




# 2017/2018 Year End Performance Dashboard

Detailing performance against our Service Plan measures

Dept							DNR		NMTP		Total
	No	%	No	%	No	%	No	%	No	%	
C&H	2	6		0	16	44		0	18	50	36
CS	15	30		0	29	58		0	6	12	50
CSF	6	27		0	10	45	5	23	1	5	22
E&R	28	39		0	35	49		0	8	11	71
<b>Total</b>	<b>51</b>	<b>28</b>	<b>0</b>	<b>0</b>	<b>90</b>	<b>50</b>	<b>5</b>	<b>3</b>	<b>33</b>	<b>18</b>	<b>179</b>

Click on a department below to view performance:

[Children Schools & Families](#)

[Community & Housing](#)

[Corporate Services](#)

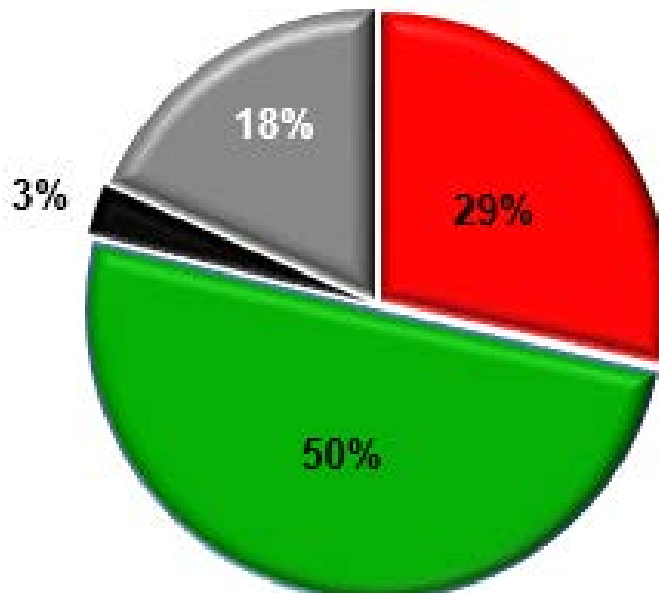
[Environment & Regeneration](#)

[Corporate Indicators](#)

[Dashboard Key](#)

(Use the Alt and Left Arrow buttons to return)



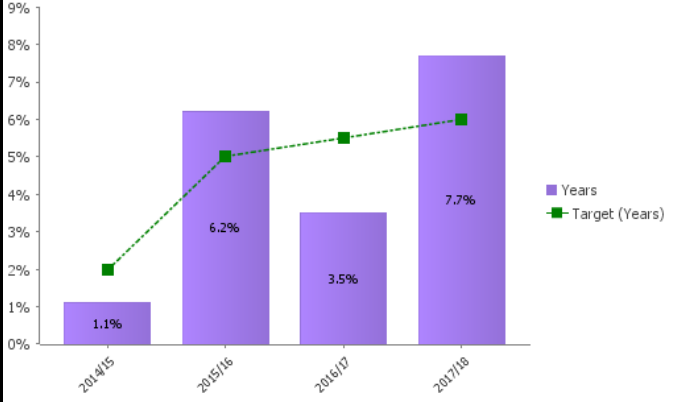


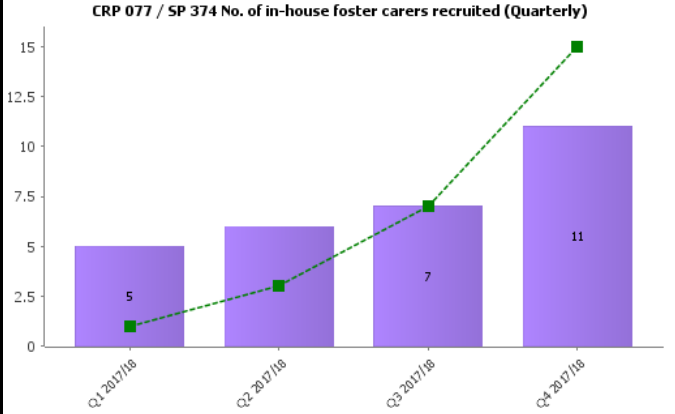
## Overall Council Performance 2017/18:



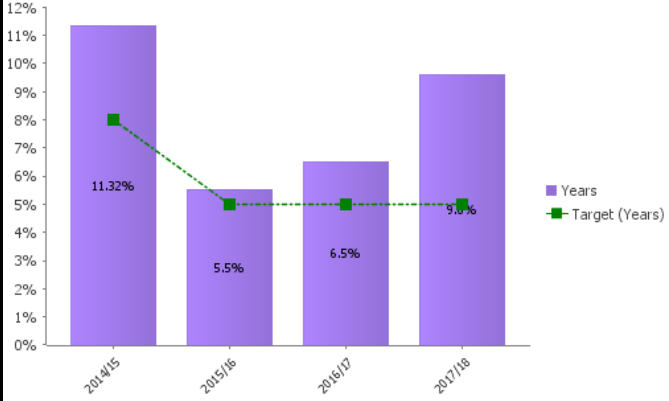




The data used to compile this report was extracted from the performance database on 16 May 2018  
Any data submitted thereafter will be reported in next month's dashboard

## Children School & Families

Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Education	CRP 066 / SP 290 % fostered LAC in independent agency FC placements (Quarterly)	Low	DNR	42%	Data Not Received  Reports currently in development																	
Education	CRP 068 / SP 084 % of Good or outstanding Ofsted inspections in children's centres (Quarterly)	High	100%	100%			<p><b>CRP 068 / SP 084 % of Good or outstanding Ofsted inspections in children's centres (Quarterly)</b></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>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2017/18</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>Q2 2017/18</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>Q3 2017/18</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>Q4 2017/18</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table> <p>Legend: ■ Quarters ■ Target (Quarters)</p>	Quarter	Actual (%)	Target (%)	Q1 2017/18	100%	100%	Q2 2017/18	100%	100%	Q3 2017/18	100%	100%	Q4 2017/18	100%	100%
Quarter	Actual (%)	Target (%)																				
Q1 2017/18	100%	100%																				
Q2 2017/18	100%	100%																				
Q3 2017/18	100%	100%																				
Q4 2017/18	100%	100%																				



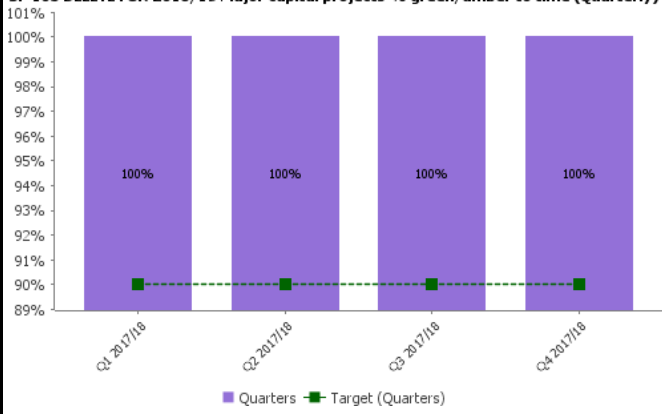
Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Education	CRP 073 / SP 109 % vacancies in reception year of primary school (annual)	Low	7.7%	6%			<p><b>CRP 073 / SP 109 % vacancies in reception year of primary school (annual)</b></p>  <table border="1"> <caption>CRP 073 / SP 109 % vacancies in reception year of primary school (annual)</caption> <thead> <tr> <th>Year</th> <th>Actual (Years)</th> <th>Target (Years)</th> </tr> </thead> <tbody> <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> <tr> <td>2017/18</td> <td>7.7%</td> <td>~6.0%</td> </tr> </tbody> </table>	Year	Actual (Years)	Target (Years)	2014/15	1.1%	~2.0%	2015/16	6.2%	~5.0%	2016/17	3.5%	~5.5%	2017/18	7.7%	~6.0%
Year	Actual (Years)	Target (Years)																				
2014/15	1.1%	~2.0%																				
2015/16	6.2%	~5.0%																				
2016/17	3.5%	~5.5%																				
2017/18	7.7%	~6.0%																				
Education	CRP 077 / SP 374 No. of in-house foster carers recruited (Quarterly)	High	11	15			<p><b>CRP 077 / SP 374 No. of in-house foster carers recruited (Quarterly)</b></p>  <table border="1"> <caption>CRP 077 / SP 374 No. of in-house foster carers recruited (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Actual (Years)</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>Q1-2017/18</td> <td>5</td> <td>~1</td> </tr> <tr> <td>Q2-2017/18</td> <td>6</td> <td>~3</td> </tr> <tr> <td>Q3-2017/18</td> <td>7</td> <td>~7</td> </tr> <tr> <td>Q4-2017/18</td> <td>11</td> <td>~15</td> </tr> </tbody> </table>	Quarter	Actual (Years)	Target (Years)	Q1-2017/18	5	~1	Q2-2017/18	6	~3	Q3-2017/18	7	~7	Q4-2017/18	11	~15
Quarter	Actual (Years)	Target (Years)																				
Q1-2017/18	5	~1																				
Q2-2017/18	6	~3																				
Q3-2017/18	7	~7																				
Q4-2017/18	11	~15																				
Childrens Social Care	CRP 081 / SP 415 % of Looked After Children (2.5 years or more) in same placement for 2 years (Monthly)	High	DNR	66%	<b>Data Not Received</b>  Reports currently in development																	

Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Education	CRP 089 / SP 288 Secondary School Year 7 surplus places inc Academies (annual)	Low	9.6%	5%			<p><b>CRP 089 / SP 288 Secondary School Year 7 surplus places inc Academies (annual)</b></p>  <table border="1"> <caption>CRP 089 / SP 288 Secondary School Year 7 surplus places inc Academies (annual)</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>11.32%</td> <td>5%</td> </tr> <tr> <td>2015/16</td> <td>5.5%</td> <td>5%</td> </tr> <tr> <td>2016/17</td> <td>6.5%</td> <td>5%</td> </tr> <tr> <td>2017/18</td> <td>9.6%</td> <td>5%</td> </tr> </tbody> </table>	Year	Value (%)	Target (%)	2014/15	11.32%	5%	2015/16	5.5%	5%	2016/17	6.5%	5%	2017/18	9.6%	5%
Year	Value (%)	Target (%)																				
2014/15	11.32%	5%																				
2015/16	5.5%	5%																				
2016/17	6.5%	5%																				
2017/18	9.6%	5%																				
Education	CRP 090 / SP 433 Merton pupil average Attainment 8 score (annual)	High	50.2	53		N/A	<p><b>CRP 090 / SP 433 Merton pupil average Attainment 8 score (annual)</b></p>  <table border="1"> <caption>CRP 090 / SP 433 Merton pupil average Attainment 8 score (annual)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>50.2</td> <td>53</td> </tr> </tbody> </table>	Year	Value	Target	2017/18	50.2	53									
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Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																																							
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Education	CRP 091 / SP 434 Merton pupil average Progress 8 score (annual, in arrears)	High	0.5	0.28	✓	N/A	<p><b>CRP 091 / SP 434 Merton pupil average Progress 8 score (annual, in arrears)</b></p> <table border="1"> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>0.5</td> <td>0.28</td> </tr> </tbody> </table>	Year	Value	Target	2017/18	0.5	0.28																																	
Year	Value	Target																																												
2017/18	0.5	0.28																																												
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><b>CRP 64SP075MP030 % of children who become subject of a Child Protection Plan for a second or subsequent time (Monthly)</b></p> <table border="1"> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>19%</td><td>16%</td></tr> <tr><td>May 2017</td><td>17%</td><td>16%</td></tr> <tr><td>June 2017</td><td>16%</td><td>16%</td></tr> <tr><td>July 2017</td><td>18%</td><td>16%</td></tr> <tr><td>August 2017</td><td>16%</td><td>16%</td></tr> <tr><td>September 2017</td><td>13%</td><td>16%</td></tr> <tr><td>October 2017</td><td>13%</td><td>16%</td></tr> <tr><td>November 2017</td><td>14%</td><td>16%</td></tr> <tr><td>December 2017</td><td>14%</td><td>16%</td></tr> <tr><td>January 2018</td><td>14%</td><td>16%</td></tr> <tr><td>February 2018</td><td>13%</td><td>16%</td></tr> <tr><td>March 2018</td><td>13%</td><td>16%</td></tr> </tbody> </table>	Month	Value	Target	April 2017	19%	16%	May 2017	17%	16%	June 2017	16%	16%	July 2017	18%	16%	August 2017	16%	16%	September 2017	13%	16%	October 2017	13%	16%	November 2017	14%	16%	December 2017	14%	16%	January 2018	14%	16%	February 2018	13%	16%	March 2018	13%	16%
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Education	CRP 69SP078MP052 % outcome of Ofsted Inspection schools rated Good or Outstanding (Monthly)	High	93%	91%	✔	↑	<p><b>CRP 69SP078MP052 % outcome of Ofsted Inspection schools rated Good or Outstanding (Monthly)</b></p> <table border="1"> <caption>CRP 69SP078MP052 % outcome of Ofsted Inspection schools rated Good or Outstanding (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>91%</td><td>91%</td></tr> <tr><td>May 2017</td><td>89%</td><td>91%</td></tr> <tr><td>June 2017</td><td>89%</td><td>91%</td></tr> <tr><td>July 2017</td><td>89%</td><td>91%</td></tr> <tr><td>August 2017</td><td>89%</td><td>91%</td></tr> <tr><td>September 2017</td><td>89%</td><td>91%</td></tr> <tr><td>October 2017</td><td>89%</td><td>91%</td></tr> <tr><td>November 2017</td><td>91%</td><td>91%</td></tr> <tr><td>December 2017</td><td>91%</td><td>91%</td></tr> <tr><td>January 2018</td><td>91%</td><td>91%</td></tr> <tr><td>February 2018</td><td>91%</td><td>91%</td></tr> <tr><td>March 2018</td><td>93%</td><td>91%</td></tr> </tbody> </table>	Month	Value	Target	April 2017	91%	91%	May 2017	89%	91%	June 2017	89%	91%	July 2017	89%	91%	August 2017	89%	91%	September 2017	89%	91%	October 2017	89%	91%	November 2017	91%	91%	December 2017	91%	91%	January 2018	91%	91%	February 2018	91%	91%	March 2018	93%	91%
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March 2018	93%	91%																																												
Education	CRP 88SP404MP053 % New EHCP requests completed within 20 weeks (Quarterly)	High	42.25%	55%	✘	↓	<p><b>CRP 88SP404MP053 % New EHCP requests completed within 20 weeks (Quarterly)</b></p> <table border="1"> <caption>CRP 88SP404MP053 % New EHCP requests completed within 20 weeks (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>47%</td><td>55%</td></tr> <tr><td>Q2 2017/18</td><td>45%</td><td>55%</td></tr> <tr><td>Q3 2017/18</td><td>39%</td><td>55%</td></tr> <tr><td>Q4 2017/18</td><td>38%</td><td>55%</td></tr> </tbody> </table>	Quarter	Value	Target	Q1 2017/18	47%	55%	Q2 2017/18	45%	55%	Q3 2017/18	39%	55%	Q4 2017/18	38%	55%																								
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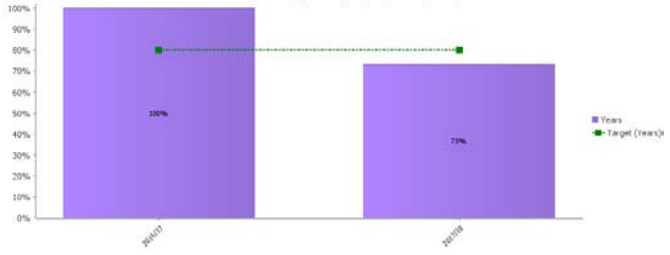
Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																																							
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Childrens Social Care	CRP 92SP467MP072 % 16-17 year olds Not in Education, Employment or Training (NEET) (Monthly in arrears )	Low	1.6%	3.5%	✔	N/A	<p><b>CRP 92SP467MP072 % 16-17 year olds Not in Education, Employment or Training (NEET) (Monthly in arrears )</b></p> <table border="1"> <caption>NEET Data (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>1.3%</td><td>3.5%</td></tr> <tr><td>May 2017</td><td>0.1%</td><td>3.5%</td></tr> <tr><td>June 2017</td><td>1.9%</td><td>3.5%</td></tr> <tr><td>July 2017</td><td>1.9%</td><td>3.5%</td></tr> <tr><td>August 2017</td><td>1.9%</td><td>3.5%</td></tr> <tr><td>September 2017</td><td>2.2%</td><td>3.5%</td></tr> <tr><td>October 2017</td><td>1%</td><td>3.5%</td></tr> <tr><td>November 2017</td><td>1.4%</td><td>3.5%</td></tr> <tr><td>December 2017</td><td>1.8%</td><td>3.5%</td></tr> <tr><td>January 2018</td><td>1.5%</td><td>3.5%</td></tr> <tr><td>February 2018</td><td>1.6%</td><td>3.5%</td></tr> <tr><td>March 2018</td><td>1.6%</td><td>3.5%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2017	1.3%	3.5%	May 2017	0.1%	3.5%	June 2017	1.9%	3.5%	July 2017	1.9%	3.5%	August 2017	1.9%	3.5%	September 2017	2.2%	3.5%	October 2017	1%	3.5%	November 2017	1.4%	3.5%	December 2017	1.8%	3.5%	January 2018	1.5%	3.5%	February 2018	1.6%	3.5%	March 2018	1.6%	3.5%
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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	47	50	✔	↑	<p><b>SP 091 / MP 014 First time entrants to the Youth Justice System aged 10-17 years (Monthly)</b></p> <table border="1"> <caption>First time entrants Data (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>4</td><td>50</td></tr> <tr><td>May 2017</td><td>7</td><td>50</td></tr> <tr><td>June 2017</td><td>12</td><td>50</td></tr> <tr><td>July 2017</td><td>16</td><td>50</td></tr> <tr><td>August 2017</td><td>20</td><td>50</td></tr> <tr><td>September 2017</td><td>24</td><td>50</td></tr> <tr><td>October 2017</td><td>26</td><td>50</td></tr> <tr><td>November 2017</td><td>34</td><td>50</td></tr> <tr><td>December 2017</td><td>37</td><td>50</td></tr> <tr><td>January 2018</td><td>42</td><td>50</td></tr> <tr><td>February 2018</td><td>46</td><td>50</td></tr> <tr><td>March 2018</td><td>47</td><td>50</td></tr> </tbody> </table>	Month	Value	Target	April 2017	4	50	May 2017	7	50	June 2017	12	50	July 2017	16	50	August 2017	20	50	September 2017	24	50	October 2017	26	50	November 2017	34	50	December 2017	37	50	January 2018	42	50	February 2018	46	50	March 2018	47	50
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Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Education	SP 103 DELETE FOR 2018/19 Major capital projects % green/amber to time (Quarterly)	High	100%	90%			<p><b>SP 103 DELETE FOR 2018/19 Major capital projects % green/amber to time (Quarterly)</b></p>  <table border="1"> <caption>Performance Data for SP 103</caption> <thead> <tr> <th>Quarter</th> <th>Actual Performance (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2017/18</td> <td>100%</td> <td>90%</td> </tr> <tr> <td>Q2 2017/18</td> <td>100%</td> <td>90%</td> </tr> <tr> <td>Q3 2017/18</td> <td>100%</td> <td>90%</td> </tr> <tr> <td>Q4 2017/18</td> <td>100%</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Actual Performance (%)	Target (%)	Q1 2017/18	100%	90%	Q2 2017/18	100%	90%	Q3 2017/18	100%	90%	Q4 2017/18	100%	90%
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Q3 2017/18	100%	90%																				
Q4 2017/18	100%	90%																				
Childrens Social Care	SP 346 % Single Assessments completed within the agreed timescale (Monthly)	High		90%	<b>Data Not Received</b>  Reports currently in development																	


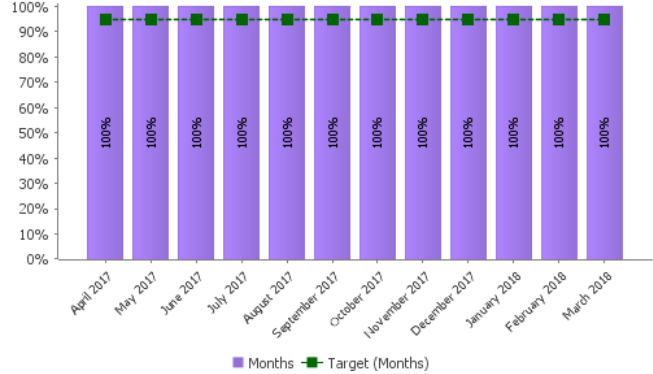






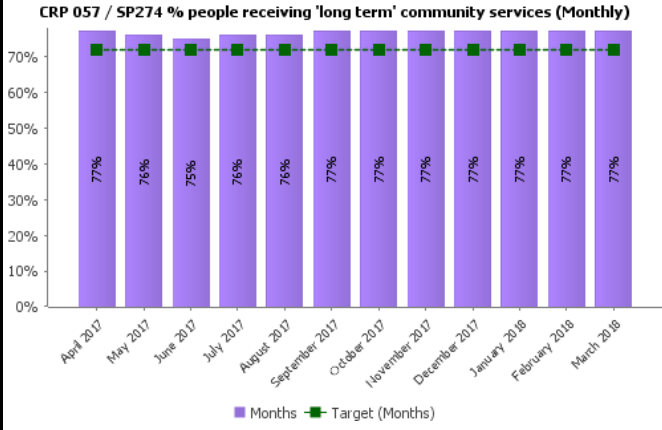

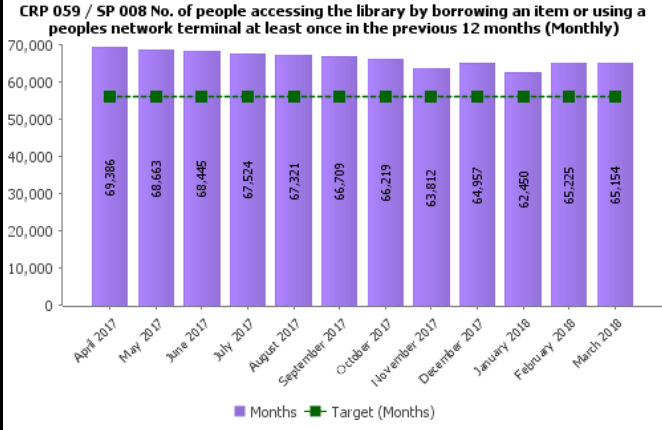
Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart															
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Education	SP 347 L4 Reading, Writing and Math KS2 (annual)	High	66	58		↓	<p><b>SP 347 L4 Reading, Writing and Math KS2 (annual)</b></p> <table border="1"> <thead> <tr> <th>Year</th> <th>Years</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>79</td> <td>82</td> </tr> <tr> <td>2015/16</td> <td>82</td> <td>82</td> </tr> <tr> <td>2017/18</td> <td>66</td> <td>82</td> </tr> </tbody> </table>	Year	Years	Target (Years)	2014/15	79	82	2015/16	82	82	2017/18	66	82			
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2015/16	82	82																				
2017/18	66	82																				
Education	SP 370 % Secondary school attendance (Annual)	High	96%	95.2%		↑	<p><b>SP 370 % Secondary school attendance (Annual)</b></p> <table border="1"> <thead> <tr> <th>Year</th> <th>Years</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>95.4%</td> <td>95.2%</td> </tr> <tr> <td>2015/16</td> <td>95.2%</td> <td>95.2%</td> </tr> <tr> <td>2016/17</td> <td>95.5%</td> <td>95.2%</td> </tr> <tr> <td>2017/18</td> <td>96%</td> <td>95.2%</td> </tr> </tbody> </table>	Year	Years	Target (Years)	2014/15	95.4%	95.2%	2015/16	95.2%	95.2%	2016/17	95.5%	95.2%	2017/18	96%	95.2%
Year	Years	Target (Years)																				
2014/15	95.4%	95.2%																				
2015/16	95.2%	95.2%																				
2016/17	95.5%	95.2%																				
2017/18	96%	95.2%																				

Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Education	SP 371 % Primary school attendance (Annual)	High	96.7%	96.1%	✓	↑	<p><b>SP 371 % Primary school attendance (Annual)</b></p> <table border="1"> <caption>SP 371 % Primary school attendance (Annual) Data</caption> <thead> <tr> <th>Year</th> <th>Actual Attendance (%)</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> <tr> <td>2017/18</td> <td>96.7%</td> <td>96.1%</td> </tr> </tbody> </table>	Year	Actual Attendance (%)	Target (%)	2014/15	98%	96.1%	2015/16	96%	96.1%	2016/17	96.2%	96.1%	2017/18	96.7%	96.1%
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Childrens Social Care	SP 372 26 week time limit for care proceedings (CAFCASS) (Quarterly in arrears)	Low	NMTP	35	<b>Not Measured This Period</b> Data not yet available																	
Childrens Social Care	SP 416 / MP 051 % Looked After Children experiencing 3 or more placement moves (Monthly)	Low	DNR	12%	<b>Data Not Received</b> Reports currently in development																	

Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart									
			Value	Target	Status	Long Trend										
Education	SP 423 % spend on approved capital programme (Annual)	High	73%	80%			<p>SP 423 % spend on approved capital programme (Annual)</p>  <table border="1"> <caption>Performance Data Trend Chart Data</caption> <thead> <tr> <th>Year</th> <th>Actual Value</th> <th>Target Value</th> </tr> </thead> <tbody> <tr> <td>2016/17</td> <td>100%</td> <td>80%</td> </tr> <tr> <td>2017/18</td> <td>73%</td> <td>80%</td> </tr> </tbody> </table>	Year	Actual Value	Target Value	2016/17	100%	80%	2017/18	73%	80%
Year	Actual Value	Target Value														
2016/17	100%	80%														
2017/18	73%	80%														
Childrens Social Care	SP 443 Care Leavers who are ETE (Quarterly)	High		68	<b>Data Not Received</b> Reports currently in development											



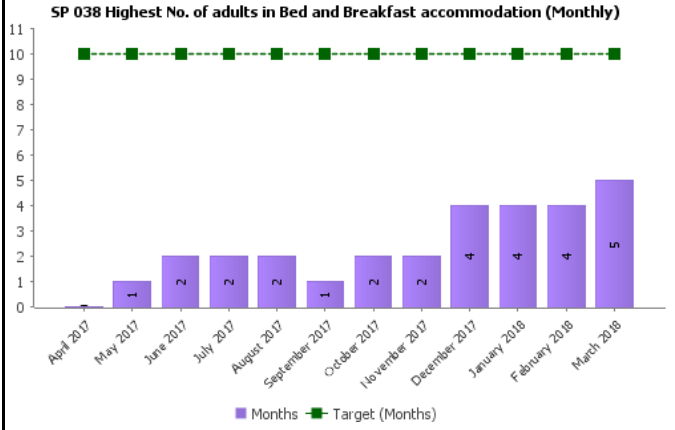
## Community & Housing

Dept.	PI Code & Description	Polarity	2017/18				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><b>CRP 054 / SP039 % People with 'long term' services receiving Self-Directed Support (SDS) (Monthly)</b></p>  <table border="1" style="display: none;"> <caption>CRP 054 / SP039 % People with 'long term' services receiving Self-Directed Support (SDS) (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>100</td><td>95</td></tr> <tr><td>May 2017</td><td>100</td><td>95</td></tr> <tr><td>June 2017</td><td>100</td><td>95</td></tr> <tr><td>July 2017</td><td>100</td><td>95</td></tr> <tr><td>August 2017</td><td>100</td><td>95</td></tr> <tr><td>September 2017</td><td>100</td><td>95</td></tr> <tr><td>October 2017</td><td>100</td><td>95</td></tr> <tr><td>November 2017</td><td>100</td><td>95</td></tr> <tr><td>December 2017</td><td>100</td><td>95</td></tr> <tr><td>January 2018</td><td>100</td><td>95</td></tr> <tr><td>February 2018</td><td>100</td><td>95</td></tr> <tr><td>March 2018</td><td>100</td><td>95</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	April 2017	100	95	May 2017	100	95	June 2017	100	95	July 2017	100	95	August 2017	100	95	September 2017	100	95	October 2017	100	95	November 2017	100	95	December 2017	100	95	January 2018	100	95	February 2018	100	95	March 2018	100	95
Month	Actual (%)	Target (%)																																												
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Adult Social Care	CRP 056 / SP 054 No. of Carers receiving services and / or information and advice (Monthly)	High	1,120	1,000			<p><b>CRP 056 / SP 054 No. of Carers receiving services and / or information and advice (Monthly)</b></p>  <table border="1" style="display: none;"> <caption>CRP 056 / SP 054 No. of Carers receiving services and / or information and advice (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>188</td><td>1000</td></tr> <tr><td>May 2017</td><td>264</td><td>1000</td></tr> <tr><td>June 2017</td><td>354</td><td>1000</td></tr> <tr><td>July 2017</td><td>409</td><td>1000</td></tr> <tr><td>August 2017</td><td>527</td><td>1000</td></tr> <tr><td>September 2017</td><td>627</td><td>1000</td></tr> <tr><td>October 2017</td><td>677</td><td>1000</td></tr> <tr><td>November 2017</td><td>781</td><td>1000</td></tr> <tr><td>December 2017</td><td>809</td><td>1000</td></tr> <tr><td>January 2018</td><td>876</td><td>1000</td></tr> <tr><td>February 2018</td><td>959</td><td>1000</td></tr> <tr><td>March 2018</td><td>1,120</td><td>1000</td></tr> </tbody> </table>	Month	Actual	Target	April 2017	188	1000	May 2017	264	1000	June 2017	354	1000	July 2017	409	1000	August 2017	527	1000	September 2017	627	1000	October 2017	677	1000	November 2017	781	1000	December 2017	809	1000	January 2018	876	1000	February 2018	959	1000	March 2018	1,120	1000
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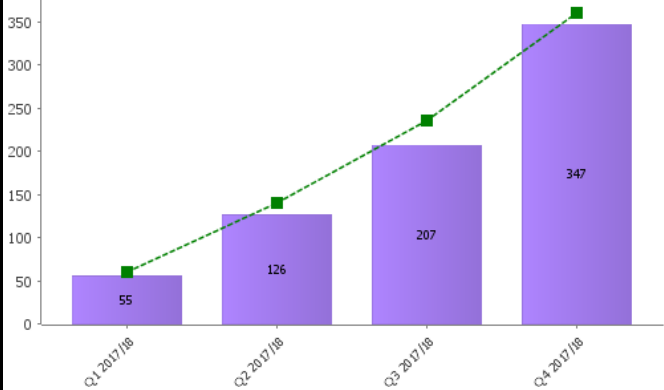


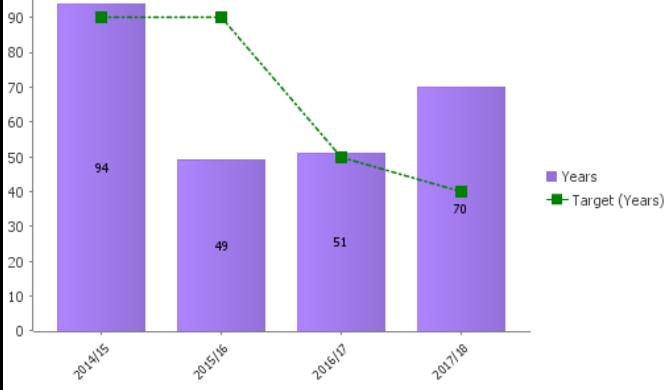
Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Adult Social Care	CRP 057 / SP274 % people receiving 'long term' community services (Monthly)	High	77%	72%			<p><b>CRP 057 / SP274 % people receiving 'long term' community services (Monthly)</b></p>  <table border="1"> <caption>CRP 057 / SP274 % people receiving 'long term' community services (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>77%</td><td>72%</td></tr> <tr><td>May 2017</td><td>76%</td><td>72%</td></tr> <tr><td>June 2017</td><td>75%</td><td>72%</td></tr> <tr><td>July 2017</td><td>76%</td><td>72%</td></tr> <tr><td>August 2017</td><td>76%</td><td>72%</td></tr> <tr><td>September 2017</td><td>77%</td><td>72%</td></tr> <tr><td>October 2017</td><td>77%</td><td>72%</td></tr> <tr><td>November 2017</td><td>77%</td><td>72%</td></tr> <tr><td>December 2017</td><td>77%</td><td>72%</td></tr> <tr><td>January 2018</td><td>77%</td><td>72%</td></tr> <tr><td>February 2018</td><td>77%</td><td>72%</td></tr> <tr><td>March 2018</td><td>77%</td><td>72%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2017	77%	72%	May 2017	76%	72%	June 2017	75%	72%	July 2017	76%	72%	August 2017	76%	72%	September 2017	77%	72%	October 2017	77%	72%	November 2017	77%	72%	December 2017	77%	72%	January 2018	77%	72%	February 2018	77%	72%	March 2018	77%	72%
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March 2018	77%	72%																																												
Libraries	CRP 059 / SP 008 No. of people accessing the library by borrowing an item or using a peoples network terminal at least once in the previous 12 months (Monthly)	High	65,154	56,000			<p><b>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)</b></p>  <table border="1"> <caption>CRP 059 / SP 008 No. of people accessing the library by borrowing an item or using a peoples network terminal at least once in the previous 12 months (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>69,386</td><td>56,000</td></tr> <tr><td>May 2017</td><td>68,663</td><td>56,000</td></tr> <tr><td>June 2017</td><td>68,445</td><td>56,000</td></tr> <tr><td>July 2017</td><td>67,524</td><td>56,000</td></tr> <tr><td>August 2017</td><td>67,321</td><td>56,000</td></tr> <tr><td>September 2017</td><td>66,709</td><td>56,000</td></tr> <tr><td>October 2017</td><td>66,219</td><td>56,000</td></tr> <tr><td>November 2017</td><td>63,812</td><td>56,000</td></tr> <tr><td>December 2017</td><td>64,957</td><td>56,000</td></tr> <tr><td>January 2018</td><td>62,450</td><td>56,000</td></tr> <tr><td>February 2018</td><td>65,225</td><td>56,000</td></tr> <tr><td>March 2018</td><td>65,154</td><td>56,000</td></tr> </tbody> </table>	Month	Value	Target	April 2017	69,386	56,000	May 2017	68,663	56,000	June 2017	68,445	56,000	July 2017	67,524	56,000	August 2017	67,321	56,000	September 2017	66,709	56,000	October 2017	66,219	56,000	November 2017	63,812	56,000	December 2017	64,957	56,000	January 2018	62,450	56,000	February 2018	65,225	56,000	March 2018	65,154	56,000
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Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Libraries	CRP 060 / SP 009 No. of visitors accessing the library service on line (Monthly)	High	250,011	210,000			<p><b>CRP 060 / SP 009 No. of visitors accessing the library service on line (Monthly)</b></p> <table border="1"> <thead> <tr> <th>Month</th> <th>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>20,000</td><td>210,000</td></tr> <tr><td>May 2017</td><td>39,831</td><td>210,000</td></tr> <tr><td>June 2017</td><td>59,944</td><td>210,000</td></tr> <tr><td>July 2017</td><td>82,993</td><td>210,000</td></tr> <tr><td>August 2017</td><td>105,106</td><td>210,000</td></tr> <tr><td>September 2017</td><td>127,370</td><td>210,000</td></tr> <tr><td>October 2017</td><td>149,374</td><td>210,000</td></tr> <tr><td>November 2017</td><td>169,608</td><td>210,000</td></tr> <tr><td>December 2017</td><td>186,813</td><td>210,000</td></tr> <tr><td>January 2018</td><td>207,864</td><td>210,000</td></tr> <tr><td>February 2018</td><td>227,548</td><td>210,000</td></tr> <tr><td>March 2018</td><td>250,011</td><td>210,000</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2017	20,000	210,000	May 2017	39,831	210,000	June 2017	59,944	210,000	July 2017	82,993	210,000	August 2017	105,106	210,000	September 2017	127,370	210,000	October 2017	149,374	210,000	November 2017	169,608	210,000	December 2017	186,813	210,000	January 2018	207,864	210,000	February 2018	227,548	210,000	March 2018	250,011	210,000
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Housing Needs & Enabling	CRP 061 / SP 036 No. of households in temporary accommodation (Monthly)	Low	179.92	230			<p><b>CRP 061 / SP 036 No. of households in temporary accommodation (Monthly)</b></p> <table border="1"> <thead> <tr> <th>Month</th> <th>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>191</td><td>230</td></tr> <tr><td>May 2017</td><td>198</td><td>230</td></tr> <tr><td>June 2017</td><td>192</td><td>230</td></tr> <tr><td>July 2017</td><td>190</td><td>230</td></tr> <tr><td>August 2017</td><td>177</td><td>230</td></tr> <tr><td>September 2017</td><td>183</td><td>230</td></tr> <tr><td>October 2017</td><td>180</td><td>230</td></tr> <tr><td>November 2017</td><td>178</td><td>230</td></tr> <tr><td>December 2017</td><td>175</td><td>230</td></tr> <tr><td>January 2018</td><td>165</td><td>230</td></tr> <tr><td>February 2018</td><td>165</td><td>230</td></tr> <tr><td>March 2018</td><td>165</td><td>230</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2017	191	230	May 2017	198	230	June 2017	192	230	July 2017	190	230	August 2017	177	230	September 2017	183	230	October 2017	180	230	November 2017	178	230	December 2017	175	230	January 2018	165	230	February 2018	165	230	March 2018	165	230
Month	Actual (Months)	Target (Months)																																												
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Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Housing Needs & Enabling	CRP 062 / SP 035 No. of homelessness preventions (Monthly)	High	465	450			<p><b>CRP 062 / SP 035 No. of homelessness preventions (Monthly)</b></p> <table border="1"> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>38</td><td>40</td></tr> <tr><td>May 2017</td><td>97</td><td>100</td></tr> <tr><td>June 2017</td><td>116</td><td>120</td></tr> <tr><td>July 2017</td><td>162</td><td>150</td></tr> <tr><td>August 2017</td><td>203</td><td>200</td></tr> <tr><td>September 2017</td><td>235</td><td>230</td></tr> <tr><td>October 2017</td><td>269</td><td>270</td></tr> <tr><td>November 2017</td><td>314</td><td>310</td></tr> <tr><td>December 2017</td><td>386</td><td>380</td></tr> <tr><td>January 2018</td><td>413</td><td>410</td></tr> <tr><td>February 2018</td><td>456</td><td>450</td></tr> <tr><td>March 2018</td><td>465</td><td>450</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2017	38	40	May 2017	97	100	June 2017	116	120	July 2017	162	150	August 2017	203	200	September 2017	235	230	October 2017	269	270	November 2017	314	310	December 2017	386	380	January 2018	413	410	February 2018	456	450	March 2018	465	450
Month	Months	Target (Months)																																												
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Housing Needs & Enabling	SP 037 Highest No. of families in Bed and Breakfast accommodation during the year (Monthly)	Low	1.83	10			<p><b>SP 037 Highest No. of families in Bed and Breakfast accommodation during the year (Monthly)</b></p> <table border="1"> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>4</td><td>10</td></tr> <tr><td>May 2017</td><td>4</td><td>10</td></tr> <tr><td>June 2017</td><td>0</td><td>10</td></tr> <tr><td>July 2017</td><td>1</td><td>10</td></tr> <tr><td>August 2017</td><td>2</td><td>10</td></tr> <tr><td>September 2017</td><td>2</td><td>10</td></tr> <tr><td>October 2017</td><td>2</td><td>10</td></tr> <tr><td>November 2017</td><td>3</td><td>10</td></tr> <tr><td>December 2017</td><td>2</td><td>10</td></tr> <tr><td>January 2018</td><td>0</td><td>10</td></tr> <tr><td>February 2018</td><td>1</td><td>10</td></tr> <tr><td>March 2018</td><td>1</td><td>10</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2017	4	10	May 2017	4	10	June 2017	0	10	July 2017	1	10	August 2017	2	10	September 2017	2	10	October 2017	2	10	November 2017	3	10	December 2017	2	10	January 2018	0	10	February 2018	1	10	March 2018	1	10
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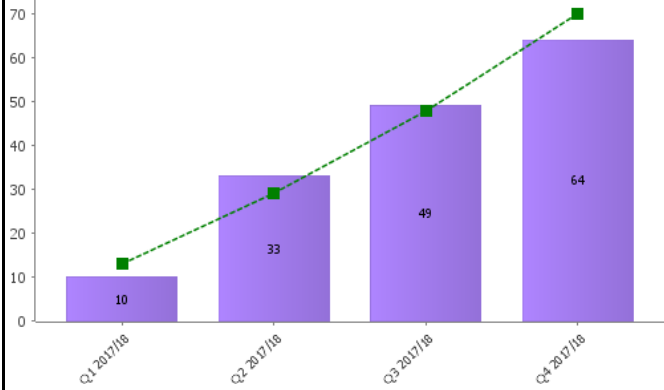


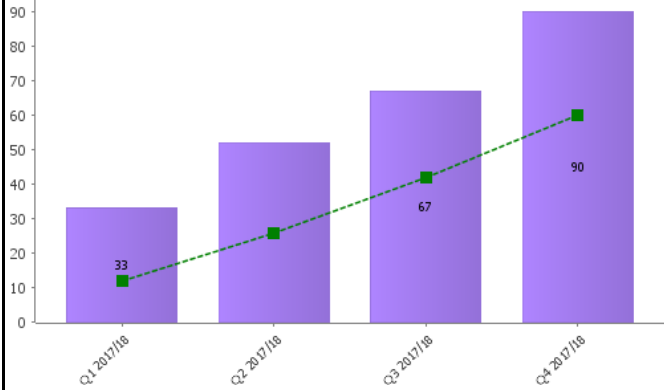
Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Housing Needs & Enabling	SP 038 Highest No. of adults in Bed and Breakfast accommodation (Monthly)	Low	2.42	10			<p><b>SP 038 Highest No. of adults in Bed and Breakfast accommodation (Monthly)</b></p>  <table border="1"> <caption>SP 038 Highest No. of adults in Bed and Breakfast accommodation (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>0</td><td>10</td></tr> <tr><td>May 2017</td><td>1</td><td>10</td></tr> <tr><td>June 2017</td><td>2</td><td>10</td></tr> <tr><td>July 2017</td><td>2</td><td>10</td></tr> <tr><td>August 2017</td><td>2</td><td>10</td></tr> <tr><td>September 2017</td><td>1</td><td>10</td></tr> <tr><td>October 2017</td><td>2</td><td>10</td></tr> <tr><td>November 2017</td><td>2</td><td>10</td></tr> <tr><td>December 2017</td><td>4</td><td>10</td></tr> <tr><td>January 2018</td><td>4</td><td>10</td></tr> <tr><td>February 2018</td><td>4</td><td>10</td></tr> <tr><td>March 2018</td><td>5</td><td>10</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2017	0	10	May 2017	1	10	June 2017	2	10	July 2017	2	10	August 2017	2	10	September 2017	1	10	October 2017	2	10	November 2017	2	10	December 2017	4	10	January 2018	4	10	February 2018	4	10	March 2018	5	10
Month	Months	Target (Months)																																												
April 2017	0	10																																												
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December 2017	4	10																																												
January 2018	4	10																																												
February 2018	4	10																																												
March 2018	5	10																																												
Adult Social Care	SP 050 % Older people still living at home following reablement (annual)	High	NMTP	78.8%	<b>Not Measured This Period</b> Data will be available end May																																									
Housing Needs & Enabling	SP 276 Affordable Homes delivered (annual)	High	NMTP	70	<b>Not Measured This Period</b> Data will be available June/July																																									



Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart										
			Value	Target	Status	Long Trend											
Housing Needs & Enabling	SP 277 Social Housing Lets (Quarterly)	High	347	360			<p><b>SP 277 Social Housing Lets (Quarterly)</b></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 2017/18</td> <td>55</td> </tr> <tr> <td>Q2 2017/18</td> <td>126</td> </tr> <tr> <td>Q3 2017/18</td> <td>207</td> </tr> <tr> <td>Q4 2017/18</td> <td>347</td> </tr> </tbody> </table>	Quarter	Value	Q1 2017/18	55	Q2 2017/18	126	Q3 2017/18	207	Q4 2017/18	347
Quarter	Value																
Q1 2017/18	55																
Q2 2017/18	126																
Q3 2017/18	207																
Q4 2017/18	347																
Housing Needs & Enabling	SP 278 Rent deposit - new tenancies (annual)	High	70	40			<p><b>SP 278 Rent deposit - new tenancies (annual)</b></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>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> <tr> <td>2017/18</td> <td>70</td> </tr> </tbody> </table>	Year	Value	2014/15	94	2015/16	49	2016/17	51	2017/18	70
Year	Value																
2014/15	94																
2015/16	49																
2016/17	51																
2017/18	70																

Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Libraries	SP 279 % Self-service usage for stock transactions (libraries) (Monthly)	High	98%	97%			<p><b>SP 279 % Self-service usage for stock transactions (libraries) (Monthly)</b></p> <table border="1"> <caption>SP 279 % Self-service usage for stock transactions (libraries) (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>96%</td><td>97%</td></tr> <tr><td>May 2017</td><td>98%</td><td>97%</td></tr> <tr><td>June 2017</td><td>98%</td><td>97%</td></tr> <tr><td>July 2017</td><td>97%</td><td>97%</td></tr> <tr><td>August 2017</td><td>97%</td><td>97%</td></tr> <tr><td>September 2017</td><td>97%</td><td>97%</td></tr> <tr><td>October 2017</td><td>97%</td><td>97%</td></tr> <tr><td>November 2017</td><td>98%</td><td>97%</td></tr> <tr><td>December 2017</td><td>97%</td><td>97%</td></tr> <tr><td>January 2018</td><td>98%</td><td>97%</td></tr> <tr><td>February 2018</td><td>98%</td><td>97%</td></tr> <tr><td>March 2018</td><td>98%</td><td>97%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2017	96%	97%	May 2017	98%	97%	June 2017	98%	97%	July 2017	97%	97%	August 2017	97%	97%	September 2017	97%	97%	October 2017	97%	97%	November 2017	98%	97%	December 2017	97%	97%	January 2018	98%	97%	February 2018	98%	97%	March 2018	98%	97%
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March 2018	98%	97%																																												
Libraries	SP 280 No. of active volunteers in libraries (Rolling 12 Month) (Monthly)	High	293	220			<p><b>SP 280 No. of active volunteers in libraries (Rolling 12 Month) (Monthly)</b></p> <table border="1"> <caption>SP 280 No. of active volunteers in libraries (Rolling 12 Month) (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>324</td><td>220</td></tr> <tr><td>May 2017</td><td>283</td><td>220</td></tr> <tr><td>June 2017</td><td>286</td><td>220</td></tr> <tr><td>July 2017</td><td>313</td><td>220</td></tr> <tr><td>August 2017</td><td>314</td><td>220</td></tr> <tr><td>September 2017</td><td>287</td><td>220</td></tr> <tr><td>October 2017</td><td>295</td><td>220</td></tr> <tr><td>November 2017</td><td>290</td><td>220</td></tr> <tr><td>December 2017</td><td>276</td><td>220</td></tr> <tr><td>January 2018</td><td>294</td><td>220</td></tr> <tr><td>February 2018</td><td>299</td><td>220</td></tr> <tr><td>March 2018</td><td>293</td><td>220</td></tr> </tbody> </table>	Month	Value	Target	April 2017	324	220	May 2017	283	220	June 2017	286	220	July 2017	313	220	August 2017	314	220	September 2017	287	220	October 2017	295	220	November 2017	290	220	December 2017	276	220	January 2018	294	220	February 2018	299	220	March 2018	293	220
Month	Value	Target																																												
April 2017	324	220																																												
May 2017	283	220																																												
June 2017	286	220																																												
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Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Libraries	SP 282 Partnership numbers (Libraries) (Monthly)	High	32	30			<p><b>SP 282 Partnership numbers (Libraries) (Monthly)</b></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 2017</td><td>43</td><td>30</td></tr> <tr><td>May 2017</td><td>43</td><td>30</td></tr> <tr><td>June 2017</td><td>43</td><td>30</td></tr> <tr><td>July 2017</td><td>43</td><td>30</td></tr> <tr><td>August 2017</td><td>43</td><td>30</td></tr> <tr><td>September 2017</td><td>43</td><td>30</td></tr> <tr><td>October 2017</td><td>43</td><td>30</td></tr> <tr><td>November 2017</td><td>43</td><td>30</td></tr> <tr><td>December 2017</td><td>43</td><td>30</td></tr> <tr><td>January 2018</td><td>29</td><td>30</td></tr> <tr><td>February 2018</td><td>29</td><td>30</td></tr> <tr><td>March 2018</td><td>32</td><td>30</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2017	43	30	May 2017	43	30	June 2017	43	30	July 2017	43	30	August 2017	43	30	September 2017	43	30	October 2017	43	30	November 2017	43	30	December 2017	43	30	January 2018	29	30	February 2018	29	30	March 2018	32	30
Month	Months	Target (Months)																																												
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January 2018	29	30																																												
February 2018	29	30																																												
March 2018	32	30																																												
Libraries	SP 286 % Customer satisfaction with Libraries (annual) (ars)	High	NMTP	78%	<b>Not Measured This Period</b> No Annual Residents Survey carried out during 2017/18																																									
Libraries	SP 287 Maintain Library Income (Monthly)	High	£401,422	£346,000			<p><b>SP 287 Maintain Library Income (Monthly)</b></p>  <table border="1"> <caption>SP 287 Maintain Library Income (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>May 2017</td><td>£41,900</td><td>£346,000</td></tr> <tr><td>June 2017</td><td>£66,040</td><td>£346,000</td></tr> <tr><td>July 2017</td><td>£108,702</td><td>£346,000</td></tr> <tr><td>August 2017</td><td>£122,825</td><td>£346,000</td></tr> <tr><td>September 2017</td><td>£199,659</td><td>£346,000</td></tr> <tr><td>October 2017</td><td>£246,523</td><td>£346,000</td></tr> <tr><td>November 2017</td><td>£295,735</td><td>£346,000</td></tr> <tr><td>December 2017</td><td>£334,051</td><td>£346,000</td></tr> <tr><td>January 2018</td><td>£346,362</td><td>£346,000</td></tr> <tr><td>February 2018</td><td>£361,512</td><td>£346,000</td></tr> <tr><td>March 2018</td><td>£401,422</td><td>£346,000</td></tr> </tbody> </table>	Month	Months	Target (Months)	May 2017	£41,900	£346,000	June 2017	£66,040	£346,000	July 2017	£108,702	£346,000	August 2017	£122,825	£346,000	September 2017	£199,659	£346,000	October 2017	£246,523	£346,000	November 2017	£295,735	£346,000	December 2017	£334,051	£346,000	January 2018	£346,362	£346,000	February 2018	£361,512	£346,000	March 2018	£401,422	£346,000			
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Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart										
			Value	Target	Status	Long Trend											
Housing Needs & Enabling	SP 360 No. of enforcement / improvement notices issued (Quarterly)	High	64	70			<p><b>SP 360 No. of enforcement / improvement notices issued (Quarterly)</b></p>  <table border="1"> <caption>SP 360 No. of enforcement / improvement notices issued (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2017/18</td> <td>10</td> </tr> <tr> <td>Q2 2017/18</td> <td>33</td> </tr> <tr> <td>Q3 2017/18</td> <td>49</td> </tr> <tr> <td>Q4 2017/18</td> <td>64</td> </tr> </tbody> </table>	Quarter	Value	Q1 2017/18	10	Q2 2017/18	33	Q3 2017/18	49	Q4 2017/18	64
Quarter	Value																
Q1 2017/18	10																
Q2 2017/18	33																
Q3 2017/18	49																
Q4 2017/18	64																
Housing Needs & Enabling	SP 361 No. of Disabled Facilities Grants (DFG) approved (Quarterly)	High	90	60			<p><b>SP 361 No. of Disabled Facilities Grants (DFG) approved (Quarterly)</b></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 2017/18</td> <td>33</td> </tr> <tr> <td>Q2 2017/18</td> <td>52</td> </tr> <tr> <td>Q3 2017/18</td> <td>67</td> </tr> <tr> <td>Q4 2017/18</td> <td>90</td> </tr> </tbody> </table>	Quarter	Value	Q1 2017/18	33	Q2 2017/18	52	Q3 2017/18	67	Q4 2017/18	90
Quarter	Value																
Q1 2017/18	33																
Q2 2017/18	52																
Q3 2017/18	67																
Q4 2017/18	90																
Public Health	SP 364 / MP 054 % Excess weight in children age 10-11 years (annual / academic)	Low	NMTP	34.7%	<b>Not Measured This Period</b> Data will be available in December												

Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Public Health	SP 409 % participation in National Child Measurement Programme (Annual in arrears)	High	NMTP	95%	<b>Not Measured This Period</b> Data will be available in December																																									
Public Health	SP 424 Successful completion of drug treatment (Opiates) (Quarterly in arrears)	High	NMTP	9%	<b>Not Measured This Period</b> Data provided quarterly in arrear																																									
Public Health	SP 425 % of new birth reviews within 14 days of birth (Monthly in arrears)	High	96%	90%			 <table border="1"> <caption>SP 425 % of new birth reviews within 14 days of birth (Monthly in arrears)</caption> <thead> <tr> <th>Month</th> <th>Month</th> <th>Target (Month)</th> </tr> </thead> <tbody> <tr><td>Apr 2017</td><td>99.2%</td><td>90%</td></tr> <tr><td>May 2017</td><td>99.2%</td><td>90%</td></tr> <tr><td>Jun 2017</td><td>99.2%</td><td>90%</td></tr> <tr><td>Jul 2017</td><td>97.7%</td><td>90%</td></tr> <tr><td>Aug 2017</td><td>97.8%</td><td>90%</td></tr> <tr><td>September 2017</td><td>97.8%</td><td>90%</td></tr> <tr><td>October 2017</td><td>97.8%</td><td>90%</td></tr> <tr><td>November 2017</td><td>98.0%</td><td>90%</td></tr> <tr><td>December 2017</td><td>97.8%</td><td>90%</td></tr> <tr><td>January 2018</td><td>98.0%</td><td>90%</td></tr> <tr><td>February 2018</td><td>97.7%</td><td>90%</td></tr> <tr><td>March 2018</td><td>98%</td><td>90%</td></tr> </tbody> </table>	Month	Month	Target (Month)	Apr 2017	99.2%	90%	May 2017	99.2%	90%	Jun 2017	99.2%	90%	Jul 2017	97.7%	90%	Aug 2017	97.8%	90%	September 2017	97.8%	90%	October 2017	97.8%	90%	November 2017	98.0%	90%	December 2017	97.8%	90%	January 2018	98.0%	90%	February 2018	97.7%	90%	March 2018	98%	90%
Month	Month	Target (Month)																																												
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January 2018	98.0%	90%																																												
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March 2018	98%	90%																																												
Public Health	SP 444 New STI diagnosis per 100,000 population (excluding Chlamydia, under 25's) (Annual)	High	NMTP	1,712.4	<b>Not Measured This Period</b> Data will be available in the summer																																									
Public Health	SP 445 % of people offered HIV test at first attendance (Annual)	High	NMTP	80%	<b>Not Measured This Period</b> Data will be available at end of May																																									
Public Health	SP 446 % of people who accept offer of HIV test at first attendance (Annual)	High		73%	<b>Not Measured This Period</b> Data will be available at end of May																																									

Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Public Health	SP 447 Successful completion of alcohol treatment (Quarterly in arrears)	High	54.5%	60%	<b>Not Measured This Period</b> Data provided quarterly in arrear		
Public Health	SP 448 Reduce gap in age 10-11 obesity between East & West Merton (Annual)	Low	NMTP	9.2%	<b>Not Measured This Period</b> Data not yet available		
Merton Adult Education	SP 457 Number of enrolments per annum (Annual)	High	NMTP	3,964	<b>Not Measured This Period</b> Data will be available in September		
Merton Adult Education	SP 458 Number of new learners per annum (not registered as learners in previous year) (Annual)	High	NMTP	50%	<b>Not Measured This Period</b> Data will be available in September		
Merton Adult Education	SP 459 Number of completers (% retention rate per annum) (Annual)	High	NMTP	93%	<b>Not Measured This Period</b> Data will be available in September		
Merton Adult Education	SP 460 % overall success rate of accredited courses per annum (Annual)	High	NMTP	85%	<b>Not Measured This Period</b> Data will be available in September		
Merton Adult Education	SP 461 % of end of course evaluations where teaching and learning is rated as good or above (Annual)	High	NMTP	95%	<b>Not Measured This Period</b> Data will be available in September		

Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Merton Adult Education	SP 462 % of enrolments (learners) from deprived wards (Annual)	High	NMTP	27%	<b>Not Measured This Period</b> Data will be available in September		
Merton Adult Education	SP 463 Average cost per learner (Annual)	Low	NMTP	£247	<b>Not Measured This Period</b> Data will be available in September		

## Corporate Services

Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Corporate Services	CRP 013 / SP 431 % of positive and neutral coverage tone (Monthly)	High	87.58%	92%			<p><b>CRP 013 / SP 431 % of positive and neutral coverage tone (Monthly)</b></p>  <table border="1"> <caption>CRP 013 / SP 431 % of positive and neutral coverage tone (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Months (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>90.5%</td><td>92%</td></tr> <tr><td>May 2017</td><td>89.35%</td><td>92%</td></tr> <tr><td>June 2017</td><td>92.31%</td><td>92%</td></tr> <tr><td>July 2017</td><td>73.77%</td><td>92%</td></tr> <tr><td>August 2017</td><td>99.83%</td><td>92%</td></tr> <tr><td>September 2017</td><td>92.31%</td><td>92%</td></tr> <tr><td>October 2017</td><td>100%</td><td>92%</td></tr> <tr><td>November 2017</td><td>92.31%</td><td>92%</td></tr> <tr><td>December 2017</td><td>91.69%</td><td>92%</td></tr> <tr><td>January 2018</td><td>76.32%</td><td>92%</td></tr> <tr><td>February 2018</td><td>87.7%</td><td>92%</td></tr> <tr><td>March 2018</td><td>74.3%</td><td>92%</td></tr> </tbody> </table>	Month	Months (%)	Target (%)	April 2017	90.5%	92%	May 2017	89.35%	92%	June 2017	92.31%	92%	July 2017	73.77%	92%	August 2017	99.83%	92%	September 2017	92.31%	92%	October 2017	100%	92%	November 2017	92.31%	92%	December 2017	91.69%	92%	January 2018	76.32%	92%	February 2018	87.7%	92%	March 2018	74.3%	92%
Month	Months (%)	Target (%)																																												
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Corporate Services	CRP 014 / SP 426 % Ombudsman complaints answered in time (monthly in arrears)	High	66.28%	90%			<p><b>CRP 014 / SP 426 % Ombudsman complaints answered in time (monthly in arrears)</b></p>  <table border="1"> <caption>CRP 014 / SP 426 % Ombudsman complaints answered in time (monthly in arrears)</caption> <thead> <tr> <th>Month</th> <th>Months (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>100%</td><td>90%</td></tr> <tr><td>May 2017</td><td>75%</td><td>90%</td></tr> <tr><td>June 2017</td><td>100%</td><td>90%</td></tr> <tr><td>July 2017</td><td>100%</td><td>90%</td></tr> <tr><td>August 2017</td><td>75%</td><td>90%</td></tr> <tr><td>September 2017</td><td>75%</td><td>90%</td></tr> <tr><td>October 2017</td><td>90%</td><td>90%</td></tr> <tr><td>November 2017</td><td>16.67%</td><td>90%</td></tr> <tr><td>December 2017</td><td>66.67%</td><td>90%</td></tr> <tr><td>January 2018</td><td>42.86%</td><td>90%</td></tr> <tr><td>February 2018</td><td>50%</td><td>90%</td></tr> <tr><td>March 2018</td><td>66.67%</td><td>90%</td></tr> </tbody> </table>	Month	Months (%)	Target (%)	April 2017	100%	90%	May 2017	75%	90%	June 2017	100%	90%	July 2017	100%	90%	August 2017	75%	90%	September 2017	75%	90%	October 2017	90%	90%	November 2017	16.67%	90%	December 2017	66.67%	90%	January 2018	42.86%	90%	February 2018	50%	90%	March 2018	66.67%	90%
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Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Corporate Services	CRP 016 / SP 401 The level of CO2 emissions from the council's buildings (tonnes) (Annual)	Low	5,849	7,740	✓	↑	<p><b>CRP 016 / SP 401 The level of CO2 emissions from the council's buildings (tonnes) (Annual)</b></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>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>-</td> </tr> <tr> <td>2017/18</td> <td>5,849</td> <td>7,740</td> </tr> </tbody> </table>	Year	Value (tonnes)	Target (tonnes)	2014/15	4,132.01	-	2015/16	5,158.68	-	2016/17	6,924	-	2017/18	5,849	7,740																								
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2017/18	5,849	7,740																																												
Corporate Services	CRP 018 / SP 154 % Council Tax collected (Monthly)	High	97.69%	97.25%	✓	↑	<p><b>CRP 018 / SP 154 % Council Tax collected (Monthly)</b></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 2017</td><td>1.69%</td><td>-</td></tr> <tr><td>May 2017</td><td>21.27%</td><td>-</td></tr> <tr><td>June 2017</td><td>30.36%</td><td>-</td></tr> <tr><td>July 2017</td><td>39.44%</td><td>-</td></tr> <tr><td>August 2017</td><td>48.61%</td><td>-</td></tr> <tr><td>September 2017</td><td>57.42%</td><td>-</td></tr> <tr><td>October 2017</td><td>66.99%</td><td>-</td></tr> <tr><td>November 2017</td><td>76.27%</td><td>-</td></tr> <tr><td>December 2017</td><td>85.18%</td><td>-</td></tr> <tr><td>January 2018</td><td>93.89%</td><td>-</td></tr> <tr><td>February 2018</td><td>96.57%</td><td>-</td></tr> <tr><td>March 2018</td><td>97.69%</td><td>97.25%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2017	1.69%	-	May 2017	21.27%	-	June 2017	30.36%	-	July 2017	39.44%	-	August 2017	48.61%	-	September 2017	57.42%	-	October 2017	66.99%	-	November 2017	76.27%	-	December 2017	85.18%	-	January 2018	93.89%	-	February 2018	96.57%	-	March 2018	97.69%	97.25%
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Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Corporate Services	CRP 036 / SP 155 % Business Rates collected (Monthly)	High	98.79%	97.5%	✓	↑	<p><b>CRP 036 / SP 155 % Business Rates collected (Monthly)</b></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 2017</td><td>13.7%</td><td></td></tr> <tr><td>May 2017</td><td>20%</td><td></td></tr> <tr><td>June 2017</td><td>31.33%</td><td></td></tr> <tr><td>July 2017</td><td>40%</td><td></td></tr> <tr><td>August 2017</td><td>48.6%</td><td></td></tr> <tr><td>September 2017</td><td>58.21%</td><td></td></tr> <tr><td>October 2017</td><td>67.01%</td><td></td></tr> <tr><td>November 2017</td><td>75.66%</td><td></td></tr> <tr><td>December 2017</td><td>83.68%</td><td></td></tr> <tr><td>January 2018</td><td>92.69%</td><td></td></tr> <tr><td>February 2018</td><td>96.76%</td><td></td></tr> <tr><td>March 2018</td><td>98.79%</td><td></td></tr> </tbody> </table>	Month	Months (%)	Target (Months) (%)	April 2017	13.7%		May 2017	20%		June 2017	31.33%		July 2017	40%		August 2017	48.6%		September 2017	58.21%		October 2017	67.01%		November 2017	75.66%		December 2017	83.68%		January 2018	92.69%		February 2018	96.76%		March 2018	98.79%	
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Corporate Services	CRP 037 / SP 352 % complaints progressed to stage 2 (Quarterly)	Low	6.95%	9%	✓	↑	<p><b>CRP 037 / SP 352 % complaints progressed to stage 2 (Quarterly)</b></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 2017/18</td><td>5.24%</td><td>9%</td></tr> <tr><td>Q2 2017/18</td><td>12.77%</td><td>9%</td></tr> <tr><td>Q3 2017/18</td><td>3.95%</td><td>9%</td></tr> <tr><td>Q4 2017/18</td><td>9.81%</td><td>9%</td></tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2017/18	5.24%	9%	Q2 2017/18	12.77%	9%	Q3 2017/18	3.95%	9%	Q4 2017/18	9.81%	9%																								
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Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																																							
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Corporate Services	CRP 041 / SP 192 % FOI requests dealt with in time (Monthly in arrears)	High	76.23%	85%			<p><b>CRP 041 / SP 192 % FOI requests dealt with in time (Monthly in arrears)</b></p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>83.33%</td><td>85%</td></tr> <tr><td>May 2017</td><td>77.62%</td><td>85%</td></tr> <tr><td>June 2017</td><td>44.09%</td><td>85%</td></tr> <tr><td>July 2017</td><td>45.67%</td><td>85%</td></tr> <tr><td>August 2017</td><td>70.93%</td><td>85%</td></tr> <tr><td>September 2017</td><td>80.13%</td><td>85%</td></tr> <tr><td>October 2017</td><td>84.66%</td><td>85%</td></tr> <tr><td>November 2017</td><td>79.31%</td><td>85%</td></tr> <tr><td>December 2017</td><td>90.46%</td><td>85%</td></tr> <tr><td>January 2018</td><td>85.36%</td><td>85%</td></tr> <tr><td>February 2018</td><td>84.77%</td><td>85%</td></tr> <tr><td>March 2018</td><td>84.25%</td><td>85%</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	April 2017	83.33%	85%	May 2017	77.62%	85%	June 2017	44.09%	85%	July 2017	45.67%	85%	August 2017	70.93%	85%	September 2017	80.13%	85%	October 2017	84.66%	85%	November 2017	79.31%	85%	December 2017	90.46%	85%	January 2018	85.36%	85%	February 2018	84.77%	85%	March 2018	84.25%	85%
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Corporate Services	CRP 074 / SP 221 No. of staff working from Civic Centre (Quarterly)	High	1,200	1,400			<p><b>CRP 074 / SP 221 No. of staff working from Civic Centre (Quarterly)</b></p>  <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>1,188</td><td>1,400</td></tr> <tr><td>Q2 2017/18</td><td>1,108</td><td>1,400</td></tr> <tr><td>Q3 2017/18</td><td>1,166</td><td>1,400</td></tr> <tr><td>Q4 2017/18</td><td>1,200</td><td>1,400</td></tr> </tbody> </table>	Quarter	Actual	Target	Q1 2017/18	1,188	1,400	Q2 2017/18	1,108	1,400	Q3 2017/18	1,166	1,400	Q4 2017/18	1,200	1,400																								
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Dept.	PI Code & Description	Polarity	2017/18				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	8.96	7.5			<p><b>CRP 080 / SP 413 No. of working days per FTE lost to sickness absence excluding schools (Monthly)</b></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 Value</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>9.77</td><td>7.5</td></tr> <tr><td>May 2017</td><td>9.92</td><td>7.5</td></tr> <tr><td>June 2017</td><td>9.9</td><td>7.5</td></tr> <tr><td>July 2017</td><td>9.3</td><td>7.5</td></tr> <tr><td>August 2017</td><td>9.3</td><td>7.5</td></tr> <tr><td>September 2017</td><td>9.2</td><td>7.5</td></tr> <tr><td>October 2017</td><td>9.4</td><td>7.5</td></tr> <tr><td>November 2017</td><td>9.09</td><td>7.5</td></tr> <tr><td>December 2017</td><td>8.9</td><td>7.5</td></tr> <tr><td>January 2018</td><td>8.9</td><td>7.5</td></tr> <tr><td>February 2018</td><td>8.9</td><td>7.5</td></tr> <tr><td>March 2018</td><td>7.5</td><td>7.5</td></tr> </tbody> </table>	Month	Actual Value	Target (Months)	April 2017	9.77	7.5	May 2017	9.92	7.5	June 2017	9.9	7.5	July 2017	9.3	7.5	August 2017	9.3	7.5	September 2017	9.2	7.5	October 2017	9.4	7.5	November 2017	9.09	7.5	December 2017	8.9	7.5	January 2018	8.9	7.5	February 2018	8.9	7.5	March 2018	7.5	7.5
Month	Actual Value	Target (Months)																																												
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Corporate Services	CRP 082 / SP 427 % FOI refusal notices which are not upheld at review stage (Quarterly)	Low	0.05%	4%			<p><b>CRP 082 / SP 427 % FOI refusal notices which are not upheld at review stage (Quarterly)</b></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 Value</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>0%</td><td>4%</td></tr> <tr><td>Q2 2017/18</td><td>0%</td><td>4%</td></tr> <tr><td>Q3 2017/18</td><td>0%</td><td>4%</td></tr> <tr><td>Q4 2017/18</td><td>0.2%</td><td>4%</td></tr> </tbody> </table>	Quarter	Actual Value	Target (Quarters)	Q1 2017/18	0%	4%	Q2 2017/18	0%	4%	Q3 2017/18	0%	4%	Q4 2017/18	0.2%	4%																								
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Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																																							
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Corporate Services	CRP 083 / SP 428 % Ombudsman complaints partially or fully upheld (Quarterly)	Low	34%	40%	✓	↓	<p><b>CRP 083 / SP 428 % Ombudsman complaints partially or fully upheld (Quarterly)</b></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>Q1-2017/18</td> <td>25%</td> <td>40%</td> </tr> <tr> <td>Q2-2017/18</td> <td>25%</td> <td>40%</td> </tr> <tr> <td>Q3-2017/18</td> <td>40%</td> <td>40%</td> </tr> <tr> <td>Q4-2017/18</td> <td>46%</td> <td>40%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1-2017/18	25%	40%	Q2-2017/18	25%	40%	Q3-2017/18	40%	40%	Q4-2017/18	46%	40%																								
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Corporate Services	CRP 085 / SP 410 % of on-line transactions (HB Claims) (Monthly)	High	72.59%	62%	✓	↑	<p><b>CRP 085 / SP 410 % of on-line transactions (HB Claims) (Monthly)</b></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 2017</td> <td>76.85%</td> <td>62%</td> </tr> <tr> <td>May 2017</td> <td>66.83%</td> <td>62%</td> </tr> <tr> <td>June 2017</td> <td>69.58%</td> <td>62%</td> </tr> <tr> <td>July 2017</td> <td>69.83%</td> <td>62%</td> </tr> <tr> <td>August 2017</td> <td>56.08%</td> <td>62%</td> </tr> <tr> <td>September 2017</td> <td>71.72%</td> <td>62%</td> </tr> <tr> <td>October 2017</td> <td>64.32%</td> <td>62%</td> </tr> <tr> <td>November 2017</td> <td>77.42%</td> <td>62%</td> </tr> <tr> <td>December 2017</td> <td>76.87%</td> <td>62%</td> </tr> <tr> <td>January 2018</td> <td>82.22%</td> <td>62%</td> </tr> <tr> <td>February 2018</td> <td>84.65%</td> <td>62%</td> </tr> <tr> <td>March 2018</td> <td>74.49%</td> <td>62%</td> </tr> </tbody> </table>	Month	Value	Target	April 2017	76.85%	62%	May 2017	66.83%	62%	June 2017	69.58%	62%	July 2017	69.83%	62%	August 2017	56.08%	62%	September 2017	71.72%	62%	October 2017	64.32%	62%	November 2017	77.42%	62%	December 2017	76.87%	62%	January 2018	82.22%	62%	February 2018	84.65%	62%	March 2018	74.49%	62%
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Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																																							
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Corporate Services	CRP 086 / SP 411 Time taken to process new Housing Benefit claims (Monthly)	Low	13 days	16 days	✓	↑	<p><b>CRP 086 / SP 411 Time taken to process new Housing Benefit claims (Monthly)</b></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>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>17</td><td>16</td></tr> <tr><td>May 2017</td><td>18</td><td>16</td></tr> <tr><td>June 2017</td><td>12</td><td>16</td></tr> <tr><td>July 2017</td><td>12</td><td>16</td></tr> <tr><td>August 2017</td><td>13</td><td>16</td></tr> <tr><td>September 2017</td><td>14</td><td>16</td></tr> <tr><td>October 2017</td><td>11</td><td>16</td></tr> <tr><td>November 2017</td><td>12</td><td>16</td></tr> <tr><td>December 2017</td><td>12</td><td>16</td></tr> <tr><td>January 2018</td><td>12</td><td>16</td></tr> <tr><td>February 2018</td><td>11</td><td>16</td></tr> <tr><td>March 2018</td><td>13</td><td>16</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2017	17	16	May 2017	18	16	June 2017	12	16	July 2017	12	16	August 2017	13	16	September 2017	14	16	October 2017	11	16	November 2017	12	16	December 2017	12	16	January 2018	12	16	February 2018	11	16	March 2018	13	16
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February 2018	11	16																																												
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Corporate Services	CRP 087 / SP 412 Time taken to process Housing Benefit change of circumstances (Monthly)	Low	8.67 days	10 days	✓	↓	<p><b>CRP 087 / SP 412 Time taken to process Housing Benefit change of circumstances (Monthly)</b></p> <table border="1"> <caption>CRP 087 / SP 412 Time taken to process Housing Benefit change of circumstances (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>8.73</td><td>10</td></tr> <tr><td>May 2017</td><td>9.16</td><td>10</td></tr> <tr><td>June 2017</td><td>13.41</td><td>10</td></tr> <tr><td>July 2017</td><td>8.65</td><td>10</td></tr> <tr><td>August 2017</td><td>10.03</td><td>10</td></tr> <tr><td>September 2017</td><td>10.01</td><td>10</td></tr> <tr><td>October 2017</td><td>9.45</td><td>10</td></tr> <tr><td>November 2017</td><td>7.87</td><td>10</td></tr> <tr><td>December 2017</td><td>9.26</td><td>10</td></tr> <tr><td>January 2018</td><td>10.43</td><td>10</td></tr> <tr><td>February 2018</td><td>7.45</td><td>10</td></tr> <tr><td>March 2018</td><td>3.51</td><td>10</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2017	8.73	10	May 2017	9.16	10	June 2017	13.41	10	July 2017	8.65	10	August 2017	10.03	10	September 2017	10.01	10	October 2017	9.45	10	November 2017	7.87	10	December 2017	9.26	10	January 2018	10.43	10	February 2018	7.45	10	March 2018	3.51	10
Month	Actual (Months)	Target (Months)																																												
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Dept.	PI Code & Description	Polarity	2017/18				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	50.78%	58%			<p><b>SP 157 % Merton Bailiff Service files paid in full (excluding parking and miscellaneous debt) (Monthly)</b></p> 
Corporate Services	SP 175 % Councillors who agree L&D is good in terms of relevance, convenience and quality (Quarterly)	High	100%	83%			<p><b>SP 175 % Councillors who agree L&amp;D is good in terms of relevance, convenience and quality (Quarterly)</b></p> 

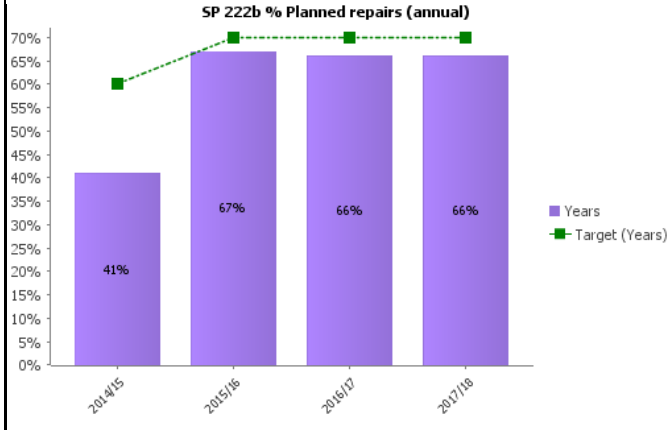
Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Corporate Services	SP 189 No. supplementary agendas issued (Quarterly)	Low	19	20			<p><b>SP 189 No. supplementary agendas issued (Quarterly)</b></p>  <table border="1"> <caption>SP 189 No. supplementary agendas issued (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Actual (Quarters)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1-2017/18</td> <td>1</td> <td>3</td> </tr> <tr> <td>Q2-2017/18</td> <td>3</td> <td>5</td> </tr> <tr> <td>Q3-2017/18</td> <td>6</td> <td>4</td> </tr> <tr> <td>Q4-2017/18</td> <td>9</td> <td>9</td> </tr> </tbody> </table>	Quarter	Actual (Quarters)	Target (Quarters)	Q1-2017/18	1	3	Q2-2017/18	3	5	Q3-2017/18	6	4	Q4-2017/18	9	9																								
Quarter	Actual (Quarters)	Target (Quarters)																																												
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Q3-2017/18	6	4																																												
Q4-2017/18	9	9																																												
Corporate Services	SP 193 % Complaints dealt with in time (Monthly in arrears)	High	67.96%	85%			<p><b>SP 193 % Complaints dealt with in time (Monthly in arrears)</b></p>  <table border="1"> <caption>SP 193 % Complaints dealt with in time (Monthly in arrears)</caption> <thead> <tr> <th>Month</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>April 2017</td> <td>64.56%</td> <td>85%</td> </tr> <tr> <td>May 2017</td> <td>65.26%</td> <td>85%</td> </tr> <tr> <td>June 2017</td> <td>30.05%</td> <td>85%</td> </tr> <tr> <td>July 2017</td> <td>27.1%</td> <td>85%</td> </tr> <tr> <td>August 2017</td> <td>52.14%</td> <td>85%</td> </tr> <tr> <td>September 2017</td> <td>91.74%</td> <td>85%</td> </tr> <tr> <td>October 2017</td> <td>84.48%</td> <td>85%</td> </tr> <tr> <td>November 2017</td> <td>88.46%</td> <td>85%</td> </tr> <tr> <td>December 2017</td> <td>81.13%</td> <td>85%</td> </tr> <tr> <td>January 2018</td> <td>92.91%</td> <td>85%</td> </tr> <tr> <td>February 2018</td> <td>93.69%</td> <td>85%</td> </tr> <tr> <td>March 2018</td> <td>98.59%</td> <td>85%</td> </tr> </tbody> </table>	Month	Actual (%)	Target (%)	April 2017	64.56%	85%	May 2017	65.26%	85%	June 2017	30.05%	85%	July 2017	27.1%	85%	August 2017	52.14%	85%	September 2017	91.74%	85%	October 2017	84.48%	85%	November 2017	88.46%	85%	December 2017	81.13%	85%	January 2018	92.91%	85%	February 2018	93.69%	85%	March 2018	98.59%	85%
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Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Corporate Services	SP 198 No. of audits completed against plan (Quarterly)	High	98.11%	90%	✓	↑	<p><b>SP 198 No. of audits completed against plan (Quarterly)</b></p> <table border="1"> <caption>SP 198 No. of audits completed against plan (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1-2017/18</td> <td>100%</td> <td>90%</td> </tr> <tr> <td>Q2-2017/18</td> <td>100%</td> <td>90%</td> </tr> <tr> <td>Q3-2017/18</td> <td>100%</td> <td>90%</td> </tr> <tr> <td>Q4-2017/18</td> <td>98.11%</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1-2017/18	100%	90%	Q2-2017/18	100%	90%	Q3-2017/18	100%	90%	Q4-2017/18	98.11%	90%
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Q4-2017/18	98.11%	90%																				
Corporate Services	SP 199 Audit actions implemented by agreed date (Quarterly)	High	91.1%	90%	✓	↑	<p><b>SP 199 Audit actions implemented by agreed date (Quarterly)</b></p> <table border="1"> <caption>SP 199 Audit actions implemented by agreed date (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1-2017/18</td> <td>94.34%</td> <td>90%</td> </tr> <tr> <td>Q2-2017/18</td> <td>89.53%</td> <td>90%</td> </tr> <tr> <td>Q3-2017/18</td> <td>92.35%</td> <td>90%</td> </tr> <tr> <td>Q4-2017/18</td> <td>91.1%</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1-2017/18	94.34%	90%	Q2-2017/18	89.53%	90%	Q3-2017/18	92.35%	90%	Q4-2017/18	91.1%	90%
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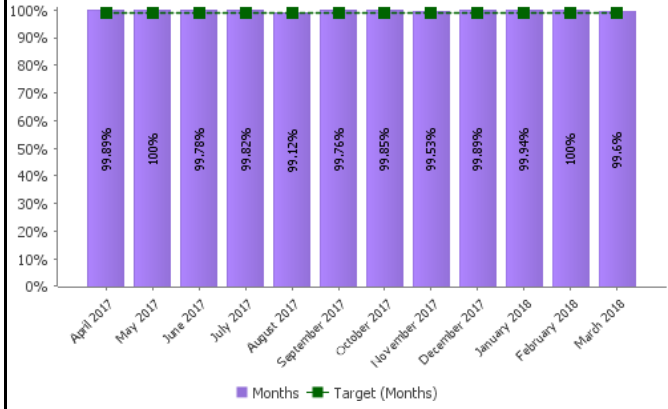
Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Corporate Services	SP 203 Completed planned Health and Safety workplace inspections (Quarterly)	High	51	60			<p><b>SP 203 Completed planned Health and Safety workplace inspections (Quarterly)</b></p>  <table border="1"> <caption>SP 203 Completed planned Health and Safety workplace inspections (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2017/18</td> <td>17</td> <td>15</td> </tr> <tr> <td>Q2 2017/18</td> <td>13</td> <td>15</td> </tr> <tr> <td>Q3 2017/18</td> <td>13</td> <td>15</td> </tr> <tr> <td>Q4 2017/18</td> <td>8</td> <td>15</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1 2017/18	17	15	Q2 2017/18	13	15	Q3 2017/18	13	15	Q4 2017/18	8	15																								
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Q4 2017/18	8	15																																												
Corporate Services	SP 213 Invoices (E5) paid in 30 days of receipt by LBM (Monthly)	High	87.99%	95%			<p><b>SP 213 Invoices (E5) paid in 30 days of receipt by LBM (Monthly)</b></p>  <table border="1"> <caption>SP 213 Invoices (E5) paid in 30 days of receipt by LBM (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr> <td>April 2017</td> <td>79.16%</td> <td>95%</td> </tr> <tr> <td>May 2017</td> <td>70.72%</td> <td>95%</td> </tr> <tr> <td>June 2017</td> <td>80.03%</td> <td>95%</td> </tr> <tr> <td>July 2017</td> <td>82.46%</td> <td>95%</td> </tr> <tr> <td>August 2017</td> <td>81.61%</td> <td>95%</td> </tr> <tr> <td>September 2017</td> <td>92.51%</td> <td>95%</td> </tr> <tr> <td>October 2017</td> <td>91.55%</td> <td>95%</td> </tr> <tr> <td>November 2017</td> <td>89.46%</td> <td>95%</td> </tr> <tr> <td>December 2017</td> <td>97.15%</td> <td>95%</td> </tr> <tr> <td>January 2018</td> <td>95.40%</td> <td>95%</td> </tr> <tr> <td>February 2018</td> <td>93.32%</td> <td>95%</td> </tr> <tr> <td>March 2018</td> <td>92.42%</td> <td>95%</td> </tr> </tbody> </table>	Month	Months	Target (Months)	April 2017	79.16%	95%	May 2017	70.72%	95%	June 2017	80.03%	95%	July 2017	82.46%	95%	August 2017	81.61%	95%	September 2017	92.51%	95%	October 2017	91.55%	95%	November 2017	89.46%	95%	December 2017	97.15%	95%	January 2018	95.40%	95%	February 2018	93.32%	95%	March 2018	92.42%	95%
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Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Corporate Services	SP 217 Invoices (Mosaic) paid in 30 days from invoice date minus 4 days postage (Monthly)	High	90.69%	95%			<p><b>SP 217 Invoices (Mosaic) paid in 30 days from invoice date minus 4 days postage (Monthly)</b></p>  <table border="1"> <caption>SP 217 Invoices (Mosaic) Performance Data (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual Performance (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>91.27%</td><td>95%</td></tr> <tr><td>May 2017</td><td>87.27%</td><td>95%</td></tr> <tr><td>June 2017</td><td>91.18%</td><td>95%</td></tr> <tr><td>July 2017</td><td>89.75%</td><td>95%</td></tr> <tr><td>August 2017</td><td>90.27%</td><td>95%</td></tr> <tr><td>September 2017</td><td>86.3%</td><td>95%</td></tr> <tr><td>October 2017</td><td>92.58%</td><td>95%</td></tr> <tr><td>November 2017</td><td>86.65%</td><td>95%</td></tr> <tr><td>December 2017</td><td>94.6%</td><td>95%</td></tr> <tr><td>January 2018</td><td>91.73%</td><td>95%</td></tr> <tr><td>February 2018</td><td>91.37%</td><td>95%</td></tr> <tr><td>March 2018</td><td>93.86%</td><td>95%</td></tr> </tbody> </table>	Month	Actual Performance (%)	Target (%)	April 2017	91.27%	95%	May 2017	87.27%	95%	June 2017	91.18%	95%	July 2017	89.75%	95%	August 2017	90.27%	95%	September 2017	86.3%	95%	October 2017	92.58%	95%	November 2017	86.65%	95%	December 2017	94.6%	95%	January 2018	91.73%	95%	February 2018	91.37%	95%	March 2018	93.86%	95%
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Corporate Services	SP 222a % Reactive repairs (annual)	Low	34%	30%			<p><b>SP 222a % Reactive repairs (annual)</b></p>  <table border="1"> <caption>SP 222a % Reactive repairs Performance Data (Annual)</caption> <thead> <tr> <th>Year</th> <th>Actual Performance (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>2014/15</td><td>59%</td><td>30%</td></tr> <tr><td>2015/16</td><td>33%</td><td>30%</td></tr> <tr><td>2016/17</td><td>34%</td><td>30%</td></tr> <tr><td>2017/18</td><td>34%</td><td>30%</td></tr> </tbody> </table>	Year	Actual Performance (%)	Target (%)	2014/15	59%	30%	2015/16	33%	30%	2016/17	34%	30%	2017/18	34%	30%																								
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Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Corporate Services	SP 222b % Planned repairs (annual)	High	66%	70%			<p><b>SP 222b % Planned repairs (annual)</b></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>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> <tr> <td>2017/18</td> <td>66%</td> <td>70%</td> </tr> </tbody> </table>	Year	Value (%)	Target (%)	2014/15	41%	70%	2015/16	67%	70%	2016/17	66%	70%	2017/18	66%	70%
Year	Value (%)	Target (%)																				
2014/15	41%	70%																				
2015/16	67%	70%																				
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Corporate Services	SP 223 Total external fee income (facilities management) (Quarterly)	High	£320,282	£320,000			<p><b>SP 223 Total external fee income (facilities management) (Quarterly)</b></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 2017/18</td> <td>£44,966</td> <td>£320,000</td> </tr> <tr> <td>Q2 2017/18</td> <td>£45,366</td> <td>£320,000</td> </tr> <tr> <td>Q3 2017/18</td> <td>£93,401</td> <td>£320,000</td> </tr> <tr> <td>Q4 2017/18</td> <td>£320,282</td> <td>£320,000</td> </tr> </tbody> </table>	Quarter	Value (£)	Target (£)	Q1 2017/18	£44,966	£320,000	Q2 2017/18	£45,366	£320,000	Q3 2017/18	£93,401	£320,000	Q4 2017/18	£320,282	£320,000
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Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																										
			Value	Target	Status	Long Trend																											
Corporate Services	SP 226 First time fix rate for IT Service Desk (Monthly)	High	79.57%	72%			<p><b>SP 226 First time fix rate for IT Service Desk (Monthly)</b></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> </tr> </thead> <tbody> <tr><td>April 2017</td><td>83.66%</td></tr> <tr><td>May 2017</td><td>87.84%</td></tr> <tr><td>June 2017</td><td>87.3%</td></tr> <tr><td>July 2017</td><td>86.09%</td></tr> <tr><td>August 2017</td><td>78.91%</td></tr> <tr><td>September 2017</td><td>75.05%</td></tr> <tr><td>October 2017</td><td>74.54%</td></tr> <tr><td>November 2017</td><td>74.14%</td></tr> <tr><td>December 2017</td><td>76.02%</td></tr> <tr><td>January 2018</td><td>75.49%</td></tr> <tr><td>February 2018</td><td>77.74%</td></tr> <tr><td>March 2018</td><td>75.58%</td></tr> </tbody> </table>	Month	Value (%)	April 2017	83.66%	May 2017	87.84%	June 2017	87.3%	July 2017	86.09%	August 2017	78.91%	September 2017	75.05%	October 2017	74.54%	November 2017	74.14%	December 2017	76.02%	January 2018	75.49%	February 2018	77.74%	March 2018	75.58%
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Corporate Services	SP 302 Time (for HR) to hire - days (Monthly)	Low	88 days	90 days			<p><b>SP 302 Time (for HR) to hire - days (Monthly)</b></p> <table border="1"> <caption>SP 302 Time (for HR) to hire - days (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (days)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>94 days</td></tr> <tr><td>May 2017</td><td>86 days</td></tr> <tr><td>June 2017</td><td>84 days</td></tr> <tr><td>July 2017</td><td>90 days</td></tr> <tr><td>August 2017</td><td>90 days</td></tr> <tr><td>September 2017</td><td>90 days</td></tr> <tr><td>October 2017</td><td>91 days</td></tr> <tr><td>November 2017</td><td>84 days</td></tr> <tr><td>December 2017</td><td>83 days</td></tr> <tr><td>January 2018</td><td>92 days</td></tr> <tr><td>February 2018</td><td>93 days</td></tr> <tr><td>March 2018</td><td>83 days</td></tr> </tbody> </table>	Month	Value (days)	April 2017	94 days	May 2017	86 days	June 2017	84 days	July 2017	90 days	August 2017	90 days	September 2017	90 days	October 2017	91 days	November 2017	84 days	December 2017	83 days	January 2018	92 days	February 2018	93 days	March 2018	83 days
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October 2017	91 days																																
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December 2017	83 days																																
January 2018	92 days																																
February 2018	93 days																																
March 2018	83 days																																
Corporate Services	SP 303 Completed performance appraisals (annual)	High	NMTP	98%	<b>Not Measured This Period</b>																												
					Deadline for completion of appraisals is end of May																												

Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Corporate Services	SP 305 No. of adjustments to draft accounts (annual)	Low	NMTP	0	Not Measured This Period  Draft Accounts not yet completed																																									
Corporate Services	SP 307 Current control measures in place for red risks (Quarterly)	High	100%	90%	✓	↑	<p><b>SP 307 Current control measures in place for red risks (Quarterly)</b></p> <table border="1"> <caption>SP 307 Current control measures in place for red risks (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1-2017/18</td> <td>100%</td> <td>90%</td> </tr> <tr> <td>Q2-2017/18</td> <td>100%</td> <td>90%</td> </tr> <tr> <td>Q3-2017/18</td> <td>100%</td> <td>90%</td> </tr> <tr> <td>Q4-2017/18</td> <td>100%</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Actual (%)	Target (%)	Q1-2017/18	100%	90%	Q2-2017/18	100%	90%	Q3-2017/18	100%	90%	Q4-2017/18	100%	90%																								
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Corporate Services	SP 336 Chargeable hours (Shared Legal Services) (Monthly)	High	105,299	103,721	✓	↑	<p><b>SP 336 Chargeable hours (Shared Legal Services) (Monthly)</b></p> <table border="1"> <caption>SP 336 Chargeable hours (Shared Legal Services) (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual Hours</th> <th>Target Hours</th> </tr> </thead> <tbody> <tr> <td>April 2017</td> <td>7,077</td> <td>8,300</td> </tr> <tr> <td>May 2017</td> <td>9,785</td> <td>8,800</td> </tr> <tr> <td>June 2017</td> <td>9,958</td> <td>9,500</td> </tr> <tr> <td>July 2017</td> <td>8,780</td> <td>8,000</td> </tr> <tr> <td>August 2017</td> <td>9,157</td> <td>8,500</td> </tr> <tr> <td>September 2017</td> <td>8,654</td> <td>9,000</td> </tr> <tr> <td>October 2017</td> <td>9,371</td> <td>8,800</td> </tr> <tr> <td>November 2017</td> <td>9,323</td> <td>9,500</td> </tr> <tr> <td>December 2017</td> <td>7,392</td> <td>7,800</td> </tr> <tr> <td>January 2018</td> <td>9,145</td> <td>9,000</td> </tr> <tr> <td>February 2018</td> <td>8,143</td> <td>8,500</td> </tr> <tr> <td>March 2018</td> <td>8,514</td> <td>9,000</td> </tr> </tbody> </table>	Month	Actual Hours	Target Hours	April 2017	7,077	8,300	May 2017	9,785	8,800	June 2017	9,958	9,500	July 2017	8,780	8,000	August 2017	9,157	8,500	September 2017	8,654	9,000	October 2017	9,371	8,800	November 2017	9,323	9,500	December 2017	7,392	7,800	January 2018	9,145	9,000	February 2018	8,143	8,500	March 2018	8,514	9,000
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Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																																							
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Corporate Services	SP 339 % System Availability (Monthly)	High	99.77%	99%			<p><b>SP 339 % System Availability (Monthly)</b></p>  <table border="1"> <caption>SP 339 % System Availability (Monthly) Data</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>99.89%</td><td>99%</td></tr> <tr><td>May 2017</td><td>100%</td><td>99%</td></tr> <tr><td>June 2017</td><td>99.76%</td><td>99%</td></tr> <tr><td>July 2017</td><td>99.82%</td><td>99%</td></tr> <tr><td>August 2017</td><td>99.12%</td><td>99%</td></tr> <tr><td>September 2017</td><td>99.76%</td><td>99%</td></tr> <tr><td>October 2017</td><td>99.85%</td><td>99%</td></tr> <tr><td>November 2017</td><td>99.53%</td><td>99%</td></tr> <tr><td>December 2017</td><td>99.89%</td><td>99%</td></tr> <tr><td>January 2018</td><td>99.94%</td><td>99%</td></tr> <tr><td>February 2018</td><td>100%</td><td>99%</td></tr> <tr><td>March 2018</td><td>99.6%</td><td>99%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2017	99.89%	99%	May 2017	100%	99%	June 2017	99.76%	99%	July 2017	99.82%	99%	August 2017	99.12%	99%	September 2017	99.76%	99%	October 2017	99.85%	99%	November 2017	99.53%	99%	December 2017	99.89%	99%	January 2018	99.94%	99%	February 2018	100%	99%	March 2018	99.6%	99%
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Corporate Services	SP 376 Accuracy of P10 Revenue Forecast (compared to outturn) (Annual)	High	NMTP	90%	<b>Not Measured This Period</b>  Draft Accounts not yet completed																																									
Corporate Services	SP 387 Accuracy of P8 (P9 to 2013/14) Capital Forecast (Annual)	High	NMTP	90%	<b>Not Measured This Period</b>  Draft Accounts not yet completed																																									

Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																										
			Value	Target	Status	Long Trend																											
Corporate Services	SP 400 Customer satisfaction - Incident resolution (Monthly)	High	96.33%	90%	✓	↑	<p><b>SP 400 Customer satisfaction - Incident resolution (Monthly)</b></p> <table border="1"> <caption>SP 400 Customer satisfaction - Incident resolution (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>98.11%</td></tr> <tr><td>May 2017</td><td>98.55%</td></tr> <tr><td>June 2017</td><td>97.26%</td></tr> <tr><td>July 2017</td><td>96.55%</td></tr> <tr><td>August 2017</td><td>95.83%</td></tr> <tr><td>September 2017</td><td>95.92%</td></tr> <tr><td>October 2017</td><td>95.12%</td></tr> <tr><td>November 2017</td><td>89.47%</td></tr> <tr><td>December 2017</td><td>94.44%</td></tr> <tr><td>January 2018</td><td>94.81%</td></tr> <tr><td>February 2018</td><td>95.24%</td></tr> <tr><td>March 2018</td><td>100%</td></tr> </tbody> </table>	Month	Value (%)	April 2017	98.11%	May 2017	98.55%	June 2017	97.26%	July 2017	96.55%	August 2017	95.83%	September 2017	95.92%	October 2017	95.12%	November 2017	89.47%	December 2017	94.44%	January 2018	94.81%	February 2018	95.24%	March 2018	100%
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February 2018	95.24%																																
March 2018	100%																																
Corporate Services	SP 402 First contact resolution (Merton Link) (Monthly)	High	78.65%	75%	✓	↑	<p><b>SP 402 First contact resolution (Merton Link) (Monthly)</b></p> <table border="1"> <caption>SP 402 First contact resolution (Merton Link) (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>76.02%</td></tr> <tr><td>May 2017</td><td>75.7%</td></tr> <tr><td>June 2017</td><td>82.6%</td></tr> <tr><td>July 2017</td><td>81.29%</td></tr> <tr><td>August 2017</td><td>75.7%</td></tr> <tr><td>September 2017</td><td>80.7%</td></tr> <tr><td>October 2017</td><td>78.29%</td></tr> <tr><td>November 2017</td><td>80.94%</td></tr> <tr><td>December 2017</td><td>74.31%</td></tr> <tr><td>January 2018</td><td>77.49%</td></tr> <tr><td>February 2018</td><td>76.1%</td></tr> <tr><td>March 2018</td><td>81.62%</td></tr> </tbody> </table>	Month	Value (%)	April 2017	76.02%	May 2017	75.7%	June 2017	82.6%	July 2017	81.29%	August 2017	75.7%	September 2017	80.7%	October 2017	78.29%	November 2017	80.94%	December 2017	74.31%	January 2018	77.49%	February 2018	76.1%	March 2018	81.62%
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Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Corporate Services	SP 403 Income from registrars events (Monthly)	High	£554,520	£425,000	✓	↑	<p><b>SP 403 Income from registrars events (Monthly)</b></p> <table border="1"> <caption>SP 403 Income from registrars events (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual Value (£)</th> <th>Target (£)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>£42,136</td><td>£425,000</td></tr> <tr><td>May 2017</td><td>£57,430</td><td>£425,000</td></tr> <tr><td>June 2017</td><td>£54,486</td><td>£425,000</td></tr> <tr><td>July 2017</td><td>£40,456</td><td>£425,000</td></tr> <tr><td>August 2017</td><td>£41,281</td><td>£425,000</td></tr> <tr><td>September 2017</td><td>£35,862</td><td>£425,000</td></tr> <tr><td>October 2017</td><td>£41,399</td><td>£425,000</td></tr> <tr><td>November 2017</td><td>£39,069</td><td>£425,000</td></tr> <tr><td>December 2017</td><td>£9,798</td><td>£425,000</td></tr> <tr><td>January 2018</td><td>£62,349</td><td>£425,000</td></tr> <tr><td>February 2018</td><td>£55,800</td><td>£425,000</td></tr> <tr><td>March 2018</td><td>£34,568</td><td>£425,000</td></tr> </tbody> </table>	Month	Actual Value (£)	Target (£)	April 2017	£42,136	£425,000	May 2017	£57,430	£425,000	June 2017	£54,486	£425,000	July 2017	£40,456	£425,000	August 2017	£41,281	£425,000	September 2017	£35,862	£425,000	October 2017	£41,399	£425,000	November 2017	£39,069	£425,000	December 2017	£9,798	£425,000	January 2018	£62,349	£425,000	February 2018	£55,800	£425,000	March 2018	£34,568	£425,000
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Corporate Services	<p>SP 429 % New referrals processed to appointeeship application within 21 days (monthly in arrears)</p> <p><i>No applications received in March</i></p>	High	100%	93%	✓	↑	<p><b>SP 429 % New referrals processed to appointeeship application within 21 days (monthly in arrears)</b></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 Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>100%</td><td>93%</td></tr> <tr><td>May 2017</td><td>100%</td><td>93%</td></tr> <tr><td>June 2017</td><td>100%</td><td>93%</td></tr> <tr><td>July 2017</td><td>100%</td><td>93%</td></tr> <tr><td>August 2017</td><td>100%</td><td>93%</td></tr> <tr><td>September 2017</td><td>100%</td><td>93%</td></tr> <tr><td>October 2017</td><td>100%</td><td>93%</td></tr> <tr><td>November 2017</td><td>100%</td><td>93%</td></tr> <tr><td>December 2017</td><td>100%</td><td>93%</td></tr> <tr><td>January 2018</td><td>100%</td><td>93%</td></tr> <tr><td>February 2018</td><td>100%</td><td>93%</td></tr> <tr><td>March 2018</td><td>100%</td><td>93%</td></tr> </tbody> </table>	Month	Actual Value (%)	Target (%)	April 2017	100%	93%	May 2017	100%	93%	June 2017	100%	93%	July 2017	100%	93%	August 2017	100%	93%	September 2017	100%	93%	October 2017	100%	93%	November 2017	100%	93%	December 2017	100%	93%	January 2018	100%	93%	February 2018	100%	93%	March 2018	100%	93%
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Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																																							
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Corporate Services	SP 430 No. of times Client Post Office Voucher account balance fell below £2,500 (Monthly)	Low	0	0	✓	↑	<p><b>SP 430 No. of times Client Post Office Voucher account balance fell below £2,500 (Monthly)</b></p> <table border="1"> <caption>SP 430 Performance Data</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>0</td><td>0</td></tr> <tr><td>May 2017</td><td>0</td><td>0</td></tr> <tr><td>June 2017</td><td>0</td><td>0</td></tr> <tr><td>July 2017</td><td>0</td><td>0</td></tr> <tr><td>August 2017</td><td>0</td><td>0</td></tr> <tr><td>September 2017</td><td>0</td><td>0</td></tr> <tr><td>October 2017</td><td>0</td><td>0</td></tr> <tr><td>November 2017</td><td>0</td><td>0</td></tr> <tr><td>December 2017</td><td>0</td><td>0</td></tr> <tr><td>January 2018</td><td>0</td><td>0</td></tr> <tr><td>February 2018</td><td>0</td><td>0</td></tr> <tr><td>March 2018</td><td>0</td><td>0</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2017	0	0	May 2017	0	0	June 2017	0	0	July 2017	0	0	August 2017	0	0	September 2017	0	0	October 2017	0	0	November 2017	0	0	December 2017	0	0	January 2018	0	0	February 2018	0	0	March 2018	0	0
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Corporate Services	SP 435 Income for SLLP (Quarterly)	High	58,291	100,000	⊘	N/A	<p><b>SP 435 Income for SLLP (Quarterly)</b></p> <table border="1"> <caption>SP 435 Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>32,373</td><td>25,000</td></tr> <tr><td>Q2 2017/18</td><td>15,370</td><td>25,000</td></tr> <tr><td>Q3 2017/18</td><td>2,841</td><td>25,000</td></tr> <tr><td>Q4 2017/18</td><td>7,707</td><td>25,000</td></tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1 2017/18	32,373	25,000	Q2 2017/18	15,370	25,000	Q3 2017/18	2,841	25,000	Q4 2017/18	7,707	25,000																								
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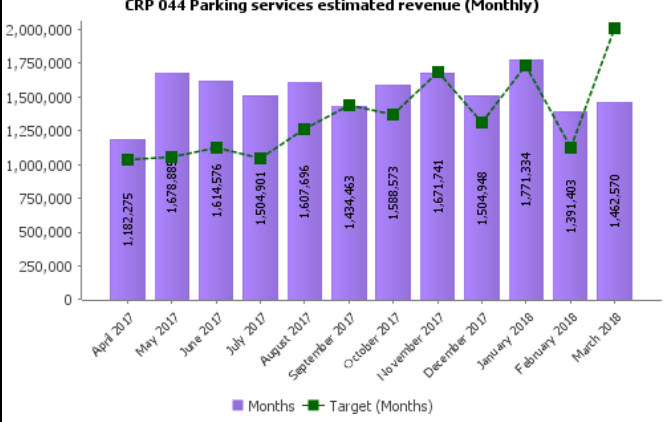


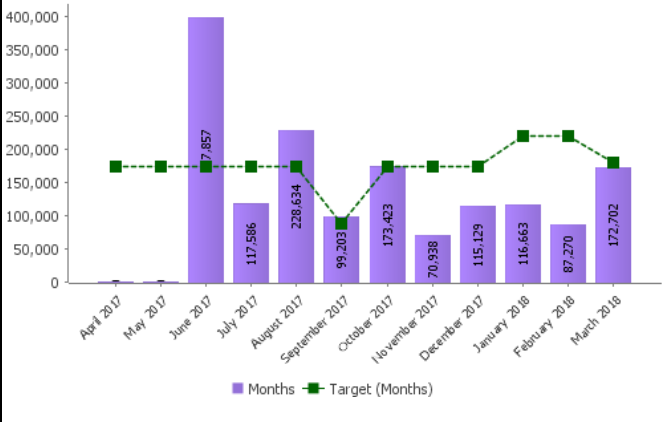
Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Corporate Services	SP 436 1st draft S106 agreement sent to client dept within 10 days (Quarterly)	High	98.92%	90%	✓	N/A	<p><b>SP 436 1st draft S106 agreement sent to client dept within 10 days (Quarterly)</b></p> <table border="1"> <caption>SP 436 Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1-2017/18</td> <td>100%</td> <td>90%</td> </tr> <tr> <td>Q2-2017/18</td> <td>96%</td> <td>90%</td> </tr> <tr> <td>Q3-2017/18</td> <td>100%</td> <td>90%</td> </tr> <tr> <td>Q4-2017/18</td> <td>100%</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1-2017/18	100%	90%	Q2-2017/18	96%	90%	Q3-2017/18	100%	90%	Q4-2017/18	100%	90%
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Q4-2017/18	100%	90%																				
Corporate Services	SP 437 Prosecutions - number of successful outcomes (Quarterly)	High	99.75%	80%	✓	N/A	<p><b>SP 437 Prosecutions - number of successful outcomes (Quarterly)</b></p> <table border="1"> <caption>SP 437 Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1-2017/18</td> <td>100%</td> <td>80%</td> </tr> <tr> <td>Q2-2017/18</td> <td>100%</td> <td>80%</td> </tr> <tr> <td>Q3-2017/18</td> <td>99%</td> <td>80%</td> </tr> <tr> <td>Q4-2017/18</td> <td>100%</td> <td>80%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1-2017/18	100%	80%	Q2-2017/18	100%	80%	Q3-2017/18	99%	80%	Q4-2017/18	100%	80%
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Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Corporate Services	SP 438 Provide FOI/EIR reviews within 20 working days (Quarterly)	High	55%	80%		N/A	<p><b>SP 438 Provide FOI/EIR reviews within 20 working days (Quarterly)</b></p>  <table border="1"> <caption>SP 438 Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2017/18</td> <td>50%</td> <td>80%</td> </tr> <tr> <td>Q2 2017/18</td> <td>57%</td> <td>80%</td> </tr> <tr> <td>Q3 2017/18</td> <td>80%</td> <td>80%</td> </tr> <tr> <td>Q4 2017/18</td> <td>33%</td> <td>80%</td> </tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q1 2017/18	50%	80%	Q2 2017/18	57%	80%	Q3 2017/18	80%	80%	Q4 2017/18	33%	80%
Quarter	Value (%)	Target (%)																				
Q1 2017/18	50%	80%																				
Q2 2017/18	57%	80%																				
Q3 2017/18	80%	80%																				
Q4 2017/18	33%	80%																				
Corporate Services	SP 439 No. of apprentices excluding schools (Govt Apprenticeship Levy Scheme) (Quarterly)	High	35	35		N/A	<p><b>SP 439 No. of apprentices excluding schools (Govt Apprenticeship Levy Scheme) (Quarterly)</b></p>  <table border="1"> <caption>SP 439 Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2017/18</td> <td>1</td> <td>5</td> </tr> <tr> <td>Q2 2017/18</td> <td>10</td> <td>8</td> </tr> <tr> <td>Q3 2017/18</td> <td>13</td> <td>10</td> </tr> <tr> <td>Q4 2017/18</td> <td>11</td> <td>12</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2017/18	1	5	Q2 2017/18	10	8	Q3 2017/18	13	10	Q4 2017/18	11	12
Quarter	Value	Target																				
Q1 2017/18	1	5																				
Q2 2017/18	10	8																				
Q3 2017/18	13	10																				
Q4 2017/18	11	12																				
Corporate Services	SP 440 Level of staff engagement (staff survey) (Biennial)	High	NMTP	N/A	<p><b>Not Measured This Period</b></p> <p>Staff Survey is biennial</p>																	

Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Corporate Services	SP 441 % of influencible spend published on contracts register (Quarterly in arrear)	High	50%	70%		N/A	<p><b>SP 441 % of influencible spend published on contracts register (Quarterly in arrear)</b></p>  <table border="1"> <caption>SP 441 Performance Data (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1-2017/18</td> <td>61%</td> <td>70%</td> </tr> <tr> <td>Q2-2017/18</td> <td>52%</td> <td>70%</td> </tr> <tr> <td>Q3-2017/18</td> <td>47%</td> <td>70%</td> </tr> <tr> <td>Q4-2017/18</td> <td>50%</td> <td>70%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1-2017/18	61%	70%	Q2-2017/18	52%	70%	Q3-2017/18	47%	70%	Q4-2017/18	50%	70%
Quarter	Value	Target																				
Q1-2017/18	61%	70%																				
Q2-2017/18	52%	70%																				
Q3-2017/18	47%	70%																				
Q4-2017/18	50%	70%																				
Corporate Services	SP 442 % of suppliers accounting for the 20% of influencible spend (Annual)	High	91%	70%		N/A	<p><b>SP 442 % of suppliers accounting for the 20% of influencible spend (Annual)</b></p>  <table border="1"> <caption>SP 442 Performance Data (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>91%</td> <td>70%</td> </tr> </tbody> </table>	Year	Value	Target	2017/18	91%	70%									
Year	Value	Target																				
2017/18	91%	70%																				



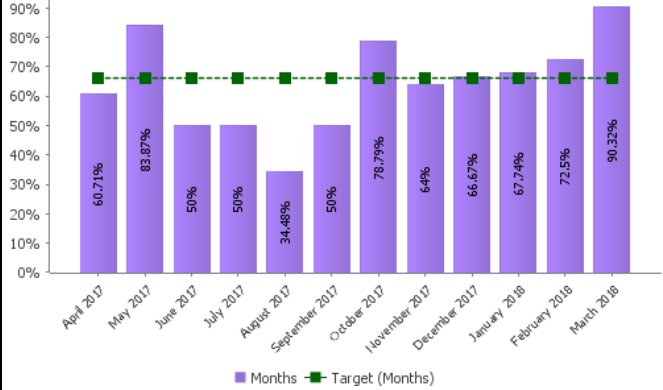


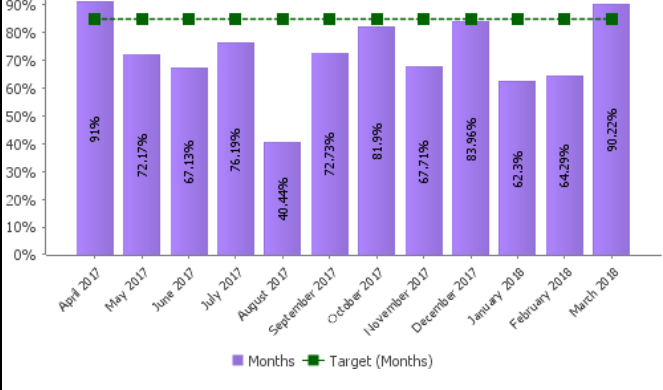
Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Corporate Services	SP 464 % of Loans Paid on Time (Quarterly)	High	94.56%	92%	✓	N/A	<p><b>SP 464 % of Loans Paid on Time (Quarterly)</b></p> <table border="1"> <caption>SP 464 % of Loans Paid on Time (Quarterly) Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1-2017/18</td> <td>100%</td> <td>92%</td> </tr> <tr> <td>Q2-2017/18</td> <td>100%</td> <td>92%</td> </tr> <tr> <td>Q3-2017/18</td> <td>83.3%</td> <td>92%</td> </tr> <tr> <td>Q4-2017/18</td> <td>94.92%</td> <td>92%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1-2017/18	100%	92%	Q2-2017/18	100%	92%	Q3-2017/18	83.3%	92%	Q4-2017/18	94.92%	92%
Quarter	Quarters (%)	Target (Quarters) (%)																				
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Q2-2017/18	100%	92%																				
Q3-2017/18	83.3%	92%																				
Q4-2017/18	94.92%	92%																				
Corporate Services	SP 466 % of Claims Responded to within 5 Working Days (Quarterly)	High	NMTP	94%	Not Measured This Period	Software issue affecting Claims Management system																

## Environment & Regeneration

Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Public Protection	CRP 044 Parking services estimated revenue (Monthly)	High	18,413,365	16,184,191			<p style="text-align: center;"><b>CRP 044 Parking services estimated revenue (Monthly)</b></p>  <table border="1" style="font-size: small; margin-top: 5px;"> <caption>CRP 044 Parking services estimated revenue (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>1,182,275</td><td>1,050,000</td></tr> <tr><td>May 2017</td><td>1,678,888</td><td>1,100,000</td></tr> <tr><td>June 2017</td><td>1,614,576</td><td>1,150,000</td></tr> <tr><td>July 2017</td><td>1,504,901</td><td>1,200,000</td></tr> <tr><td>August 2017</td><td>1,607,686</td><td>1,250,000</td></tr> <tr><td>September 2017</td><td>1,434,463</td><td>1,300,000</td></tr> <tr><td>October 2017</td><td>1,588,573</td><td>1,350,000</td></tr> <tr><td>November 2017</td><td>1,671,741</td><td>1,400,000</td></tr> <tr><td>December 2017</td><td>1,504,948</td><td>1,450,000</td></tr> <tr><td>January 2018</td><td>1,771,334</td><td>1,500,000</td></tr> <tr><td>February 2018</td><td>1,391,403</td><td>1,550,000</td></tr> <tr><td>March 2018</td><td>1,462,570</td><td>1,600,000</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2017	1,182,275	1,050,000	May 2017	1,678,888	1,100,000	June 2017	1,614,576	1,150,000	July 2017	1,504,901	1,200,000	August 2017	1,607,686	1,250,000	September 2017	1,434,463	1,300,000	October 2017	1,588,573	1,350,000	November 2017	1,671,741	1,400,000	December 2017	1,504,948	1,450,000	January 2018	1,771,334	1,500,000	February 2018	1,391,403	1,550,000	March 2018	1,462,570	1,600,000
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Sustainable Communities	CRP 045 / SP 118 Income (Development and Building Control) (Monthly)	High	1,579,405	2,110,000			<p style="text-align: center;"><b>CRP 045 / SP 118 Income (Development and Building Control) (Monthly)</b></p>  <table border="1" style="font-size: small; margin-top: 5px;"> <caption>CRP 045 / SP 118 Income (Development and Building Control) (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>0</td><td>175,000</td></tr> <tr><td>May 2017</td><td>0</td><td>175,000</td></tr> <tr><td>June 2017</td><td>397,857</td><td>175,000</td></tr> <tr><td>July 2017</td><td>117,586</td><td>175,000</td></tr> <tr><td>August 2017</td><td>228,634</td><td>175,000</td></tr> <tr><td>September 2017</td><td>99,203</td><td>175,000</td></tr> <tr><td>October 2017</td><td>173,423</td><td>175,000</td></tr> <tr><td>November 2017</td><td>70,938</td><td>175,000</td></tr> <tr><td>December 2017</td><td>115,129</td><td>175,000</td></tr> <tr><td>January 2018</td><td>116,663</td><td>220,000</td></tr> <tr><td>February 2018</td><td>87,270</td><td>220,000</td></tr> <tr><td>March 2018</td><td>172,702</td><td>220,000</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2017	0	175,000	May 2017	0	175,000	June 2017	397,857	175,000	July 2017	117,586	175,000	August 2017	228,634	175,000	September 2017	99,203	175,000	October 2017	173,423	175,000	November 2017	70,938	175,000	December 2017	115,129	175,000	January 2018	116,663	220,000	February 2018	87,270	220,000	March 2018	172,702	220,000
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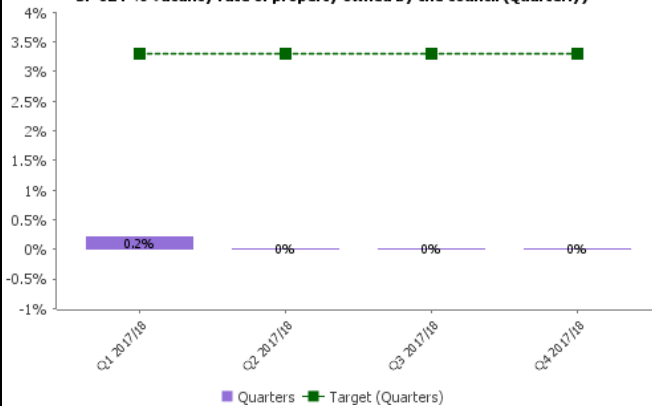


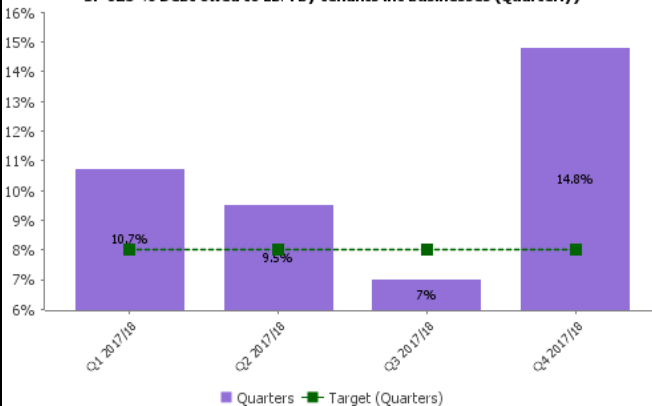
Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Public Spaces	CRP 048 / SP 455 % of sites surveyed on local street inspections for litter that are below standard (Monthly)	Low	12.63%	8.5%			<p><b>CRP 048 / SP 455 % of sites surveyed on local street inspections for litter that are below standard (Monthly)</b></p> <table border="1"> <caption>CRP 048 / SP 455 % of sites surveyed on local street inspections for litter that are below standard (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>11.22%</td><td>8.5%</td></tr> <tr><td>May 2017</td><td>10.91%</td><td>8.5%</td></tr> <tr><td>June 2017</td><td>10.32%</td><td>8.5%</td></tr> <tr><td>July 2017</td><td>10.88%</td><td>8.5%</td></tr> <tr><td>August 2017</td><td>9.06%</td><td>8.5%</td></tr> <tr><td>September 2017</td><td>9.79%</td><td>8.5%</td></tr> <tr><td>October 2017</td><td>11.73%</td><td>8.5%</td></tr> <tr><td>November 2017</td><td>17.0%</td><td>8.5%</td></tr> <tr><td>December 2017</td><td>14.04%</td><td>8.5%</td></tr> <tr><td>January 2018</td><td>12.01%</td><td>8.5%</td></tr> <tr><td>February 2018</td><td>15.9%</td><td>8.5%</td></tr> <tr><td>March 2018</td><td>17.0%</td><td>8.5%</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	April 2017	11.22%	8.5%	May 2017	10.91%	8.5%	June 2017	10.32%	8.5%	July 2017	10.88%	8.5%	August 2017	9.06%	8.5%	September 2017	9.79%	8.5%	October 2017	11.73%	8.5%	November 2017	17.0%	8.5%	December 2017	14.04%	8.5%	January 2018	12.01%	8.5%	February 2018	15.9%	8.5%	March 2018	17.0%	8.5%
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Sustainable Communities	CRP 051 / SP 114 % Major applications processed within 13 weeks (Monthly)	High	73.16%	67%			<p><b>CRP 051 / SP 114 % Major applications processed within 13 weeks (Monthly)</b></p> <table border="1"> <caption>CRP 051 / SP 114 % Major applications processed within 13 weeks (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>100%</td><td>67%</td></tr> <tr><td>May 2017</td><td>0%</td><td>67%</td></tr> <tr><td>June 2017</td><td>33.33%</td><td>67%</td></tr> <tr><td>July 2017</td><td>75%</td><td>67%</td></tr> <tr><td>August 2017</td><td>100%</td><td>67%</td></tr> <tr><td>September 2017</td><td>100%</td><td>67%</td></tr> <tr><td>October 2017</td><td>66.67%</td><td>67%</td></tr> <tr><td>November 2017</td><td>60%</td><td>67%</td></tr> <tr><td>December 2017</td><td>33.33%</td><td>67%</td></tr> <tr><td>January 2018</td><td>100%</td><td>67%</td></tr> <tr><td>February 2018</td><td>60%</td><td>67%</td></tr> <tr><td>March 2018</td><td>100%</td><td>67%</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	April 2017	100%	67%	May 2017	0%	67%	June 2017	33.33%	67%	July 2017	75%	67%	August 2017	100%	67%	September 2017	100%	67%	October 2017	66.67%	67%	November 2017	60%	67%	December 2017	33.33%	67%	January 2018	100%	67%	February 2018	60%	67%	March 2018	100%	67%
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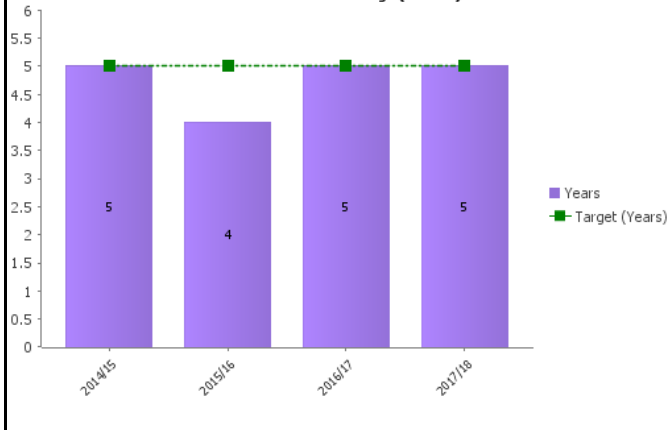


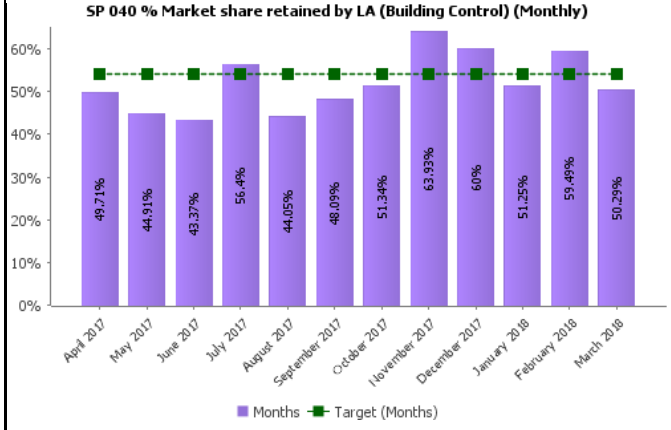





Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Sustainable Communities	CRP 052 / SP 115 % of minor planning applications determined within 8 weeks (Monthly)	High	63.04%	66%			<p><b>CRP 052 / SP 115 % of minor planning applications determined within 8 weeks (Monthly)</b></p> 
Sustainable Communities	CRP 053 / SP 116 % of 'other' planning applications determined within 8 weeks (Development Control) (Monthly)	High	69.53%	80%			<p><b>CRP 053 / SP 116 % of 'other' planning applications determined within 8 weeks (Development Control) (Monthly)</b></p> 



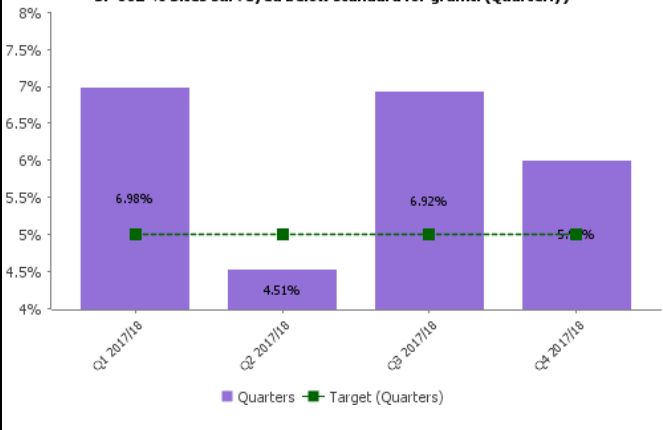


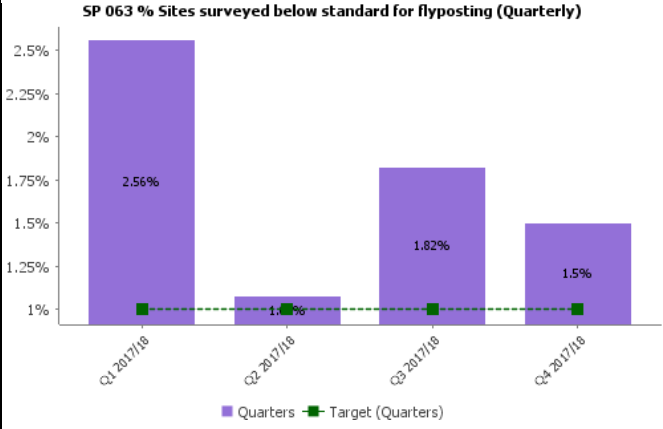
Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																										
			Value	Target	Status	Long Trend																											
Public Spaces	CRP 093 / SP 478 No. of refuse collections including recycling and kitchen waste missed per 100,000 (Monthly)	Low	95.64	75.00		N/A	<p><b>CRP 093 / SP 478 No. of refuse collections including recycling and kitchen waste missed per 100,000 (Monthly)</b></p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>48.00</td></tr> <tr><td>May 2017</td><td>68.00</td></tr> <tr><td>June 2017</td><td>77.00</td></tr> <tr><td>July 2017</td><td>90.00</td></tr> <tr><td>August 2017</td><td>75.00</td></tr> <tr><td>September 2017</td><td>107.00</td></tr> <tr><td>October 2017</td><td>146.00</td></tr> <tr><td>November 2017</td><td>123.00</td></tr> <tr><td>December 2017</td><td>86.00</td></tr> <tr><td>January 2018</td><td>139.00</td></tr> <tr><td>February 2018</td><td>93.00</td></tr> <tr><td>March 2018</td><td>93.00</td></tr> </tbody> </table>	Month	Value	April 2017	48.00	May 2017	68.00	June 2017	77.00	July 2017	90.00	August 2017	75.00	September 2017	107.00	October 2017	146.00	November 2017	123.00	December 2017	86.00	January 2018	139.00	February 2018	93.00	March 2018	93.00
Month	Value																																
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February 2018	93.00																																
March 2018	93.00																																
Public Spaces	CRP 094 / SP 485 No. of fly-tips in streets and parks recorded by Contractor (Monthly)	Low	8,429	8,400		N/A	<p><b>CRP 094 / SP 485 No. of fly-tips in streets and parks recorded by Contractor (Monthly)</b></p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>600</td></tr> <tr><td>May 2017</td><td>523</td></tr> <tr><td>June 2017</td><td>523</td></tr> <tr><td>July 2017</td><td>629</td></tr> <tr><td>August 2017</td><td>542</td></tr> <tr><td>September 2017</td><td>746</td></tr> <tr><td>October 2017</td><td>832</td></tr> <tr><td>November 2017</td><td>920</td></tr> <tr><td>December 2017</td><td>638</td></tr> <tr><td>January 2018</td><td>913</td></tr> <tr><td>February 2018</td><td>708</td></tr> <tr><td>March 2018</td><td>856</td></tr> </tbody> </table>	Month	Value	April 2017	600	May 2017	523	June 2017	523	July 2017	629	August 2017	542	September 2017	746	October 2017	832	November 2017	920	December 2017	638	January 2018	913	February 2018	708	March 2018	856
Month	Value																																
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Public Spaces	SP 015 Income generated - Merton Active Plus activity (Monthly)	High	£37,068	£60,000			<p><b>SP 015 Income generated - Merton Active Plus activity (Monthly)</b></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 2017</td><td>£9,090</td><td>£9,090</td></tr> <tr><td>May 2017</td><td>£4,779</td><td>£4,779</td></tr> <tr><td>June 2017</td><td>£80</td><td>£80</td></tr> <tr><td>July 2017</td><td>£6,313</td><td>£6,313</td></tr> <tr><td>August 2017</td><td>£12,756</td><td>£12,756</td></tr> <tr><td>September 2017</td><td>£0</td><td>£0</td></tr> <tr><td>October 2017</td><td>£86</td><td>£86</td></tr> <tr><td>November 2017</td><td>£0</td><td>£0</td></tr> <tr><td>December 2017</td><td>£1,019</td><td>£1,019</td></tr> <tr><td>January 2018</td><td>£0</td><td>£0</td></tr> <tr><td>February 2018</td><td>£2,065</td><td>£2,065</td></tr> <tr><td>March 2018</td><td>£0</td><td>£0</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2017	£9,090	£9,090	May 2017	£4,779	£4,779	June 2017	£80	£80	July 2017	£6,313	£6,313	August 2017	£12,756	£12,756	September 2017	£0	£0	October 2017	£86	£86	November 2017	£0	£0	December 2017	£1,019	£1,019	January 2018	£0	£0	February 2018	£2,065	£2,065	March 2018	£0	£0
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February 2018	£2,065	£2,065																																												
March 2018	£0	£0																																												
Sustainable Communities	SP 020 New Homes (annual)	High	434	411			<p><b>SP 020 New Homes (annual)</b></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>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> <tr><td>2017/18</td><td>434</td><td>434</td></tr> </tbody> </table>	Year	Actual (Years)	Target (Years)	2014/15	440	440	2015/16	459	459	2016/17	688	688	2017/18	434	434																								
Year	Actual (Years)	Target (Years)																																												
2014/15	440	440																																												
2015/16	459	459																																												
2016/17	688	688																																												
2017/18	434	434																																												

Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Sustainable Communities	SP 024 % Vacancy rate of property owned by the council (Quarterly)	Low	0.05%	3.3%			<p><b>SP 024 % Vacancy rate of property owned by the council (Quarterly)</b></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>Q1-2017/18</td> <td>0.2%</td> <td>3.3%</td> </tr> <tr> <td>Q2-2017/18</td> <td>0%</td> <td>3.3%</td> </tr> <tr> <td>Q3-2017/18</td> <td>0%</td> <td>3.3%</td> </tr> <tr> <td>Q4-2017/18</td> <td>0%</td> <td>3.3%</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1-2017/18	0.2%	3.3%	Q2-2017/18	0%	3.3%	Q3-2017/18	0%	3.3%	Q4-2017/18	0%	3.3%
Quarter	Quarters	Target (Quarters)																				
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Sustainable Communities	SP 025 % Debt owed to LBM by tenants inc businesses (Quarterly)	Low	10.5%	8%			<p><b>SP 025 % Debt owed to LBM by tenants inc businesses (Quarterly)</b></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>Q1-2017/18</td> <td>10.7%</td> <td>8%</td> </tr> <tr> <td>Q2-2017/18</td> <td>9.5%</td> <td>8%</td> </tr> <tr> <td>Q3-2017/18</td> <td>7%</td> <td>8%</td> </tr> <tr> <td>Q4-2017/18</td> <td>14.8%</td> <td>8%</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1-2017/18	10.7%	8%	Q2-2017/18	9.5%	8%	Q3-2017/18	7%	8%	Q4-2017/18	14.8%	8%
Quarter	Quarters	Target (Quarters)																				
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Q2-2017/18	9.5%	8%																				
Q3-2017/18	7%	8%																				
Q4-2017/18	14.8%	8%																				
Public Spaces	SP 026 % of residents who rate parks & green spaces as good or very good (annual) (ars)	High	NMTP	75%	<b>Not Measured This Period</b> No Annual Residents Survey carried out during 2017/18																	

Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Public Spaces	SP 027 Young peoples % satisfaction with parks & green spaces (annual) (ars)	High		74%	Not Measured This Period  No Annual Residents Survey carried out during 2017/18																																									
Public Spaces	SP 032 No. of Green Flags (annual)	High	5	5			<p><b>SP 032 No. of Green Flags (annual)</b></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>2014/15</td> <td>5</td> <td>5</td> </tr> <tr> <td>2015/16</td> <td>4</td> <td>5</td> </tr> <tr> <td>2016/17</td> <td>5</td> <td>5</td> </tr> <tr> <td>2017/18</td> <td>5</td> <td>5</td> </tr> </tbody> </table>	Year	Years	Target (Years)	2014/15	5	5	2015/16	4	5	2016/17	5	5	2017/18	5	5																								
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Sustainable Communities	SP 040 % Market share retained by LA (Building Control) (Monthly)	High	51.88%	54%			<p><b>SP 040 % Market share retained by LA (Building Control) (Monthly)</b></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 2017</td> <td>49.71%</td> <td>54%</td> </tr> <tr> <td>May 2017</td> <td>44.91%</td> <td>54%</td> </tr> <tr> <td>June 2017</td> <td>43.37%</td> <td>54%</td> </tr> <tr> <td>July 2017</td> <td>56.4%</td> <td>54%</td> </tr> <tr> <td>August 2017</td> <td>44.05%</td> <td>54%</td> </tr> <tr> <td>September 2017</td> <td>48.09%</td> <td>54%</td> </tr> <tr> <td>October 2017</td> <td>51.34%</td> <td>54%</td> </tr> <tr> <td>November 2017</td> <td>63.93%</td> <td>54%</td> </tr> <tr> <td>December 2017</td> <td>60%</td> <td>54%</td> </tr> <tr> <td>January 2018</td> <td>51.25%</td> <td>54%</td> </tr> <tr> <td>February 2018</td> <td>59.4%</td> <td>54%</td> </tr> <tr> <td>March 2018</td> <td>50.29%</td> <td>54%</td> </tr> </tbody> </table>	Month	Months	Target (Months)	April 2017	49.71%	54%	May 2017	44.91%	54%	June 2017	43.37%	54%	July 2017	56.4%	54%	August 2017	44.05%	54%	September 2017	48.09%	54%	October 2017	51.34%	54%	November 2017	63.93%	54%	December 2017	60%	54%	January 2018	51.25%	54%	February 2018	59.4%	54%	March 2018	50.29%	54%
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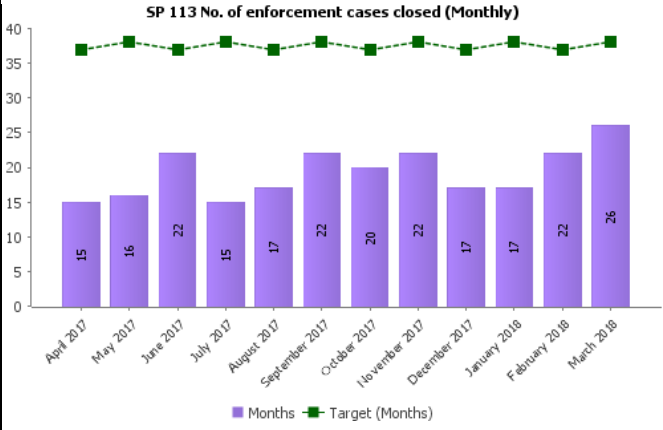


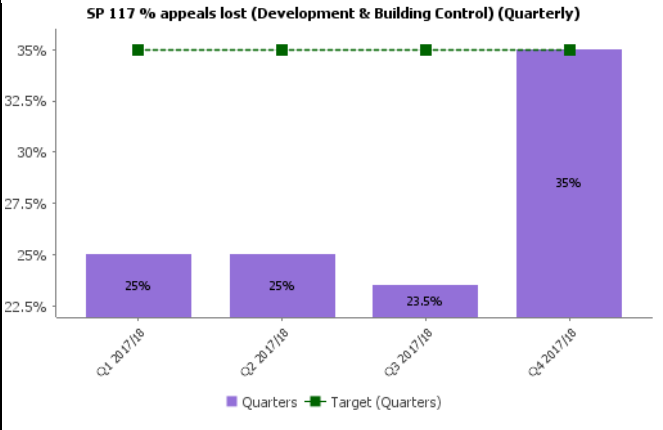
Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Public Protection	SP 041 % Service requests replied to in 5 working days (Regulatory Services) (Monthly)	High	94.46%	96%			<p><b>SP 041 % Service requests replied to in 5 working days (Regulatory Services) (Monthly)</b></p> 
Public Protection	SP 042 Income generation by Regulatory Services (Monthly)	High	£450,576	£345,000			<p><b>SP 042 Income generation by Regulatory Services (Monthly)</b></p> 

Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Public Spaces	SP 062 % Sites surveyed below standard for graffiti (Quarterly)	Low	6.1%	5%			<p><b>SP 062 % Sites surveyed below standard for graffiti (Quarterly)</b></p>  <table border="1"> <caption>SP 062 % Sites surveyed below standard for graffiti (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2017/18</td> <td>6.98%</td> <td>5%</td> </tr> <tr> <td>Q2 2017/18</td> <td>4.51%</td> <td>5%</td> </tr> <tr> <td>Q3 2017/18</td> <td>6.92%</td> <td>5%</td> </tr> <tr> <td>Q4 2017/18</td> <td>5.9%</td> <td>5%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2017/18	6.98%	5%	Q2 2017/18	4.51%	5%	Q3 2017/18	6.92%	5%	Q4 2017/18	5.9%	5%
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Q4 2017/18	5.9%	5%																				
Public Spaces	SP 063 % Sites surveyed below standard for flyposting (Quarterly)	Low	1.74%	1%			<p><b>SP 063 % Sites surveyed below standard for flyposting (Quarterly)</b></p>  <table border="1"> <caption>SP 063 % Sites surveyed below standard for flyposting (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2017/18</td> <td>2.56%</td> <td>1%</td> </tr> <tr> <td>Q2 2017/18</td> <td>1.0%</td> <td>1%</td> </tr> <tr> <td>Q3 2017/18</td> <td>1.82%</td> <td>1%</td> </tr> <tr> <td>Q4 2017/18</td> <td>1.5%</td> <td>1%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2017/18	2.56%	1%	Q2 2017/18	1.0%	1%	Q3 2017/18	1.82%	1%	Q4 2017/18	1.5%	1%
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Q4 2017/18	1.5%	1%																				
Public Spaces	SP 064 % Residents satisfied with refuse collection (annual) (ars)	High	NMTP	72%	<b>Not Measured This Period</b> No Annual Residents Survey carried out during 2017/18																	



Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Public Spaces	SP 065 % Household waste recycled and composted (One Month in Arrears)	High	37.39%	42%			<p><b>SP 065 % Household waste recycled and composted (One Month in Arrears)</b></p> <table border="1"> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>40.52%</td><td>42%</td></tr> <tr><td>May 2017</td><td>37.21%</td><td>42%</td></tr> <tr><td>June 2017</td><td>39.07%</td><td>42%</td></tr> <tr><td>July 2017</td><td>38.16%</td><td>42%</td></tr> <tr><td>August 2017</td><td>37.98%</td><td>42%</td></tr> <tr><td>September 2017</td><td>38.45%</td><td>42%</td></tr> <tr><td>October 2017</td><td>38.2%</td><td>42%</td></tr> <tr><td>November 2017</td><td>37.6%</td><td>42%</td></tr> <tr><td>December 2017</td><td>36.35%</td><td>42%</td></tr> <tr><td>January 2018</td><td>36.5%</td><td>42%</td></tr> <tr><td>February 2018</td><td>35.12%</td><td>42%</td></tr> <tr><td>March 2018</td><td>32.33%</td><td>42%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2017	40.52%	42%	May 2017	37.21%	42%	June 2017	39.07%	42%	July 2017	38.16%	42%	August 2017	37.98%	42%	September 2017	38.45%	42%	October 2017	38.2%	42%	November 2017	37.6%	42%	December 2017	36.35%	42%	January 2018	36.5%	42%	February 2018	35.12%	42%	March 2018	32.33%	42%
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Public Spaces	SP 066 Residual waste kg per household (One month in arrears)	Low	536.72	540			<p><b>SP 066 Residual waste kg per household (One month in arrears)</b></p> <table border="1"> <thead> <tr> <th>Month</th> <th>Value (kg)</th> <th>Target (kg)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>41.36</td><td>45</td></tr> <tr><td>May 2017</td><td>51.03</td><td>45</td></tr> <tr><td>June 2017</td><td>46.31</td><td>45</td></tr> <tr><td>July 2017</td><td>44.96</td><td>45</td></tr> <tr><td>August 2017</td><td>46.37</td><td>45</td></tr> <tr><td>September 2017</td><td>44.26</td><td>45</td></tr> <tr><td>October 2017</td><td>43.94</td><td>45</td></tr> <tr><td>November 2017</td><td>43.03</td><td>45</td></tr> <tr><td>December 2017</td><td>42.52</td><td>45</td></tr> <tr><td>January 2018</td><td>47.77</td><td>45</td></tr> <tr><td>February 2018</td><td>37.9</td><td>45</td></tr> <tr><td>March 2018</td><td>43.27</td><td>45</td></tr> </tbody> </table>	Month	Value (kg)	Target (kg)	April 2017	41.36	45	May 2017	51.03	45	June 2017	46.31	45	July 2017	44.96	45	August 2017	46.37	45	September 2017	44.26	45	October 2017	43.94	45	November 2017	43.03	45	December 2017	42.52	45	January 2018	47.77	45	February 2018	37.9	45	March 2018	43.27	45
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Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Public Spaces	SP 067 % Municipal solid waste sent to landfill (waste management & commercial waste) (One month in arrears)	Low	55%	59%			<p><b>SP 067 % Municipal solid waste sent to landfill (waste management &amp; commercial waste) (One month in arrears)</b></p> <table border="1"> <caption>SP 067 % Municipal solid waste sent to landfill (waste management &amp; commercial waste) (One month in arrears)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>52%</td><td>60%</td></tr> <tr><td>May 2017</td><td>52%</td><td>60%</td></tr> <tr><td>June 2017</td><td>50%</td><td>60%</td></tr> <tr><td>July 2017</td><td>50%</td><td>60%</td></tr> <tr><td>August 2017</td><td>43%</td><td>60%</td></tr> <tr><td>September 2017</td><td>49%</td><td>60%</td></tr> <tr><td>October 2017</td><td>60%</td><td>60%</td></tr> <tr><td>November 2017</td><td>60%</td><td>60%</td></tr> <tr><td>December 2017</td><td>57%</td><td>60%</td></tr> <tr><td>January 2018</td><td>63%</td><td>60%</td></tr> <tr><td>February 2018</td><td>60%</td><td>60%</td></tr> <tr><td>March 2018</td><td>63%</td><td>60%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2017	52%	60%	May 2017	52%	60%	June 2017	50%	60%	July 2017	50%	60%	August 2017	43%	60%	September 2017	49%	60%	October 2017	60%	60%	November 2017	60%	60%	December 2017	57%	60%	January 2018	63%	60%	February 2018	60%	60%	March 2018	63%	60%
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Public Protection	SP 111 No. of underage sales test purchases (Quarterly)	High	100	100			<p><b>SP 111 No. of underage sales test purchases (Quarterly)</b></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 2017/18</td><td>20</td><td>30</td></tr> <tr><td>Q2 2017/18</td><td>38</td><td>30</td></tr> <tr><td>Q3 2017/18</td><td>26</td><td>30</td></tr> <tr><td>Q4 2017/18</td><td>18</td><td>30</td></tr> </tbody> </table>	Quarter	Value	Target	Q1 2017/18	20	30	Q2 2017/18	38	30	Q3 2017/18	26	30	Q4 2017/18	18	30																								
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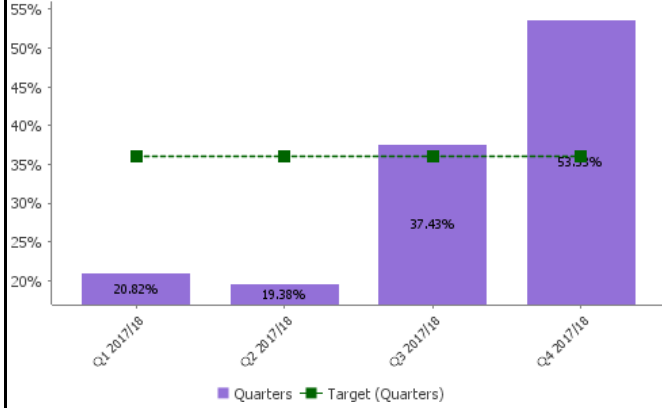
Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																																							
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Sustainable Communities	SP 113 No. of enforcement cases closed (Monthly)	High	231	450			<p><b>SP 113 No. of enforcement cases closed (Monthly)</b></p>  <table border="1"> <caption>SP 113 No. of enforcement cases closed (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>15</td><td>38</td></tr> <tr><td>May 2017</td><td>16</td><td>38</td></tr> <tr><td>June 2017</td><td>22</td><td>38</td></tr> <tr><td>July 2017</td><td>15</td><td>38</td></tr> <tr><td>August 2017</td><td>17</td><td>38</td></tr> <tr><td>September 2017</td><td>22</td><td>38</td></tr> <tr><td>October 2017</td><td>20</td><td>38</td></tr> <tr><td>November 2017</td><td>22</td><td>38</td></tr> <tr><td>December 2017</td><td>17</td><td>38</td></tr> <tr><td>January 2018</td><td>17</td><td>38</td></tr> <tr><td>February 2018</td><td>22</td><td>38</td></tr> <tr><td>March 2018</td><td>26</td><td>38</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2017	15	38	May 2017	16	38	June 2017	22	38	July 2017	15	38	August 2017	17	38	September 2017	22	38	October 2017	20	38	November 2017	22	38	December 2017	17	38	January 2018	17	38	February 2018	22	38	March 2018	26	38
Month	Months	Target (Months)																																												
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February 2018	22	38																																												
March 2018	26	38																																												
Sustainable Communities	SP 117 % appeals lost (Development & Building Control) (Quarterly)	Low	27.13%	35%			<p><b>SP 117 % appeals lost (Development &amp; Building Control) (Quarterly)</b></p>  <table border="1"> <caption>SP 117 % appeals lost (Development &amp; Building Control) (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>25%</td><td>35%</td></tr> <tr><td>Q2 2017/18</td><td>25%</td><td>35%</td></tr> <tr><td>Q3 2017/18</td><td>23.5%</td><td>35%</td></tr> <tr><td>Q4 2017/18</td><td>35%</td><td>35%</td></tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1 2017/18	25%	35%	Q2 2017/18	25%	35%	Q3 2017/18	23.5%	35%	Q4 2017/18	35%	35%																								
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Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Public Protection	SP 127 % Parking permits issued within 5 working days (Monthly)	High	82.5%	90%			<p><b>SP 127 % Parking permits issued within 5 working days (Monthly)</b></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 2017</td><td>35%</td><td>90%</td></tr> <tr><td>May 2017</td><td>40%</td><td>90%</td></tr> <tr><td>June 2017</td><td>65%</td><td>90%</td></tr> <tr><td>July 2017</td><td>95%</td><td>90%</td></tr> <tr><td>August 2017</td><td>90%</td><td>90%</td></tr> <tr><td>September 2017</td><td>95%</td><td>90%</td></tr> <tr><td>October 2017</td><td>95%</td><td>90%</td></tr> <tr><td>November 2017</td><td>95%</td><td>90%</td></tr> <tr><td>December 2017</td><td>95%</td><td>90%</td></tr> <tr><td>January 2018</td><td>95%</td><td>90%</td></tr> <tr><td>February 2018</td><td>95%</td><td>90%</td></tr> <tr><td>March 2018</td><td>95%</td><td>90%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2017	35%	90%	May 2017	40%	90%	June 2017	65%	90%	July 2017	95%	90%	August 2017	90%	90%	September 2017	95%	90%	October 2017	95%	90%	November 2017	95%	90%	December 2017	95%	90%	January 2018	95%	90%	February 2018	95%	90%	March 2018	95%	90%
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March 2018	95%	90%																																												
Public Spaces	SP 136 Average % time passenger vehicles in use (transport passenger fleet) (Annual)	High	88%	85%			<p><b>SP 136 Average % time passenger vehicles in use (transport passenger fleet) (Annual)</b></p> <table border="1"> <caption>SP 136 Average % time passenger vehicles in use (transport passenger fleet) (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>2014/15</td><td>91%</td><td>85%</td></tr> <tr><td>2015/16</td><td>90%</td><td>85%</td></tr> <tr><td>2016/17</td><td>89%</td><td>85%</td></tr> <tr><td>2017/18</td><td>88%</td><td>85%</td></tr> </tbody> </table>	Year	Value (%)	Target (%)	2014/15	91%	85%	2015/16	90%	85%	2016/17	89%	85%	2017/18	88%	85%																								
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2016/17	89%	85%																																												
2017/18	88%	85%																																												
Public Spaces	SP 137 % User satisfaction survey (transport passenger fleet) (annual)	High	NMTP	97%	<p><b>Not Measured This Period</b></p> <p>No Survey was carried out</p>																																									

Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Public Spaces	SP 139 % Sites surveyed below standard for weeds (Quarterly)	Low	6.22%	12%			<p><b>SP 139 % Sites surveyed below standard for weeds (Quarterly)</b></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 2017/18</td> <td>13.37%</td> <td>12%</td> </tr> <tr> <td>Q2 2017/18</td> <td>4.28%</td> <td>12%</td> </tr> <tr> <td>Q3 2017/18</td> <td>5.34%</td> <td>12%</td> </tr> <tr> <td>Q4 2017/18</td> <td>1.84%</td> <td>12%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2017/18	13.37%	12%	Q2 2017/18	4.28%	12%	Q3 2017/18	5.34%	12%	Q4 2017/18	1.84%	12%
Quarter	Value	Target																				
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Q2 2017/18	4.28%	12%																				
Q3 2017/18	5.34%	12%																				
Q4 2017/18	1.84%	12%																				
Public Spaces	SP 140 % Sites surveyed below standard for Detritus (Quarterly)	Low	14.58%	13%			<p><b>SP 140 % Sites surveyed below standard for Detritus (Quarterly)</b></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 2017/18</td> <td>13.6%</td> <td>13%</td> </tr> <tr> <td>Q2 2017/18</td> <td>11.88%</td> <td>13%</td> </tr> <tr> <td>Q3 2017/18</td> <td>16.38%</td> <td>13%</td> </tr> <tr> <td>Q4 2017/18</td> <td>16.47%</td> <td>13%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2017/18	13.6%	13%	Q2 2017/18	11.88%	13%	Q3 2017/18	16.38%	13%	Q4 2017/18	16.47%	13%
Quarter	Value	Target																				
Q1 2017/18	13.6%	13%																				
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Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Public Protection	SP 145 No. of cases discussed at Multi Agency Risk Assessment (domestic abuse) (Monthly)	High	340	153			<p><b>SP 145 No. of cases discussed at Multi Agency Risk Assessment (domestic abuse) (Monthly)</b></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>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>40</td><td>14</td></tr> <tr><td>May 2017</td><td>24</td><td>12</td></tr> <tr><td>June 2017</td><td>47</td><td>12</td></tr> <tr><td>July 2017</td><td>22</td><td>14</td></tr> <tr><td>August 2017</td><td>34</td><td>12</td></tr> <tr><td>September 2017</td><td>13</td><td>12</td></tr> <tr><td>October 2017</td><td>50</td><td>14</td></tr> <tr><td>November 2017</td><td>15</td><td>12</td></tr> <tr><td>December 2017</td><td>24</td><td>12</td></tr> <tr><td>January 2018</td><td>16</td><td>14</td></tr> <tr><td>February 2018</td><td>17</td><td>12</td></tr> <tr><td>March 2018</td><td>22</td><td>12</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2017	40	14	May 2017	24	12	June 2017	47	12	July 2017	22	14	August 2017	34	12	September 2017	13	12	October 2017	50	14	November 2017	15	12	December 2017	24	12	January 2018	16	14	February 2018	17	12	March 2018	22	12
Month	Months	Target (Months)																																												
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March 2018	22	12																																												
Public Spaces	SP 251 Income from Watersports Centre (Monthly)	High	£376,165	£397,000			<p><b>SP 251 Income from Watersports Centre (Monthly)</b></p>  <table border="1"> <caption>SP 251 Income from Watersports Centre (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>£16,800</td><td>£16,800</td></tr> <tr><td>May 2017</td><td>£27,165</td><td>£27,165</td></tr> <tr><td>June 2017</td><td>£21,180</td><td>£21,180</td></tr> <tr><td>July 2017</td><td>£138,478</td><td>£138,478</td></tr> <tr><td>August 2017</td><td>£135,220</td><td>£135,220</td></tr> <tr><td>September 2017</td><td>£0</td><td>£0</td></tr> <tr><td>October 2017</td><td>£16,200</td><td>£16,200</td></tr> <tr><td>November 2017</td><td>£4,000</td><td>£4,000</td></tr> <tr><td>December 2017</td><td>£35,000</td><td>£35,000</td></tr> <tr><td>January 2018</td><td>£0</td><td>£0</td></tr> <tr><td>February 2018</td><td>£15,000</td><td>£15,000</td></tr> <tr><td>March 2018</td><td>£3,950</td><td>£3,950</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2017	£16,800	£16,800	May 2017	£27,165	£27,165	June 2017	£21,180	£21,180	July 2017	£138,478	£138,478	August 2017	£135,220	£135,220	September 2017	£0	£0	October 2017	£16,200	£16,200	November 2017	£4,000	£4,000	December 2017	£35,000	£35,000	January 2018	£0	£0	February 2018	£15,000	£15,000	March 2018	£3,950	£3,950
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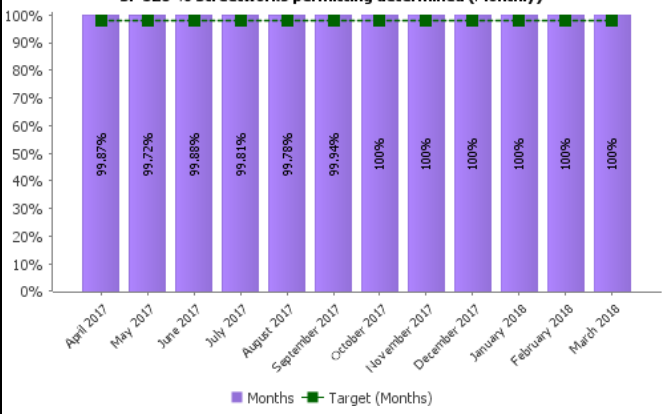


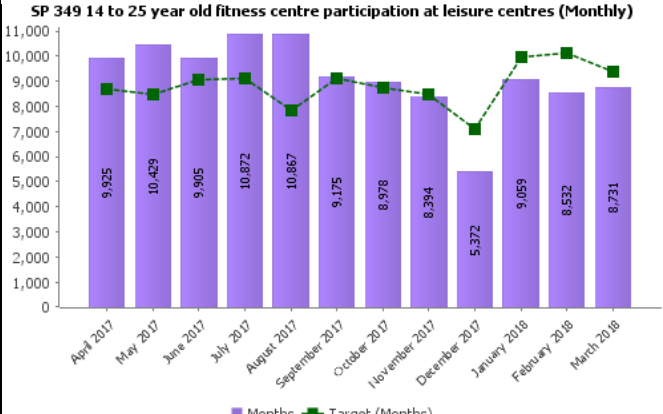
Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Public Protection	SP 255 % licensing apps. determined within 28 days (Quarterly)	High	96.13%	95%			<p><b>SP 255 % licensing apps. determined within 28 days (Quarterly)</b></p>  <table border="1"> <caption>SP 255 % licensing apps. determined within 28 days (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2017/18</td> <td>97%</td> <td>95%</td> </tr> <tr> <td>Q2 2017/18</td> <td>92.7%</td> <td>95%</td> </tr> <tr> <td>Q3 2017/18</td> <td>97.8%</td> <td>95%</td> </tr> <tr> <td>Q4 2017/18</td> <td>96.9%</td> <td>95%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2017/18	97%	95%	Q2 2017/18	92.7%	95%	Q3 2017/18	97.8%	95%	Q4 2017/18	96.9%	95%																								
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Q4 2017/18	96.9%	95%																																												
Public Protection	SP 258 Sickness- No of days per FTE from snapshot report (parking) (Monthly)	Low	18.51	8			<p><b>SP 258 Sickness- No of days per FTE from snapshot report (parking) (Monthly)</b></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</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>April 2017</td> <td>1.61</td> <td>0.75</td> </tr> <tr> <td>May 2017</td> <td>1.11</td> <td>0.75</td> </tr> <tr> <td>June 2017</td> <td>0.93</td> <td>0.75</td> </tr> <tr> <td>July 2017</td> <td>1.06</td> <td>0.75</td> </tr> <tr> <td>August 2017</td> <td>0.89</td> <td>0.75</td> </tr> <tr> <td>September 2017</td> <td>2.19</td> <td>0.75</td> </tr> <tr> <td>October 2017</td> <td>2.1</td> <td>0.75</td> </tr> <tr> <td>November 2017</td> <td>1.27</td> <td>0.75</td> </tr> <tr> <td>December 2017</td> <td>0.58</td> <td>0.75</td> </tr> <tr> <td>January 2018</td> <td>1.69</td> <td>0.75</td> </tr> <tr> <td>February 2018</td> <td>0.74</td> <td>0.75</td> </tr> <tr> <td>March 2018</td> <td>0.84</td> <td>0.75</td> </tr> </tbody> </table>	Month	Value	Target	April 2017	1.61	0.75	May 2017	1.11	0.75	June 2017	0.93	0.75	July 2017	1.06	0.75	August 2017	0.89	0.75	September 2017	2.19	0.75	October 2017	2.1	0.75	November 2017	1.27	0.75	December 2017	0.58	0.75	January 2018	1.69	0.75	February 2018	0.74	0.75	March 2018	0.84	0.75
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Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Sustainable Communities	SP 260 % Streetworks inspections completed (Quarterly)	High	32.79%	36%			<p><b>SP 260 % Streetworks inspections completed (Quarterly)</b></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 2017/18</td> <td>20.82%</td> <td>36%</td> </tr> <tr> <td>Q2 2017/18</td> <td>19.38%</td> <td>36%</td> </tr> <tr> <td>Q3 2017/18</td> <td>37.43%</td> <td>36%</td> </tr> <tr> <td>Q4 2017/18</td> <td>53.53%</td> <td>36%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2017/18	20.82%	36%	Q2 2017/18	19.38%	36%	Q3 2017/18	37.43%	36%	Q4 2017/18	53.53%	36%
Quarter	Value	Target																				
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Q2 2017/18	19.38%	36%																				
Q3 2017/18	37.43%	36%																				
Q4 2017/18	53.53%	36%																				
Public Spaces	SP 262 % Residents satisfied with recycling facilities (annual) (ars)	High	NMTP	70%	<b>Not Measured This Period</b> No Annual Residents Survey carried out during 2017/18																	
Public Spaces	SP 269 % Residents satisfied with street cleanliness (annual) (ars)	High	NMTP	57%	<b>Not Measured This Period</b> No Annual Residents Survey carried out during 2017/18																	

Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Public Spaces	SP 271 In-house journey that meet timescales (transport passenger fleet) (Annual)	High	84%	85%			<p><b>SP 271 In-house journey that meet timescales (transport passenger fleet) (Annual)</b></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>2014/15</td> <td>91%</td> <td>85%</td> </tr> <tr> <td>2015/16</td> <td>84%</td> <td>85%</td> </tr> <tr> <td>2016/17</td> <td>83%</td> <td>85%</td> </tr> <tr> <td>2017/18</td> <td>84%</td> <td>85%</td> </tr> </tbody> </table>	Year	Value (%)	Target (%)	2014/15	91%	85%	2015/16	84%	85%	2016/17	83%	85%	2017/18	84%	85%
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2015/16	84%	85%																				
2016/17	83%	85%																				
2017/18	84%	85%																				
Public Protection	SP 316 % Inspection category A,B & C food premises (annual)	High	98	98			<p><b>SP 316 % Inspection category A,B &amp; C food premises (annual)</b></p>  <table border="1"> <caption>SP 316 Performance Data</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>97</td> <td>98</td> </tr> <tr> <td>2015/16</td> <td>87</td> <td>98</td> </tr> <tr> <td>2016/17</td> <td>100</td> <td>98</td> </tr> <tr> <td>2017/18</td> <td>98</td> <td>98</td> </tr> </tbody> </table>	Year	Value (%)	Target (%)	2014/15	97	98	2015/16	87	98	2016/17	100	98	2017/18	98	98
Year	Value (%)	Target (%)																				
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Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Public Spaces	SP 318 No. of outdoor events in parks (Monthly)	High	130	130			<p><b>SP 318 No. of outdoor events in parks (Monthly)</b></p>  <table border="1"> <caption>SP 318 No. of outdoor events in parks (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>12</td><td>130</td></tr> <tr><td>May 2017</td><td>13</td><td>130</td></tr> <tr><td>June 2017</td><td>28</td><td>130</td></tr> <tr><td>July 2017</td><td>35</td><td>130</td></tr> <tr><td>August 2017</td><td>22</td><td>130</td></tr> <tr><td>September 2017</td><td>10</td><td>130</td></tr> <tr><td>October 2017</td><td>3</td><td>130</td></tr> <tr><td>November 2017</td><td>2</td><td>130</td></tr> <tr><td>December 2017</td><td>1</td><td>130</td></tr> <tr><td>January 2018</td><td>1</td><td>130</td></tr> <tr><td>February 2018</td><td>5</td><td>130</td></tr> <tr><td>March 2018</td><td>4</td><td>130</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2017	12	130	May 2017	13	130	June 2017	28	130	July 2017	35	130	August 2017	22	130	September 2017	10	130	October 2017	3	130	November 2017	2	130	December 2017	1	130	January 2018	1	130	February 2018	5	130	March 2018	4	130
Month	Months	Target (Months)																																												
April 2017	12	130																																												
May 2017	13	130																																												
June 2017	28	130																																												
July 2017	35	130																																												
August 2017	22	130																																												
September 2017	10	130																																												
October 2017	3	130																																												
November 2017	2	130																																												
December 2017	1	130																																												
January 2018	1	130																																												
February 2018	5	130																																												
March 2018	4	130																																												
Public Spaces	SP 325 % Residents rating Leisure & Sports facilities Good to Excellent (annual) (ARS)	High	NMTP	45.5%	Not Measured This Period No Annual Residents Survey carried out during 2017/18																																									
Sustainable Communities	SP 327 % Emergency callouts attended within 2 hours (traffic & highways) (Monthly)	High	99.72%	98%			<p><b>SP 327 % Emergency callouts attended within 2 hours (traffic &amp; highways) (Monthly)</b></p>  <table border="1"> <caption>SP 327 % Emergency callouts attended within 2 hours (traffic &amp; highways) (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>98.28%</td><td>98%</td></tr> <tr><td>May 2017</td><td>100%</td><td>98%</td></tr> <tr><td>June 2017</td><td>100%</td><td>98%</td></tr> <tr><td>July 2017</td><td>98.15%</td><td>98%</td></tr> <tr><td>August 2017</td><td>100%</td><td>98%</td></tr> <tr><td>September 2017</td><td>100%</td><td>98%</td></tr> <tr><td>October 2017</td><td>100%</td><td>98%</td></tr> <tr><td>November 2017</td><td>100%</td><td>98%</td></tr> <tr><td>December 2017</td><td>100%</td><td>98%</td></tr> <tr><td>January 2018</td><td>100%</td><td>98%</td></tr> <tr><td>February 2018</td><td>100%</td><td>98%</td></tr> <tr><td>March 2018</td><td>100%</td><td>98%</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2017	98.28%	98%	May 2017	100%	98%	June 2017	100%	98%	July 2017	98.15%	98%	August 2017	100%	98%	September 2017	100%	98%	October 2017	100%	98%	November 2017	100%	98%	December 2017	100%	98%	January 2018	100%	98%	February 2018	100%	98%	March 2018	100%	98%
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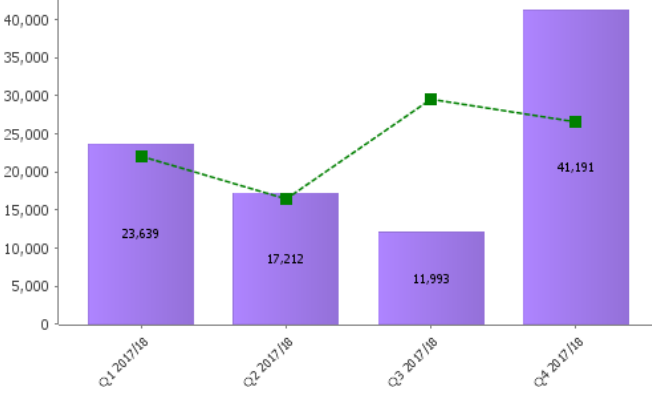


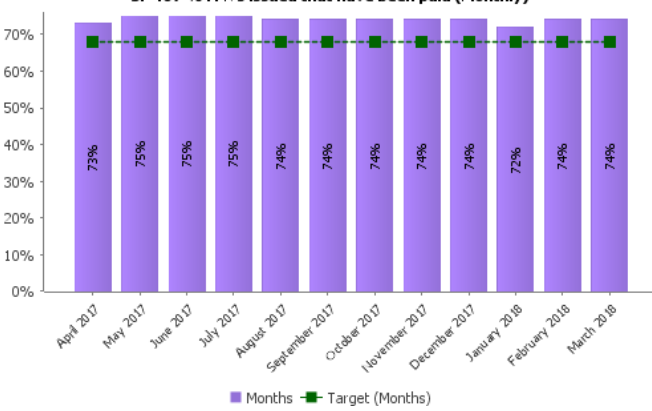
Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Sustainable Communities	SP 328 % Streetworks permitting determined (Monthly)	High	99.92%	98%			<p><b>SP 328 % Streetworks permitting determined (Monthly)</b></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 2017</td><td>99.87%</td><td>98%</td></tr> <tr><td>May 2017</td><td>99.72%</td><td>98%</td></tr> <tr><td>June 2017</td><td>99.86%</td><td>98%</td></tr> <tr><td>July 2017</td><td>99.81%</td><td>98%</td></tr> <tr><td>August 2017</td><td>99.76%</td><td>98%</td></tr> <tr><td>September 2017</td><td>99.94%</td><td>98%</td></tr> <tr><td>October 2017</td><td>100%</td><td>98%</td></tr> <tr><td>November 2017</td><td>100%</td><td>98%</td></tr> <tr><td>December 2017</td><td>100%</td><td>98%</td></tr> <tr><td>January 2018</td><td>100%</td><td>98%</td></tr> <tr><td>February 2018</td><td>100%</td><td>98%</td></tr> <tr><td>March 2018</td><td>100%</td><td>98%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2017	99.87%	98%	May 2017	99.72%	98%	June 2017	99.86%	98%	July 2017	99.81%	98%	August 2017	99.76%	98%	September 2017	99.94%	98%	October 2017	100%	98%	November 2017	100%	98%	December 2017	100%	98%	January 2018	100%	98%	February 2018	100%	98%	March 2018	100%	98%
Month	Value (%)	Target (%)																																												
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February 2018	100%	98%																																												
March 2018	100%	98%																																												
Public Spaces	SP 349 14 to 25 year old fitness centre participation at leisure centres (Monthly)	High	110,239	106,000			<p><b>SP 349 14 to 25 year old fitness centre participation at leisure centres (Monthly)</b></p>  <table border="1"> <caption>SP 349 14 to 25 year old fitness centre participation at leisure centres (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>9,925</td><td>106,000</td></tr> <tr><td>May 2017</td><td>10,429</td><td>106,000</td></tr> <tr><td>June 2017</td><td>9,505</td><td>106,000</td></tr> <tr><td>July 2017</td><td>10,872</td><td>106,000</td></tr> <tr><td>August 2017</td><td>10,867</td><td>106,000</td></tr> <tr><td>September 2017</td><td>9,175</td><td>106,000</td></tr> <tr><td>October 2017</td><td>8,978</td><td>106,000</td></tr> <tr><td>November 2017</td><td>8,394</td><td>106,000</td></tr> <tr><td>December 2017</td><td>5,372</td><td>106,000</td></tr> <tr><td>January 2018</td><td>9,059</td><td>106,000</td></tr> <tr><td>February 2018</td><td>8,532</td><td>106,000</td></tr> <tr><td>March 2018</td><td>8,731</td><td>106,000</td></tr> </tbody> </table>	Month	Value	Target	April 2017	9,925	106,000	May 2017	10,429	106,000	June 2017	9,505	106,000	July 2017	10,872	106,000	August 2017	10,867	106,000	September 2017	9,175	106,000	October 2017	8,978	106,000	November 2017	8,394	106,000	December 2017	5,372	106,000	January 2018	9,059	106,000	February 2018	8,532	106,000	March 2018	8,731	106,000
Month	Value	Target																																												
April 2017	9,925	106,000																																												
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March 2018	8,731	106,000																																												

Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																										
			Value	Target	Status	Long Trend																											
Public Spaces	SP 354 Total waste arising per households (KGs) (One Month in arrears)	Low	857.17	910			<p><b>SP 354 Total waste arising per households (KGs) (One Month in arrears)</b></p>  <table border="1"> <caption>SP 354 Total waste arising per households (KGs) (One Month in arrears)</caption> <thead> <tr> <th>Month</th> <th>Value (KGs)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>69.53</td></tr> <tr><td>May 2017</td><td>81.27</td></tr> <tr><td>June 2017</td><td>79.29</td></tr> <tr><td>July 2017</td><td>72.7</td></tr> <tr><td>August 2017</td><td>77.99</td></tr> <tr><td>September 2017</td><td>71.92</td></tr> <tr><td>October 2017</td><td>71.09</td></tr> <tr><td>November 2017</td><td>68.95</td></tr> <tr><td>December 2017</td><td>66.84</td></tr> <tr><td>January 2018</td><td>75.24</td></tr> <tr><td>February 2018</td><td>58.41</td></tr> <tr><td>March 2018</td><td>63.94</td></tr> </tbody> </table>	Month	Value (KGs)	April 2017	69.53	May 2017	81.27	June 2017	79.29	July 2017	72.7	August 2017	77.99	September 2017	71.92	October 2017	71.09	November 2017	68.95	December 2017	66.84	January 2018	75.24	February 2018	58.41	March 2018	63.94
Month	Value (KGs)																																
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January 2018	75.24																																
February 2018	58.41																																
March 2018	63.94																																
Sustainable Communities	SP 380 No. of backlog enforcement cases (Monthly)	Low	731	650			<p><b>SP 380 No. of backlog enforcement cases (Monthly)</b></p>  <table border="1"> <caption>SP 380 No. of backlog enforcement cases (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (Cases)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>568</td></tr> <tr><td>May 2017</td><td>592</td></tr> <tr><td>June 2017</td><td>608</td></tr> <tr><td>July 2017</td><td>568</td></tr> <tr><td>August 2017</td><td>645</td></tr> <tr><td>September 2017</td><td>659</td></tr> <tr><td>October 2017</td><td>667</td></tr> <tr><td>November 2017</td><td>682</td></tr> <tr><td>December 2017</td><td>700</td></tr> <tr><td>January 2018</td><td>700</td></tr> <tr><td>February 2018</td><td>716</td></tr> <tr><td>March 2018</td><td>731</td></tr> </tbody> </table>	Month	Value (Cases)	April 2017	568	May 2017	592	June 2017	608	July 2017	568	August 2017	645	September 2017	659	October 2017	667	November 2017	682	December 2017	700	January 2018	700	February 2018	716	March 2018	731
Month	Value (Cases)																																
April 2017	568																																
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Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Sustainable Communities	SP 386 Property asset valuations (annual)	High	297	150			<p><b>SP 386 Property asset valuations (annual)</b></p>  <table border="1"> <caption>SP 386 Property asset valuations (annual)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>241</td> <td>150</td> </tr> <tr> <td>2015/16</td> <td>97</td> <td>150</td> </tr> <tr> <td>2016/17</td> <td>167</td> <td>150</td> </tr> <tr> <td>2017/18</td> <td>297</td> <td>150</td> </tr> </tbody> </table>	Year	Value	Target	2014/15	241	150	2015/16	97	150	2016/17	167	150	2017/18	297	150
Year	Value	Target																				
2014/15	241	150																				
2015/16	97	150																				
2016/17	167	150																				
2017/18	297	150																				
Sustainable Communities	SP 391 Average number of days taken to repair an out of light street light (Quarterly)	Low	1.9	3			<p><b>SP 391 Average number of days taken to repair an out of light street light (Quarterly)</b></p>  <table border="1"> <caption>SP 391 Average number of days taken to repair an out of light street light (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2017/18</td> <td>1.16</td> <td>3</td> </tr> <tr> <td>Q2 2017/18</td> <td>1.18</td> <td>3</td> </tr> <tr> <td>Q3 2017/18</td> <td>2.81</td> <td>3</td> </tr> <tr> <td>Q4 2017/18</td> <td>2.43</td> <td>3</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2017/18	1.16	3	Q2 2017/18	1.18	3	Q3 2017/18	2.81	3	Q4 2017/18	2.43	3
Quarter	Value	Target																				
Q1 2017/18	1.16	3																				
Q2 2017/18	1.18	3																				
Q3 2017/18	2.81	3																				
Q4 2017/18	2.43	3																				




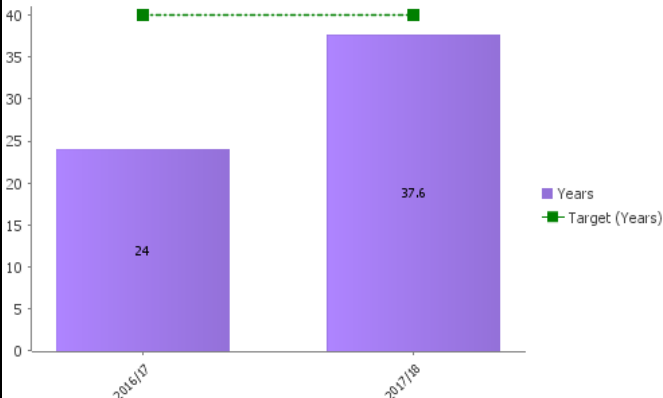
Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Public Protection	SP 397 % Cases won at PATAS (Monthly)	High	63.53%	54%			<p><b>SP 397 % Cases won at PATAS (Monthly)</b></p> <table border="1"> <thead> <tr> <th>Month</th> <th>Months (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>61.89%</td><td>54%</td></tr> <tr><td>May 2017</td><td>61.99%</td><td>54%</td></tr> <tr><td>June 2017</td><td>52.79%</td><td>54%</td></tr> <tr><td>July 2017</td><td>60%</td><td>54%</td></tr> <tr><td>August 2017</td><td>66.67%</td><td>54%</td></tr> <tr><td>September 2017</td><td>74.29%</td><td>54%</td></tr> <tr><td>October 2017</td><td>58.23%</td><td>54%</td></tr> <tr><td>November 2017</td><td>60%</td><td>54%</td></tr> <tr><td>December 2017</td><td>66.23%</td><td>54%</td></tr> <tr><td>January 2018</td><td>73.91%</td><td>54%</td></tr> <tr><td>February 2018</td><td>64.52%</td><td>54%</td></tr> <tr><td>March 2018</td><td>57.69%</td><td>54%</td></tr> </tbody> </table>	Month	Months (%)	Target (%)	April 2017	61.89%	54%	May 2017	61.99%	54%	June 2017	52.79%	54%	July 2017	60%	54%	August 2017	66.67%	54%	September 2017	74.29%	54%	October 2017	58.23%	54%	November 2017	60%	54%	December 2017	66.23%	54%	January 2018	73.91%	54%	February 2018	64.52%	54%	March 2018	57.69%	54%
Month	Months (%)	Target (%)																																												
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March 2018	57.69%	54%																																												
Public Protection	SP 398 % Cases lost at PATAS (Monthly)	Low	25.58%	21%			<p><b>SP 398 % Cases lost at PATAS (Monthly)</b></p> <table border="1"> <thead> <tr> <th>Month</th> <th>Months (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>32.58%</td><td>21%</td></tr> <tr><td>May 2017</td><td>28.57%</td><td>21%</td></tr> <tr><td>June 2017</td><td>31.08%</td><td>21%</td></tr> <tr><td>July 2017</td><td>28%</td><td>21%</td></tr> <tr><td>August 2017</td><td>26.98%</td><td>21%</td></tr> <tr><td>September 2017</td><td>12.86%</td><td>21%</td></tr> <tr><td>October 2017</td><td>26.58%</td><td>21%</td></tr> <tr><td>November 2017</td><td>24.21%</td><td>21%</td></tr> <tr><td>December 2017</td><td>23.38%</td><td>21%</td></tr> <tr><td>January 2018</td><td>20%</td><td>21%</td></tr> <tr><td>February 2018</td><td>26.88%</td><td>21%</td></tr> <tr><td>March 2018</td><td>28.21%</td><td>21%</td></tr> </tbody> </table>	Month	Months (%)	Target (%)	April 2017	32.58%	21%	May 2017	28.57%	21%	June 2017	31.08%	21%	July 2017	28%	21%	August 2017	26.98%	21%	September 2017	12.86%	21%	October 2017	26.58%	21%	November 2017	24.21%	21%	December 2017	23.38%	21%	January 2018	20%	21%	February 2018	26.88%	21%	March 2018	28.21%	21%
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Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Public Protection	SP 399 % Cases where council does not contest at PATAS (Monthly)	Low	11.21%	25%			<p><b>SP 399 % Cases where council does not contest at PATAS (Monthly)</b></p> <table border="1"> <caption>SP 399 % Cases where council does not contest at PATAS (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>5.62%</td><td>25%</td></tr> <tr><td>May 2017</td><td>14.29%</td><td>25%</td></tr> <tr><td>June 2017</td><td>16.23%</td><td>25%</td></tr> <tr><td>July 2017</td><td>12%</td><td>25%</td></tr> <tr><td>August 2017</td><td>6.35%</td><td>25%</td></tr> <tr><td>September 2017</td><td>12.86%</td><td>25%</td></tr> <tr><td>October 2017</td><td>15.19%</td><td>25%</td></tr> <tr><td>November 2017</td><td>15.79%</td><td>25%</td></tr> <tr><td>December 2017</td><td>10.39%</td><td>25%</td></tr> <tr><td>January 2018</td><td>6.09%</td><td>25%</td></tr> <tr><td>February 2018</td><td>8.6%</td><td>25%</td></tr> <tr><td>March 2018</td><td>14.1%</td><td>25%</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	April 2017	5.62%	25%	May 2017	14.29%	25%	June 2017	16.23%	25%	July 2017	12%	25%	August 2017	6.35%	25%	September 2017	12.86%	25%	October 2017	15.19%	25%	November 2017	15.79%	25%	December 2017	10.39%	25%	January 2018	6.09%	25%	February 2018	8.6%	25%	March 2018	14.1%	25%
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February 2018	8.6%	25%																																												
March 2018	14.1%	25%																																												
Public Spaces	SP 405 No. of Leisure Centre users (monthly)	High	997,355	878,105			<p><b>SP 405 No. of Leisure Centre users (monthly)</b></p> <table border="1"> <caption>SP 405 No. of Leisure Centre users (monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>80,872</td><td>878,105</td></tr> <tr><td>May 2017</td><td>96,644</td><td>878,105</td></tr> <tr><td>June 2017</td><td>91,912</td><td>878,105</td></tr> <tr><td>July 2017</td><td>88,013</td><td>878,105</td></tr> <tr><td>August 2017</td><td>78,312</td><td>878,105</td></tr> <tr><td>September 2017</td><td>81,557</td><td>878,105</td></tr> <tr><td>October 2017</td><td>87,466</td><td>878,105</td></tr> <tr><td>November 2017</td><td>82,941</td><td>878,105</td></tr> <tr><td>December 2017</td><td>56,500</td><td>878,105</td></tr> <tr><td>January 2018</td><td>81,449</td><td>878,105</td></tr> <tr><td>February 2018</td><td>71,564</td><td>878,105</td></tr> <tr><td>March 2018</td><td>100,135</td><td>878,105</td></tr> </tbody> </table>	Month	Actual	Target	April 2017	80,872	878,105	May 2017	96,644	878,105	June 2017	91,912	878,105	July 2017	88,013	878,105	August 2017	78,312	878,105	September 2017	81,557	878,105	October 2017	87,466	878,105	November 2017	82,941	878,105	December 2017	56,500	878,105	January 2018	81,449	878,105	February 2018	71,564	878,105	March 2018	100,135	878,105
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Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																										
			Value	Target	Status	Long Trend																											
Public Spaces	SP 406 No. of Polka Theatre users (Quarterly)	High	94,035	94,600			<p><b>SP 406 No. of Polka Theatre users (Quarterly)</b></p>  <table border="1"> <caption>SP 406 No. of Polka Theatre users (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2017/18</td> <td>23,639</td> </tr> <tr> <td>Q2 2017/18</td> <td>17,212</td> </tr> <tr> <td>Q3 2017/18</td> <td>11,993</td> </tr> <tr> <td>Q4 2017/18</td> <td>41,191</td> </tr> </tbody> </table>	Quarter	Value	Q1 2017/18	23,639	Q2 2017/18	17,212	Q3 2017/18	11,993	Q4 2017/18	41,191																
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Q1 2017/18	23,639																																
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Q4 2017/18	41,191																																
Public Spaces	SP 407 % FPN's issued that have been paid (Monthly)	High	74%	68%			<p><b>SP 407 % FPN's issued that have been paid (Monthly)</b></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 2017</td><td>73%</td></tr> <tr><td>May 2017</td><td>75%</td></tr> <tr><td>June 2017</td><td>75%</td></tr> <tr><td>July 2017</td><td>75%</td></tr> <tr><td>August 2017</td><td>74%</td></tr> <tr><td>September 2017</td><td>74%</td></tr> <tr><td>October 2017</td><td>74%</td></tr> <tr><td>November 2017</td><td>74%</td></tr> <tr><td>December 2017</td><td>74%</td></tr> <tr><td>January 2018</td><td>72%</td></tr> <tr><td>February 2018</td><td>74%</td></tr> <tr><td>March 2018</td><td>74%</td></tr> </tbody> </table>	Month	Value	April 2017	73%	May 2017	75%	June 2017	75%	July 2017	75%	August 2017	74%	September 2017	74%	October 2017	74%	November 2017	74%	December 2017	74%	January 2018	72%	February 2018	74%	March 2018	74%
Month	Value																																
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May 2017	75%																																
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March 2018	74%																																

Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																										
			Value	Target	Status	Long Trend																											
Sustainable Communities	SP 414 Volume of planning applications (Monthly)	High	3,077	4,450			<p><b>SP 414 Volume of planning applications (Monthly)</b></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 2017</td><td>217</td></tr> <tr><td>May 2017</td><td>222</td></tr> <tr><td>June 2017</td><td>255</td></tr> <tr><td>July 2017</td><td>250</td></tr> <tr><td>August 2017</td><td>406</td></tr> <tr><td>September 2017</td><td>204</td></tr> <tr><td>October 2017</td><td>237</td></tr> <tr><td>November 2017</td><td>264</td></tr> <tr><td>December 2017</td><td>196</td></tr> <tr><td>January 2018</td><td>177</td></tr> <tr><td>February 2018</td><td>329</td></tr> <tr><td>March 2018</td><td>321</td></tr> </tbody> </table>	Month	Value	April 2017	217	May 2017	222	June 2017	255	July 2017	250	August 2017	406	September 2017	204	October 2017	237	November 2017	264	December 2017	196	January 2018	177	February 2018	329	March 2018	321
Month	Value																																
April 2017	217																																
May 2017	222																																
June 2017	255																																
July 2017	250																																
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October 2017	237																																
November 2017	264																																
December 2017	196																																
January 2018	177																																
February 2018	329																																
March 2018	321																																
Public Protection	SP 417 % Public Spaces CCTV cameras working (Monthly)	High	96.65%	95%			<p><b>SP 417 % Public Spaces CCTV cameras working (Monthly)</b></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 2017</td><td>97.31%</td></tr> <tr><td>May 2017</td><td>97.99%</td></tr> <tr><td>June 2017</td><td>97.93%</td></tr> <tr><td>July 2017</td><td>98.6%</td></tr> <tr><td>August 2017</td><td>99.2%</td></tr> <tr><td>September 2017</td><td>98.25%</td></tr> <tr><td>October 2017</td><td>98.04%</td></tr> <tr><td>November 2017</td><td>92.83%</td></tr> <tr><td>December 2017</td><td>93.72%</td></tr> <tr><td>January 2018</td><td>94.57%</td></tr> <tr><td>February 2018</td><td>95.65%</td></tr> <tr><td>March 2018</td><td>95.65%</td></tr> </tbody> </table>	Month	Value	April 2017	97.31%	May 2017	97.99%	June 2017	97.93%	July 2017	98.6%	August 2017	99.2%	September 2017	98.25%	October 2017	98.04%	November 2017	92.83%	December 2017	93.72%	January 2018	94.57%	February 2018	95.65%	March 2018	95.65%
Month	Value																																
April 2017	97.31%																																
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March 2018	95.65%																																



Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart									
			Value	Target	Status	Long Trend										
Public Protection	SP 418 Annual average amount of Nitrogen Dioxide per m3 (Annual)	Low	37	40		N/A	<p><b>SP 418 Annual average amount of Nitrogen Dioxide per m3 (Annual)</b></p>  <table border="1"> <caption>SP 418 Performance Data</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>37</td> <td>40</td> </tr> </tbody> </table>	Year	Value	Target	2017/18	37	40			
Year	Value	Target														
2017/18	37	40														
Public Protection	SP 419 Days Nitrogen Dioxide levels exceed 200 micrograms per m3 (Quarterly)	Low	NMTP	18	<b>Not Measured This Period</b> No equipment available											
Public Protection	SP 420 Annual average amount of Particulates per m3 (Annual)	Low	37.6	40			<p><b>SP 420 Annual average amount of Particulates per m3 (Annual)</b></p>  <table border="1"> <caption>SP 420 Performance Data</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> <tr> <td>2017/18</td> <td>37.6</td> <td>40</td> </tr> </tbody> </table>	Year	Value	Target	2016/17	24	40	2017/18	37.6	40
Year	Value	Target														
2016/17	24	40														
2017/18	37.6	40														

Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Public Protection	SP 421 Days particulate levels exceed 50 micrograms per m3 (Quarterly)	Low	11	35	✓	↓	<p><b>SP 421 Days particulate levels exceed 50 micrograms per m3 (Quarterly)</b></p> <table border="1"> <caption>SP 421 Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2017/18</td> <td>7</td> <td>35</td> </tr> <tr> <td>Q2 2017/18</td> <td>0</td> <td>35</td> </tr> <tr> <td>Q3 2017/18</td> <td>0</td> <td>35</td> </tr> <tr> <td>Q4 2017/18</td> <td>4</td> <td>35</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2017/18	7	35	Q2 2017/18	0	35	Q3 2017/18	0	35	Q4 2017/18	4	35
Quarter	Value	Target																				
Q1 2017/18	7	35																				
Q2 2017/18	0	35																				
Q3 2017/18	0	35																				
Q4 2017/18	4	35																				
Public Protection	SP 422 % Food premises rated 2* or below (Quarterly)	Low	7.83%	15%	✓	↑	<p><b>SP 422 % Food premises rated 2* or below (Quarterly)</b></p> <table border="1"> <caption>SP 422 Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2017/18</td> <td>8.74%</td> <td>15%</td> </tr> <tr> <td>Q2 2017/18</td> <td>7.6%</td> <td>15%</td> </tr> <tr> <td>Q3 2017/18</td> <td>7%</td> <td>15%</td> </tr> <tr> <td>Q4 2017/18</td> <td>8%</td> <td>15%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2017/18	8.74%	15%	Q2 2017/18	7.6%	15%	Q3 2017/18	7%	15%	Q4 2017/18	8%	15%
Quarter	Value	Target																				
Q1 2017/18	8.74%	15%																				
Q2 2017/18	7.6%	15%																				
Q3 2017/18	7%	15%																				
Q4 2017/18	8%	15%																				

Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Public Protection	SP 449 Number of Community Protection Warnings issued (Quarterly)	Low	22	150	✔	N/A	<p><b>SP 449 Number of Community Protection Warnings issued (Quarterly)</b></p> <table border="1"> <caption>SP 449 Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1-2017/18</td> <td>14</td> <td>37</td> </tr> <tr> <td>Q2-2017/18</td> <td>0</td> <td>38</td> </tr> <tr> <td>Q3-2017/18</td> <td>7</td> <td>37</td> </tr> <tr> <td>Q4-2017/18</td> <td>1</td> <td>38</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1-2017/18	14	37	Q2-2017/18	0	38	Q3-2017/18	7	37	Q4-2017/18	1	38
Quarter	Quarters	Target (Quarters)																				
Q1-2017/18	14	37																				
Q2-2017/18	0	38																				
Q3-2017/18	7	37																				
Q4-2017/18	1	38																				
Public Protection	SP 450 Number of Community Protection Notices issued (Quarterly)	Low	3	8	✔	N/A	<p><b>SP 450 Number of Community Protection Notices issued (Quarterly)</b></p> <table border="1"> <caption>SP 450 Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1-2017/18</td> <td>0</td> <td>2</td> </tr> <tr> <td>Q2-2017/18</td> <td>0</td> <td>2</td> </tr> <tr> <td>Q3-2017/18</td> <td>1</td> <td>2</td> </tr> <tr> <td>Q4-2017/18</td> <td>2</td> <td>2</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1-2017/18	0	2	Q2-2017/18	0	2	Q3-2017/18	1	2	Q4-2017/18	2	2
Quarter	Quarters	Target (Quarters)																				
Q1-2017/18	0	2																				
Q2-2017/18	0	2																				
Q3-2017/18	1	2																				
Q4-2017/18	2	2																				

Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Public Protection	SP 451 Number of new Neighbourhood Watch schemes (Annual)	High	20	10		N/A	<p><b>SP 451 Number of new Neighbourhood Watch schemes (Annual)</b></p>  <p>The chart displays a single purple bar representing the actual number of new Neighbourhood Watch schemes for the 2017/18 period, which is 20. A green square with a plus sign indicates the target of 10. The y-axis ranges from 0 to 20 in increments of 2.5.</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>20</td> <td>10</td> </tr> </tbody> </table>	Year	Actual	Target	2017/18	20	10									
Year	Actual	Target																				
2017/18	20	10																				
Public Protection	SP 452 Reduction in residential burglary (Quarterly)	Low	1,172	850		N/A	<p><b>SP 452 Reduction in residential burglary (Quarterly)</b></p>  <p>The chart shows quarterly residential burglary counts for 2017/18. Purple bars represent actual counts: Q1 (232), Q2 (276), Q3 (340), and Q4 (324). A green dashed line with square markers represents the target of 210 per quarter. The y-axis ranges from 0 to 300 in increments of 50.</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2017/18</td> <td>232</td> <td>210</td> </tr> <tr> <td>Q2 2017/18</td> <td>276</td> <td>210</td> </tr> <tr> <td>Q3 2017/18</td> <td>340</td> <td>210</td> </tr> <tr> <td>Q4 2017/18</td> <td>324</td> <td>210</td> </tr> </tbody> </table>	Quarter	Actual	Target	Q1 2017/18	232	210	Q2 2017/18	276	210	Q3 2017/18	340	210	Q4 2017/18	324	210
Quarter	Actual	Target																				
Q1 2017/18	232	210																				
Q2 2017/18	276	210																				
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Q4 2017/18	324	210																				

Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Public Protection	SP 453 Total Violence with Injury (Quarterly)	Low	1,380	1,373		N/A	<p><b>SP 453 Total Violence with Injury (Quarterly)</b></p>  <table border="1"> <caption>SP 453 Total Violence with Injury (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2017/18</td> <td>395</td> <td>345</td> </tr> <tr> <td>Q2 2017/18</td> <td>375</td> <td>345</td> </tr> <tr> <td>Q3 2017/18</td> <td>335</td> <td>345</td> </tr> <tr> <td>Q4 2017/18</td> <td>275</td> <td>345</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2017/18	395	345	Q2 2017/18	375	345	Q3 2017/18	335	345	Q4 2017/18	275	345																								
Quarter	Value	Target																																												
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Q2 2017/18	375	345																																												
Q3 2017/18	335	345																																												
Q4 2017/18	275	345																																												
Public Spaces	SP 454 % of fly-tips removed within 24 hours (Monthly) <i>Contractor provided data from November 2017 onwards</i>	High	68%	90%		N/A	<p><b>SP 454 % of fly-tips removed within 24 hours (Monthly)</b></p>  <table border="1"> <caption>SP 454 % of fly-tips removed within 24 hours (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>April 2017</td> <td>-</td> <td>90%</td> </tr> <tr> <td>May 2017</td> <td>-</td> <td>90%</td> </tr> <tr> <td>June 2017</td> <td>-</td> <td>90%</td> </tr> <tr> <td>July 2017</td> <td>-</td> <td>90%</td> </tr> <tr> <td>August 2017</td> <td>-</td> <td>90%</td> </tr> <tr> <td>September 2017</td> <td>-</td> <td>90%</td> </tr> <tr> <td>October 2017</td> <td>-</td> <td>90%</td> </tr> <tr> <td>November 2017</td> <td>65%</td> <td>90%</td> </tr> <tr> <td>December 2017</td> <td>74%</td> <td>90%</td> </tr> <tr> <td>January 2018</td> <td>49%</td> <td>90%</td> </tr> <tr> <td>February 2018</td> <td>59%</td> <td>90%</td> </tr> <tr> <td>March 2018</td> <td>68%</td> <td>90%</td> </tr> </tbody> </table>	Month	Value	Target	April 2017	-	90%	May 2017	-	90%	June 2017	-	90%	July 2017	-	90%	August 2017	-	90%	September 2017	-	90%	October 2017	-	90%	November 2017	65%	90%	December 2017	74%	90%	January 2018	49%	90%	February 2018	59%	90%	March 2018	68%	90%
Month	Value	Target																																												
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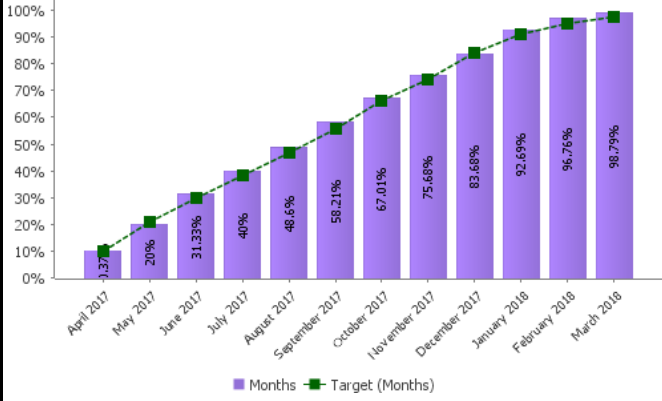


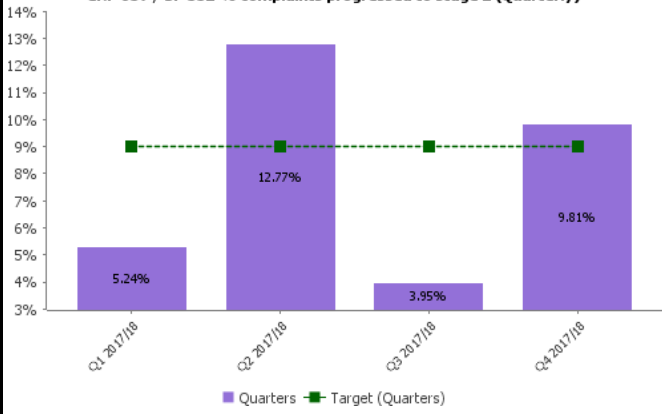
Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Sustainable Communities	SP 456 Average days lost to sickness absence - Transport (Monthly)	Low	16.34	11		N/A	<p><b>SP 456 Average days lost to sickness absence - Transport (Monthly)</b></p>  <table border="1"> <caption>SP 456 Average days lost to sickness absence - Transport (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>1.44</td><td>1.0</td></tr> <tr><td>May 2017</td><td>0.33</td><td>1.0</td></tr> <tr><td>June 2017</td><td>0.53</td><td>1.0</td></tr> <tr><td>July 2017</td><td>0.78</td><td>1.0</td></tr> <tr><td>August 2017</td><td>0.66</td><td>1.0</td></tr> <tr><td>September 2017</td><td>1.33</td><td>1.0</td></tr> <tr><td>October 2017</td><td>1.27</td><td>1.0</td></tr> <tr><td>November 2017</td><td>1.4</td><td>1.0</td></tr> <tr><td>December 2017</td><td>1.9</td><td>1.0</td></tr> <tr><td>January 2018</td><td>1.25</td><td>1.0</td></tr> <tr><td>February 2018</td><td>1.92</td><td>1.0</td></tr> <tr><td>March 2018</td><td>2.93</td><td>1.0</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2017	1.44	1.0	May 2017	0.33	1.0	June 2017	0.53	1.0	July 2017	0.78	1.0	August 2017	0.66	1.0	September 2017	1.33	1.0	October 2017	1.27	1.0	November 2017	1.4	1.0	December 2017	1.9	1.0	January 2018	1.25	1.0	February 2018	1.92	1.0	March 2018	2.93	1.0
Month	Months	Target (Months)																																												
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February 2018	1.92	1.0																																												
March 2018	2.93	1.0																																												
Sustainable Communities	SP 468 Footway & Carriageway condition - unclassified roads non-principal defectiveness condition indicator (annual)	High	96%	95%		N/A	<p><b>SP 468 Footway &amp; Carriageway condition - unclassified roads non-principal defectiveness condition indicator (annual)</b></p>  <table border="1"> <caption>SP 468 Footway &amp; Carriageway condition - unclassified roads non-principal defectiveness condition indicator (annual)</caption> <thead> <tr> <th>Year</th> <th>Years</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr><td>2017/18</td><td>96%</td><td>95%</td></tr> </tbody> </table>	Year	Years	Target (Years)	2017/18	96%	95%																																	
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## Corporate Indicators

Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Corporate Services	CRP 013 / SP 431 % of positive and neutral coverage tone (Monthly)	High	87.58%	92%			<p><b>CRP 013 / SP 431 % of positive and neutral coverage tone (Monthly)</b></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 2017</td><td>90.5%</td><td>92%</td></tr> <tr><td>May 2017</td><td>89.35%</td><td>92%</td></tr> <tr><td>June 2017</td><td>92.31%</td><td>92%</td></tr> <tr><td>July 2017</td><td>73.77%</td><td>92%</td></tr> <tr><td>August 2017</td><td>99.83%</td><td>92%</td></tr> <tr><td>September 2017</td><td>100%</td><td>92%</td></tr> <tr><td>October 2017</td><td>100%</td><td>92%</td></tr> <tr><td>November 2017</td><td>91.69%</td><td>92%</td></tr> <tr><td>December 2017</td><td>76.32%</td><td>92%</td></tr> <tr><td>January 2018</td><td>87.7%</td><td>92%</td></tr> <tr><td>February 2018</td><td>74.3%</td><td>92%</td></tr> <tr><td>March 2018</td><td>74.3%</td><td>92%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2017	90.5%	92%	May 2017	89.35%	92%	June 2017	92.31%	92%	July 2017	73.77%	92%	August 2017	99.83%	92%	September 2017	100%	92%	October 2017	100%	92%	November 2017	91.69%	92%	December 2017	76.32%	92%	January 2018	87.7%	92%	February 2018	74.3%	92%	March 2018	74.3%	92%
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Corporate Services	CRP 014 / SP 426 % Ombudsman complaints answered in time (monthly in arrears)	High	66.28%	90%			<p><b>CRP 014 / SP 426 % Ombudsman complaints answered in time (monthly in arrears)</b></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 2017</td><td>100%</td><td>90%</td></tr> <tr><td>May 2017</td><td>75%</td><td>90%</td></tr> <tr><td>June 2017</td><td>100%</td><td>90%</td></tr> <tr><td>July 2017</td><td>100%</td><td>90%</td></tr> <tr><td>August 2017</td><td>75%</td><td>90%</td></tr> <tr><td>September 2017</td><td>75%</td><td>90%</td></tr> <tr><td>October 2017</td><td>16.67%</td><td>90%</td></tr> <tr><td>November 2017</td><td>66.67%</td><td>90%</td></tr> <tr><td>December 2017</td><td>42.86%</td><td>90%</td></tr> <tr><td>January 2018</td><td>50%</td><td>90%</td></tr> <tr><td>February 2018</td><td>66.67%</td><td>90%</td></tr> <tr><td>March 2018</td><td>66.67%</td><td>90%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2017	100%	90%	May 2017	75%	90%	June 2017	100%	90%	July 2017	100%	90%	August 2017	75%	90%	September 2017	75%	90%	October 2017	16.67%	90%	November 2017	66.67%	90%	December 2017	42.86%	90%	January 2018	50%	90%	February 2018	66.67%	90%	March 2018	66.67%	90%
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Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Corporate Services	CRP 016 / SP 401 The level of CO2 emissions from the council's buildings (tonnes) (Annual)	Low	5,849	7,740	✓	↑	<p><b>CRP 016 / SP 401 The level of CO2 emissions from the council's buildings (tonnes) (Annual)</b></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>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>-</td> </tr> <tr> <td>2017/18</td> <td>5,849</td> <td>7,740</td> </tr> </tbody> </table>	Year	Value (tonnes)	Target (tonnes)	2014/15	4,132.01	-	2015/16	5,158.68	-	2016/17	6,924	-	2017/18	5,849	7,740																								
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Corporate Services	CRP 018 / SP 154 % Council Tax collected (Monthly)	High	97.69%	97.25%	✓	↑	<p><b>CRP 018 / SP 154 % Council Tax collected (Monthly)</b></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 2017</td><td>1.89%</td><td>-</td></tr> <tr><td>May 2017</td><td>21.27%</td><td>-</td></tr> <tr><td>June 2017</td><td>30.36%</td><td>-</td></tr> <tr><td>July 2017</td><td>39.44%</td><td>-</td></tr> <tr><td>August 2017</td><td>48.61%</td><td>-</td></tr> <tr><td>September 2017</td><td>57.42%</td><td>-</td></tr> <tr><td>October 2017</td><td>66.99%</td><td>-</td></tr> <tr><td>November 2017</td><td>76.27%</td><td>-</td></tr> <tr><td>December 2017</td><td>85.18%</td><td>-</td></tr> <tr><td>January 2018</td><td>93.89%</td><td>-</td></tr> <tr><td>February 2018</td><td>96.57%</td><td>-</td></tr> <tr><td>March 2018</td><td>97.69%</td><td>97.25%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2017	1.89%	-	May 2017	21.27%	-	June 2017	30.36%	-	July 2017	39.44%	-	August 2017	48.61%	-	September 2017	57.42%	-	October 2017	66.99%	-	November 2017	76.27%	-	December 2017	85.18%	-	January 2018	93.89%	-	February 2018	96.57%	-	March 2018	97.69%	97.25%
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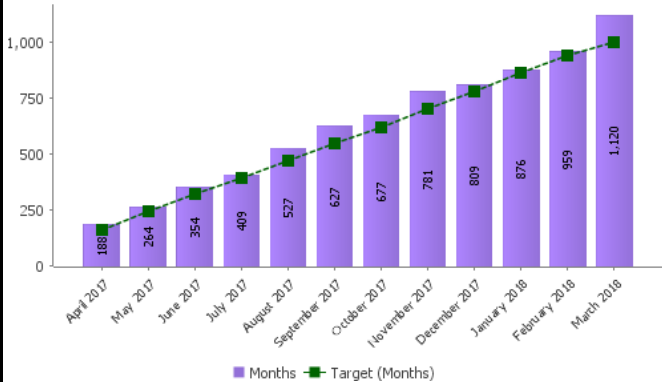

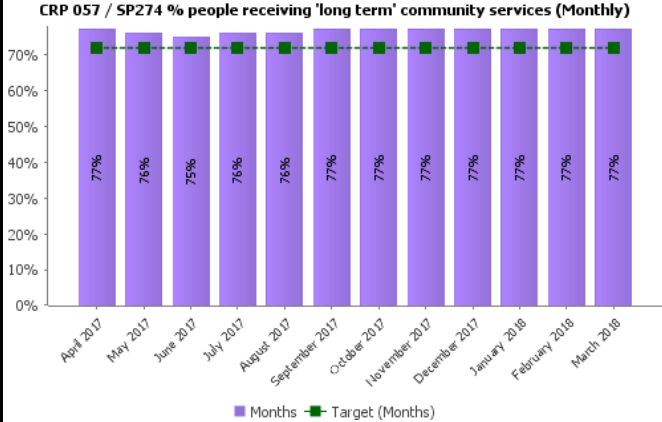
Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Corporate Services	CRP 036 / SP 155 % Business Rates collected (Monthly)	High	98.79%	97.5%			<p><b>CRP 036 / SP 155 % Business Rates collected (Monthly)</b></p>  <table border="1"> <caption>CRP 036 / SP 155 % Business Rates collected (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>13.27%</td><td>20%</td></tr> <tr><td>May 2017</td><td>20%</td><td>20%</td></tr> <tr><td>June 2017</td><td>31.33%</td><td>20%</td></tr> <tr><td>July 2017</td><td>40%</td><td>20%</td></tr> <tr><td>August 2017</td><td>48.6%</td><td>20%</td></tr> <tr><td>September 2017</td><td>58.21%</td><td>20%</td></tr> <tr><td>October 2017</td><td>67.01%</td><td>20%</td></tr> <tr><td>November 2017</td><td>75.68%</td><td>20%</td></tr> <tr><td>December 2017</td><td>83.68%</td><td>20%</td></tr> <tr><td>January 2018</td><td>92.69%</td><td>20%</td></tr> <tr><td>February 2018</td><td>96.76%</td><td>20%</td></tr> <tr><td>March 2018</td><td>98.79%</td><td>20%</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	April 2017	13.27%	20%	May 2017	20%	20%	June 2017	31.33%	20%	July 2017	40%	20%	August 2017	48.6%	20%	September 2017	58.21%	20%	October 2017	67.01%	20%	November 2017	75.68%	20%	December 2017	83.68%	20%	January 2018	92.69%	20%	February 2018	96.76%	20%	March 2018	98.79%	20%
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Corporate Services	CRP 037 / SP 352 % complaints progressed to stage 2 (Quarterly)	Low	6.95%	9%			<p><b>CRP 037 / SP 352 % complaints progressed to stage 2 (Quarterly)</b></p>  <table border="1"> <caption>CRP 037 / SP 352 % complaints progressed to stage 2 (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>5.24%</td><td>9%</td></tr> <tr><td>Q2 2017/18</td><td>12.77%</td><td>9%</td></tr> <tr><td>Q3 2017/18</td><td>3.95%</td><td>9%</td></tr> <tr><td>Q4 2017/18</td><td>9.81%</td><td>9%</td></tr> </tbody> </table>	Quarter	Actual (%)	Target (%)	Q1 2017/18	5.24%	9%	Q2 2017/18	12.77%	9%	Q3 2017/18	3.95%	9%	Q4 2017/18	9.81%	9%																								
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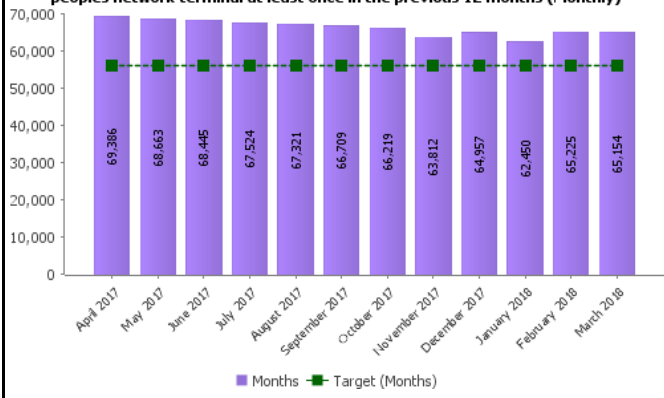


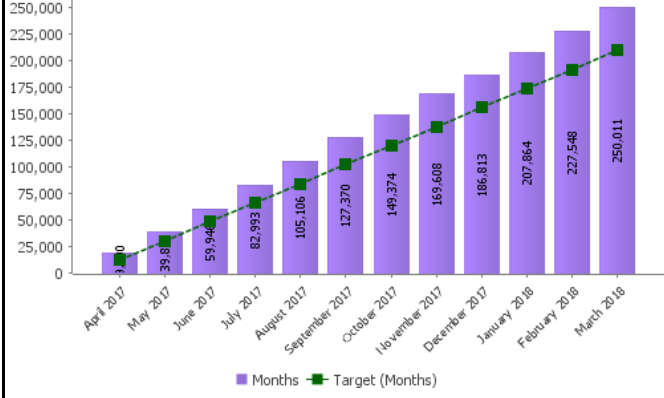
Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Corporate Services	CRP 041 / SP 192 % FOI requests dealt with in time (Monthly in arrears)	High	76.23%	85%			<p><b>CRP 041 / SP 192 % FOI requests dealt with in time (Monthly in arrears)</b></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>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>83.33%</td><td>85%</td></tr> <tr><td>May 2017</td><td>77.62%</td><td>85%</td></tr> <tr><td>June 2017</td><td>44.09%</td><td>85%</td></tr> <tr><td>July 2017</td><td>46.67%</td><td>85%</td></tr> <tr><td>August 2017</td><td>70.93%</td><td>85%</td></tr> <tr><td>September 2017</td><td>80.19%</td><td>85%</td></tr> <tr><td>October 2017</td><td>84.66%</td><td>85%</td></tr> <tr><td>November 2017</td><td>79.31%</td><td>85%</td></tr> <tr><td>December 2017</td><td>90.46%</td><td>85%</td></tr> <tr><td>January 2018</td><td>85.38%</td><td>85%</td></tr> <tr><td>February 2018</td><td>84.77%</td><td>85%</td></tr> <tr><td>March 2018</td><td>84.25%</td><td>85%</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	April 2017	83.33%	85%	May 2017	77.62%	85%	June 2017	44.09%	85%	July 2017	46.67%	85%	August 2017	70.93%	85%	September 2017	80.19%	85%	October 2017	84.66%	85%	November 2017	79.31%	85%	December 2017	90.46%	85%	January 2018	85.38%	85%	February 2018	84.77%	85%	March 2018	84.25%	85%
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Environment & Regeneration	CRP 044 Parking services estimated revenue (Monthly)	High	18,413,365	16,184,191			<p><b>CRP 044 Parking services estimated revenue (Monthly)</b></p> <table border="1"> <caption>CRP 044 Parking services estimated revenue (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>1,182,275</td><td>1,182,275</td></tr> <tr><td>May 2017</td><td>1,678,885</td><td>1,182,275</td></tr> <tr><td>June 2017</td><td>1,614,576</td><td>1,182,275</td></tr> <tr><td>July 2017</td><td>1,504,901</td><td>1,182,275</td></tr> <tr><td>August 2017</td><td>1,607,696</td><td>1,182,275</td></tr> <tr><td>September 2017</td><td>1,434,463</td><td>1,182,275</td></tr> <tr><td>October 2017</td><td>1,588,573</td><td>1,182,275</td></tr> <tr><td>November 2017</td><td>1,671,741</td><td>1,182,275</td></tr> <tr><td>December 2017</td><td>1,504,948</td><td>1,182,275</td></tr> <tr><td>January 2018</td><td>1,771,334</td><td>1,182,275</td></tr> <tr><td>February 2018</td><td>1,391,403</td><td>1,182,275</td></tr> <tr><td>March 2018</td><td>1,462,570</td><td>1,182,275</td></tr> </tbody> </table>	Month	Actual	Target	April 2017	1,182,275	1,182,275	May 2017	1,678,885	1,182,275	June 2017	1,614,576	1,182,275	July 2017	1,504,901	1,182,275	August 2017	1,607,696	1,182,275	September 2017	1,434,463	1,182,275	October 2017	1,588,573	1,182,275	November 2017	1,671,741	1,182,275	December 2017	1,504,948	1,182,275	January 2018	1,771,334	1,182,275	February 2018	1,391,403	1,182,275	March 2018	1,462,570	1,182,275
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Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Environment & Regeneration	CRP 045 / SP 118 Income (Development and Building Control) (Monthly)	High	1,579,405	2,110,000			<p><b>CRP 045 / SP 118 Income (Development and Building Control) (Monthly)</b></p> 
Environment & Regeneration	CRP 048 / SP 455 % of sites surveyed on local street inspections for litter that are below standard (Monthly)	Low	12.63%	8.5%			<p><b>CRP 048 / SP 455 % of sites surveyed on local street inspections for litter that are below standard (Monthly)</b></p> 

Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																																							
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Environment & Regeneration	CRP 051 / SP 114 % Major applications processed within 13 weeks (Monthly)	High	73.16%	67%			<p><b>CRP 051 / SP 114 % Major applications processed within 13 weeks (Monthly)</b></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 (Months)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>100%</td><td>67%</td></tr> <tr><td>May 2017</td><td>0%</td><td>67%</td></tr> <tr><td>June 2017</td><td>33.33%</td><td>67%</td></tr> <tr><td>July 2017</td><td>75%</td><td>67%</td></tr> <tr><td>August 2017</td><td>100%</td><td>67%</td></tr> <tr><td>September 2017</td><td>100%</td><td>67%</td></tr> <tr><td>October 2017</td><td>66.67%</td><td>67%</td></tr> <tr><td>November 2017</td><td>60%</td><td>67%</td></tr> <tr><td>December 2017</td><td>33.33%</td><td>67%</td></tr> <tr><td>January 2018</td><td>100%</td><td>67%</td></tr> <tr><td>February 2018</td><td>60%</td><td>67%</td></tr> <tr><td>March 2018</td><td>100%</td><td>67%</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2017	100%	67%	May 2017	0%	67%	June 2017	33.33%	67%	July 2017	75%	67%	August 2017	100%	67%	September 2017	100%	67%	October 2017	66.67%	67%	November 2017	60%	67%	December 2017	33.33%	67%	January 2018	100%	67%	February 2018	60%	67%	March 2018	100%	67%
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Environment & Regeneration	CRP 052 / SP 115 % of minor planning applications determined within 8 weeks (Monthly)	High	63.04%	66%			<p><b>CRP 052 / SP 115 % of minor planning applications determined within 8 weeks (Monthly)</b></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 (Months)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>60.71%</td><td>66%</td></tr> <tr><td>May 2017</td><td>83.87%</td><td>66%</td></tr> <tr><td>June 2017</td><td>50%</td><td>66%</td></tr> <tr><td>July 2017</td><td>50%</td><td>66%</td></tr> <tr><td>August 2017</td><td>34.48%</td><td>66%</td></tr> <tr><td>September 2017</td><td>50%</td><td>66%</td></tr> <tr><td>October 2017</td><td>78.79%</td><td>66%</td></tr> <tr><td>November 2017</td><td>64%</td><td>66%</td></tr> <tr><td>December 2017</td><td>66.67%</td><td>66%</td></tr> <tr><td>January 2018</td><td>67.74%</td><td>66%</td></tr> <tr><td>February 2018</td><td>72.5%</td><td>66%</td></tr> <tr><td>March 2018</td><td>90.32%</td><td>66%</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2017	60.71%	66%	May 2017	83.87%	66%	June 2017	50%	66%	July 2017	50%	66%	August 2017	34.48%	66%	September 2017	50%	66%	October 2017	78.79%	66%	November 2017	64%	66%	December 2017	66.67%	66%	January 2018	67.74%	66%	February 2018	72.5%	66%	March 2018	90.32%	66%
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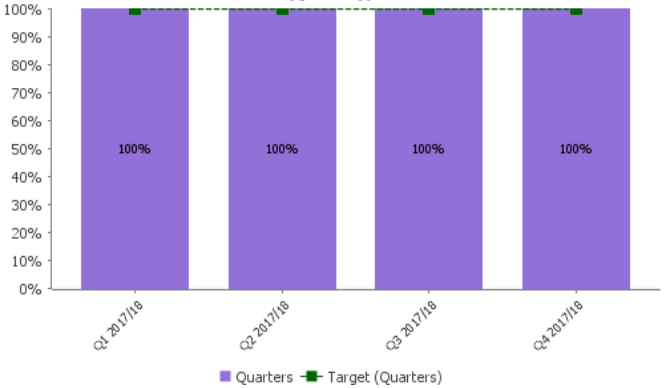


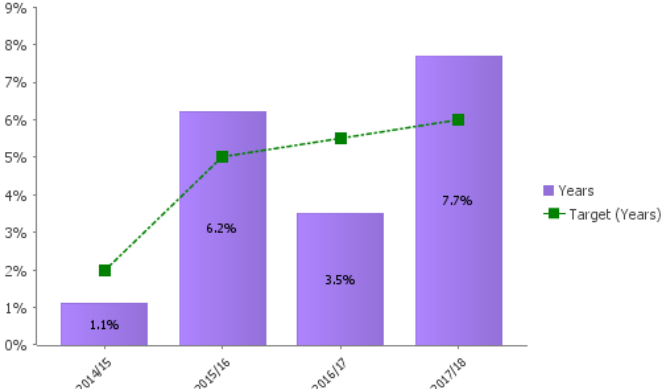
Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Environment & Regeneration	CRP 053 / SP 116 % of 'other' planning applications determined within 8 weeks (Development Control) (Monthly)	High	69.53%	80%			<p><b>CRP 053 / SP 116 % of 'other' planning applications determined within 8 weeks (Development Control) (Monthly)</b></p> <table border="1"> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>91%</td><td>80%</td></tr> <tr><td>May 2017</td><td>72.17%</td><td>80%</td></tr> <tr><td>June 2017</td><td>67.13%</td><td>80%</td></tr> <tr><td>July 2017</td><td>76.18%</td><td>80%</td></tr> <tr><td>August 2017</td><td>40.44%</td><td>80%</td></tr> <tr><td>September 2017</td><td>72.73%</td><td>80%</td></tr> <tr><td>October 2017</td><td>81.9%</td><td>80%</td></tr> <tr><td>November 2017</td><td>67.71%</td><td>80%</td></tr> <tr><td>December 2017</td><td>83.86%</td><td>80%</td></tr> <tr><td>January 2018</td><td>62.3%</td><td>80%</td></tr> <tr><td>February 2018</td><td>64.29%</td><td>80%</td></tr> <tr><td>March 2018</td><td>90.22%</td><td>80%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2017	91%	80%	May 2017	72.17%	80%	June 2017	67.13%	80%	July 2017	76.18%	80%	August 2017	40.44%	80%	September 2017	72.73%	80%	October 2017	81.9%	80%	November 2017	67.71%	80%	December 2017	83.86%	80%	January 2018	62.3%	80%	February 2018	64.29%	80%	March 2018	90.22%	80%
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Community & Housing	CRP 054 / SP039 % People with 'long term' services receiving Self-Directed Support (SDS) (Monthly)	High	100%	95%			<p><b>CRP 054 / SP039 % People with 'long term' services receiving Self-Directed Support (SDS) (Monthly)</b></p> <table border="1"> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>100%</td><td>95%</td></tr> <tr><td>May 2017</td><td>100%</td><td>95%</td></tr> <tr><td>June 2017</td><td>100%</td><td>95%</td></tr> <tr><td>July 2017</td><td>100%</td><td>95%</td></tr> <tr><td>August 2017</td><td>100%</td><td>95%</td></tr> <tr><td>September 2017</td><td>100%</td><td>95%</td></tr> <tr><td>October 2017</td><td>100%</td><td>95%</td></tr> <tr><td>November 2017</td><td>100%</td><td>95%</td></tr> <tr><td>December 2017</td><td>100%</td><td>95%</td></tr> <tr><td>January 2018</td><td>100%</td><td>95%</td></tr> <tr><td>February 2018</td><td>100%</td><td>95%</td></tr> <tr><td>March 2018</td><td>100%</td><td>95%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2017	100%	95%	May 2017	100%	95%	June 2017	100%	95%	July 2017	100%	95%	August 2017	100%	95%	September 2017	100%	95%	October 2017	100%	95%	November 2017	100%	95%	December 2017	100%	95%	January 2018	100%	95%	February 2018	100%	95%	March 2018	100%	95%
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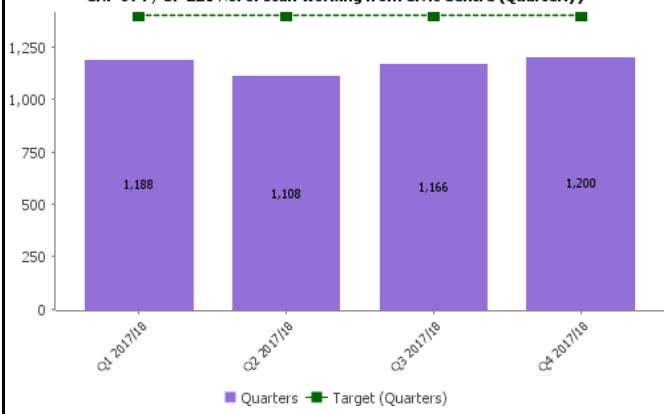


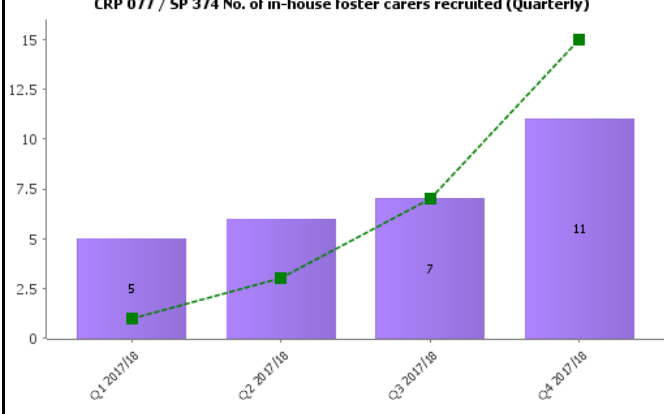
Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Community & Housing	CRP 056 / SP 054 No. of Carers receiving services and / or information and advice (Monthly)	High	1,120	1,000			<p><b>CRP 056 / SP 054 No. of Carers receiving services and / or information and advice (Monthly)</b></p> 
Community & Housing	CRP 057 / SP274 % people receiving 'long term' community services (Monthly)	High	77%	72%			<p><b>CRP 057 / SP274 % people receiving 'long term' community services (Monthly)</b></p> 

Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																										
			Value	Target	Status	Long Trend																											
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	65,154	56,000			<p><b>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)</b></p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>69,386</td></tr> <tr><td>May 2017</td><td>68,663</td></tr> <tr><td>June 2017</td><td>68,445</td></tr> <tr><td>July 2017</td><td>67,524</td></tr> <tr><td>August 2017</td><td>67,321</td></tr> <tr><td>September 2017</td><td>66,709</td></tr> <tr><td>October 2017</td><td>66,219</td></tr> <tr><td>November 2017</td><td>63,812</td></tr> <tr><td>December 2017</td><td>64,957</td></tr> <tr><td>January 2018</td><td>62,450</td></tr> <tr><td>February 2018</td><td>65,225</td></tr> <tr><td>March 2018</td><td>65,154</td></tr> </tbody> </table>	Month	Value	April 2017	69,386	May 2017	68,663	June 2017	68,445	July 2017	67,524	August 2017	67,321	September 2017	66,709	October 2017	66,219	November 2017	63,812	December 2017	64,957	January 2018	62,450	February 2018	65,225	March 2018	65,154
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Community & Housing	CRP 060 / SP 009 No. of visitors accessing the library service on line (Monthly)	High	250,011	210,000			<p><b>CRP 060 / SP 009 No. of visitors accessing the library service on line (Monthly)</b></p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>21,000</td></tr> <tr><td>May 2017</td><td>39,813</td></tr> <tr><td>June 2017</td><td>59,944</td></tr> <tr><td>July 2017</td><td>82,993</td></tr> <tr><td>August 2017</td><td>105,106</td></tr> <tr><td>September 2017</td><td>127,370</td></tr> <tr><td>October 2017</td><td>149,374</td></tr> <tr><td>November 2017</td><td>169,608</td></tr> <tr><td>December 2017</td><td>186,813</td></tr> <tr><td>January 2018</td><td>207,864</td></tr> <tr><td>February 2018</td><td>227,548</td></tr> <tr><td>March 2018</td><td>250,011</td></tr> </tbody> </table>	Month	Value	April 2017	21,000	May 2017	39,813	June 2017	59,944	July 2017	82,993	August 2017	105,106	September 2017	127,370	October 2017	149,374	November 2017	169,608	December 2017	186,813	January 2018	207,864	February 2018	227,548	March 2018	250,011
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Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Community & Housing	CRP 061 / SP 036 No. of households in temporary accommodation (Monthly)	Low	179.92	230			<p><b>CRP 061 / SP 036 No. of households in temporary accommodation (Monthly)</b></p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>191</td><td>230</td></tr> <tr><td>May 2017</td><td>198</td><td>230</td></tr> <tr><td>June 2017</td><td>192</td><td>230</td></tr> <tr><td>July 2017</td><td>190</td><td>230</td></tr> <tr><td>August 2017</td><td>177</td><td>230</td></tr> <tr><td>September 2017</td><td>183</td><td>230</td></tr> <tr><td>October 2017</td><td>180</td><td>230</td></tr> <tr><td>November 2017</td><td>178</td><td>230</td></tr> <tr><td>December 2017</td><td>175</td><td>230</td></tr> <tr><td>January 2018</td><td>165</td><td>230</td></tr> <tr><td>February 2018</td><td>165</td><td>230</td></tr> <tr><td>March 2018</td><td>165</td><td>230</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2017	191	230	May 2017	198	230	June 2017	192	230	July 2017	190	230	August 2017	177	230	September 2017	183	230	October 2017	180	230	November 2017	178	230	December 2017	175	230	January 2018	165	230	February 2018	165	230	March 2018	165	230
Month	Months	Target (Months)																																												
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January 2018	165	230																																												
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March 2018	165	230																																												
Community & Housing	CRP 062 / SP 035 No. of homelessness preventions (Monthly)	High	465	450			<p><b>CRP 062 / SP 035 No. of homelessness preventions (Monthly)</b></p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>38</td><td>450</td></tr> <tr><td>May 2017</td><td>97</td><td>450</td></tr> <tr><td>June 2017</td><td>116</td><td>450</td></tr> <tr><td>July 2017</td><td>162</td><td>450</td></tr> <tr><td>August 2017</td><td>203</td><td>450</td></tr> <tr><td>September 2017</td><td>235</td><td>450</td></tr> <tr><td>October 2017</td><td>269</td><td>450</td></tr> <tr><td>November 2017</td><td>314</td><td>450</td></tr> <tr><td>December 2017</td><td>386</td><td>450</td></tr> <tr><td>January 2018</td><td>413</td><td>450</td></tr> <tr><td>February 2018</td><td>456</td><td>450</td></tr> <tr><td>March 2018</td><td>465</td><td>450</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2017	38	450	May 2017	97	450	June 2017	116	450	July 2017	162	450	August 2017	203	450	September 2017	235	450	October 2017	269	450	November 2017	314	450	December 2017	386	450	January 2018	413	450	February 2018	456	450	March 2018	465	450
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Children, Schools & Families	CRP 066 / SP 290 % fostered LAC in independent agency FC placements (Quarterly)	Low	DNR	42%	Data Not Received	Reports currently in development																																								




Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Children, Schools & Families	CRP 068 / SP 084 % of Good or outstanding Ofsted inspections in children's centres (Quarterly)	High	100%	100%			<p><b>CRP 068 / SP 084 % of Good or outstanding Ofsted inspections in children's centres (Quarterly)</b></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 2017/18</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>Q2 2017/18</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>Q3 2017/18</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>Q4 2017/18</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2017/18	100%	100%	Q2 2017/18	100%	100%	Q3 2017/18	100%	100%	Q4 2017/18	100%	100%
Quarter	Value	Target																				
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Q2 2017/18	100%	100%																				
Q3 2017/18	100%	100%																				
Q4 2017/18	100%	100%																				
Children, Schools & Families	CRP 073 / SP 109 % vacancies in reception year of primary school (annual)	Low	7.7%	6%			<p><b>CRP 073 / SP 109 % vacancies in reception year of primary school (annual)</b></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>2014/15</td> <td>1.1%</td> <td>6%</td> </tr> <tr> <td>2015/16</td> <td>6.2%</td> <td>6%</td> </tr> <tr> <td>2016/17</td> <td>3.5%</td> <td>6%</td> </tr> <tr> <td>2017/18</td> <td>7.7%</td> <td>6%</td> </tr> </tbody> </table>	Year	Value	Target	2014/15	1.1%	6%	2015/16	6.2%	6%	2016/17	3.5%	6%	2017/18	7.7%	6%
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2014/15	1.1%	6%																				
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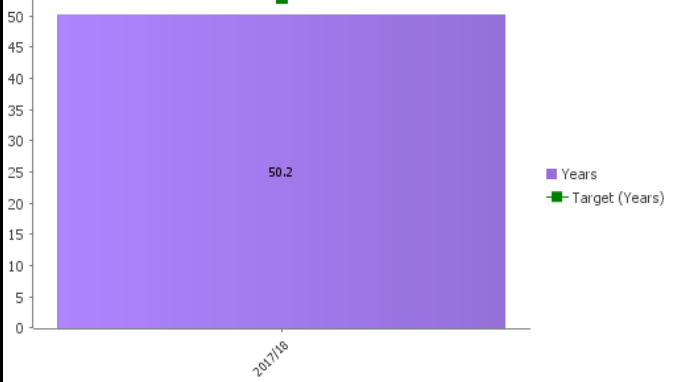

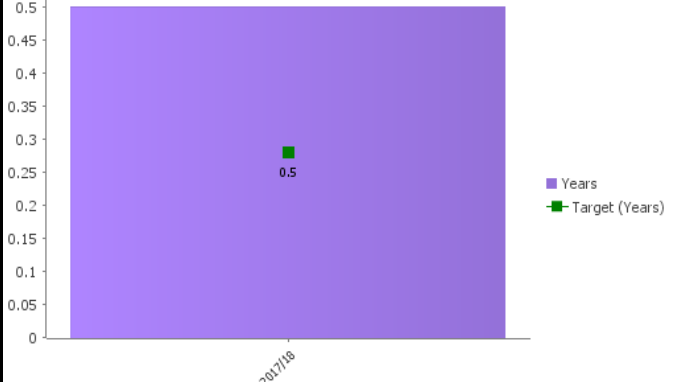
Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Corporate Services	CRP 074 / SP 221 No. of staff working from Civic Centre (Quarterly)	High	1,200	1,400			<p><b>CRP 074 / SP 221 No. of staff working from Civic Centre (Quarterly)</b></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 2017/18</td> <td>1,188</td> <td>1,400</td> </tr> <tr> <td>Q2 2017/18</td> <td>1,108</td> <td>1,400</td> </tr> <tr> <td>Q3 2017/18</td> <td>1,166</td> <td>1,400</td> </tr> <tr> <td>Q4 2017/18</td> <td>1,200</td> <td>1,400</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2017/18	1,188	1,400	Q2 2017/18	1,108	1,400	Q3 2017/18	1,166	1,400	Q4 2017/18	1,200	1,400
Quarter	Value	Target																				
Q1 2017/18	1,188	1,400																				
Q2 2017/18	1,108	1,400																				
Q3 2017/18	1,166	1,400																				
Q4 2017/18	1,200	1,400																				
Children, Schools & Families	CRP 077 / SP 374 No. of in-house foster carers recruited (Quarterly)	High	11	15			<p><b>CRP 077 / SP 374 No. of in-house foster carers recruited (Quarterly)</b></p>  <table border="1"> <caption>CRP 077 / SP 374 No. of in-house foster carers recruited (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2017/18</td> <td>5</td> <td>15</td> </tr> <tr> <td>Q2 2017/18</td> <td>6</td> <td>15</td> </tr> <tr> <td>Q3 2017/18</td> <td>7</td> <td>15</td> </tr> <tr> <td>Q4 2017/18</td> <td>11</td> <td>15</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2017/18	5	15	Q2 2017/18	6	15	Q3 2017/18	7	15	Q4 2017/18	11	15
Quarter	Value	Target																				
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Q2 2017/18	6	15																				
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Dept.	PI Code & Description	Polarity	2017/18				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	8.96	7.5			<p><b>CRP 080 / SP 413 No. of working days per FTE lost to sickness absence excluding schools (Monthly)</b></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 2017</td><td>9.77</td><td>7.5</td></tr> <tr><td>May 2017</td><td>9.92</td><td>7.5</td></tr> <tr><td>June 2017</td><td>9.9</td><td>7.5</td></tr> <tr><td>July 2017</td><td>9.3</td><td>7.5</td></tr> <tr><td>August 2017</td><td>9.3</td><td>7.5</td></tr> <tr><td>September 2017</td><td>9.2</td><td>7.5</td></tr> <tr><td>October 2017</td><td>9.4</td><td>7.5</td></tr> <tr><td>November 2017</td><td>9.09</td><td>7.5</td></tr> <tr><td>December 2017</td><td>8.9</td><td>7.5</td></tr> <tr><td>January 2018</td><td>8.9</td><td>7.5</td></tr> <tr><td>February 2018</td><td>8.9</td><td>7.5</td></tr> <tr><td>March 2018</td><td>7.5</td><td>7.5</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2017	9.77	7.5	May 2017	9.92	7.5	June 2017	9.9	7.5	July 2017	9.3	7.5	August 2017	9.3	7.5	September 2017	9.2	7.5	October 2017	9.4	7.5	November 2017	9.09	7.5	December 2017	8.9	7.5	January 2018	8.9	7.5	February 2018	8.9	7.5	March 2018	7.5	7.5
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Children, Schools & Families	CRP 081 / SP 415 % of Looked After Children (2.5 years or more) in same placement for 2 years (Monthly)	High	DNR	66%	Data Not Received	Reports currently in development	<p><b>CRP 081 / SP 415 % of Looked After Children (2.5 years or more) in same placement for 2 years (Monthly)</b></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 2017</td><td>71%</td><td>66%</td></tr> <tr><td>May 2017</td><td></td><td>66%</td></tr> <tr><td>June 2017</td><td></td><td>66%</td></tr> <tr><td>July 2017</td><td></td><td>66%</td></tr> <tr><td>August 2017</td><td></td><td>66%</td></tr> <tr><td>September 2017</td><td></td><td>66%</td></tr> <tr><td>October 2017</td><td></td><td>66%</td></tr> <tr><td>November 2017</td><td></td><td>66%</td></tr> <tr><td>December 2017</td><td></td><td>66%</td></tr> <tr><td>January 2018</td><td></td><td>66%</td></tr> <tr><td>February 2018</td><td></td><td>66%</td></tr> <tr><td>March 2018</td><td></td><td>66%</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2017	71%	66%	May 2017		66%	June 2017		66%	July 2017		66%	August 2017		66%	September 2017		66%	October 2017		66%	November 2017		66%	December 2017		66%	January 2018		66%	February 2018		66%	March 2018		66%
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Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart															
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Corporate Services	CRP 082 / SP 427 % FOI refusal notices which are not upheld at review stage (Quarterly)	Low	0.05%	4%	✓	↓	<p><b>CRP 082 / SP 427 % FOI refusal notices which are not upheld at review stage (Quarterly)</b></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 2017/18</td> <td>0%</td> <td>4%</td> </tr> <tr> <td>Q2 2017/18</td> <td>0%</td> <td>4%</td> </tr> <tr> <td>Q3 2017/18</td> <td>0%</td> <td>4%</td> </tr> <tr> <td>Q4 2017/18</td> <td>0.2%</td> <td>4%</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1 2017/18	0%	4%	Q2 2017/18	0%	4%	Q3 2017/18	0%	4%	Q4 2017/18	0.2%	4%
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Q3 2017/18	0%	4%																				
Q4 2017/18	0.2%	4%																				
Corporate Services	CRP 083 / SP 428 % Ombudsman complaints partially or fully upheld (Quarterly)	Low	34%	40%	✓	↓	<p><b>CRP 083 / SP 428 % Ombudsman complaints partially or fully upheld (Quarterly)</b></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 2017/18</td> <td>25%</td> <td>40%</td> </tr> <tr> <td>Q2 2017/18</td> <td>25%</td> <td>40%</td> </tr> <tr> <td>Q3 2017/18</td> <td>40%</td> <td>40%</td> </tr> <tr> <td>Q4 2017/18</td> <td>46%</td> <td>40%</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1 2017/18	25%	40%	Q2 2017/18	25%	40%	Q3 2017/18	40%	40%	Q4 2017/18	46%	40%
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Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																										
			Value	Target	Status	Long Trend																											
Corporate Services	CRP 085 / SP 410 % of on-line transactions (HB Claims) (Monthly)	High	72.59%	62%			<p><b>CRP 085 / SP 410 % of on-line transactions (HB Claims) (Monthly)</b></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 2017</td><td>76.85%</td></tr> <tr><td>May 2017</td><td>66.83%</td></tr> <tr><td>June 2017</td><td>69.58%</td></tr> <tr><td>July 2017</td><td>69.83%</td></tr> <tr><td>August 2017</td><td>56.08%</td></tr> <tr><td>September 2017</td><td>71.72%</td></tr> <tr><td>October 2017</td><td>64.32%</td></tr> <tr><td>November 2017</td><td>77.42%</td></tr> <tr><td>December 2017</td><td>76.87%</td></tr> <tr><td>January 2018</td><td>82.22%</td></tr> <tr><td>February 2018</td><td>84.63%</td></tr> <tr><td>March 2018</td><td>74.49%</td></tr> </tbody> </table>	Month	Value (%)	April 2017	76.85%	May 2017	66.83%	June 2017	69.58%	July 2017	69.83%	August 2017	56.08%	September 2017	71.72%	October 2017	64.32%	November 2017	77.42%	December 2017	76.87%	January 2018	82.22%	February 2018	84.63%	March 2018	74.49%
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Corporate Services	CRP 086 / SP 411 Time taken to process new Housing Benefit claims (Monthly)	Low	13 days	16 days			<p><b>CRP 086 / SP 411 Time taken to process new Housing Benefit claims (Monthly)</b></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 2017</td><td>17 days</td></tr> <tr><td>May 2017</td><td>18 days</td></tr> <tr><td>June 2017</td><td>12 days</td></tr> <tr><td>July 2017</td><td>12 days</td></tr> <tr><td>August 2017</td><td>13 days</td></tr> <tr><td>September 2017</td><td>14 days</td></tr> <tr><td>October 2017</td><td>11 days</td></tr> <tr><td>November 2017</td><td>12 days</td></tr> <tr><td>December 2017</td><td>12 days</td></tr> <tr><td>January 2018</td><td>12 days</td></tr> <tr><td>February 2018</td><td>11 days</td></tr> <tr><td>March 2018</td><td>13 days</td></tr> </tbody> </table>	Month	Value (days)	April 2017	17 days	May 2017	18 days	June 2017	12 days	July 2017	12 days	August 2017	13 days	September 2017	14 days	October 2017	11 days	November 2017	12 days	December 2017	12 days	January 2018	12 days	February 2018	11 days	March 2018	13 days
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Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																																							
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Corporate Services	CRP 087 / SP 412 Time taken to process Housing Benefit change of circumstances (Monthly)	Low	8.67 days	10 days			<p><b>CRP 087 / SP 412 Time taken to process Housing Benefit change of circumstances (Monthly)</b></p>  <table border="1"> <caption>CRP 087 / SP 412 Time taken to process Housing Benefit change of circumstances (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>8.73 days</td><td>10 days</td></tr> <tr><td>May 2017</td><td>9.16 days</td><td>10 days</td></tr> <tr><td>June 2017</td><td>13.41 days</td><td>10 days</td></tr> <tr><td>July 2017</td><td>8.65 days</td><td>10 days</td></tr> <tr><td>August 2017</td><td>10.03 days</td><td>10 days</td></tr> <tr><td>September 2017</td><td>10.01 days</td><td>10 days</td></tr> <tr><td>October 2017</td><td>9.45 days</td><td>10 days</td></tr> <tr><td>November 2017</td><td>7.87 days</td><td>10 days</td></tr> <tr><td>December 2017</td><td>9.26 days</td><td>10 days</td></tr> <tr><td>January 2018</td><td>10.43 days</td><td>10 days</td></tr> <tr><td>February 2018</td><td>7.45 days</td><td>10 days</td></tr> <tr><td>March 2018</td><td>3.51 days</td><td>10 days</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2017	8.73 days	10 days	May 2017	9.16 days	10 days	June 2017	13.41 days	10 days	July 2017	8.65 days	10 days	August 2017	10.03 days	10 days	September 2017	10.01 days	10 days	October 2017	9.45 days	10 days	November 2017	7.87 days	10 days	December 2017	9.26 days	10 days	January 2018	10.43 days	10 days	February 2018	7.45 days	10 days	March 2018	3.51 days	10 days
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Children, Schools & Families	CRP 089 / SP 288 Secondary School Year 7 surplus places inc Academies (annual)	Low	9.6%	5%			<p><b>CRP 089 / SP 288 Secondary School Year 7 surplus places inc Academies (annual)</b></p>  <table border="1"> <caption>CRP 089 / SP 288 Secondary School Year 7 surplus places inc Academies (annual)</caption> <thead> <tr> <th>Year</th> <th>Years</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr><td>2014/15</td><td>11.32%</td><td>5%</td></tr> <tr><td>2015/16</td><td>5.5%</td><td>5%</td></tr> <tr><td>2016/17</td><td>6.5%</td><td>5%</td></tr> <tr><td>2017/18</td><td>9.6%</td><td>5%</td></tr> </tbody> </table>	Year	Years	Target (Years)	2014/15	11.32%	5%	2015/16	5.5%	5%	2016/17	6.5%	5%	2017/18	9.6%	5%																								
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Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Children, Schools & Families	CRP 090 / SP 433 Merton pupil average Attainment 8 score (annual)	High	50.2	53		N/A	<p>CRP 090 / SP 433 Merton pupil average Attainment 8 score (annual)</p> 
Children, Schools & Families	CRP 091 / SP 434 Merton pupil average Progress 8 score (annual, in arrears)	High	0.5	0.28		N/A	<p>CRP 091 / SP 434 Merton pupil average Progress 8 score (annual, in arrears)</p> 





Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																																							
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Environment & Regeneration	CRP 093 / SP 478 No. of refuse collections including recycling and kitchen waste missed per 100,000 (Monthly)	Low	95.64	75.00		N/A	<p><b>CRP 093 / SP 478 No. of refuse collections including recycling and kitchen waste missed per 100,000 (Monthly)</b></p>  <table border="1"> <caption>CRP 093 / SP 478 No. of refuse collections including recycling and kitchen waste missed per 100,000 (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>48.00</td><td>75.00</td></tr> <tr><td>May 2017</td><td>68.00</td><td>75.00</td></tr> <tr><td>June 2017</td><td>77.00</td><td>75.00</td></tr> <tr><td>July 2017</td><td>90.00</td><td>75.00</td></tr> <tr><td>August 2017</td><td>75.00</td><td>75.00</td></tr> <tr><td>September 2017</td><td>107.00</td><td>75.00</td></tr> <tr><td>October 2017</td><td>146.00</td><td>75.00</td></tr> <tr><td>November 2017</td><td>123.00</td><td>75.00</td></tr> <tr><td>December 2017</td><td>86.00</td><td>75.00</td></tr> <tr><td>January 2018</td><td>139.00</td><td>75.00</td></tr> <tr><td>February 2018</td><td>93.00</td><td>75.00</td></tr> <tr><td>March 2018</td><td>75.00</td><td>75.00</td></tr> </tbody> </table>	Month	Value	Target	April 2017	48.00	75.00	May 2017	68.00	75.00	June 2017	77.00	75.00	July 2017	90.00	75.00	August 2017	75.00	75.00	September 2017	107.00	75.00	October 2017	146.00	75.00	November 2017	123.00	75.00	December 2017	86.00	75.00	January 2018	139.00	75.00	February 2018	93.00	75.00	March 2018	75.00	75.00
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Environment & Regeneration	CRP 094 / SP 485 No. of fly-tips in streets and parks recorded by Contractor (Monthly)	Low	8,429	8,400		N/A	<p><b>CRP 094 / SP 485 No. of fly-tips in streets and parks recorded by Contractor (Monthly)</b></p>  <table border="1"> <caption>CRP 094 / SP 485 No. of fly-tips in streets and parks recorded by Contractor (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>600</td><td>700</td></tr> <tr><td>May 2017</td><td>523</td><td>700</td></tr> <tr><td>June 2017</td><td>523</td><td>700</td></tr> <tr><td>July 2017</td><td>629</td><td>700</td></tr> <tr><td>August 2017</td><td>542</td><td>700</td></tr> <tr><td>September 2017</td><td>745</td><td>700</td></tr> <tr><td>October 2017</td><td>832</td><td>700</td></tr> <tr><td>November 2017</td><td>920</td><td>700</td></tr> <tr><td>December 2017</td><td>638</td><td>700</td></tr> <tr><td>January 2018</td><td>913</td><td>700</td></tr> <tr><td>February 2018</td><td>708</td><td>700</td></tr> <tr><td>March 2018</td><td>856</td><td>700</td></tr> </tbody> </table>	Month	Value	Target	April 2017	600	700	May 2017	523	700	June 2017	523	700	July 2017	629	700	August 2017	542	700	September 2017	745	700	October 2017	832	700	November 2017	920	700	December 2017	638	700	January 2018	913	700	February 2018	708	700	March 2018	856	700
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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><b>CRP 64SP075MP030 % of children who become subject of a Child Protection Plan for a second or subsequent time (Monthly)</b></p> <table border="1"> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>19%</td><td>16%</td></tr> <tr><td>May 2017</td><td>17%</td><td>16%</td></tr> <tr><td>June 2017</td><td>16%</td><td>16%</td></tr> <tr><td>July 2017</td><td>18%</td><td>16%</td></tr> <tr><td>August 2017</td><td>16%</td><td>16%</td></tr> <tr><td>September 2017</td><td>13%</td><td>16%</td></tr> <tr><td>October 2017</td><td>13%</td><td>16%</td></tr> <tr><td>November 2017</td><td>14%</td><td>16%</td></tr> <tr><td>December 2017</td><td>14%</td><td>16%</td></tr> <tr><td>January 2018</td><td>14%</td><td>16%</td></tr> <tr><td>February 2018</td><td>13%</td><td>16%</td></tr> <tr><td>March 2018</td><td>13%</td><td>16%</td></tr> </tbody> </table>	Month	Value	Target	April 2017	19%	16%	May 2017	17%	16%	June 2017	16%	16%	July 2017	18%	16%	August 2017	16%	16%	September 2017	13%	16%	October 2017	13%	16%	November 2017	14%	16%	December 2017	14%	16%	January 2018	14%	16%	February 2018	13%	16%	March 2018	13%	16%
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Children, Schools & Families	CRP 69SP078MP052 % outcome of Ofsted Inspection schools rated Good or Outstanding (Monthly)	High	93%	91%			<p><b>CRP 69SP078MP052 % outcome of Ofsted Inspection schools rated Good or Outstanding (Monthly)</b></p> <table border="1"> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2017</td><td>91%</td><td>91%</td></tr> <tr><td>May 2017</td><td>89%</td><td>91%</td></tr> <tr><td>June 2017</td><td>89%</td><td>91%</td></tr> <tr><td>July 2017</td><td>89%</td><td>91%</td></tr> <tr><td>August 2017</td><td>89%</td><td>91%</td></tr> <tr><td>September 2017</td><td>89%</td><td>91%</td></tr> <tr><td>October 2017</td><td>89%</td><td>91%</td></tr> <tr><td>November 2017</td><td>91%</td><td>91%</td></tr> <tr><td>December 2017</td><td>91%</td><td>91%</td></tr> <tr><td>January 2018</td><td>91%</td><td>91%</td></tr> <tr><td>February 2018</td><td>91%</td><td>91%</td></tr> <tr><td>March 2018</td><td>93%</td><td>91%</td></tr> </tbody> </table>	Month	Value	Target	April 2017	91%	91%	May 2017	89%	91%	June 2017	89%	91%	July 2017	89%	91%	August 2017	89%	91%	September 2017	89%	91%	October 2017	89%	91%	November 2017	91%	91%	December 2017	91%	91%	January 2018	91%	91%	February 2018	91%	91%	March 2018	93%	91%
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Dept.	PI Code & Description	Polarity	2017/18				Performance Data Trend Chart																																							
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Children, Schools & Families	CRP 88SP404MP053 % New EHCP requests completed within 20 weeks (Quarterly)	High	42.25%	55%			<p><b>CRP 88SP404MP053 % New EHCP requests completed within 20 weeks (Quarterly)</b></p>  <table border="1"> <caption>CRP 88SP404MP053 % New EHCP requests completed within 20 weeks (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2017/18</td> <td>47%</td> <td>55%</td> </tr> <tr> <td>Q2 2017/18</td> <td>45%</td> <td>55%</td> </tr> <tr> <td>Q3 2017/18</td> <td>39%</td> <td>55%</td> </tr> <tr> <td>Q4 2017/18</td> <td>38%</td> <td>55%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2017/18	47%	55%	Q2 2017/18	45%	55%	Q3 2017/18	39%	55%	Q4 2017/18	38%	55%																								
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Children, Schools & Families	CRP 92SP467MP072 % 16-17 year olds Not in Education, Employment or Training (NEET) (Monthly in arrears )	Low	1.6%	3.5%		N/A	<p><b>CRP 92SP467MP072 % 16-17 year olds Not in Education, Employment or Training (NEET) (Monthly in arrears )</b></p>  <table border="1"> <caption>CRP 92SP467MP072 % 16-17 year olds Not in Education, Employment or Training (NEET) (Monthly in arrears )</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>April 2017</td> <td>1.3%</td> <td>3.5%</td> </tr> <tr> <td>May 2017</td> <td>0%</td> <td>3.5%</td> </tr> <tr> <td>June 2017</td> <td>1.9%</td> <td>3.5%</td> </tr> <tr> <td>July 2017</td> <td>1.9%</td> <td>3.5%</td> </tr> <tr> <td>August 2017</td> <td>1.9%</td> <td>3.5%</td> </tr> <tr> <td>September 2017</td> <td>2.2%</td> <td>3.5%</td> </tr> <tr> <td>October 2017</td> <td>1%</td> <td>3.5%</td> </tr> <tr> <td>November 2017</td> <td>1.4%</td> <td>3.5%</td> </tr> <tr> <td>December 2017</td> <td>1.8%</td> <td>3.5%</td> </tr> <tr> <td>January 2018</td> <td>1.5%</td> <td>3.5%</td> </tr> <tr> <td>February 2018</td> <td>1.6%</td> <td>3.5%</td> </tr> <tr> <td>March 2018</td> <td>1.6%</td> <td>3.5%</td> </tr> </tbody> </table>	Month	Value	Target	April 2017	1.3%	3.5%	May 2017	0%	3.5%	June 2017	1.9%	3.5%	July 2017	1.9%	3.5%	August 2017	1.9%	3.5%	September 2017	2.2%	3.5%	October 2017	1%	3.5%	November 2017	1.4%	3.5%	December 2017	1.8%	3.5%	January 2018	1.5%	3.5%	February 2018	1.6%	3.5%	March 2018	1.6%	3.5%
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## Dashboard Key

	Red signifies target not met	
	Green signifies target has been met	
DNR	DNR signifies that data was not received.	
NMTP	NMTP signifies not measured this period.	
Short trend arrows		Show whether performance for the period is improving (up) or deteriorating (down) compared to last month.
Long trend arrows		Show whether performance for the period is improving (up) or deteriorating (down) compared to the average past two years performance (where available)