




SERVICE PERFORMANCE INDICATORS

Performance Indicators for Quarter 2, 2018/19

Status Key	
	Not on target
	On target
	No target set
---	Not collected
(blank)	Not available




CABINET

SERVICE PERFORMANCE INDICATORS




CHANGE AND COMMUNITIES

Head of Facilities and Community Hubs




CSU/CCTV

(SI) All crime per 1,000 population											
Q3 2017/18			Q4 2017/18			Q1 2018/19			Q2 2018/19		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
59.27	N/A		64.83	N/A		20.32	N/A			N/A	




NOTE: Data for Q2 not yet available

(SI) Number of Police recorded incidents of anti-social behaviour											
Q3 2017/18			Q4 2017/18			Q1 2018/19			Q2 2018/19		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
328	N/A		257	N/A		356	N/A			N/A	





NOTE: Data for Q2 not yet available

(SI) Number of violence against the person crimes											
Q3 2017/18			Q4 2017/18			Q1 2018/19			Q2 2018/19		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
781	N/A		738	N/A		889	N/A			N/A	

NOTE: Data for Q2 not yet available

(SI) Number of residential burglary offences											
Q3 2017/18			Q4 2017/18			Q1 2018/19			Q2 2018/19		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
97	N/A		122	N/A		87	N/A			N/A	

NOTE: Data for Q2 not yet available

(SI) Repeat incidents of domestic violence											
Q3 2017/18			Q4 2017/18			Q1 2018/19			Q2 2018/19		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
24.8%	N/A		24.9%	N/A		24.9%	N/A		23%	N/A	





NOTE: n/a

SERVICE PERFORMANCE INDICATORS

Head of Housing, Health and Environment





Housing

(SDL) Number of households in temporary accommodation

Q3 2017/18			Q4 2017/18			Q1 2018/19			Q2 2018/19		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
41	70		47	70		47	70		67	70	





NOTE: n/a

(SI) Number of homeless acceptances

Q3 2017/18			Q4 2017/18			Q1 2018/19			Q2 2018/19		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
10	12		12	18		1	17		15	18	





NOTE: n/a

(SI) Number of people approaching the Council for housing advice and assistance

Q3 2017/18			Q4 2017/18			Q1 2018/19			Q2 2018/19		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
223	N/A		237	N/A		231	N/A		298	N/A	

NOTE: n/a





(SI) Number of homelessness preventions

Q3 2017/18			Q4 2017/18			Q1 2018/19			Q2 2018/19		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
48	N/A		71	N/A		17	N/A		22	N/A	

NOTE: n/a

Health

(SI) Number of people engaged in healthy living services

Q3 2017/18			Q4 2017/18			Q1 2018/19			Q2 2018/19		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
96	52.5		131	52.5		101	52.5		56	52.5	

NOTE: n/a

SERVICE PERFORMANCE INDICATORS

Environment

Waste and Street Scene

(SDL) Percentage of household waste sent for reuse, recycling and composting											
Q3 2017/18			Q4 2017/18			Q1 2018/19			Q2 2018/19		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
52.8%	48%		41.2%	48%		53.6%	48%			48%	

NOTE: Data for Q2 is currently unavailable

(SDL) Kilos of residual waste collected per household											
Q3 2017/18			Q4 2017/18			Q1 2018/19			Q2 2018/19		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
96	127		83	127		118	127			127	

NOTE: Data for Q2 is currently unavailable

(SI) Standard of performance of street cleansing											
Q3 2017/18			Q4 2017/18			Q1 2018/19			Q2 2018/19		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
95.3%	95%		98.7%	95%			95%		100%	95%	

NOTE: Data for Q1 is currently unavailable

Head of HR, Customer Service and Culture

HR

(SI) Working days lost to sickness absence											
Q3 2017/18			Q4 2017/18			Q1 2018/19			Q2 2018/19		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
1.41	1.875		1.38	1.875		1.26	1.875		1.79	1.875	

NOTE: n/a

Culture

AHT

(SI) Percentage of online ticket sales											
Q3 2017/18			Q4 2017/18			Q1 2018/19			Q2 2018/19		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
75%	60%		76%	60%		75%	60%		80%	60%	

NOTE: n/a

SERVICE PERFORMANCE INDICATORS

Museum





NOTE: Museum PIs are not being collected in the lead-up to the Amelia Scott building start.

SERVICE PERFORMANCE INDICATORS



FINANCE, POLICY AND DEVELOPMENT

Head of Economic Development and Property





Economic Development

(SI) Number of tourist information centre counter enquiries											
Q3 2017/18			Q4 2017/18			Q1 2018/19			Q2 2018/19		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
4,859	3,200		4,200	3,676		6,500	7,000		8,158	6,500	

NOTE: n/a

(SI) Number of customers advised remotely by tourist information centre											
Q3 2017/18			Q4 2017/18			Q1 2018/19			Q2 2018/19		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
2,486	2,202		3,266	2,198		---	3,300	---	---	3,300	---

NOTE: Data not collected for Q1 or Q2 due to staff changes. Data collection will resume for Q3

(SI) Total number of businesses contacting Economic Development for advice											
Q3 2017/18			Q4 2017/18			Q1 2018/19			Q2 2018/19		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
34	30		38	30		37	30		45	30	

NOTE: n/a

Property





NOTE: Property PIs are not being collected in the lead up to the civic development.

SERVICE PERFORMANCE INDICATORS

Head of Finance and Procurement
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Finance

(SI) Percentage of invoices paid on time

Q3 2017/18			Q4 2017/18			Q1 2018/19			Q2 2018/19		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
99.11%	99.80%		99.17%	99.80%		99.77%	99.80%		99.96%	99.80%	

NOTE: n/a





(SI) Percentage of self-service transactions and payments as a proportion of total transactions

Q3 2017/18			Q4 2017/18			Q1 2018/19			Q2 2018/19		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
96%	84%		96%	92%		97%	92%		98.17%	94%	

NOTE: n/a

Parking

(SI) Number of penalty charge notices issued (PCNs)

Q3 2017/18			Q4 2017/18			Q1 2018/19			Q2 2018/19		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
10,773	N/A		9,452	N/A		9,923	N/A		9,381	N/A	

NOTE: n/a





NOTE: Two further parking indicators relating to PCN income and off street parking income are no longer being reported through the Performance Summary, as they are reported quarterly through the quarterly Revenue Management Report.

SERVICE PERFORMANCE INDICATORS

(Interim) Head of Planning





Planning

(SDL) Processing of major planning applications with extensions of time

Q3 2017/18			Q4 2017/18			Q1 2018/19			Q2 2018/19		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
95%	75%		96%	75%		93%	80%		89%	80%	



NOTE: n/a

(SDL) Processing of minor planning applications with extensions of time

Q3 2017/18			Q4 2017/18			Q1 2018/19			Q2 2018/19		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
97%	80%		100%	80%		96%	85%		97%	85%	





NOTE: n/a

(SDL) Processing of other planning applications with extensions of time

Q3 2017/18			Q4 2017/18			Q1 2018/19			Q2 2018/19		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
---	---	---	---	---	---	99%	93%		97%	93%	





NOTE: n/a

(SI) Processing of major planning applications within time

Q3 2017/18			Q4 2017/18			Q1 2018/19			Q2 2018/19		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
64%	65%		65%	65%		71%	65%		79%	65%	

NOTE: n/a

(SI) Processing of minor planning applications within time

Q3 2017/18			Q4 2017/18			Q1 2018/19			Q2 2018/19		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
93%	85%		89%	85%		75%	75%		78%	75%	

NOTE: n/a

SERVICE PERFORMANCE INDICATORS

(SI) Processing of other planning applications within time											
Q3 2017/18			Q4 2017/18			Q1 2018/19			Q2 2018/19		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
93%	85%		89%	85%		90%	88%		89%	88%	

NOTE: n/a

(SI) Performance on appeal – major applications											
Q3 2017/18			Q4 2017/18			Q1 2018/19			Q2 2018/19		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
0%	65%		100%	65%		66%	65%		N/A	65%	

NOTE: No appeals received in Q2

(SI) Performance on appeal – minor applications											
Q3 2017/18			Q4 2017/18			Q1 2018/19			Q2 2018/19		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
67%	65%		100%	65%		90%	65%		88%	65%	

NOTE: n/a

(SI) Performance on appeal – other applications											
Q3 2017/18			Q4 2017/18			Q1 2018/19			Q2 2018/19		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
60%	65%		67%	65%		73%	65%		100%	65%	

NOTE: n/a

Head of Policy and Governance

Performance and Governance

(SI) Percentage of population claiming Job Seekers Allowance											
Q3 2017/18			Q4 2017/18			Q1 2018/19			Q2 2018/19		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
0.9%	N/A		0.9%	N/A		0.9%	N/A		0.8%	N/A	





NOTE: Under Universal Credit a broader span of claimants are required to look for work than under Jobseeker's Allowance. As Universal Credit Full Service is rolled out in particular areas, the number of people recorded as being on the Claimant Count is therefore likely to rise. Universal Credit is scheduled to begin roll out in Tunbridge Wells Borough from November 2018

SERVICE PERFORMANCE INDICATORS

MID KENT SERVICES





Head of Revenues and Benefits

(SI) Time taken to process housing benefit/council tax benefit new claims and change events

Q3 2017/18			Q4 2017/18			Q1 2018/19			Q2 2018/19		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
14.8	10		32	10		14.52	10		15.58	10	





NOTE:

(SI) Percentage of council tax collected

Q3 2017/18			Q4 2017/18			Q1 2018/19			Q2 2018/19		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
76.20%	76.5%		98.30%	98.6%		29.48%	29.7%		57.15%	57.60%	

NOTE: n/a

(SI) Percentage of national non-domestic rates collected

Q3 2017/18			Q4 2017/18			Q1 2018/19			Q2 2018/19		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
75.05%	75.50%		98.50%	98.60%		30.88%	31.70%		58.59%	57.30%	

NOTE: n/a10