</td></tr> <tr><td>February 2017</td><td>63.17</td><td>910</td></tr> <tr><td>March 2017</td><td>77.48</td><td>910</td></tr> </tbody> </table>	Month	Value (KGs)	Target (KGs)	April 2016	72.95	910	May 2016	78.38	910	June 2016	82.92	910	July 2016	79.14	910	August 2016	76.64	910	September 2016	71.63	910	October 2016	68.52	910	November 2016	72.68	910	December 2016	69.91	910	January 2017	73.52	910	February 2017	63.17	910	March 2017	77.48	910
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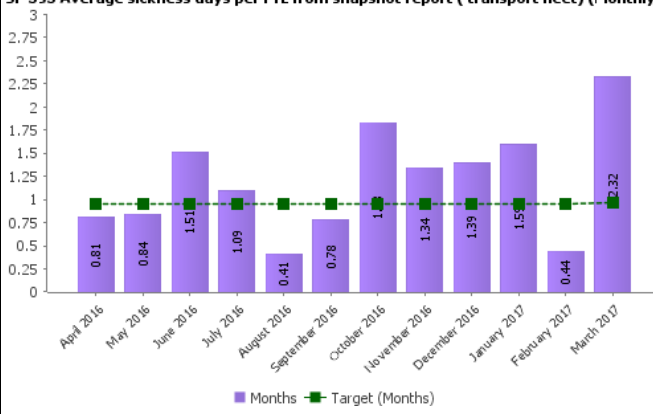


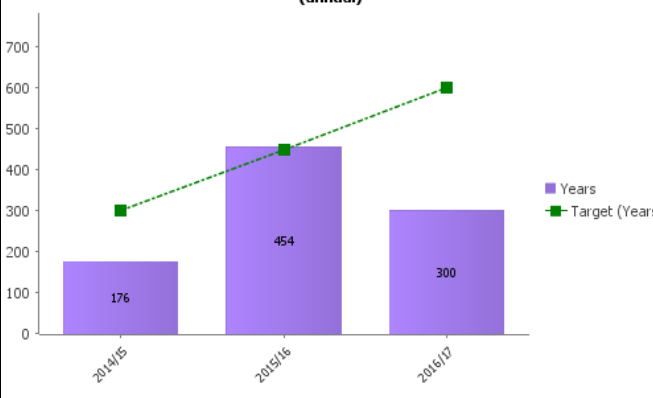
Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Transport	SP 355 Spot checks on contractors (Transport Commissioning) (Monthly)	High	45	46			<p>SP 355 Spot checks on contractors (Transport Commissioning) (Monthly)</p>  <table border="1"> <caption>SP 355 Spot checks on contractors (Transport Commissioning) (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>3</td><td>3</td></tr> <tr><td>May 2016</td><td>15</td><td>6</td></tr> <tr><td>June 2016</td><td>6</td><td>2</td></tr> <tr><td>July 2016</td><td>0</td><td>4</td></tr> <tr><td>August 2016</td><td>0</td><td>0</td></tr> <tr><td>September 2016</td><td>3</td><td>2</td></tr> <tr><td>October 2016</td><td>8</td><td>5</td></tr> <tr><td>November 2016</td><td>0</td><td>4</td></tr> <tr><td>December 2016</td><td>0</td><td>4</td></tr> <tr><td>January 2017</td><td>0</td><td>4</td></tr> <tr><td>February 2017</td><td>4</td><td>6</td></tr> <tr><td>March 2017</td><td>6</td><td>6</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2016	3	3	May 2016	15	6	June 2016	6	2	July 2016	0	4	August 2016	0	0	September 2016	3	2	October 2016	8	5	November 2016	0	4	December 2016	0	4	January 2017	0	4	February 2017	4	6	March 2017	6	6
Month	Actual (Months)	Target (Months)																																												
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February 2017	4	6																																												
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Commercial Services (Waste Operations)	SP 377 % customer satisfaction with commercial waste service (annual)	High	DNR	89%	Data Not Received		<p>SP 377 % customer satisfaction with commercial waste service (annual)</p>  <table border="1"> <caption>SP 377 % customer satisfaction with commercial waste service (annual)</caption> <thead> <tr> <th>Year</th> <th>Actual (Years)</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr><td>2014/15</td><td>0%</td><td>85%</td></tr> <tr><td>2015/16</td><td>69%</td><td>87%</td></tr> </tbody> </table>	Year	Actual (Years)	Target (Years)	2014/15	0%	85%	2015/16	69%	87%																														
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Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Development & Building Control	SP 380 No. of backlog enforcement cases (Monthly)	Low	542	900	✓	↑	<p>SP 380 No. of backlog enforcement cases (Monthly)</p> <table border="1"> <caption>SP 380 No. of backlog enforcement cases (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>629</td><td>900</td></tr> <tr><td>May 2016</td><td>580</td><td>900</td></tr> <tr><td>June 2016</td><td>576</td><td>900</td></tr> <tr><td>July 2016</td><td>573</td><td>900</td></tr> <tr><td>August 2016</td><td>562</td><td>900</td></tr> <tr><td>September 2016</td><td>563</td><td>900</td></tr> <tr><td>October 2016</td><td>547</td><td>900</td></tr> <tr><td>November 2016</td><td>538</td><td>900</td></tr> <tr><td>December 2016</td><td>531</td><td>900</td></tr> <tr><td>January 2017</td><td>531</td><td>900</td></tr> <tr><td>February 2017</td><td>538</td><td>900</td></tr> <tr><td>March 2017</td><td>542</td><td>900</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2016	629	900	May 2016	580	900	June 2016	576	900	July 2016	573	900	August 2016	562	900	September 2016	563	900	October 2016	547	900	November 2016	538	900	December 2016	531	900	January 2017	531	900	February 2017	538	900	March 2017	542	900
Month	Actual (Months)	Target (Months)																																												
April 2016	629	900																																												
May 2016	580	900																																												
June 2016	576	900																																												
July 2016	573	900																																												
August 2016	562	900																																												
September 2016	563	900																																												
October 2016	547	900																																												
November 2016	538	900																																												
December 2016	531	900																																												
January 2017	531	900																																												
February 2017	538	900																																												
March 2017	542	900																																												
Future Merton	SP 382 New jobs created - number of apprenticeships (Annual)	High	9	100	⛔	↓	<p>SP 382 New jobs created - number of apprenticeships (Annual)</p> <table border="1"> <caption>SP 382 New jobs created - number of apprenticeships (Annual)</caption> <thead> <tr> <th>Year</th> <th>Actual (Years)</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr><td>2014/15</td><td>100</td><td>60</td></tr> <tr><td>2015/16</td><td>79</td><td>80</td></tr> <tr><td>2016/17</td><td>9</td><td>100</td></tr> </tbody> </table>	Year	Actual (Years)	Target (Years)	2014/15	100	60	2015/16	79	80	2016/17	9	100																											
Year	Actual (Years)	Target (Years)																																												
2014/15	100	60																																												
2015/16	79	80																																												
2016/17	9	100																																												


Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart												
			Value	Target	Status	Long Trend													
Future Merton	SP 383 No. of new businesses created through the Economic Development Strategy (EDS) (Annual)	High	242	300			<p>SP 383 No. of new businesses created through the Economic Development Strategy (EDS) (Annual)</p>  <table border="1"> <caption>SP 383 Performance Data</caption> <thead> <tr> <th>Year</th> <th>Actual Value</th> <th>Target Value</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>157</td> <td>100</td> </tr> <tr> <td>2015/16</td> <td>171</td> <td>200</td> </tr> <tr> <td>2016/17</td> <td>242</td> <td>300</td> </tr> </tbody> </table>	Year	Actual Value	Target Value	2014/15	157	100	2015/16	171	200	2016/17	242	300
Year	Actual Value	Target Value																	
2014/15	157	100																	
2015/16	171	200																	
2016/17	242	300																	
Parks & Green Spaces	SP 385 Volunteer input in parks management (number of groups) (Annual)	High	37	40			<p>SP 385 Volunteer input in parks management (number of groups) (Annual)</p>  <table border="1"> <caption>SP 385 Performance Data</caption> <thead> <tr> <th>Year</th> <th>Actual Value</th> <th>Target Value</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>38</td> <td>30</td> </tr> <tr> <td>2015/16</td> <td>38</td> <td>35</td> </tr> <tr> <td>2016/17</td> <td>37</td> <td>40</td> </tr> </tbody> </table>	Year	Actual Value	Target Value	2014/15	38	30	2015/16	38	35	2016/17	37	40
Year	Actual Value	Target Value																	
2014/15	38	30																	
2015/16	38	35																	
2016/17	37	40																	

Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart												
			Value	Target	Status	Long Trend													
Property	SP 386 Property asset valuations (annual)	High	167	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 (Years)</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>241</td> <td>150</td> </tr> <tr> <td>2015/16</td> <td>97</td> <td>150</td> </tr> <tr> <td>2016/17</td> <td>167</td> <td>150</td> </tr> </tbody> </table>	Year	Value	Target (Years)	2014/15	241	150	2015/16	97	150	2016/17	167	150
Year	Value	Target (Years)																	
2014/15	241	150																	
2015/16	97	150																	
2016/17	167	150																	
Traffic & Highways	SP 389 Carriageway condition - unclassified roads defectiveness condition indicator (annual)	Low	11%	19%	✓	↑	<p>SP 389 Carriageway condition - unclassified roads defectiveness condition indicator (annual)</p> <table border="1"> <caption>SP 389 Carriageway condition - unclassified roads defectiveness condition indicator (annual)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>20.6%</td> <td>20.6%</td> </tr> <tr> <td>2015/16</td> <td>17%</td> <td>20%</td> </tr> <tr> <td>2016/17</td> <td>11%</td> <td>18.5%</td> </tr> </tbody> </table>	Year	Value	Target (Years)	2014/15	20.6%	20.6%	2015/16	17%	20%	2016/17	11%	18.5%
Year	Value	Target (Years)																	
2014/15	20.6%	20.6%																	
2015/16	17%	20%																	
2016/17	11%	18.5%																	

Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Traffic & Highways	SP 390 Footway condition - defectiveness condition indicator (annual)	Low	14%	19%			<p>SP 390 Footway condition - defectiveness condition indicator (annual)</p>  <table border="1"> <caption>SP 390 Footway condition - defectiveness condition indicator (annual)</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>22.7%</td> <td>19%</td> </tr> <tr> <td>2015/16</td> <td>22%</td> <td>19%</td> </tr> <tr> <td>2016/17</td> <td>14%</td> <td>19%</td> </tr> </tbody> </table>	Year	Value (%)	Target (%)	2014/15	22.7%	19%	2015/16	22%	19%	2016/17	14%	19%			
Year	Value (%)	Target (%)																				
2014/15	22.7%	19%																				
2015/16	22%	19%																				
2016/17	14%	19%																				
Traffic & Highways	SP 391 Average number of days taken to repair an out of light street light (Quarterly)	Low	2.16	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 (Days)</th> <th>Target (Days)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>2.6</td> <td>3</td> </tr> <tr> <td>Q2 2016/17</td> <td>2.28</td> <td>3</td> </tr> <tr> <td>Q3 2016/17</td> <td>1.95</td> <td>3</td> </tr> <tr> <td>Q4 2016/17</td> <td>1.8</td> <td>3</td> </tr> </tbody> </table>	Quarter	Value (Days)	Target (Days)	Q1 2016/17	2.6	3	Q2 2016/17	2.28	3	Q3 2016/17	1.95	3	Q4 2016/17	1.8	3
Quarter	Value (Days)	Target (Days)																				
Q1 2016/17	2.6	3																				
Q2 2016/17	2.28	3																				
Q3 2016/17	1.95	3																				
Q4 2016/17	1.8	3																				


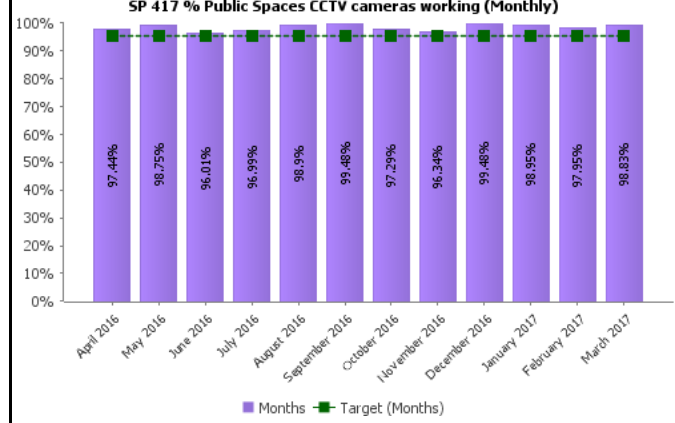
Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Transport	SP 393 Average sickness days per FTE from snapshot report (transport fleet) (Monthly)	Low	14.35	11.41			<p>SP 393 Average sickness days per FTE from snapshot report (transport fleet) (Monthly)</p>  <table border="1"> <caption>SP 393 Average sickness days per FTE from snapshot report (transport fleet) (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>0.81</td><td>1.0</td></tr> <tr><td>May 2016</td><td>0.84</td><td>1.0</td></tr> <tr><td>June 2016</td><td>1.51</td><td>1.0</td></tr> <tr><td>July 2016</td><td>1.09</td><td>1.0</td></tr> <tr><td>August 2016</td><td>0.41</td><td>1.0</td></tr> <tr><td>September 2016</td><td>0.78</td><td>1.0</td></tr> <tr><td>October 2016</td><td>1.81</td><td>1.0</td></tr> <tr><td>November 2016</td><td>1.34</td><td>1.0</td></tr> <tr><td>December 2016</td><td>1.39</td><td>1.0</td></tr> <tr><td>January 2017</td><td>1.58</td><td>1.0</td></tr> <tr><td>February 2017</td><td>0.44</td><td>1.0</td></tr> <tr><td>March 2017</td><td>2.32</td><td>1.0</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2016	0.81	1.0	May 2016	0.84	1.0	June 2016	1.51	1.0	July 2016	1.09	1.0	August 2016	0.41	1.0	September 2016	0.78	1.0	October 2016	1.81	1.0	November 2016	1.34	1.0	December 2016	1.39	1.0	January 2017	1.58	1.0	February 2017	0.44	1.0	March 2017	2.32	1.0
Month	Months	Target (Months)																																												
April 2016	0.81	1.0																																												
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January 2017	1.58	1.0																																												
February 2017	0.44	1.0																																												
March 2017	2.32	1.0																																												
Future Merton	SP 395 No. of new jobs created through the Economic Development Strategy (EDS) (annual)	High	300	600			<p>SP 395 No. of new jobs created through the Economic Development Strategy (EDS) (annual)</p>  <table border="1"> <caption>SP 395 No. of new jobs created through the Economic Development Strategy (EDS) (annual)</caption> <thead> <tr> <th>Year</th> <th>Years</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr><td>2014/15</td><td>176</td><td>300</td></tr> <tr><td>2015/16</td><td>454</td><td>600</td></tr> <tr><td>2016/17</td><td>300</td><td>600</td></tr> </tbody> </table>	Year	Years	Target (Years)	2014/15	176	300	2015/16	454	600	2016/17	300	600																											
Year	Years	Target (Years)																																												
2014/15	176	300																																												
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2016/17	300	600																																												

Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Future Merton	SP 396 % Modal increase in cycling from 2% baseline in the borough (annual)	High	1%	0.2%			<p>SP 396 % Modal increase in cycling from 2% baseline in the borough (annual)</p>  <table border="1"> <caption>SP 396 % Modal increase in cycling from 2014/15 to 2016/17</caption> <thead> <tr> <th>Year</th> <th>Actual (Years)</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>3%</td> <td>0.5%</td> </tr> <tr> <td>2015/16</td> <td>3%</td> <td>0.5%</td> </tr> <tr> <td>2016/17</td> <td>1%</td> <td>0.2%</td> </tr> </tbody> </table>	Year	Actual (Years)	Target (Years)	2014/15	3%	0.5%	2015/16	3%	0.5%	2016/17	1%	0.2%																											
Year	Actual (Years)	Target (Years)																																												
2014/15	3%	0.5%																																												
2015/16	3%	0.5%																																												
2016/17	1%	0.2%																																												
Parking	SP 397 % Cases won at PATAS (Monthly)	High	58.23%	54%			<p>SP 397 % Cases won at PATAS (Monthly)</p>  <table border="1"> <caption>SP 397 % Cases won at PATAS (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>39.62%</td><td>55%</td></tr> <tr><td>May 2016</td><td>46.34%</td><td>55%</td></tr> <tr><td>June 2016</td><td>66.67%</td><td>55%</td></tr> <tr><td>July 2016</td><td>62.07%</td><td>55%</td></tr> <tr><td>August 2016</td><td>53.25%</td><td>55%</td></tr> <tr><td>September 2016</td><td>67.95%</td><td>55%</td></tr> <tr><td>October 2016</td><td>64.29%</td><td>55%</td></tr> <tr><td>November 2016</td><td>59.65%</td><td>55%</td></tr> <tr><td>December 2016</td><td>68.89%</td><td>55%</td></tr> <tr><td>January 2017</td><td>56.92%</td><td>55%</td></tr> <tr><td>February 2017</td><td>64.71%</td><td>55%</td></tr> <tr><td>March 2017</td><td>50%</td><td>55%</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2016	39.62%	55%	May 2016	46.34%	55%	June 2016	66.67%	55%	July 2016	62.07%	55%	August 2016	53.25%	55%	September 2016	67.95%	55%	October 2016	64.29%	55%	November 2016	59.65%	55%	December 2016	68.89%	55%	January 2017	56.92%	55%	February 2017	64.71%	55%	March 2017	50%	55%
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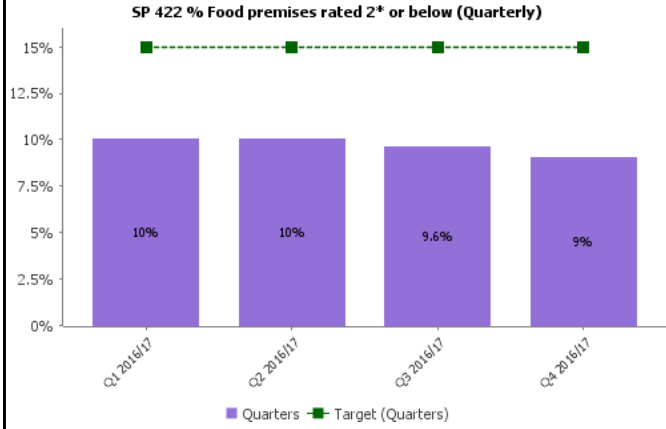
Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Parking	SP 398 % Cases lost at PATAS (Monthly)	Low	25.07%	21%			<p>SP 398 % Cases lost at PATAS (Monthly)</p> <table border="1"> <caption>SP 398 % Cases lost at PATAS (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>34.62%</td><td>21%</td></tr> <tr><td>May 2016</td><td>34.15%</td><td>21%</td></tr> <tr><td>June 2016</td><td>21.43%</td><td>21%</td></tr> <tr><td>July 2016</td><td>18.97%</td><td>21%</td></tr> <tr><td>August 2016</td><td>25.97%</td><td>21%</td></tr> <tr><td>September 2016</td><td>12.82%</td><td>21%</td></tr> <tr><td>October 2016</td><td>20%</td><td>21%</td></tr> <tr><td>November 2016</td><td>21.05%</td><td>21%</td></tr> <tr><td>December 2016</td><td>13.33%</td><td>21%</td></tr> <tr><td>January 2017</td><td>33.85%</td><td>21%</td></tr> <tr><td>February 2017</td><td>25.49%</td><td>21%</td></tr> <tr><td>March 2017</td><td>37.21%</td><td>21%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2016	34.62%	21%	May 2016	34.15%	21%	June 2016	21.43%	21%	July 2016	18.97%	21%	August 2016	25.97%	21%	September 2016	12.82%	21%	October 2016	20%	21%	November 2016	21.05%	21%	December 2016	13.33%	21%	January 2017	33.85%	21%	February 2017	25.49%	21%	March 2017	37.21%	21%
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March 2017	37.21%	21%																																												
Parking	SP 399 % Cases where council does not contest at PATAS (Monthly)	Low	16.74%	25%			<p>SP 399 % Cases where council does not contest at PATAS (Monthly)</p> <table border="1"> <caption>SP 399 % Cases where council does not contest at PATAS (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>26.42%</td><td>25%</td></tr> <tr><td>May 2016</td><td>19.51%</td><td>25%</td></tr> <tr><td>June 2016</td><td>11.9%</td><td>25%</td></tr> <tr><td>July 2016</td><td>18.97%</td><td>25%</td></tr> <tr><td>August 2016</td><td>20.78%</td><td>25%</td></tr> <tr><td>September 2016</td><td>19.23%</td><td>25%</td></tr> <tr><td>October 2016</td><td>15.71%</td><td>25%</td></tr> <tr><td>November 2016</td><td>19.3%</td><td>25%</td></tr> <tr><td>December 2016</td><td>17.78%</td><td>25%</td></tr> <tr><td>January 2017</td><td>9.23%</td><td>25%</td></tr> <tr><td>February 2017</td><td>9.8%</td><td>25%</td></tr> <tr><td>March 2017</td><td>12.79%</td><td>25%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2016	26.42%	25%	May 2016	19.51%	25%	June 2016	11.9%	25%	July 2016	18.97%	25%	August 2016	20.78%	25%	September 2016	19.23%	25%	October 2016	15.71%	25%	November 2016	19.3%	25%	December 2016	17.78%	25%	January 2017	9.23%	25%	February 2017	9.8%	25%	March 2017	12.79%	25%
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Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Leisure & Cultural Development	SP 405 No. of Leisure Centre users (monthly)	High	893,474	841,004	✓	↑	<p>SP 405 No. of Leisure Centre users (monthly)</p> <table border="1"> <caption>SP 405 No. of Leisure Centre users (monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>74,609</td><td>67,000</td></tr> <tr><td>May 2016</td><td>79,897</td><td>67,000</td></tr> <tr><td>June 2016</td><td>78,667</td><td>78,000</td></tr> <tr><td>July 2016</td><td>73,398</td><td>67,000</td></tr> <tr><td>August 2016</td><td>67,479</td><td>67,000</td></tr> <tr><td>September 2016</td><td>68,480</td><td>74,000</td></tr> <tr><td>October 2016</td><td>58,895</td><td>67,000</td></tr> <tr><td>November 2016</td><td>75,598</td><td>67,000</td></tr> <tr><td>December 2016</td><td>53,129</td><td>57,000</td></tr> <tr><td>January 2017</td><td>79,712</td><td>82,000</td></tr> <tr><td>February 2017</td><td>83,515</td><td>82,000</td></tr> <tr><td>March 2017</td><td>100,135</td><td>82,000</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2016	74,609	67,000	May 2016	79,897	67,000	June 2016	78,667	78,000	July 2016	73,398	67,000	August 2016	67,479	67,000	September 2016	68,480	74,000	October 2016	58,895	67,000	November 2016	75,598	67,000	December 2016	53,129	57,000	January 2017	79,712	82,000	February 2017	83,515	82,000	March 2017	100,135	82,000
Month	Actual (Months)	Target (Months)																																												
April 2016	74,609	67,000																																												
May 2016	79,897	67,000																																												
June 2016	78,667	78,000																																												
July 2016	73,398	67,000																																												
August 2016	67,479	67,000																																												
September 2016	68,480	74,000																																												
October 2016	58,895	67,000																																												
November 2016	75,598	67,000																																												
December 2016	53,129	57,000																																												
January 2017	79,712	82,000																																												
February 2017	83,515	82,000																																												
March 2017	100,135	82,000																																												
Leisure & Cultural Development	SP 406 No. of Polka Theatre users (Quarterly)	High	104,025	93,916	✓	↑	<p>SP 406 No. of Polka Theatre users (Quarterly)</p> <table border="1"> <caption>SP 406 No. of Polka Theatre users (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>25,745</td><td>21,000</td></tr> <tr><td>Q2 2016/17</td><td>18,524</td><td>15,000</td></tr> <tr><td>Q3 2016/17</td><td>29,381</td><td>47,808</td></tr> <tr><td>Q4 2016/17</td><td>30,375</td><td>6,000</td></tr> </tbody> </table>	Quarter	Actual (Months)	Target (Months)	Q1 2016/17	25,745	21,000	Q2 2016/17	18,524	15,000	Q3 2016/17	29,381	47,808	Q4 2016/17	30,375	6,000																								
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Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																										
			Value	Target	Status	Long Trend																											
Street Cleaning	SP 407 % FPN's issued that have been paid (Monthly)	High	73.25%	68%	✓	↑	<p>SP 407 % FPN's issued that have been paid (Monthly)</p> <table border="1"> <caption>SP 407 % FPN's issued that have been paid (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>70%</td></tr> <tr><td>May 2016</td><td>72%</td></tr> <tr><td>June 2016</td><td>73%</td></tr> <tr><td>July 2016</td><td>74%</td></tr> <tr><td>August 2016</td><td>73%</td></tr> <tr><td>September 2016</td><td>74%</td></tr> <tr><td>October 2016</td><td>74%</td></tr> <tr><td>November 2016</td><td>74%</td></tr> <tr><td>December 2016</td><td>74%</td></tr> <tr><td>January 2017</td><td>73%</td></tr> <tr><td>February 2017</td><td>74%</td></tr> <tr><td>March 2017</td><td>74%</td></tr> </tbody> </table>	Month	Value (%)	April 2016	70%	May 2016	72%	June 2016	73%	July 2016	74%	August 2016	73%	September 2016	74%	October 2016	74%	November 2016	74%	December 2016	74%	January 2017	73%	February 2017	74%	March 2017	74%
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November 2016	74%																																
December 2016	74%																																
January 2017	73%																																
February 2017	74%																																
March 2017	74%																																
Development & Building Control	SP 414 Volume of planning applications (Monthly)	High	4,597	4,400	✓	↑	<p>SP 414 Volume of planning applications (Monthly)</p> <table border="1"> <caption>SP 414 Volume of planning applications (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>437</td></tr> <tr><td>May 2016</td><td>399</td></tr> <tr><td>June 2016</td><td>384</td></tr> <tr><td>July 2016</td><td>376</td></tr> <tr><td>August 2016</td><td>360</td></tr> <tr><td>September 2016</td><td>374</td></tr> <tr><td>October 2016</td><td>396</td></tr> <tr><td>November 2016</td><td>324</td></tr> <tr><td>December 2016</td><td>386</td></tr> <tr><td>January 2017</td><td>370</td></tr> <tr><td>February 2017</td><td>390</td></tr> <tr><td>March 2017</td><td>401</td></tr> </tbody> </table>	Month	Value	April 2016	437	May 2016	399	June 2016	384	July 2016	376	August 2016	360	September 2016	374	October 2016	396	November 2016	324	December 2016	386	January 2017	370	February 2017	390	March 2017	401
Month	Value																																
April 2016	437																																
May 2016	399																																
June 2016	384																																
July 2016	376																																
August 2016	360																																
September 2016	374																																
October 2016	396																																
November 2016	324																																
December 2016	386																																
January 2017	370																																
February 2017	390																																
March 2017	401																																

Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																										
			Value	Target	Status	Long Trend																											
Parking	SP 417 % Public Spaces CCTV cameras working (Monthly)	High	98.03%	95%		N/A	<p>SP 417 % Public Spaces CCTV cameras working (Monthly)</p>  <table border="1"> <caption>SP 417 % Public Spaces CCTV cameras working (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>97.44%</td></tr> <tr><td>May 2016</td><td>98.75%</td></tr> <tr><td>June 2016</td><td>96.01%</td></tr> <tr><td>July 2016</td><td>96.99%</td></tr> <tr><td>August 2016</td><td>98.9%</td></tr> <tr><td>September 2016</td><td>99.48%</td></tr> <tr><td>October 2016</td><td>97.29%</td></tr> <tr><td>November 2016</td><td>96.34%</td></tr> <tr><td>December 2016</td><td>99.48%</td></tr> <tr><td>January 2017</td><td>98.95%</td></tr> <tr><td>February 2017</td><td>97.95%</td></tr> <tr><td>March 2017</td><td>98.63%</td></tr> </tbody> </table>	Month	Value (%)	April 2016	97.44%	May 2016	98.75%	June 2016	96.01%	July 2016	96.99%	August 2016	98.9%	September 2016	99.48%	October 2016	97.29%	November 2016	96.34%	December 2016	99.48%	January 2017	98.95%	February 2017	97.95%	March 2017	98.63%
Month	Value (%)																																
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January 2017	98.95%																																
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March 2017	98.63%																																
Regulatory Services Partnership	SP 418 Annual average amount of Nitrogen Dioxide per m3 (Annual)	High	DNR	40	Data Not Received Monitoring equipment is broken and is being replaced.	Not possible to generate graph due to lack of data																											
Regulatory Services Partnership	SP 419 Days Nitrogen Dioxide levels exceed 200 micrograms per m3 (Quarterly)	Low	DNR	18																													

Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Regulatory Services Partnership	SP 420 Annual average amount of Particulates per m3 (Annual)	Low	24	40	✓	N/A	<p>SP 420 Annual average amount of Particulates per m3 (Annual)</p> <table border="1"> <caption>SP 420 Annual average amount of Particulates per m3 (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2016/17</td> <td>24</td> <td>40</td> </tr> </tbody> </table>	Year	Value	Target	2016/17	24	40									
Year	Value	Target																				
2016/17	24	40																				
Regulatory Services Partnership	SP 421 Days particulate levels exceed 50 micrograms per m3 (Quarterly)	Low	7	35	✓	N/A	<p>SP 421 Days particulate levels exceed 50 micrograms per m3 (Quarterly)</p> <table border="1"> <caption>SP 421 Days particulate levels exceed 50 micrograms per m3 (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>0</td> <td>8</td> </tr> <tr> <td>Q2 2016/17</td> <td>0</td> <td>9</td> </tr> <tr> <td>Q3 2016/17</td> <td>5</td> <td>9</td> </tr> <tr> <td>Q4 2016/17</td> <td>2</td> <td>9</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2016/17	0	8	Q2 2016/17	0	9	Q3 2016/17	5	9	Q4 2016/17	2	9
Quarter	Value	Target																				
Q1 2016/17	0	8																				
Q2 2016/17	0	9																				
Q3 2016/17	5	9																				
Q4 2016/17	2	9																				



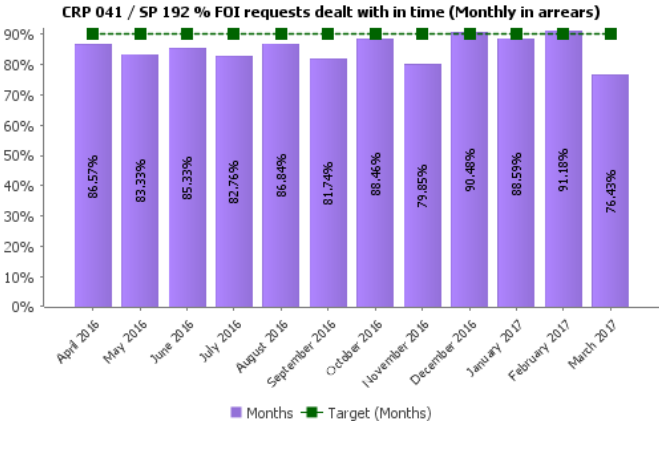


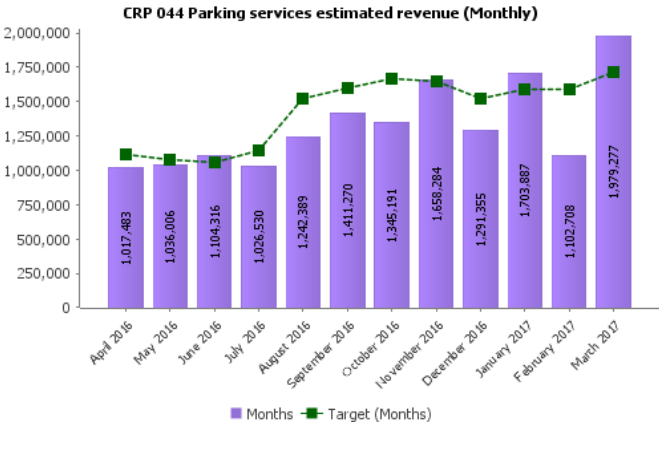
Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Regulatory Services Partnership	SP 422 % Food premises rated 2* or below (Quarterly)	Low	9.65%	15%		N/A	<p>SP 422 % Food premises rated 2* or below (Quarterly)</p>  <table border="1"> <caption>Performance Data Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>10%</td> <td>15%</td> </tr> <tr> <td>Q2 2016/17</td> <td>10%</td> <td>15%</td> </tr> <tr> <td>Q3 2016/17</td> <td>9.6%</td> <td>15%</td> </tr> <tr> <td>Q4 2016/17</td> <td>9%</td> <td>15%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2016/17	10%	15%	Q2 2016/17	10%	15%	Q3 2016/17	9.6%	15%	Q4 2016/17	9%	15%
Quarter	Quarters (%)	Target (Quarters) (%)																				
Q1 2016/17	10%	15%																				
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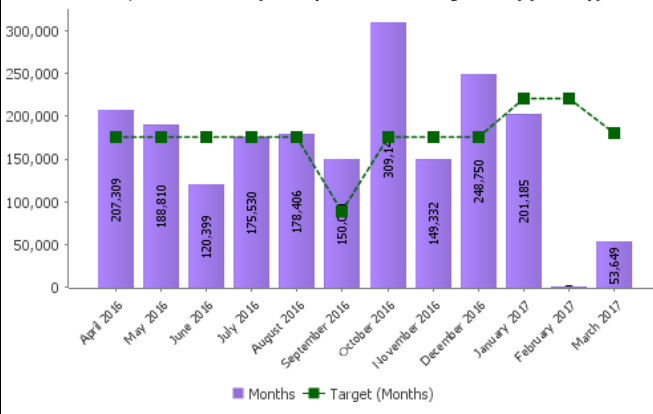


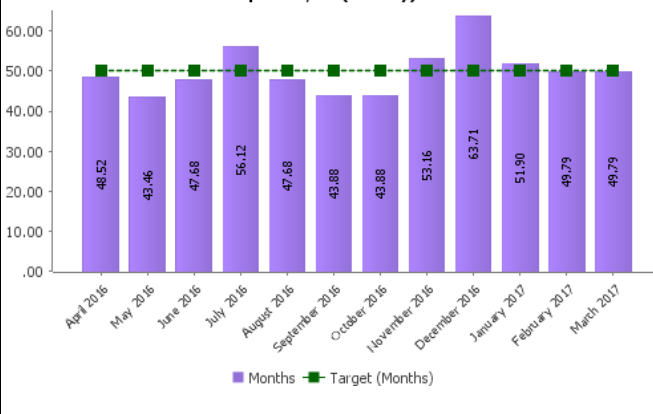
Corporate Indicator Set


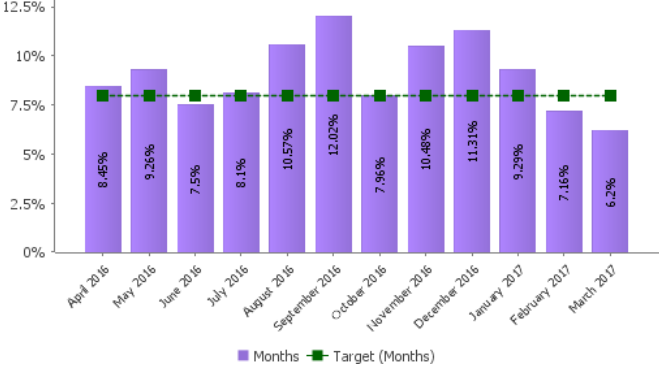

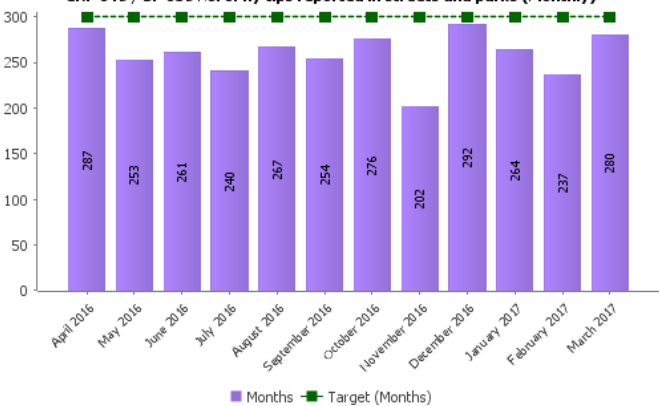
Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Corporate Services	CRP 013 / SP 431 % of positive and neutral coverage tone (Monthly)	High	88.47%	92%			<p>CRP 013 / SP 431 % of positive and neutral coverage tone (Monthly)</p> <table border="1"> <caption>CRP 013 / SP 431 % of positive and neutral coverage tone (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>94.87%</td><td>92%</td></tr> <tr><td>May 2016</td><td>95.71%</td><td>92%</td></tr> <tr><td>June 2016</td><td>93.14%</td><td>92%</td></tr> <tr><td>July 2016</td><td>94.29%</td><td>92%</td></tr> <tr><td>August 2016</td><td>90.79%</td><td>92%</td></tr> <tr><td>September 2016</td><td>89.74%</td><td>92%</td></tr> <tr><td>October 2016</td><td>95.08%</td><td>92%</td></tr> <tr><td>November 2016</td><td>84.62%</td><td>92%</td></tr> <tr><td>December 2016</td><td>80.36%</td><td>92%</td></tr> <tr><td>January 2017</td><td>89.74%</td><td>92%</td></tr> <tr><td>February 2017</td><td>81.25%</td><td>92%</td></tr> <tr><td>March 2017</td><td>72%</td><td>92%</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	April 2016	94.87%	92%	May 2016	95.71%	92%	June 2016	93.14%	92%	July 2016	94.29%	92%	August 2016	90.79%	92%	September 2016	89.74%	92%	October 2016	95.08%	92%	November 2016	84.62%	92%	December 2016	80.36%	92%	January 2017	89.74%	92%	February 2017	81.25%	92%	March 2017	72%	92%
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January 2017	89.74%	92%																																												
February 2017	81.25%	92%																																												
March 2017	72%	92%																																												
Corporate Services	CRP 014 / SP 426 % Ombudsman complaints answered in time (monthly in arrears)	High	90.1%	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>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>100%</td><td>90%</td></tr> <tr><td>May 2016</td><td>100%</td><td>90%</td></tr> <tr><td>June 2016</td><td>88.89%</td><td>90%</td></tr> <tr><td>July 2016</td><td>58.33%</td><td>90%</td></tr> <tr><td>August 2016</td><td>77.78%</td><td>90%</td></tr> <tr><td>September 2016</td><td>90%</td><td>90%</td></tr> <tr><td>October 2016</td><td>100%</td><td>90%</td></tr> <tr><td>November 2016</td><td>100%</td><td>90%</td></tr> <tr><td>December 2016</td><td>100%</td><td>90%</td></tr> <tr><td>January 2017</td><td>100%</td><td>90%</td></tr> <tr><td>February 2017</td><td>100%</td><td>90%</td></tr> <tr><td>March 2017</td><td>80%</td><td>90%</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	April 2016	100%	90%	May 2016	100%	90%	June 2016	88.89%	90%	July 2016	58.33%	90%	August 2016	77.78%	90%	September 2016	90%	90%	October 2016	100%	90%	November 2016	100%	90%	December 2016	100%	90%	January 2017	100%	90%	February 2017	100%	90%	March 2017	80%	90%
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Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
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Corporate Services	CRP 016 / SP 401 The level of CO2 emissions from the council's buildings (tonnes) (Annual)	Low	6,924	8,045.36	✓	↓	<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) (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>4,132.01</td> <td>-</td> </tr> <tr> <td>2015/16</td> <td>5,158.68</td> <td>-</td> </tr> <tr> <td>2016/17</td> <td>6,924</td> <td>8,045.36</td> </tr> </tbody> </table>	Year	Value	Target	2014/15	4,132.01	-	2015/16	5,158.68	-	2016/17	6,924	8,045.36																											
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2015/16	5,158.68	-																																												
2016/17	6,924	8,045.36																																												
Corporate Services	CRP 018 / SP 154 % Council Tax collected (Monthly)	High	97.64%	97.25%	✓	↑	<p>CRP 018 / SP 154 % Council Tax collected (Monthly)</p> <table border="1"> <caption>% Council Tax collected (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>11.96%</td><td>-</td></tr> <tr><td>May 2016</td><td>21.36%</td><td>-</td></tr> <tr><td>June 2016</td><td>30.37%</td><td>-</td></tr> <tr><td>July 2016</td><td>39.85%</td><td>-</td></tr> <tr><td>August 2016</td><td>48.33%</td><td>-</td></tr> <tr><td>September 2016</td><td>57.67%</td><td>-</td></tr> <tr><td>October 2016</td><td>66.74%</td><td>-</td></tr> <tr><td>November 2016</td><td>76.18%</td><td>-</td></tr> <tr><td>December 2016</td><td>84.97%</td><td>-</td></tr> <tr><td>January 2017</td><td>94.07%</td><td>-</td></tr> <tr><td>February 2017</td><td>96.51%</td><td>-</td></tr> <tr><td>March 2017</td><td>97.64%</td><td>97.25%</td></tr> </tbody> </table>	Month	Value	Target	April 2016	11.96%	-	May 2016	21.36%	-	June 2016	30.37%	-	July 2016	39.85%	-	August 2016	48.33%	-	September 2016	57.67%	-	October 2016	66.74%	-	November 2016	76.18%	-	December 2016	84.97%	-	January 2017	94.07%	-	February 2017	96.51%	-	March 2017	97.64%	97.25%
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Corporate Services	CRP 036 / SP 155 % Business Rates collected (Monthly)	High	97.91%	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>Months (%)</th> <th>Target (Months) (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>2.11%</td><td></td></tr> <tr><td>May 2016</td><td>21.12%</td><td></td></tr> <tr><td>June 2016</td><td>29.83%</td><td></td></tr> <tr><td>July 2016</td><td>38.07%</td><td></td></tr> <tr><td>August 2016</td><td>47.78%</td><td></td></tr> <tr><td>September 2016</td><td>57.57%</td><td></td></tr> <tr><td>October 2016</td><td>65.49%</td><td></td></tr> <tr><td>November 2016</td><td>74.44%</td><td></td></tr> <tr><td>December 2016</td><td>83.73%</td><td></td></tr> <tr><td>January 2017</td><td>91.51%</td><td></td></tr> <tr><td>February 2017</td><td>95.58%</td><td></td></tr> <tr><td>March 2017</td><td>97.91%</td><td></td></tr> </tbody> </table>	Month	Months (%)	Target (Months) (%)	April 2016	2.11%		May 2016	21.12%		June 2016	29.83%		July 2016	38.07%		August 2016	47.78%		September 2016	57.57%		October 2016	65.49%		November 2016	74.44%		December 2016	83.73%		January 2017	91.51%		February 2017	95.58%		March 2017	97.91%	
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Corporate Services	CRP 037 / SP 352 % complaints progressed to stage 2 (Quarterly)	Low	6.21%	9%	✓	↑	<p>CRP 037 / SP 352 % complaints progressed to stage 2 (Quarterly)</p> <table border="1"> <caption>CRP 037 / SP 352 % complaints progressed to stage 2 (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>5.48%</td><td>9%</td></tr> <tr><td>Q2 2016/17</td><td>7.89%</td><td>9%</td></tr> <tr><td>Q3 2016/17</td><td>4.74%</td><td>9%</td></tr> <tr><td>Q4 2016/17</td><td>8.2%</td><td>9%</td></tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2016/17	5.48%	9%	Q2 2016/17	7.89%	9%	Q3 2016/17	4.74%	9%	Q4 2016/17	8.2%	9%																								
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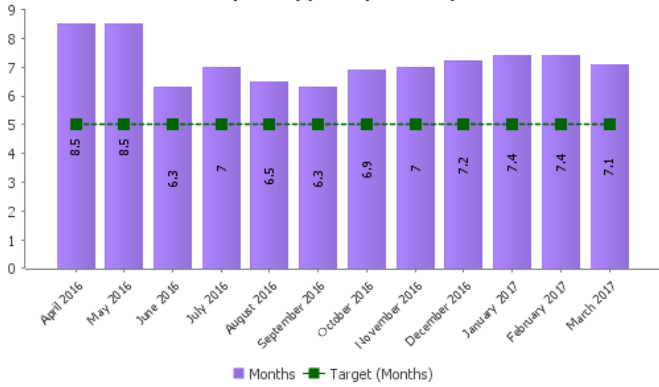


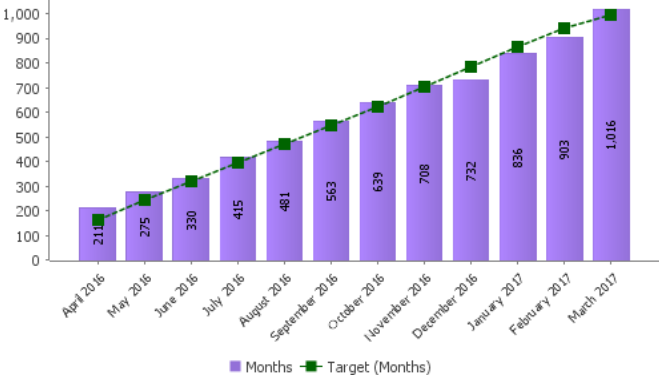
Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Corporate Services	CRP 041 / SP 192 % FOI requests dealt with in time (Monthly in arrears)	High	85.09%	90%			<p>CRP 041 / SP 192 % FOI requests dealt with in time (Monthly in arrears)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>86.57%</td><td>90%</td></tr> <tr><td>May 2016</td><td>83.33%</td><td>90%</td></tr> <tr><td>June 2016</td><td>85.33%</td><td>90%</td></tr> <tr><td>July 2016</td><td>82.76%</td><td>90%</td></tr> <tr><td>August 2016</td><td>86.64%</td><td>90%</td></tr> <tr><td>September 2016</td><td>81.74%</td><td>90%</td></tr> <tr><td>October 2016</td><td>88.46%</td><td>90%</td></tr> <tr><td>November 2016</td><td>79.85%</td><td>90%</td></tr> <tr><td>December 2016</td><td>90.48%</td><td>90%</td></tr> <tr><td>January 2017</td><td>88.59%</td><td>90%</td></tr> <tr><td>February 2017</td><td>91.18%</td><td>90%</td></tr> <tr><td>March 2017</td><td>76.43%</td><td>90%</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	April 2016	86.57%	90%	May 2016	83.33%	90%	June 2016	85.33%	90%	July 2016	82.76%	90%	August 2016	86.64%	90%	September 2016	81.74%	90%	October 2016	88.46%	90%	November 2016	79.85%	90%	December 2016	90.48%	90%	January 2017	88.59%	90%	February 2017	91.18%	90%	March 2017	76.43%	90%
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Environment & Regeneration	CRP 044 Parking services estimated revenue (Monthly)	High	15,918,696	17,250,762			<p>CRP 044 Parking services estimated revenue (Monthly)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>1,017,483</td><td>1,150,000</td></tr> <tr><td>May 2016</td><td>1,036,006</td><td>1,100,000</td></tr> <tr><td>June 2016</td><td>1,104,316</td><td>1,100,000</td></tr> <tr><td>July 2016</td><td>1,026,530</td><td>1,150,000</td></tr> <tr><td>August 2016</td><td>1,242,389</td><td>1,500,000</td></tr> <tr><td>September 2016</td><td>1,411,270</td><td>1,600,000</td></tr> <tr><td>October 2016</td><td>1,345,191</td><td>1,650,000</td></tr> <tr><td>November 2016</td><td>1,656,284</td><td>1,650,000</td></tr> <tr><td>December 2016</td><td>1,291,355</td><td>1,500,000</td></tr> <tr><td>January 2017</td><td>1,703,887</td><td>1,600,000</td></tr> <tr><td>February 2017</td><td>1,102,708</td><td>1,600,000</td></tr> <tr><td>March 2017</td><td>1,979,277</td><td>1,700,000</td></tr> </tbody> </table>	Month	Actual	Target	April 2016	1,017,483	1,150,000	May 2016	1,036,006	1,100,000	June 2016	1,104,316	1,100,000	July 2016	1,026,530	1,150,000	August 2016	1,242,389	1,500,000	September 2016	1,411,270	1,600,000	October 2016	1,345,191	1,650,000	November 2016	1,656,284	1,650,000	December 2016	1,291,355	1,500,000	January 2017	1,703,887	1,600,000	February 2017	1,102,708	1,600,000	March 2017	1,979,277	1,700,000
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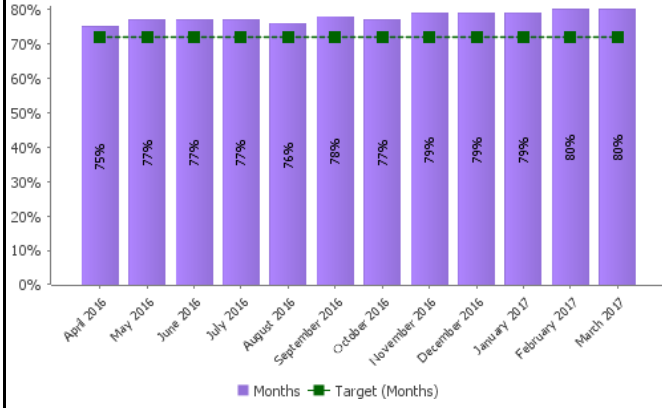


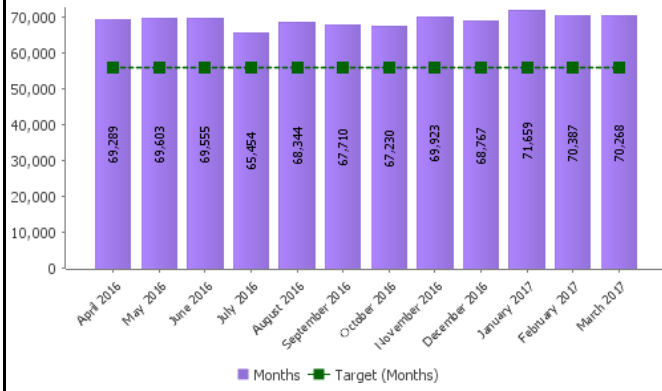
Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Environment & Regeneration	CRP 045 / SP 118 Income (Development and Building Control) (Monthly)	High	1,982,512	2,110,000			<p>CRP 045 / SP 118 Income (Development and Building Control) (Monthly)</p> 
Environment & Regeneration	CRP 047 / SP 068 No. of refuse collections including recycling and kitchen waste missed per 100,000 (Monthly)	Low	49.96	50.00			<p>CRP 047 / SP 068 No. of refuse collections including recycling and kitchen waste missed per 100,000 (Monthly)</p> 



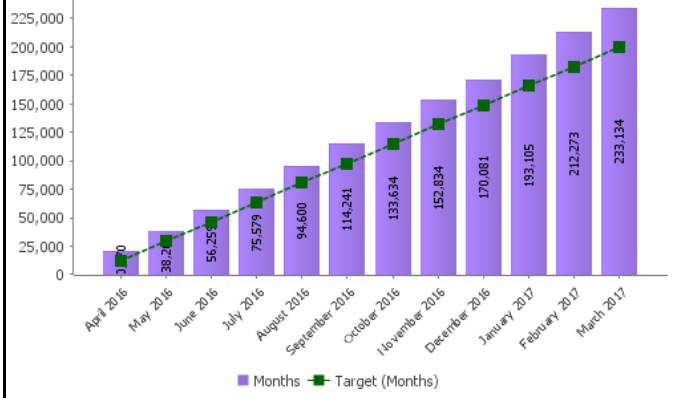


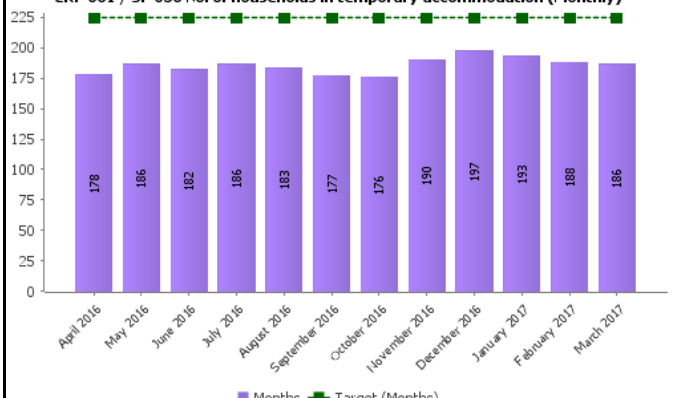
Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																										
			Value	Target	Status	Long Trend																											
Environment & Regeneration	CRP 048 % of sites surveyed on local street inspections for litter that are below standard (Monthly)	Low	8.95%	8%			<p>CRP 048 % of sites surveyed on local street inspections for litter that are below standard (Monthly)</p>  <table border="1"> <caption>CRP 048 % of sites surveyed on local street inspections for litter that are below standard (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>8.45%</td></tr> <tr><td>May 2016</td><td>9.26%</td></tr> <tr><td>June 2016</td><td>7.5%</td></tr> <tr><td>July 2016</td><td>8.1%</td></tr> <tr><td>August 2016</td><td>10.57%</td></tr> <tr><td>September 2016</td><td>12.0%</td></tr> <tr><td>October 2016</td><td>7.96%</td></tr> <tr><td>November 2016</td><td>10.48%</td></tr> <tr><td>December 2016</td><td>11.31%</td></tr> <tr><td>January 2017</td><td>9.29%</td></tr> <tr><td>February 2017</td><td>7.16%</td></tr> <tr><td>March 2017</td><td>6.2%</td></tr> </tbody> </table>	Month	Value (%)	April 2016	8.45%	May 2016	9.26%	June 2016	7.5%	July 2016	8.1%	August 2016	10.57%	September 2016	12.0%	October 2016	7.96%	November 2016	10.48%	December 2016	11.31%	January 2017	9.29%	February 2017	7.16%	March 2017	6.2%
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March 2017	6.2%																																
Environment & Regeneration	CRP 049 / SP 059 No. of fly tips reported in streets and parks (Monthly)	Low	3,113	3,600			<p>CRP 049 / SP 059 No. of fly tips reported in streets and parks (Monthly)</p>  <table border="1"> <caption>CRP 049 / SP 059 No. of fly tips reported in streets and parks (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>287</td></tr> <tr><td>May 2016</td><td>253</td></tr> <tr><td>June 2016</td><td>261</td></tr> <tr><td>July 2016</td><td>240</td></tr> <tr><td>August 2016</td><td>267</td></tr> <tr><td>September 2016</td><td>254</td></tr> <tr><td>October 2016</td><td>276</td></tr> <tr><td>November 2016</td><td>202</td></tr> <tr><td>December 2016</td><td>292</td></tr> <tr><td>January 2017</td><td>264</td></tr> <tr><td>February 2017</td><td>237</td></tr> <tr><td>March 2017</td><td>280</td></tr> </tbody> </table>	Month	Value	April 2016	287	May 2016	253	June 2016	261	July 2016	240	August 2016	267	September 2016	254	October 2016	276	November 2016	202	December 2016	292	January 2017	264	February 2017	237	March 2017	280
Month	Value																																
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Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Environment & Regeneration	CRP 051 / SP 114 % Major applications processed within 13 weeks (Monthly)	High	70.6%	55%			<p>CRP 051 / SP 114 % Major applications processed within 13 weeks (Monthly)</p> <table border="1"> <caption>CRP 051 / SP 114 % Major applications processed within 13 weeks (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Months (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>100%</td><td>55%</td></tr> <tr><td>May 2016</td><td>33.33%</td><td>55%</td></tr> <tr><td>June 2016</td><td>88.89%</td><td>55%</td></tr> <tr><td>July 2016</td><td>66.67%</td><td>55%</td></tr> <tr><td>August 2016</td><td>60%</td><td>55%</td></tr> <tr><td>September 2016</td><td>0%</td><td>55%</td></tr> <tr><td>October 2016</td><td>100%</td><td>55%</td></tr> <tr><td>November 2016</td><td>75%</td><td>55%</td></tr> <tr><td>December 2016</td><td>50%</td><td>55%</td></tr> <tr><td>January 2017</td><td>0%</td><td>55%</td></tr> <tr><td>February 2017</td><td>100%</td><td>55%</td></tr> <tr><td>March 2017</td><td>100%</td><td>55%</td></tr> </tbody> </table>	Month	Months (%)	Target (%)	April 2016	100%	55%	May 2016	33.33%	55%	June 2016	88.89%	55%	July 2016	66.67%	55%	August 2016	60%	55%	September 2016	0%	55%	October 2016	100%	55%	November 2016	75%	55%	December 2016	50%	55%	January 2017	0%	55%	February 2017	100%	55%	March 2017	100%	55%
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Environment & Regeneration	CRP 052 / SP 115 % of minor planning applications determined within 8 weeks (Monthly)	High	68.17%	60%			<p>CRP 052 / SP 115 % of minor planning applications determined within 8 weeks (Monthly)</p> <table border="1"> <caption>CRP 052 / SP 115 % of minor planning applications determined within 8 weeks (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Months (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>70.59%</td><td>60%</td></tr> <tr><td>May 2016</td><td>75%</td><td>60%</td></tr> <tr><td>June 2016</td><td>73.91%</td><td>60%</td></tr> <tr><td>July 2016</td><td>58.57%</td><td>60%</td></tr> <tr><td>August 2016</td><td>62.5%</td><td>60%</td></tr> <tr><td>September 2016</td><td>46.45%</td><td>60%</td></tr> <tr><td>October 2016</td><td>69.44%</td><td>60%</td></tr> <tr><td>November 2016</td><td>70.97%</td><td>60%</td></tr> <tr><td>December 2016</td><td>57.89%</td><td>60%</td></tr> <tr><td>January 2017</td><td>80.95%</td><td>60%</td></tr> <tr><td>February 2017</td><td>77.78%</td><td>60%</td></tr> <tr><td>March 2017</td><td>66.67%</td><td>60%</td></tr> </tbody> </table>	Month	Months (%)	Target (%)	April 2016	70.59%	60%	May 2016	75%	60%	June 2016	73.91%	60%	July 2016	58.57%	60%	August 2016	62.5%	60%	September 2016	46.45%	60%	October 2016	69.44%	60%	November 2016	70.97%	60%	December 2016	57.89%	60%	January 2017	80.95%	60%	February 2017	77.78%	60%	March 2017	66.67%	60%
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Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																										
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Environment & Regeneration	CRP 053 / SP 116 % of 'other' planning applications determined within 8 weeks (Development Control) (Monthly)	High	87.11%	82%	✓	↑	<p>CRP 053 / SP 116 % of 'other' planning applications determined within 8 weeks (Development Control) (Monthly)</p> <table border="1"> <caption>CRP 053 / SP 116 % of 'other' planning applications determined within 8 weeks (Development Control) (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>92.48%</td></tr> <tr><td>May 2016</td><td>90.29%</td></tr> <tr><td>June 2016</td><td>81.88%</td></tr> <tr><td>July 2016</td><td>92.91%</td></tr> <tr><td>August 2016</td><td>82.86%</td></tr> <tr><td>September 2016</td><td>84.62%</td></tr> <tr><td>October 2016</td><td>84.47%</td></tr> <tr><td>November 2016</td><td>87.4%</td></tr> <tr><td>December 2016</td><td>87.74%</td></tr> <tr><td>January 2017</td><td>91.07%</td></tr> <tr><td>February 2017</td><td>83.72%</td></tr> <tr><td>March 2017</td><td>84.13%</td></tr> </tbody> </table>	Month	Value (%)	April 2016	92.48%	May 2016	90.29%	June 2016	81.88%	July 2016	92.91%	August 2016	82.86%	September 2016	84.62%	October 2016	84.47%	November 2016	87.4%	December 2016	87.74%	January 2017	91.07%	February 2017	83.72%	March 2017	84.13%
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Community & Housing	CRP 054 / SP039 % People with 'long term' services receiving Self-Directed Support (SDS) (Monthly)	High	100%	95%	✓	↑	<p>CRP 054 / SP039 % People with 'long term' services receiving Self-Directed Support (SDS) (Monthly)</p> <table border="1"> <caption>CRP 054 / SP039 % People with 'long term' services receiving Self-Directed Support (SDS) (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>99%</td></tr> <tr><td>May 2016</td><td>99%</td></tr> <tr><td>June 2016</td><td>99%</td></tr> <tr><td>July 2016</td><td>99.8%</td></tr> <tr><td>August 2016</td><td>99.8%</td></tr> <tr><td>September 2016</td><td>99%</td></tr> <tr><td>October 2016</td><td>100%</td></tr> <tr><td>November 2016</td><td>100%</td></tr> <tr><td>December 2016</td><td>100%</td></tr> <tr><td>January 2017</td><td>100%</td></tr> <tr><td>February 2017</td><td>100%</td></tr> <tr><td>March 2017</td><td>100%</td></tr> </tbody> </table>	Month	Value (%)	April 2016	99%	May 2016	99%	June 2016	99%	July 2016	99.8%	August 2016	99.8%	September 2016	99%	October 2016	100%	November 2016	100%	December 2016	100%	January 2017	100%	February 2017	100%	March 2017	100%
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Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
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Community & Housing	CRP 055 / SP275 The rate of delayed transfers of care from hospital (both Merton & NHS responsible) (Monthly in arrears)	Low	7.1	5			<p>CRP 055 / SP275 The rate of delayed transfers of care from hospital (both Merton & NHS responsible) (Monthly in arrears)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>8.5</td><td>5.0</td></tr> <tr><td>May 2016</td><td>8.5</td><td>5.0</td></tr> <tr><td>June 2016</td><td>6.3</td><td>5.0</td></tr> <tr><td>July 2016</td><td>7.0</td><td>5.0</td></tr> <tr><td>August 2016</td><td>6.5</td><td>5.0</td></tr> <tr><td>September 2016</td><td>6.3</td><td>5.0</td></tr> <tr><td>October 2016</td><td>6.9</td><td>5.0</td></tr> <tr><td>November 2016</td><td>7.0</td><td>5.0</td></tr> <tr><td>December 2016</td><td>7.2</td><td>5.0</td></tr> <tr><td>January 2017</td><td>7.4</td><td>5.0</td></tr> <tr><td>February 2017</td><td>7.4</td><td>5.0</td></tr> <tr><td>March 2017</td><td>7.1</td><td>5.0</td></tr> </tbody> </table>	Month	Value	Target	April 2016	8.5	5.0	May 2016	8.5	5.0	June 2016	6.3	5.0	July 2016	7.0	5.0	August 2016	6.5	5.0	September 2016	6.3	5.0	October 2016	6.9	5.0	November 2016	7.0	5.0	December 2016	7.2	5.0	January 2017	7.4	5.0	February 2017	7.4	5.0	March 2017	7.1	5.0
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February 2017	7.4	5.0																																												
March 2017	7.1	5.0																																												
Community & Housing	CRP 056 / SP 054 No. of Carers receiving services and / or information and advice (Monthly)	High	1,016	996			<p>CRP 056 / SP 054 No. of Carers receiving services and / or information and advice (Monthly)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>211</td><td>996</td></tr> <tr><td>May 2016</td><td>275</td><td>996</td></tr> <tr><td>June 2016</td><td>330</td><td>996</td></tr> <tr><td>July 2016</td><td>415</td><td>996</td></tr> <tr><td>August 2016</td><td>481</td><td>996</td></tr> <tr><td>September 2016</td><td>563</td><td>996</td></tr> <tr><td>October 2016</td><td>639</td><td>996</td></tr> <tr><td>November 2016</td><td>708</td><td>996</td></tr> <tr><td>December 2016</td><td>732</td><td>996</td></tr> <tr><td>January 2017</td><td>836</td><td>996</td></tr> <tr><td>February 2017</td><td>903</td><td>996</td></tr> <tr><td>March 2017</td><td>1,016</td><td>996</td></tr> </tbody> </table>	Month	Value	Target	April 2016	211	996	May 2016	275	996	June 2016	330	996	July 2016	415	996	August 2016	481	996	September 2016	563	996	October 2016	639	996	November 2016	708	996	December 2016	732	996	January 2017	836	996	February 2017	903	996	March 2017	1,016	996
Month	Value	Target																																												
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Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Community & Housing	CRP 057 / SP274 % people receiving 'long term' community services (Monthly)	High	80%	72%			<p>CRP 057 / SP274 % people receiving 'long term' community services (Monthly)</p>  <table border="1"> <caption>CRP 057 / SP274 % people receiving 'long term' community services (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>75%</td><td>72%</td></tr> <tr><td>May 2016</td><td>77%</td><td>72%</td></tr> <tr><td>June 2016</td><td>77%</td><td>72%</td></tr> <tr><td>July 2016</td><td>77%</td><td>72%</td></tr> <tr><td>August 2016</td><td>76%</td><td>72%</td></tr> <tr><td>September 2016</td><td>78%</td><td>72%</td></tr> <tr><td>October 2016</td><td>77%</td><td>72%</td></tr> <tr><td>November 2016</td><td>79%</td><td>72%</td></tr> <tr><td>December 2016</td><td>79%</td><td>72%</td></tr> <tr><td>January 2017</td><td>79%</td><td>72%</td></tr> <tr><td>February 2017</td><td>80%</td><td>72%</td></tr> <tr><td>March 2017</td><td>80%</td><td>72%</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	April 2016	75%	72%	May 2016	77%	72%	June 2016	77%	72%	July 2016	77%	72%	August 2016	76%	72%	September 2016	78%	72%	October 2016	77%	72%	November 2016	79%	72%	December 2016	79%	72%	January 2017	79%	72%	February 2017	80%	72%	March 2017	80%	72%
Month	Actual (%)	Target (%)																																												
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January 2017	79%	72%																																												
February 2017	80%	72%																																												
March 2017	80%	72%																																												
Community & Housing	CRP 059 / SP 008 No. of people accessing the library by borrowing an item or using a peoples network terminal at least once in the previous 12 months (Monthly)	High	70,268	56,000			<p>CRP 059 / SP 008 No. of people accessing the library by borrowing an item or using a peoples network terminal at least once in the previous 12 months (Monthly)</p>  <table border="1"> <caption>CRP 059 / SP 008 No. of people accessing the library by borrowing an item or using a peoples network terminal at least once in the previous 12 months (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>69,289</td><td>56,000</td></tr> <tr><td>May 2016</td><td>69,603</td><td>56,000</td></tr> <tr><td>June 2016</td><td>69,555</td><td>56,000</td></tr> <tr><td>July 2016</td><td>65,464</td><td>56,000</td></tr> <tr><td>August 2016</td><td>68,344</td><td>56,000</td></tr> <tr><td>September 2016</td><td>67,710</td><td>56,000</td></tr> <tr><td>October 2016</td><td>67,230</td><td>56,000</td></tr> <tr><td>November 2016</td><td>69,923</td><td>56,000</td></tr> <tr><td>December 2016</td><td>68,767</td><td>56,000</td></tr> <tr><td>January 2017</td><td>71,659</td><td>56,000</td></tr> <tr><td>February 2017</td><td>70,387</td><td>56,000</td></tr> <tr><td>March 2017</td><td>70,268</td><td>56,000</td></tr> </tbody> </table>	Month	Actual	Target	April 2016	69,289	56,000	May 2016	69,603	56,000	June 2016	69,555	56,000	July 2016	65,464	56,000	August 2016	68,344	56,000	September 2016	67,710	56,000	October 2016	67,230	56,000	November 2016	69,923	56,000	December 2016	68,767	56,000	January 2017	71,659	56,000	February 2017	70,387	56,000	March 2017	70,268	56,000
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Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Community & Housing	CRP 060 / SP 009 No. of visitors accessing the library service on line (Monthly)	High	233,134	200,000			<p>CRP 060 / SP 009 No. of visitors accessing the library service on line (Monthly)</p>  <table border="1"> <caption>CRP 060 / SP 009 No. of visitors accessing the library service on line (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>20,000</td><td>20,000</td></tr> <tr><td>May 2016</td><td>38,200</td><td>38,200</td></tr> <tr><td>June 2016</td><td>56,250</td><td>56,250</td></tr> <tr><td>July 2016</td><td>75,579</td><td>75,579</td></tr> <tr><td>August 2016</td><td>94,600</td><td>94,600</td></tr> <tr><td>September 2016</td><td>114,241</td><td>114,241</td></tr> <tr><td>October 2016</td><td>133,634</td><td>133,634</td></tr> <tr><td>November 2016</td><td>152,834</td><td>152,834</td></tr> <tr><td>December 2016</td><td>170,081</td><td>170,081</td></tr> <tr><td>January 2017</td><td>193,105</td><td>193,105</td></tr> <tr><td>February 2017</td><td>212,273</td><td>212,273</td></tr> <tr><td>March 2017</td><td>233,134</td><td>233,134</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2016	20,000	20,000	May 2016	38,200	38,200	June 2016	56,250	56,250	July 2016	75,579	75,579	August 2016	94,600	94,600	September 2016	114,241	114,241	October 2016	133,634	133,634	November 2016	152,834	152,834	December 2016	170,081	170,081	January 2017	193,105	193,105	February 2017	212,273	212,273	March 2017	233,134	233,134
Month	Months	Target (Months)																																												
April 2016	20,000	20,000																																												
May 2016	38,200	38,200																																												
June 2016	56,250	56,250																																												
July 2016	75,579	75,579																																												
August 2016	94,600	94,600																																												
September 2016	114,241	114,241																																												
October 2016	133,634	133,634																																												
November 2016	152,834	152,834																																												
December 2016	170,081	170,081																																												
January 2017	193,105	193,105																																												
February 2017	212,273	212,273																																												
March 2017	233,134	233,134																																												
Community & Housing	CRP 061 / SP 036 No. of households in temporary accommodation (Monthly)	Low	185.17	225			<p>CRP 061 / SP 036 No. of households in temporary accommodation (Monthly)</p>  <table border="1"> <caption>CRP 061 / SP 036 No. of households in temporary accommodation (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>178</td><td>225</td></tr> <tr><td>May 2016</td><td>186</td><td>225</td></tr> <tr><td>June 2016</td><td>182</td><td>225</td></tr> <tr><td>July 2016</td><td>186</td><td>225</td></tr> <tr><td>August 2016</td><td>183</td><td>225</td></tr> <tr><td>September 2016</td><td>177</td><td>225</td></tr> <tr><td>October 2016</td><td>176</td><td>225</td></tr> <tr><td>November 2016</td><td>190</td><td>225</td></tr> <tr><td>December 2016</td><td>197</td><td>225</td></tr> <tr><td>January 2017</td><td>193</td><td>225</td></tr> <tr><td>February 2017</td><td>188</td><td>225</td></tr> <tr><td>March 2017</td><td>186</td><td>225</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2016	178	225	May 2016	186	225	June 2016	182	225	July 2016	186	225	August 2016	183	225	September 2016	177	225	October 2016	176	225	November 2016	190	225	December 2016	197	225	January 2017	193	225	February 2017	188	225	March 2017	186	225
Month	Months	Target (Months)																																												
April 2016	178	225																																												
May 2016	186	225																																												
June 2016	182	225																																												
July 2016	186	225																																												
August 2016	183	225																																												
September 2016	177	225																																												
October 2016	176	225																																												
November 2016	190	225																																												
December 2016	197	225																																												
January 2017	193	225																																												
February 2017	188	225																																												
March 2017	186	225																																												

Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Community & Housing	CRP 062 / SP 035 No. of homelessness preventions (Monthly)	High	458	450	✓	↓	<p>CRP 062 / SP 035 No. of homelessness preventions (Monthly)</p> <table border="1"> <caption>CRP 062 / SP 035 No. of homelessness preventions (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>57</td><td>57</td></tr> <tr><td>May 2016</td><td>84</td><td>84</td></tr> <tr><td>June 2016</td><td>140</td><td>140</td></tr> <tr><td>July 2016</td><td>166</td><td>166</td></tr> <tr><td>August 2016</td><td>209</td><td>209</td></tr> <tr><td>September 2016</td><td>231</td><td>231</td></tr> <tr><td>October 2016</td><td>263</td><td>263</td></tr> <tr><td>November 2016</td><td>325</td><td>325</td></tr> <tr><td>December 2016</td><td>362</td><td>362</td></tr> <tr><td>January 2017</td><td>387</td><td>387</td></tr> <tr><td>February 2017</td><td>415</td><td>415</td></tr> <tr><td>March 2017</td><td>468</td><td>468</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2016	57	57	May 2016	84	84	June 2016	140	140	July 2016	166	166	August 2016	209	209	September 2016	231	231	October 2016	263	263	November 2016	325	325	December 2016	362	362	January 2017	387	387	February 2017	415	415	March 2017	468	468
Month	Months	Target (Months)																																												
April 2016	57	57																																												
May 2016	84	84																																												
June 2016	140	140																																												
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November 2016	325	325																																												
December 2016	362	362																																												
January 2017	387	387																																												
February 2017	415	415																																												
March 2017	468	468																																												
Children, Schools & Families	CRP 065 / SP 095 No. of special guardianship orders and adoptions finalised during the year ending 31 March (Monthly)	High	17	13	✓	↑	<p>CRP 065 / SP 095 No. of special guardianship orders and adoptions finalised during the year ending 31 March (Monthly)</p> <table border="1"> <caption>CRP 065 / SP 095 No. of special guardianship orders and adoptions finalised during the year ending 31 March (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>3</td><td>3</td></tr> <tr><td>May 2016</td><td>3</td><td>3</td></tr> <tr><td>June 2016</td><td>3</td><td>3</td></tr> <tr><td>July 2016</td><td>4</td><td>4</td></tr> <tr><td>August 2016</td><td>5</td><td>5</td></tr> <tr><td>September 2016</td><td>8</td><td>8</td></tr> <tr><td>October 2016</td><td>8</td><td>8</td></tr> <tr><td>November 2016</td><td>8</td><td>8</td></tr> <tr><td>December 2016</td><td>9</td><td>9</td></tr> <tr><td>January 2017</td><td>10</td><td>10</td></tr> <tr><td>February 2017</td><td>15</td><td>15</td></tr> <tr><td>March 2017</td><td>17</td><td>17</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2016	3	3	May 2016	3	3	June 2016	3	3	July 2016	4	4	August 2016	5	5	September 2016	8	8	October 2016	8	8	November 2016	8	8	December 2016	9	9	January 2017	10	10	February 2017	15	15	March 2017	17	17
Month	Months	Target (Months)																																												
April 2016	3	3																																												
May 2016	3	3																																												
June 2016	3	3																																												
July 2016	4	4																																												
August 2016	5	5																																												
September 2016	8	8																																												
October 2016	8	8																																												
November 2016	8	8																																												
December 2016	9	9																																												
January 2017	10	10																																												
February 2017	15	15																																												
March 2017	17	17																																												





Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Children, Schools & Families	CRP 066 / SP 290 % Looked After Children in external foster care placements (Quarterly)	Low	44%	42%			<p>CRP 066 / SP 290 % Looked After Children in external foster care placements (Quarterly)</p>  <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1-2016/17</td> <td>37.27%</td> <td>42%</td> </tr> <tr> <td>Q2-2016/17</td> <td>45.45%</td> <td>42%</td> </tr> <tr> <td>Q3-2016/17</td> <td>39.05%</td> <td>42%</td> </tr> <tr> <td>Q4-2016/17</td> <td>44%</td> <td>42%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1-2016/17	37.27%	42%	Q2-2016/17	45.45%	42%	Q3-2016/17	39.05%	42%	Q4-2016/17	44%	42%
Quarter	Value	Target																				
Q1-2016/17	37.27%	42%																				
Q2-2016/17	45.45%	42%																				
Q3-2016/17	39.05%	42%																				
Q4-2016/17	44%	42%																				
Children, Schools & Families	CRP 068 / SP 084 % of Good or outstanding Ofsted inspections in children's centres (Quarterly)	High	100%	100%			<p>CRP 068 / SP 084 % of Good or outstanding Ofsted inspections in children's centres (Quarterly)</p>  <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1-2016/17</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>Q2-2016/17</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>Q3-2016/17</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>Q4-2016/17</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1-2016/17	100%	100%	Q2-2016/17	100%	100%	Q3-2016/17	100%	100%	Q4-2016/17	100%	100%
Quarter	Value	Target																				
Q1-2016/17	100%	100%																				
Q2-2016/17	100%	100%																				
Q3-2016/17	100%	100%																				
Q4-2016/17	100%	100%																				

Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																					
			Value	Target	Status	Long Trend																						
Children, Schools & Families	CRP 073 / SP 109 % vacancies in reception year of primary school (annual)	Low	3.5	5.5			<p>CRP 073 / SP 109 % vacancies in reception year of primary school (annual)</p> <table border="1"> <caption>CRP 073 / SP 109 % vacancies in reception year of primary school (annual)</caption> <thead> <tr> <th>Year</th> <th>Years (Actual)</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>0.71</td> <td>5.0</td> </tr> <tr> <td>2012/13</td> <td>4.3</td> <td>1.5</td> </tr> <tr> <td>2013/14</td> <td>3.95</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>5.0</td> </tr> <tr> <td>2016/17</td> <td>3.5</td> <td>5.5</td> </tr> </tbody> </table>	Year	Years (Actual)	Target (Years)	2011/12	0.71	5.0	2012/13	4.3	1.5	2013/14	3.95	2.0	2014/15	1.1	2.0	2015/16	6.2	5.0	2016/17	3.5	5.5
Year	Years (Actual)	Target (Years)																										
2011/12	0.71	5.0																										
2012/13	4.3	1.5																										
2013/14	3.95	2.0																										
2014/15	1.1	2.0																										
2015/16	6.2	5.0																										
2016/17	3.5	5.5																										
Corporate Services	CRP 074 / SP 221 No. of staff working from Civic Centre (Quarterly)	High	1,189	1,400			<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>Quarters (Actual)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>1,096</td> <td>1,300</td> </tr> <tr> <td>Q2 2016/17</td> <td>1,037</td> <td>1,300</td> </tr> <tr> <td>Q3 2016/17</td> <td>1,057</td> <td>1,300</td> </tr> <tr> <td>Q4 2016/17</td> <td>1,189</td> <td>1,300</td> </tr> </tbody> </table>	Quarter	Quarters (Actual)	Target (Quarters)	Q1 2016/17	1,096	1,300	Q2 2016/17	1,037	1,300	Q3 2016/17	1,057	1,300	Q4 2016/17	1,189	1,300						
Quarter	Quarters (Actual)	Target (Quarters)																										
Q1 2016/17	1,096	1,300																										
Q2 2016/17	1,037	1,300																										
Q3 2016/17	1,057	1,300																										
Q4 2016/17	1,189	1,300																										





Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																					
			Value	Target	Status	Long Trend																						
Children, Schools & Families	CRP 075 / SP 077 5 GCSE A-C including English and maths (annual)	High	NMTP	65	Measure no longer exists due to introduction of new DfE measures		<p>CRP 075 / SP 077 5 GCSE A-C including English and maths (annual)</p> <table border="1"> <caption>CRP 075 / SP 077 5 GCSE A-C including English and maths (annual)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>2009/11</td> <td>52.4</td> <td>50</td> </tr> <tr> <td>2011/12</td> <td>59.77</td> <td>55</td> </tr> <tr> <td>2012/13</td> <td>59.1</td> <td>60</td> </tr> <tr> <td>2013/14</td> <td>62.6</td> <td>65</td> </tr> <tr> <td>2014/15</td> <td>64.2</td> <td>65</td> </tr> <tr> <td>2015/16</td> <td>60</td> <td>65</td> </tr> </tbody> </table>	Year	Value	Target (Years)	2009/11	52.4	50	2011/12	59.77	55	2012/13	59.1	60	2013/14	62.6	65	2014/15	64.2	65	2015/16	60	65
Year	Value	Target (Years)																										
2009/11	52.4	50																										
2011/12	59.77	55																										
2012/13	59.1	60																										
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2014/15	64.2	65																										
2015/16	60	65																										
Children, Schools & Families	CRP 077 / SP 374 No. of in-house foster carers recruited (Quarterly)	High	15	15	✓	↑	<p>CRP 077 / SP 374 No. of in-house foster carers recruited (Quarterly)</p> <table border="1"> <caption>CRP 077 / SP 374 No. of in-house foster carers recruited (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>4</td> <td>4</td> </tr> <tr> <td>Q2 2016/17</td> <td>11</td> <td>11</td> </tr> <tr> <td>Q3 2016/17</td> <td>11</td> <td>11</td> </tr> <tr> <td>Q4 2016/17</td> <td>15</td> <td>15</td> </tr> </tbody> </table>	Quarter	Value	Target (Years)	Q1 2016/17	4	4	Q2 2016/17	11	11	Q3 2016/17	11	11	Q4 2016/17	15	15						
Quarter	Value	Target (Years)																										
Q1 2016/17	4	4																										
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Dept.	PI Code & Description	Polarity	2016/17				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 (Monthly)	Low	NMTP	8	NMTP	HR metrics currently being validated	<p>CRP 080 / SP 413 No. of working days per FTE lost to sickness absence excluding schools (Monthly)</p> <table border="1"> <caption>CRP 080 / SP 413 No. of working days per FTE lost to sickness absence excluding schools (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>9.4</td><td>8.0</td></tr> <tr><td>May 2016</td><td>9.53</td><td>8.0</td></tr> <tr><td>June 2016</td><td>9.48</td><td>8.0</td></tr> <tr><td>July 2016</td><td>9.5</td><td>8.0</td></tr> <tr><td>August 2016</td><td>9.27</td><td>8.0</td></tr> <tr><td>September 2016</td><td>9.36</td><td>8.0</td></tr> <tr><td>October 2016</td><td>9.3</td><td>8.0</td></tr> <tr><td>November 2016</td><td>9.39</td><td>8.0</td></tr> <tr><td>December 2016</td><td>9.2</td><td>8.0</td></tr> <tr><td>January 2017</td><td>9.1</td><td>8.0</td></tr> <tr><td>February 2017</td><td>8.8</td><td>8.0</td></tr> <tr><td>March 2017</td><td>8.8</td><td>8.0</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2016	9.4	8.0	May 2016	9.53	8.0	June 2016	9.48	8.0	July 2016	9.5	8.0	August 2016	9.27	8.0	September 2016	9.36	8.0	October 2016	9.3	8.0	November 2016	9.39	8.0	December 2016	9.2	8.0	January 2017	9.1	8.0	February 2017	8.8	8.0	March 2017	8.8	8.0
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March 2017	8.8	8.0																																												
Children, Schools & Families	CRP 081 / SP 415 % of Looked After Children (2.5 years or more) in same placement for 2 years (Monthly)	High	71%	66%	✓	N/A	<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>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>74.2%</td><td>66%</td></tr> <tr><td>May 2016</td><td>74.2%</td><td>66%</td></tr> <tr><td>June 2016</td><td>77.4%</td><td>66%</td></tr> <tr><td>July 2016</td><td>80%</td><td>66%</td></tr> <tr><td>August 2016</td><td>80%</td><td>66%</td></tr> <tr><td>September 2016</td><td>80%</td><td>66%</td></tr> <tr><td>October 2016</td><td>75%</td><td>66%</td></tr> <tr><td>November 2016</td><td>71.4%</td><td>66%</td></tr> <tr><td>December 2016</td><td>75.8%</td><td>66%</td></tr> <tr><td>January 2017</td><td>73%</td><td>66%</td></tr> <tr><td>February 2017</td><td>72%</td><td>66%</td></tr> <tr><td>March 2017</td><td>71%</td><td>66%</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2016	74.2%	66%	May 2016	74.2%	66%	June 2016	77.4%	66%	July 2016	80%	66%	August 2016	80%	66%	September 2016	80%	66%	October 2016	75%	66%	November 2016	71.4%	66%	December 2016	75.8%	66%	January 2017	73%	66%	February 2017	72%	66%	March 2017	71%	66%
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Dept.	PI Code & Description	Polarity	2016/17				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%	4%	✔	N/A	<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 2016/17</td> <td>0%</td> <td>4%</td> </tr> <tr> <td>Q2 2016/17</td> <td>0%</td> <td>4%</td> </tr> <tr> <td>Q3 2016/17</td> <td>0%</td> <td>4%</td> </tr> <tr> <td>Q4 2016/17</td> <td>0%</td> <td>4%</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1 2016/17	0%	4%	Q2 2016/17	0%	4%	Q3 2016/17	0%	4%	Q4 2016/17	0%	4%
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Q3 2016/17	0%	4%																				
Q4 2016/17	0%	4%																				
Corporate Services	CRP 083 / SP 428 % Ombudsman complaints partially or fully upheld (Quarterly)	Low	7%	40%	✔	N/A	<p>CRP 083 / SP 428 % Ombudsman complaints partially or fully upheld (Quarterly)</p> <table border="1"> <caption>CRP 083 / SP 428 % Ombudsman complaints partially or fully upheld (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>11%</td> <td>40%</td> </tr> <tr> <td>Q2 2016/17</td> <td>11%</td> <td>40%</td> </tr> <tr> <td>Q3 2016/17</td> <td>8.3%</td> <td>40%</td> </tr> <tr> <td>Q4 2016/17</td> <td>7%</td> <td>40%</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1 2016/17	11%	40%	Q2 2016/17	11%	40%	Q3 2016/17	8.3%	40%	Q4 2016/17	7%	40%
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Dept.	PI Code & Description	Polarity	2016/17				Performance Data Trend Chart																										
			Value	Target	Status	Long Trend																											
Corporate Services	CRP 085 / SP 410 % of on-line transactions (HB Claims) (Monthly)	High	70.07%	62%			<p>CRP 085 / SP 410 % of on-line transactions (HB Claims) (Monthly)</p> <table border="1"> <caption>CRP 085 / SP 410 % of on-line transactions (HB Claims) (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>64.53%</td></tr> <tr><td>May 2016</td><td>71.65%</td></tr> <tr><td>June 2016</td><td>76.16%</td></tr> <tr><td>July 2016</td><td>76.73%</td></tr> <tr><td>August 2016</td><td>73.53%</td></tr> <tr><td>September 2016</td><td>69.31%</td></tr> <tr><td>October 2016</td><td>76.95%</td></tr> <tr><td>November 2016</td><td>75.84%</td></tr> <tr><td>December 2016</td><td>65.64%</td></tr> <tr><td>January 2017</td><td>57.83%</td></tr> <tr><td>February 2017</td><td>68%</td></tr> <tr><td>March 2017</td><td>65.49%</td></tr> </tbody> </table>	Month	Value (%)	April 2016	64.53%	May 2016	71.65%	June 2016	76.16%	July 2016	76.73%	August 2016	73.53%	September 2016	69.31%	October 2016	76.95%	November 2016	75.84%	December 2016	65.64%	January 2017	57.83%	February 2017	68%	March 2017	65.49%
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Corporate Services	CRP 086 / SP 411 Time taken to process new Housing Benefit claims (Monthly)	Low	15 days	21 days			<p>CRP 086 / SP 411 Time taken to process new Housing Benefit claims (Monthly)</p> <table border="1"> <caption>CRP 086 / SP 411 Time taken to process new Housing Benefit claims (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (days)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>20 days</td></tr> <tr><td>May 2016</td><td>18 days</td></tr> <tr><td>June 2016</td><td>12 days</td></tr> <tr><td>July 2016</td><td>12 days</td></tr> <tr><td>August 2016</td><td>15 days</td></tr> <tr><td>September 2016</td><td>15 days</td></tr> <tr><td>October 2016</td><td>15 days</td></tr> <tr><td>November 2016</td><td>15 days</td></tr> <tr><td>December 2016</td><td>16 days</td></tr> <tr><td>January 2017</td><td>15 days</td></tr> <tr><td>February 2017</td><td>15 days</td></tr> <tr><td>March 2017</td><td>15 days</td></tr> </tbody> </table>	Month	Value (days)	April 2016	20 days	May 2016	18 days	June 2016	12 days	July 2016	12 days	August 2016	15 days	September 2016	15 days	October 2016	15 days	November 2016	15 days	December 2016	16 days	January 2017	15 days	February 2017	15 days	March 2017	15 days
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Corporate Services	CRP 087 / SP 412 Time taken to process Housing Benefit change of circumstances (Monthly)	Low	8 days	11 days			<p>CRP 087 / SP 412 Time taken to process Housing Benefit change of circumstances (Monthly)</p>  <table border="1"> <caption>CRP 087 / SP 412 Performance Data (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (Days)</th> <th>Target (Days)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>8</td><td>11</td></tr> <tr><td>May 2016</td><td>7</td><td>11</td></tr> <tr><td>June 2016</td><td>8</td><td>11</td></tr> <tr><td>July 2016</td><td>9</td><td>11</td></tr> <tr><td>August 2016</td><td>11</td><td>11</td></tr> <tr><td>September 2016</td><td>11</td><td>11</td></tr> <tr><td>October 2016</td><td>8</td><td>11</td></tr> <tr><td>November 2016</td><td>11</td><td>11</td></tr> <tr><td>December 2016</td><td>10</td><td>11</td></tr> <tr><td>January 2017</td><td>12</td><td>11</td></tr> <tr><td>February 2017</td><td>13</td><td>11</td></tr> <tr><td>March 2017</td><td>5</td><td>11</td></tr> </tbody> </table>	Month	Value (Days)	Target (Days)	April 2016	8	11	May 2016	7	11	June 2016	8	11	July 2016	9	11	August 2016	11	11	September 2016	11	11	October 2016	8	11	November 2016	11	11	December 2016	10	11	January 2017	12	11	February 2017	13	11	March 2017	5	11
Month	Value (Days)	Target (Days)																																												
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Children, Schools & Families	CRP 089 / SP 288 Secondary School Year 7 surplus places inc Academies (annual)	Low	6.5	5			<p>CRP 089 / SP 288 Secondary School Year 7 surplus places inc Academies (annual)</p>  <table border="1"> <caption>CRP 089 / SP 288 Performance Data (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value (Years)</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr><td>2012/15</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> </tbody> </table>	Year	Value (Years)	Target (Years)	2012/15	4.38	5	2013/14	12	5	2014/15	11.32	5	2015/16	5.5	5	2016/17	6.5	5																					
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Children, Schools & Families	CRP 64SP075MP030 % of children who become subject of a Child Protection Plan for a second or subsequent time (Monthly)	Low	13%	16%			<p>CRP 64SP075MP030 % of children who become subject of a Child Protection Plan for a second or subsequent time (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>16.67%</td><td>16%</td></tr> <tr><td>May 2016</td><td>14.29%</td><td>16%</td></tr> <tr><td>June 2016</td><td>6.52%</td><td>16%</td></tr> <tr><td>July 2016</td><td>4.69%</td><td>16%</td></tr> <tr><td>August 2016</td><td>3.85%</td><td>16%</td></tr> <tr><td>September 2016</td><td>11.11%</td><td>16%</td></tr> <tr><td>October 2016</td><td>15.79%</td><td>16%</td></tr> <tr><td>November 2016</td><td>15.15%</td><td>16%</td></tr> <tr><td>December 2016</td><td>16%</td><td>16%</td></tr> <tr><td>January 2017</td><td>15%</td><td>16%</td></tr> <tr><td>February 2017</td><td>15%</td><td>16%</td></tr> <tr><td>March 2017</td><td>13%</td><td>16%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2016	16.67%	16%	May 2016	14.29%	16%	June 2016	6.52%	16%	July 2016	4.69%	16%	August 2016	3.85%	16%	September 2016	11.11%	16%	October 2016	15.79%	16%	November 2016	15.15%	16%	December 2016	16%	16%	January 2017	15%	16%	February 2017	15%	16%	March 2017	13%	16%
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Children, Schools & Families	CRP 69SP078MP052 % outcome of Ofsted Inspection schools rated Good or Outstanding (Monthly)	High	91%	91%			<p>CRP 69SP078MP052 % outcome of Ofsted Inspection schools rated Good or Outstanding (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>89%</td><td>91%</td></tr> <tr><td>May 2016</td><td>91%</td><td>91%</td></tr> <tr><td>June 2016</td><td>91%</td><td>91%</td></tr> <tr><td>July 2016</td><td>91%</td><td>91%</td></tr> <tr><td>August 2016</td><td>92%</td><td>91%</td></tr> <tr><td>September 2016</td><td>92%</td><td>91%</td></tr> <tr><td>October 2016</td><td>92%</td><td>91%</td></tr> <tr><td>November 2016</td><td>92%</td><td>91%</td></tr> <tr><td>December 2016</td><td>91%</td><td>91%</td></tr> <tr><td>January 2017</td><td>91%</td><td>91%</td></tr> <tr><td>February 2017</td><td>91%</td><td>91%</td></tr> <tr><td>March 2017</td><td>91%</td><td>91%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2016	89%	91%	May 2016	91%	91%	June 2016	91%	91%	July 2016	91%	91%	August 2016	92%	91%	September 2016	92%	91%	October 2016	92%	91%	November 2016	92%	91%	December 2016	91%	91%	January 2017	91%	91%	February 2017	91%	91%	March 2017	91%	91%
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Children, Schools & Families	CRP 72SP319MP034 % 16-19 year olds Not in Education, Employment or Training (NEET) (Monthly in arrears)	Low	NMTP	4.7%	No longer measured due to DfE policy changes; being replaced by new NEETs measure for 2017/18		<p>CRP 72SP319MP034 % 16-19 year olds Not in Education, Employment or Training (NEET) (Monthly in arrears)</p> <table border="1"> <caption>NEET Rates (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>3.6%</td><td>4.7%</td></tr> <tr><td>May 2016</td><td>3.7%</td><td>4.7%</td></tr> <tr><td>June 2016</td><td>3.8%</td><td>4.7%</td></tr> <tr><td>July 2016</td><td>3.7%</td><td>4.7%</td></tr> <tr><td>August 2016</td><td>3.9%</td><td>4.7%</td></tr> <tr><td>September 2016</td><td>4.1%</td><td>4.7%</td></tr> <tr><td>October 2016</td><td>4.1%</td><td>4.7%</td></tr> <tr><td>November 2016</td><td></td><td>4.7%</td></tr> <tr><td>December 2016</td><td></td><td>4.7%</td></tr> <tr><td>January 2017</td><td></td><td>4.7%</td></tr> <tr><td>February 2017</td><td></td><td>4.7%</td></tr> <tr><td>March 2017</td><td></td><td>4.7%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2016	3.6%	4.7%	May 2016	3.7%	4.7%	June 2016	3.8%	4.7%	July 2016	3.7%	4.7%	August 2016	3.9%	4.7%	September 2016	4.1%	4.7%	October 2016	4.1%	4.7%	November 2016		4.7%	December 2016		4.7%	January 2017		4.7%	February 2017		4.7%	March 2017		4.7%
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Children, Schools & Families	CRP 88SP404MP053 % New EHCP requests completed within 20 weeks (Quarterly)	High	21%	85%			<p>CRP 88SP404MP053 % New EHCP requests completed within 20 weeks (Quarterly)</p> <table border="1"> <caption>EHCP Completion Rates (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>25%</td><td>85%</td></tr> <tr><td>Q2 2016/17</td><td>20%</td><td>85%</td></tr> <tr><td>Q3 2016/17</td><td>20%</td><td>85%</td></tr> <tr><td>Q4 2016/17</td><td>19%</td><td>85%</td></tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q1 2016/17	25%	85%	Q2 2016/17	20%	85%	Q3 2016/17	20%	85%	Q4 2016/17	19%	85%																								
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Key

	Red signifies target not met	
	Amber signifies target not met, but within the target tolerance	
	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)