




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

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

NOTE: Awaiting data from KCC

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

NOTE: Awaiting data from KCC

(SI) Standard of performance of street cleansing											
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%			95%			95%			95%	



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

(SI) Number of tourist information centre counter enquiries											
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:

(SI) Number of customers advised remotely by tourist information centre											
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:

(SI) Total number of businesses contacting Economic Development for advice											
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

Head of Finance and Procurement
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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%		99.8%	99.80%			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%		97.4%	94%			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		9,607	N/A			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: