





Quarter 4 2017/18 Indicators reflecting council business

Director of Change and Communities

Gary Stevenson - Head of Environment and Street Scene

Description	Annual		Q4 2017/18				Portfolio Owners
	Value	Target	Value	Target	Status	Note	
Kg of residual household waste per household	TBC	510.0	TBC	129.0		Q4 data will not be available in time for agenda publication; information to be made available in July 2018	Ronen Basu
Percentage of household waste sent for reuse, recycling and composting	TBC	48%	TBC	48%		Q4 data will not be available in time for agenda publication; information to be made available in July 2018	Ronen Basu
Standard of performance of street cleansing	98.5%	95%	98.7%	95%			Ronen Basu
Number of people engaged in healthy living services	345.0	210.0	131.0	52.5			Lynne Weatherly

Kevin Hetherington - Project Executive




Description	Annual		Q4 2017/18				Portfolio Owners
	Value	Target	Value	Target	Status	Note	
Number of young people visiting Tunbridge Wells Museum and Cranbrook Museum or having outreach visits in school groups or settings	4,958	3,500	1,549	1,300	✓		Jane March
Number of visitors to Tunbridge Wells Museum & Art Gallery	65,523	60,000	22,571	13,500	✓		Jane March
Number of digital enquiries made at the Museum	39,580	11,000	9,153	2,750	✓		Jane March

Nicky Carter - Head of HR and Customer Contact






Description	Annual		Q4 2017/18				Portfolio Owners
	Value	Target	Value	Target	Status	Note	
Working days lost due to sickness absence	5.03	7.50	1.38	1.87	✓		David Jukes
Percentage of online ticket sales - income at the Assembly Hall Theatre	83%	60%	76%	60%	✓		Jane March

Director of Finance, Policy and Development

David Candlin - Head of Property & Economic Development

Description	Annual		Q4 2017/18				Portfolio Owners
	Value	Target	Value	Target	Status	Note	
Number of Tourist Information Centre counter enquiries	26,616	20,900	3,676	4,200		The winter weather affected the number of visitors to the Tourist Information Centre	Jane March
Number of customers advised remotely by Tourist Information Centre	12,713	11,000	3,266	2,198			Jane March
Total number of businesses contacting Economic Development Team for advice	152	120	38	30			Jane March

Jane Fineman - Head of Finance & Procurement




Description	Annual		Q4 2017/18				Portfolio Owners
	Value	Target	Value	Target	Status	Note	
Percentage of invoices paid on time	99.41%	99.80%	99.17%	99.80%			David Reilly
Percentage of self service transactions and payments as a proportion of total transactions	96.43%	93%	95.69%	92%			David Reilly
Parking Enforcement: Number of Penalty Charge Notices issued	38,614	N/A	9,452	N/A			Alan McDermott
Parking Enforcement: Penalty Charge Notice income	£1,302,269	N/A	£367,870	N/A			Alan McDermott
Parking: Off street Car Park income	£5,463,632.00	£5,689,110.00	£1,193,031.00	£1,258,411.00			Alan McDermott

Karen Fossett - Head of Planning

Description	Annual		Q4 2017/18				Portfolio Owners
	Value	Target	Value	Target	Status	Note	
Processing of planning applications: Major applications	52%	65%	65%	65%	✓		Alan McDermott
Processing of planning applications: Minor applications	85%	70%	92%	70%	✓		Alan McDermott
Processing of planning applications: Other applications	90%	85%	89%	85%	✓		Alan McDermott
Processing of planning applications: Major applications with extension of time	92%	75%	96%	75%	✓		Alan McDermott
Processing of planning applications: Minor applications with extension of time	97%	80%	100%	80%	✓		Alan McDermott
Processing of planning applications: Other applications with extension of time	98%	90%	98%	90%	✓		Alan McDermott
Performance on appeal: Major applications	75%	65%	100%	65%	✓		Alan McDermott
Performance on appeal: Minor applications	84%	65%	100%	65%	✓		Alan McDermott
Performance on appeal: Other applications	65%	65%	67%	65%	✓		Alan McDermott



Mid Kent Services Director

Sheila Coburn – Head of Revenues and Benefits



Description	Annual		Q4 2017/18				Portfolio Owners
	Value	Target	Value	Target	Status	Note	
Time taken to process Housing Benefit/Council Tax Benefit new claims and change events (QUARTERLY) (NI 181) (SDL 146b)	7.5	10.0	3.2	10.0			David Reilly
Percentage of Council Tax collected	98.3%	98.6%	98.3%	98.6%		Just under target by 0.30%. No recovery plan to be put in place.	David Reilly
Percentage of Non-domestic Rates Collected	98.5%	98.6%	98.5%	98.6%		Just under target by 0.30%. No recovery plan to be put in place.	David Reilly

State of the Borough


Community Safety

Short Name	Annual		Q4 2017/18			Portfolio Owners	Head of Service
	Value	Target	Value	Target	Status		
All crime per 1000 population	TBC	N/A	TBC	N/A		Lynne Weatherly	Gary Stevenson
Number of residential burglary offences in the borough	TBC	N/A	TBC	N/A		Lynne Weatherly	Gary Stevenson
Number of police-recorded incidents of anti-social behaviour borough wide	TBC	N/A	TBC	N/A		Lynne Weatherly	Gary Stevenson
Number of violence against the person crimes	TBC	N/A	TBC	N/A		Lynne Weatherly	Gary Stevenson
Repeat incidents of domestic violence	TBC	N/A	TBC	N/A		Lynne Weatherly	Gary Stevenson

Homelessness

Short Name	Annual		Q4 2017/18			Portfolio Owners	Head of Service
	Value	Target	Value	Target	Status		
Number of Homeless acceptances	44	70	12	18		Lynne Weatherly	Kevin Hetherington
Number of homelessness preventions	239	N/A	71	N/A		Lynne Weatherly	Kevin Hetherington
Number of households in temporary accommodation	47	70	47	70		Lynne Weatherly	Kevin Hetherington
Number of people approaching the Council for housing advice and assistance – reported quarterly	861	N/A	237	N/A		Lynne Weatherly	Kevin Hetherington

Local Economy

Short Name	Annual		Q4 2017/18			Portfolio Owners	Head of Service
	Value	Target	Value	Target	Status		
Unemployment in Tunbridge Wells borough	0.9%	N/A	0.9%	N/A		David Jukes	David Candlin