



# June & Q1 2019 Performance Dashboard

YEAR TO DATE performance against our Service Plan measures

Dept					DNR		NMTP		NO TARGET SET		Total
	No	%	No	%	No	%	No	%	No	%	
C&H	3	11	16	57	0	0	8	29	1	4	28
CS	21	46	24	52		0	1	2			46
CSF	6	43	8	57		0		0			14
E&R	27	50	26	48	1	2		0			54
<b>Total</b>	<b>57</b>	<b>40</b>	<b>74</b>	<b>52</b>	<b>1</b>	<b>1</b>	<b>9</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>142</b>

Click on a department below to view performance:

[Children Schools & Families](#)

[Community & Housing](#)

[Corporate Services](#)

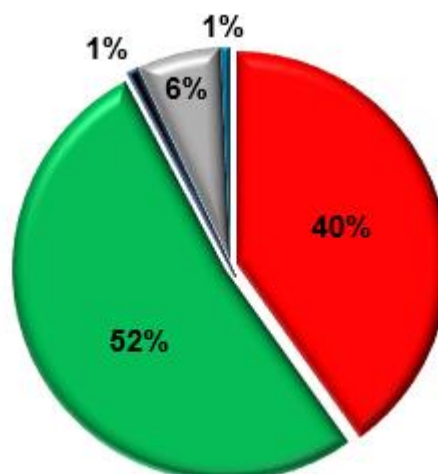
[Environment & Regeneration](#)

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(Use the Alt and Left Arrow buttons to return)

Overall Council Performance June & Q1 2019:































■ Not Met ■ Met ■ DNR ■ NMTP ■ NO TARGET

The data used to compile this report was extracted from the performance database at 10am on Friday 19 July 2019  
Any data submitted thereafter will be reported in next month's dashboard

## Children School & Families













Dept.	PI Code & Description	Polarity	Jun 2019					YTD Result	Annual YTD Target	YTD Status
			Value	Target	Status	Short Trend	Long Trend			
Children's Social Care	CRP 081 / SP 415 % of Looked After Children (2.5 years or more) in same placement for 2 years (Monthly)	High	72%	65%				72%	65%	
Children's Social Care	CRP 64SP075MP030 % children who become subject of a Child Protection Plan for a second or subsequent time (target range of 12% to 20%) (Monthly)	Within range	19%	12 - 20%				19%	20%	
Education	CRP 69SP078MP052 % outcome of Ofsted Inspection schools rated Good or Outstanding (Monthly)	High	91%	91%				91%	91%	
Children's Social Care	CRP 92SP467MP072 % 16-17 year olds Not in Education, Employment or Training (NEET) (Monthly in arrears)	Low	2%	3%				2%	3%	
Children's Social Care	SP 091 / MP 014 First time entrants to the Youth Justice System aged 10-17 years (cumulative) (Monthly)	Low	11	12				11	12	
Children's Social Care	SP 346 % children subject of a timely safeguarding assessment (Monthly)	High	94%	93%				94%	93%	
Children's Social Care	SP 416 / MP 051 % Looked After Children experiencing 3 or more placement moves (Monthly)	Low	0%	10%				0%	10%	

Dept.	PI Code & Description	Polarity	Q1 2019/20					YTD Result	Annual YTD Target	YTD Status
			Value	Target	Status	Short Trend	Long Trend			
Education	CRP 066 / SP 290 % fostered LAC in independent agency FC placements (Quarterly)	Low	45%	40%				45%	40%	
Children's Social Care	CRP 077 / SP 374 No. of in-house foster carers recruited (Quarterly)	High	3	1				3	1	
Education	CRP 88SP404MP053 % New EHCP requests completed within 20 weeks (Quarterly)	High	56%	65%				56%	65%	
Children's Social Care	SP 372 Average duration for care and supervision (s31) applications (Quarterly in arrears)	Low	31	26				31	26	
Children's Social Care	SP 443 Care Leavers who are ETE (17 - 21 year olds) (Quarterly)	High	44	70				44	70	
Children's Social Care	SP 483 % of care leavers in touch (17-21 year olds) (Quarterly)	High	76%	90%				76%	90%	
Children's Social Care	SP 484 % of care leavers (aged 19-21) in suitable accommodation (Quarterly)	High	68%	91%				68%	91%	

## Community & Housing





























Dept.	PI Code & Description	Polarity	Jun 2019					YTD Result	Annual YTD Target	YTD Status
			Value	Target	Status	Short Trend	Long Trend			
Adult Social Care	CRP 054 / SP039 % People with 'long term' services receiving Self-Directed Support (SDS) (Monthly)	High	100%	95%				100%	95%	
Adult Social Care	CRP 056 / SP 054 No. of Carers receiving services and / or information and advice (Monthly)	High	447	310				447	310	
Adult Social Care	CRP 057 / SP274 % people receiving 'long term' community services (Monthly)	High	74%	72%				74%	72%	
Libraries	CRP 059 / SP 008 No. of people accessing the library by borrowing an item or using a peoples network terminal at least once in the previous 12 months (Monthly)	High	71,648	56,500				71,648	56,500	
Libraries	CRP 060 / SP 009 No. of visitors accessing the library service on line (Monthly)	High	57,672	58,749				57,672	58,749	
Housing Needs & Enabling	CRP 061 / SP 036 No. of households in temporary accommodation (Monthly)	Low	170	230				175	230	
Housing Needs & Enabling	CRP 062 / SP 035 No. of homelessness preventions (Monthly)	High	118	113				118	113	

Dept.	PI Code & Description	Polarity	Jun 2019					YTD Result	Annual YTD Target	YTD Status
			Value	Target	Status	Short Trend	Long Trend			
Adult Social Care	CRP 095 / SP 486 No. of DTOCs - Adult Social Care delays only (Two Months in arrear)	Low	10	Awaiting BCF target announcement			70	See note		
Housing Needs & Enabling	SP 037 Highest No. of families in Bed and Breakfast accommodation during the year (Monthly)	Low	0	10				3.3	10	
Housing Needs & Enabling	SP 038 Highest No. of adults in Bed and Breakfast accommodation (Monthly)	Low	7	10				7	10	
Libraries	SP 279 % Self-service usage for stock transactions (libraries) (Monthly)	High	88%	97%				88%	97%	
Libraries	SP 280 No. of active volunteers in libraries (Rolling 12 Month) (Monthly)	High	289	230				289	230	
Libraries	SP 287 Maintain Library Income (Monthly)	High	£125,609	£103,500				£125,609	£103,500	
Public Health	SP 425 % of new birth reviews within 14 days of birth (Monthly in arrear)	High	93.4%	90%				94.25%	90%	
Adult Social Care	SP 479 % of Mascot calls answered in 60 seconds (Monthly)	High	96.48%	97.5%				97.55%	97.5%	
Libraries	SP 480 Visitor figures - physical visits to Libraries (Monthly)	High	275,205	300,000				275,205	300,000	
Public Health	SP 498 NEW FOR 2019/20 Breastfeeding at the 6-8 weeks review (partially or totally) (Monthly in arrear)	High	70.6%	71%				73.85%	71%	

Dept.	PI Code & Description	Polarity	Q1 2019/20					YTD Result	Annual YTD Target	YTD Status
			Value	Target	Status	Short Trend	Long Trend			
Housing Needs & Enabling	SP 277 Social Housing Lets (Quarterly)	High	52	45				52	45	
Housing Needs & Enabling	SP 360 No. of enforcement / improvement notices issued (Quarterly)	High	17	16				17	16	
Housing Needs & Enabling	SP 361 No. of Disabled Facilities Grants (DFG) approved (Quarterly)	High	17	12				17	12	
Public Health	SP 446 % of people who accept offer of HIV test at first attendance (Quarterly in arrear)	High	Not Measured This Period (Q1 data 2019/20 due in September 2019)							
Public Health	SP 499 NEW FOR 2019/20 New Dementia action alliance members (Quarterly in arrear)	High	Not Measured This Period (First quarter results for 2019/20 not yet available)							
Public Health	SP 500 NEW FOR 2019/20 Number of referrals to the falls service (Quarterly in arrear)	High	Not Measured This Period (First quarter results for 2019/20 not yet available)							
Public Health	SP 501 NEW FOR 2019/20 Number of completed NHS health checks (Quarterly in arrear)	High	Not Measured This Period (First quarter results for 2019/20 not yet available)							
Public Health	SP 502 NEW FOR 2019/20 The estimated proportion of residents who are dependent on alcohol but not in the treatment system (Quarterly in arrear)	Low	Not Measured This Period (Quarter 1 2019/20 and completion data for 2018/19 will be available in September 19)							
Public Health	SP 503 NEW FOR 2019/20 Proportion of all in treatment, who successfully completed treatment and did not re-present within 6/12 months - Alcohol (Quarterly in arrear)	High	Not Measured This Period (Quarter 1 2019/20 and completion data for 2018/19 will be available in September 19)							

Dept.	PI Code & Description	Polarity	Q1 2019/20					YTD Result	Annual YTD Target	YTD Status
			Value	Target	Status	Short Trend	Long Trend			
Public Health	SP 504 NEW FOR 2019/20 % young people (under 25) leaving treatment where substance misuse has reduced or client become drug free (Quarterly in arrears)	High	Not Measured This Period (Quarter 1 2019/20 data will be available in August)							
Public Health	SP 505 NEW FOR 2019/20 % of total attendances of eligible service users within the 15-24 age group who accepted and received a Chlamydia test (Quarterly in arrears)	High	Not Measured This Period (Q1 data 2019/20 due in September 2019)							





























## Corporate Services

Dept.	PI Code & Description	Polarity	Jun 2019					YTD Result	Annual YTD Target	YTD Status
			Value	Target	Status	Short Trend	Long Trend			
Customers, Policy & Improvement	CRP 013 / SP 431 % of positive and neutral coverage tone (Monthly)	High	86.36%	85%				77.05%	85%	
Corporate Governance	CRP 014 / SP 426 % Ombudsman complaints answered in time (Monthly in arrear)	High	87.5%	90%				91.67%	90%	
Resources	CRP 018 / SP 154 % Council Tax collected (Monthly)	High	30.75%	30.1%				30.75%	30.1%	
Resources	CRP 036 / SP 155 % Business Rates collected (Monthly)	High	29.89%	30%				29.89%	30%	
Corporate Governance	CRP 041 / SP 192 % FOI requests dealt with in time (Monthly in arrear)	High	87.76%	90%				89.44%	90%	
Human Resources	CRP 080 / SP 413 No. of working days per FTE lost to sickness absence excluding schools (Monthly)	Low	9.54	7				9.54	7	
Customers, Policy & Improvement	CRP 085 / SP 410 % of on-line transactions (Monthly)	High	68.69%	64%				75.16%	64%	



























Dept.	PI Code & Description	Polarity	Jun 2019					YTD Result	Annual YTD Target	YTD Status
			Value	Target	Status	Short Trend	Long Trend			
Resources	CRP 086 / SP 411 Number of processing days for new Housing Benefit claims (Monthly)	Low	9 days	14 days				9 days	14 days	
Resources	CRP 087 / SP 412 Number of processing days for Housing Benefit change of circumstances (Monthly)	Low	8.46 days	8 days				8.63 days	8 days	
Resources	SP 157 % Merton Bailiff Service files paid in full (excluding parking and miscellaneous debt) (Monthly)	High	44.18%	52%				41.55%	52%	
Corporate Governance	SP 193 % Complaints dealt with in time (Monthly in arrear)	High	80%	90%				85.09%	85%	
Infrastructure & Technology	SP 213 Invoices (E5) paid in 30 days of receipt by LBM (Monthly)	High	95.19%	95%				93.06%	95%	
Infrastructure & Technology	SP 217 Invoices (Mosaic) paid in 30 days from invoice date minus 4 days postage (Monthly)	High	98.4%	95%				97.56%	95%	
Infrastructure & Technology	SP 226 First time fix rate for IT Service Desk (Monthly)	High	77.58%	75%				77.27%	75%	
Human Resources	SP 302 Time (for HR) to hire - days (Monthly)	Low	84 days	90 days				90.3 days	90 days	
Shared Legal Services	SP 336 Chargeable hours (Shared Legal Services) (Monthly)	High	8,305	8,575				25,389	24,621	

























Dept.	PI Code & Description	Polarity	Jun 2019					YTD Result	Annual YTD Target	YTD Status
			Value	Target	Status	Short Trend	Long Trend			
Infrastructure & Technology	SP 339 % System Availability (Monthly)	High	99.2%	99%				99.47%	99%	
Infrastructure & Technology	SP 400 Customer satisfaction - Incident resolution (Monthly)	High	94.83%	90%				96.25%	90%	
Customers, Policy & Improvement	SP 402 First contact resolution (Merton Link) (Monthly)	High	75.85%	75%				78%	75%	
Customers, Policy & Improvement	SP 403 Income from registrars events (Monthly)	High	£60,950	£40,661				£188,733	£117,629	
Infrastructure & Technology	SP 429 % New referrals processed to appointeeship application within 21 days (Monthly in arrears)	High	100%	95%				100%	94%	
Infrastructure & Technology	SP 430 No. of times Client Post Office Voucher account balance fell below £2,500 (Monthly)	Low	0	0				0	0	



Dept.	PI Code & Description	Polarity	Q1 2019/20					YTD Result	Annual YTD Target	YTD Status
			Value	Target	Status	Short Trend	Long Trend			
Corporate Governance	CRP 037 / SP 352 % complaints progressed to stage 2 (Quarterly in arrear) <b>Results shown are for Q4 and 2018/19 year end</b>	Low	19.69%	9%				10.62%	9%	
Infrastructure & Technology	CRP 074 / SP 221 No. of staff working from Civic Centre (Quarterly)	High	1,230	1,300				1,230	1,300	
Corporate Governance	CRP 082 / SP 427 % FOI refusal notices which are not upheld at review stage (Quarterly)	Low	0%	4%				0%	4%	
Corporate Governance	CRP 083 / SP 428 % Ombudsman complaints partially or fully upheld (Quarterly in arrear) <b>Results shown are for Q4 and 2018/19 year end</b>	Low	67%	40%				46%	40%	
Corporate Governance	SP 175 % Councillors who agree L&D is good in terms of relevance, convenience and quality (Quarterly)	High	Not Measured This Period (No training run in last quarter)							
Corporate Governance	SP 189 No. supplementary agendas issued (Quarterly)	Low	4	1				4	1	
Corporate Governance	SP 198 No. of audits completed against plan (Quarterly)	High	100%	90%				100%	90%	
Corporate Governance	SP 199 Audit actions implemented by agreed date (Quarterly)	High	90.41%	90%				90.41%	90%	






















Dept.	PI Code & Description	Polarity	Q1 2019/20					YTD Result	Annual YTD Target	YTD Status
			Value	Target	Status	Short Trend	Long Trend			
Infrastructure & Technology	SP 203 Completed planned Health and Safety workplace inspections (Quarterly)	High	17	14				17	14	
Infrastructure & Technology	SP 223 Total external fee income (facilities management) (Quarterly)	High	£32,510	£40,000				£32,510	£40,000	
Resources	SP 307 Current control measures in place for red risks (Quarterly)	High	100%	90%				100%	90%	
Shared Legal Services	SP 435 Income for SLLP (Quarterly)	High	23,787	25,000				23,787	25,000	
Shared Legal Services	SP 436 1st draft S106 agreement sent to client dept within 10 days (Quarterly)	High	100%	90%				100%	90%	
Shared Legal Services	SP 437 Prosecutions - number of successful outcomes (Quarterly)	High	81%	80%				81%	80%	
Shared Legal Services	SP 438 Provide FOI/EIR reviews within 20 working days (Quarterly)	High	67%	80%				67%	80%	
Human Resources	SP 439 / MP 072 No. of apprentices excluding schools (Govt Apprenticeship Levy Scheme) (Quarterly)	High	13	15				13	15	
Infrastructure & Technology	SP 441 % of influencible spend published on contracts register (Quarterly in arrears) <b>Results shown are for Q4 and 2018/19 year end</b>	High	86%	85%				86%	85%	

Dept.	PI Code & Description	Polarity	Q1 2019/20					YTD Result	Annual YTD Target	YTD Status
			Value	Target	Status	Short Trend	Long Trend			
Resources	SP 464 % of Loans Paid on Time (Quarterly)	High	100%	100%				100%	100%	
Resources	SP 466 % of Insurance Claims Responded to within 5 Working Days (Quarterly)	High	95%	96%				95%	96%	
Resources	SP 469 Delivery against current year MTFS savings targets (Quarterly)	High	79.38%	100%				79.38%	100%	
Customers, Policy & Improvement	SP 474 / MP 003 No. of volunteers recruited through MVSC (cumulative) (Quarterly)	High	66	87				66	87	
Human Resources	SP 477 Voluntary turnover rate (the rate of resignations) (Quarterly)	Low	8.34%	12%				8.34%	12%	
Human Resources	SP 506 NEW FOR 2019/20 No. of apprentices in schools (Govt Apprenticeship Levy Scheme) (Quarterly)	High	5	7		N/A	N/A	5	7	
Human Resources	SP 507 NEW FOR 2019/20 No. of apprenticeships New Starts including schools (Quarterly)	High	18	25		N/A	N/A	18	25	

## Environment & Regeneration









Dept.	PI Code & Description	Polarity	Jun 2019					YTD Result	Annual YTD Target	YTD Status
			Value	Target	Status	Short Trend	Long Trend			
Parking	CRP 044 Parking services estimated revenue (Monthly)	High	1,496,368	1,583,557.5				4,611,207	4,750,672.5	
Development and Building Control	CRP 045 / SP 118 Income (Development and Building Control) (Monthly)	High	225,065	157,166				647,293	471,498	
Waste Management & Cleansing	CRP 048 / SP 455 % of sites surveyed on local street inspections for litter that are below standard (Monthly)	Low	14.21%	8%				13.85%	8%	
Development and Building Control	CRP 051 / SP 114 % Major applications processed within 13 weeks (Monthly)	High	100%	68%				88.9%	68%	
Development and Building Control	CRP 052 / SP 115 % of minor planning applications determined within 8 weeks (Monthly)	High	74.07%	71%				83.95%	71%	
Development and Building Control	CRP 053 / SP 116 % of 'other' planning applications determined within 8 weeks (Development Control) (Monthly)	High	79.22%	82%				89.11%	82%	

















Dept.	PI Code & Description	Polarity	Jun 2019					YTD Result	Annual YTD Target	YTD Status
			Value	Target	Status	Short Trend	Long Trend			
Waste Management & Cleansing	CRP 093 / SP 478 No. of refuse collections including recycling and kitchen waste missed per 100,000 (Monthly)	Low	79.00	40.00				69.00	50.00	
Waste Management & Cleansing	CRP 094 / SP 485 No. of fly-tips in streets and parks recorded by Contractor (Monthly)	Low	965	700				2,941	2,100	
Development and Building Control	SP 040 % Market share retained by LA (Building Control) (Monthly)	High	53.33%	54%				53.73%	54%	
Waste Management & Cleansing	SP 065 % Household waste recycled and composted (Monthly in arrears)	High	47.45%	48%				45.76%	48%	
Waste Management & Cleansing	SP 066 Residual waste kg per household (Monthly in arrears)	Low	42.19	39.5				83.3	119	
Waste Management & Cleansing	SP 067 % Municipal solid waste sent to landfill (waste management & commercial waste) (Monthly in arrears)	Low	2%	10%				11%	10%	
Development and Building Control	SP 113 No. of planning enforcement cases closed (Monthly)	High	27	44				93	130	
Safer Merton	SP 145 No. of cases discussed at Multi Agency Risk Assessment (domestic abuse)	High	19	30				83	89	


Dept.	PI Code & Description	Polarity	Jun 2019					YTD Result	Annual YTD Target	YTD Status
			Value	Target	Status	Short Trend	Long Trend			
	(Monthly)									
Environment & Regeneration; Leisure; Public Spaces	SP 251 Income from Watersports Centre (Monthly)	High	£44,707	£48,000				£91,669	£86,500	
Parking	SP 258 Sickness- No of days per FTE from snapshot report (parking) (Monthly)	Low	1.49	0.66				3.06	1.98	
Parks and Open Spaces	SP 318 No. of outdoor events in parks (Monthly)	High	24	30				44	50	
Future Merton	SP 327 % Emergency callouts attended within 2 hours (traffic & highways) (Monthly)	High	100%	98%				99.34%	98%	
Future Merton	SP 328 % Streetworks permitting determined (Monthly)	High	100%	98%				100%	98%	
Leisure	SP 349 14 to 25 year old fitness centre participation at leisure centres (Monthly)	High	8,757	8,000				27,112	26,300	
Waste Management & Cleansing	SP 354 Total waste arising per households (KGs) (Monthly in arrear)	Low	80.29	75				153.51	225	
Development and Building Control	SP 380 No. of backlog planning enforcement cases (Monthly)	Low	932	849				932	849	



Dept.	PI Code & Description	Polarity	Jun 2019					YTD Result	Annual YTD Target	YTD Status
			Value	Target	Status	Short Trend	Long Trend			
Leisure	SP 405 No. of Leisure Centre users (Monthly)	High	101,514	95,000				286,121	284,000	
Waste Management & Cleansing	SP 407 % FPN's issued that have been paid (Monthly)	High	72%	75%				63%	75%	
Development and Building Control	SP 414 Volume of planning applications (Monthly)	High	370	365				1,113	1,095	
Safer Merton	SP 417 % Public Spaces CCTV cameras working (Monthly)	High	98.8%	98%				98.28%	98%	
Waste Management & Cleansing	SP 454 % of fly-tips removed within 24 hours (Monthly)	High	Data Not Received Technical issues extracting the data							
Transport	SP 456 Average days lost to sickness absence - Transport (Monthly)	Low	3.15	0.79				10.43	2.38	
Parking	SP 509 NEW FOR 2019/20 Online % of Permits applied/processed online (Monthly)	High	74%	55%				71.33%	55%	
Parking	SP 510 NEW FOR 2019/20 Online % of PCN Appeals received online (Monthly)	High	60%	55%				59.67%	55%	
Parking	SP 511 NEW FOR 2019/20 Blue Badge Inspections (Monthly)	High	0	18				0	18	

Dept.	PI Code & Description	Polarity	Jun 2019					YTD Result	Annual YTD Target	YTD Status
			Value	Target	Status	Short Trend	Long Trend			
Parking	SP 512 NEW FOR 2019/20 Total cashless usage against cash payments at machines (Monthly)	High	56%	60%				54.67%	60%	
Safer Merton	SP 523 NEW FOR 2019/20 % of repeat MARAC cases (domestic abuse) by volume (Monthly)	High	41%	30%				41%	30%	

Dept.	PI Code & Description	Polarity	Q1 2019/20					YTD Result	Annual YTD Target	YTD Status
			Value	Target	Status	Short Trend	Long Trend			
Property	SP 024 % Vacancy rate of property owned by the council (Quarterly)	Low	1%	3%				1%	3%	
Property	SP 025 % Debt owed to LBM by tenants inc businesses (Quarterly)	Low	3.14%	7.5%				3.14%	7.5%	
Waste Management & Cleansing	SP 062 % Sites surveyed below standard for graffiti (Quarterly)	Low	5.46%	5%				5.46%	5%	
Waste Management & Cleansing	SP 063 % Sites surveyed below standard for flyposting (Quarterly)	Low	0.87%	1%				0.87%	1%	

Dept.	PI Code & Description	Polarity	Q1 2019/20					YTD Result	Annual YTD Target	YTD Status
			Value	Target	Status	Short Trend	Long Trend			
Regulatory Services	SP 111 No. of underage sales test purchases (Quarterly)	High	11	22				11	22	
Development and Building Control	SP 117 % appeals lost (Development & Building Control) (Quarterly)	Low	41.37%	35%				41.37%	35%	
Waste Management & Cleansing	SP 139 % Sites surveyed below standard for weeds (Quarterly)	Low	16.63%	11%				16.63%	11%	
Waste Management & Cleansing	SP 140 % Sites surveyed below standard for Detritus (Quarterly)	Low	23.33%	9%				23.33%	9%	
Regulatory Services	SP 255 % licensing apps. determined within 28 days (Quarterly)	High	89%	98%				89%	98%	
Future Merton	SP 260 % Streetworks inspections completed (Quarterly)	High	42.61%	37%				42.61%	37%	
Future Merton	SP 391 Average number of days taken to repair an out of light street light (Quarterly)	Low	1.26	3				1.26	3	
Leisure	SP 406 No. of Polka Theatre users (Quarterly)	High	2,537	2,600				2,537	2,600	
Safer Merton	SP 449 Number of Community Protection Warnings issued (Quarterly)	Low	11	6				11	6	

Dept.	PI Code & Description	Polarity	Q1 2019/20					YTD Result	Annual YTD Target	YTD Status
			Value	Target	Status	Short Trend	Long Trend			
Safer Merton	SP 450 Number of Community Protection Notices issued (Quarterly)	Low	2	0				2	0	
Regulatory Services	SP 494 Nitrogen Dioxide Diffusion Tube Monitoring Sites in the Borough exceeding National Levels (Quarterly)	Low	36	0				36	0	
Safer Merton	SP 496 Number of premise closure orders used (Quarterly)	Low	0	2				0	2	
Safer Merton	SP 497 % ASB cases acknowledged within service timescales (Quarterly)	High	97%	95%				97%	95%	
Parking	SP 513 NEW FOR 2019/20 Percentage of cases 'heard' and won at ETA (Quarterly)	High	79%	73%		N/A	N/A	79%	73%	
Property	SP 518 NEW FOR 2019/20 Number of completed Rent Reviews (Quarterly)	Low	1	1		N/A	N/A	1	1	
Regulatory Services	SP 522 NEW FOR 2019/20 % of noise and nuisance complaints received from residents receiving a frontline response (visit/advice) within one week of receipt (Quarterly)	High	90.5%	90%		N/A	N/A	90.5%	90%	
Safer Merton	SP 525 NEW FOR 2019/20 Knife crime - awareness sessions/briefings provided (Quarterly)	High	1	3		N/A	N/A	1	3	

## Corporate Indicators

Dept.	PI Code & Description	Polarity	Jun 2019					YTD Result	Annual YTD Target	YTD Status
			Value	Target	Status	Short Trend	Long Trend			
Corporate Services	CRP 013 / SP 431 % of positive and neutral coverage tone (Monthly)	High	86.36%	85%				77.05%	85%	
Corporate Services	CRP 014 / SP 426 % Ombudsman complaints answered in time (Monthly in arrear)	High	87.5%	90%				91.67%	90%	
Corporate Services	CRP 018 / SP 154 % Council Tax collected (Monthly)	High	30.75%	30.1%				30.75%	30.1%	
Corporate Services	CRP 036 / SP 155 % Business Rates collected (Monthly)	High	29.89%	30%				29.89%	30%	
Corporate Services	CRP 041 / SP 192 % FOI requests dealt with in time (Monthly in arrear)	High	87.76%	90%				89.44%	90%	
Environment & Regeneration	CRP 044 Parking services estimated revenue (Monthly)	High	1,496,368	1,583,557.5				4,611,207	4,750,672.5	
Environment & Regeneration	CRP 045 / SP 118 Income (Development and Building Control) (Monthly)	High	225,065	157,166				647,293	471,498	
Environment & Regeneration	CRP 048 / SP 455 % of sites surveyed on local street inspections for litter that are below standard (Monthly)	Low	14.21%	8%				13.85%	8%	

Dept.	PI Code & Description	Polarity	Jun 2019					YTD Result	Annual YTD Target	YTD Status
			Value	Target	Status	Short Trend	Long Trend			
Environment & Regeneration	CRP 051 / SP 114 % Major applications processed within 13 weeks (Monthly)	High	100%	68%				88.9%	68%	
Environment & Regeneration	CRP 052 / SP 115 % of minor planning applications determined within 8 weeks (Monthly)	High	74.07%	71%				83.95%	71%	
Environment & Regeneration	CRP 053 / SP 116 % of 'other' planning applications determined within 8 weeks (Development Control) (Monthly)	High	79.22%	82%				89.11%	82%	
Community & Housing	CRP 054 / SP039 % People with 'long term' services receiving Self-Directed Support (SDS) (Monthly)	High	100%	95%				100%	95%	
Community & Housing	CRP 056 / SP 054 No. of Carers receiving services and / or information and advice (Monthly)	High	447	310				447	310	
Community & Housing	CRP 057 / SP274 % people receiving 'long term' community services (Monthly)	High	74%	72%				74%	72%	
Community & Housing	CRP 059 / SP 008 No. of people accessing the library by borrowing an item or using a peoples network terminal at least once in the previous 12 months (Monthly)	High	71,648	56,500				71,648	56,500	
Community & Housing	CRP 060 / SP 009 No. of visitors accessing the library service on line (Monthly)	High	57,672	58,749				57,672	58,749	






Dept.	PI Code & Description	Polarity	Jun 2019					YTD Result	Annual YTD Target	YTD Status
			Value	Target	Status	Short Trend	Long Trend			
Community & Housing	CRP 061 / SP 036 No. of households in temporary accommodation (Monthly)	Low	170	230				175	230	
Community & Housing	CRP 062 / SP 035 No. of homelessness preventions (Monthly)	High	118	113				118	113	
Corporate Services	CRP 080 / SP 413 No. of working days per FTE lost to sickness absence excluding schools (Monthly)	Low	9.54	7				9.54	7	
Children, Schools & Families	CRP 081 / SP 415 % of Looked After Children (2.5 years or more) in same placement for 2 years (Monthly)	High	72%	65%				72%	65%	
Corporate Services	CRP 085 / SP 410 % of on-line transactions (Monthly)	High	68.69%	64%				75.16%	64%	
Corporate Services	CRP 086 / SP 411 Number of processing days for new Housing Benefit claims (Monthly)	Low	9 days	14 days				9 days	14 days	
Corporate Services	CRP 087 / SP 412 Number of processing days for Housing Benefit change of circumstances (Monthly)	Low	8.46 days	8 days				8.63 days	8 days	
Environment & Regeneration	CRP 093 / SP 478 No. of refuse collections including recycling and kitchen waste missed per 100,000 (Monthly)	Low	79.00	40.00				69.00	50.00	

Dept.	PI Code & Description	Polarity	Jun 2019					YTD Result	Annual YTD Target	YTD Status
			Value	Target	Status	Short Trend	Long Trend			
Environment & Regeneration	CRP 094 / SP 485 No. of fly-tips in streets and parks recorded by Contractor (Monthly)	Low	965	700				2,941	2,100	
Community & Housing	CRP 095 / SP 486 No. of DTOCs - Adult Social Care delays only (Monthly in arrears)	Low	10	Awaiting target (Better Care Fund)				70	See note	
Children, Schools & Families	CRP 64SP075MP030 % children who become subject of a Child Protection Plan for a second or subsequent time (target range of 12% to 20%) (Monthly)	Low	19%	20%				19%	20%	
Children, Schools & Families	CRP 69SP078MP052 % outcome of Ofsted Inspection schools rated Good or Outstanding (Monthly)	High	91%	91%				91%	91%	
Children, Schools & Families	CRP 92SP467MP072 % 16-17 year olds Not in Education, Employment or Training (NEET) (Monthly in arrears)	Low	2%	3%				2%	3%	



Dept.	PI Code & Description	Polarity	Q1 2019/20					YTD Result	Annual YTD Target	YTD Status
			Value	Target	Status	Short Trend	Long Trend			
Corporate Services	CRP 037 / SP 352 % complaints progressed to stage 2 (Quarterly in arrears) <b>Results shown are for Q4 and 2018/19 year end</b>	Low	19.69%	9%				10.62%	9%	
Children, Schools & Families	CRP 066 / SP 290 % fostered LAC in independent agency FC placements (Quarterly)	Low	45%	40%				45%	40%	
Corporate Services	CRP 074 / SP 221 No. of staff working from Civic Centre (Quarterly)	High	1,230	1,300				1,230	1,300	
Children, Schools & Families	CRP 077 / SP 374 No. of in-house foster carers recruited (Quarterly)	High	3	1				3	1	
Corporate Services	CRP 082 / SP 427 % FOI refusal notices which are not upheld at review stage (Quarterly)	Low	0%	4%				0%	4%	
Corporate Services	CRP 083 / SP 428 % Ombudsman complaints partially or fully upheld (Quarterly in arrears) <b>Results shown are for Q4 and 2018/19 year end</b>	Low	67%	40%				46%	40%	
Children, Schools & Families	CRP 88SP404MP053 % New EHCP requests completed within 20 weeks (Quarterly)	High	56%	65%				56%	65%	

## Dashboard 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)