




# SERVICE PERFORMANCE INDICATORS

## Performance Indicators for Quarter 2, 2019/20

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

Q1 2019/20			Q2 2019/20			Q3 2019/20			Q4 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
63.5	N/A	↓	71.5	N/A	↑		N/A			N/A	

NOTE:

#### (SI) Number of Police recorded incidents of anti-social behaviour

Q1 2019/20			Q2 2019/20			Q3 2019/20			Q4 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
1,414	N/A	↑	1,487	N/A	↑		N/A			N/A	

NOTE: Rolling year volume

#### (SI) Number of violence against the person crimes

Q1 2019/20			Q2 2019/20			Q3 2019/20			Q4 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
3,325	N/A	↓	3,198	N/A	↓		N/A			N/A	

NOTE: Rolling year volume

#### (SI) Number of residential burglary offences

Q1 2019/20			Q2 2019/20			Q3 2019/20			Q4 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
352	N/A	↑	356	N/A	↑		N/A			N/A	

NOTE: Rolling year volume

#### (SI) Repeat incidents of domestic violence

Q1 2019/20			Q2 2019/20			Q3 2019/20			Q4 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
	N/A			N/A			N/A			N/A	



NOTE: Data not available due to change in Kent Police system migration

# SERVICE PERFORMANCE INDICATORS

## Head of Housing, Health and Environment



### Housing

#### (SDL) Number of households in temporary accommodation

Q1 2019/20			Q2 2019/20			Q3 2019/20			Q4 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
52	70		53	70							



NOTE:

#### (SI) Number of homeless acceptances

Q1 2019/20			Q2 2019/20			Q3 2019/20			Q4 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
7	17		14	18							



NOTE:

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

Q1 2019/20			Q2 2019/20			Q3 2019/20			Q4 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
282	N/A		351	N/A			N/A			N/A	

NOTE:



#### (SI) Number of homelessness preventions

Q1 2019/20			Q2 2019/20			Q3 2019/20			Q4 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
12	N/A		18	N/A			N/A		N/A		

NOTE:

### Health

#### (SI) Number of people engaged in healthy living services

Q1 2019/20			Q2 2019/20			Q3 2019/20			Q4 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
29	52.5		117	52.5			52.5			52.5	

NOTE:

# SERVICE PERFORMANCE INDICATORS

## Environment

### Waste and Street Scene

<b>(SDL) Percentage of household waste sent for reuse, recycling and composting</b>											
Q1 2019/20			Q2 2019/20			Q3 2019/20			Q4 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
	<b>48%</b>			<b>48%</b>			<b>48%</b>			<b>48%</b>	

NOTE: Awaiting data from KCC

<b>(SDL) Kilos of residual waste collected per household</b>											
Q1 2019/20			Q2 2019/20			Q3 2019/20			Q4 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
	<b>127</b>			<b>127</b>			<b>127</b>			<b>127</b>	

NOTE: Awaiting data from KCC

<b>(SI) Standard of performance of street cleansing</b>											
Q1 2019/20			Q2 2019/20			Q3 2019/20			Q4 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
	<b>95%</b>			<b>95%</b>			<b>95%</b>			<b>95%</b>	



NOTE: No data available

# SERVICE PERFORMANCE INDICATORS

## Head of HR, Customer Service and Culture

### HR

#### (SI) Working days lost to sickness absence



Q1 2019/20			Q2 2019/20			Q3 2019/20			Q4 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
1.33	1.875		1.13	1.875			1.875			1.875	

NOTE:

### Culture

#### AHT

#### (SI) Percentage of online ticket sales

Q1 2019/20			Q2 2019/20			Q3 2019/20			Q4 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
81.1%	60%		78.9%	60%			60%			60%	

NOTE:

### Museum



NOTE: Museum PIs are not being collected in the lead-up to the building of The Amelia at The Amelia Scott being started.

# SERVICE PERFORMANCE INDICATORS



## FINANCE, POLICY AND DEVELOPMENT

### Head of Economic Development and Property



#### Economic Development

<b>(SI) Number of tourist information centre counter enquiries</b>											
Q1 2019/20			Q2 2019/20			Q3 2019/20			Q4 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
6,852	3,300		8,226	6,500			2,202			2,198	

NOTE:

<b>(SI) Number of customers advised remotely by tourist information centre</b>											
Q1 2019/20			Q2 2019/20			Q3 2019/20			Q4 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
1,480	2,198		2,225	3,300			3,300			2,202	

NOTE:

<b>(SI) Total number of businesses contacting Economic Development for advice</b>											
Q1 2019/20			Q2 2019/20			Q3 2019/20			Q4 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
13	30		50	30			30			30	

NOTE:

#### Property



NOTE: Property PIs were not collected in the lead up to the Civic Development, but will be reported again from Q1 2020/21.

# SERVICE PERFORMANCE INDICATORS

<b>Head of Finance and Procurement</b>
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## Finance

### **(SI) Percentage of invoices paid on time**

Q1 2019/20			Q2 2019/20			Q3 2019/20			Q4 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
99.77%	99.80%		<b>99.8%</b>	<b>99.80%</b>			99.80%			99.80%	

NOTE:



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

Q1 2019/20			Q2 2019/20			Q3 2019/20			Q4 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
97%	92%		<b>97.4%</b>	<b>94%</b>			84%			92%	

NOTE:

## Parking

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

Q1 2019/20			Q2 2019/20			Q3 2019/20			Q4 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
10,056	N/A		<b>9,607</b>	<b>N/A</b>			N/A			N/A	



NOTE:

# SERVICE PERFORMANCE INDICATORS

## Head of Planning



### Planning

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

Q1 2019/20			Q2 2019/20			Q3 2019/20			Q4 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
93%	80%		93%	80%			80%			80%	



NOTE:

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

Q1 2019/20			Q2 2019/20			Q3 2019/20			Q4 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
95%	85%		98%	85%			85%			85%	



NOTE:

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

Q1 2019/20			Q2 2019/20			Q3 2019/20			Q4 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
96%	93%		96%	93%			93%			93%	



NOTE:

#### **(SI) Processing of major planning applications within time**

Q1 2019/20			Q2 2019/20			Q3 2019/20			Q4 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
60%	65%		71%	65%			65%			65%	



NOTE:

#### **(SI) Processing of minor planning applications within time**

Q1 2019/20			Q2 2019/20			Q3 2019/20			Q4 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
45%	75%		67%	75%			75%			75%	

NOTE:

#### **(SI) Processing of other planning applications within time**



Q1 2019/20			Q2 2019/20			Q3 2019/20			Q4 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
49%	88%		76%	88%			88%			88%	

NOTE:





## SERVICE PERFORMANCE INDICATORS

### (SI) Performance on appeal – major applications

Q1 2019/20			Q2 2019/20			Q3 2019/20			Q4 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
75%	65%		75%	65%			65%			65%	



NOTE:

### (SI) Performance on appeal – minor applications

Q1 2019/20			Q2 2019/20			Q3 2019/20			Q4 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
78%	65%		74%	65%			65%			65%	

NOTE:

### (SI) Performance on appeal – other applications

Q1 2019/20			Q2 2019/20			Q3 2019/20			Q4 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
74%	65%		70%	65%			65%			65%	



NOTE:

# 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

Q1 2019/20			Q2 2019/20			Q3 2019/20			Q4 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
7.3	10		5.4	10			10		10		



NOTE:

#### (SI) Percentage of council tax collected

Q1 2019/20			Q2 2019/20			Q3 2019/20			Q4 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
29.3%	29.5%		56.8%	57.1%			84.7%			98.4%	

NOTE:

#### (SI) Percentage of national non-domestic rates collected

Q1 2019/20			Q2 2019/20			Q3 2019/20			Q4 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
31.8%	31.2%		56.6%	57.2%			84.8%			98.8%	

NOTE: