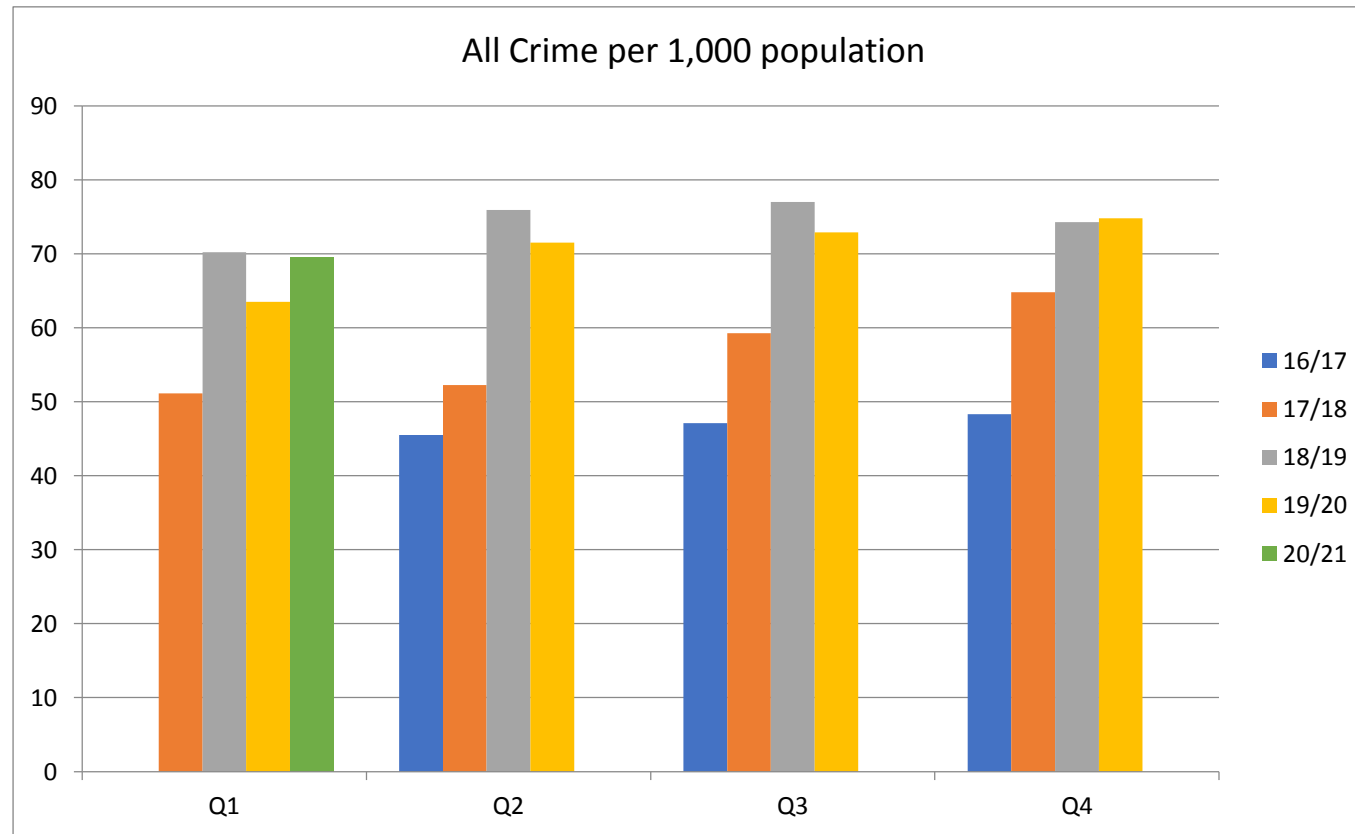


## Head of Facilities and Community Hubs

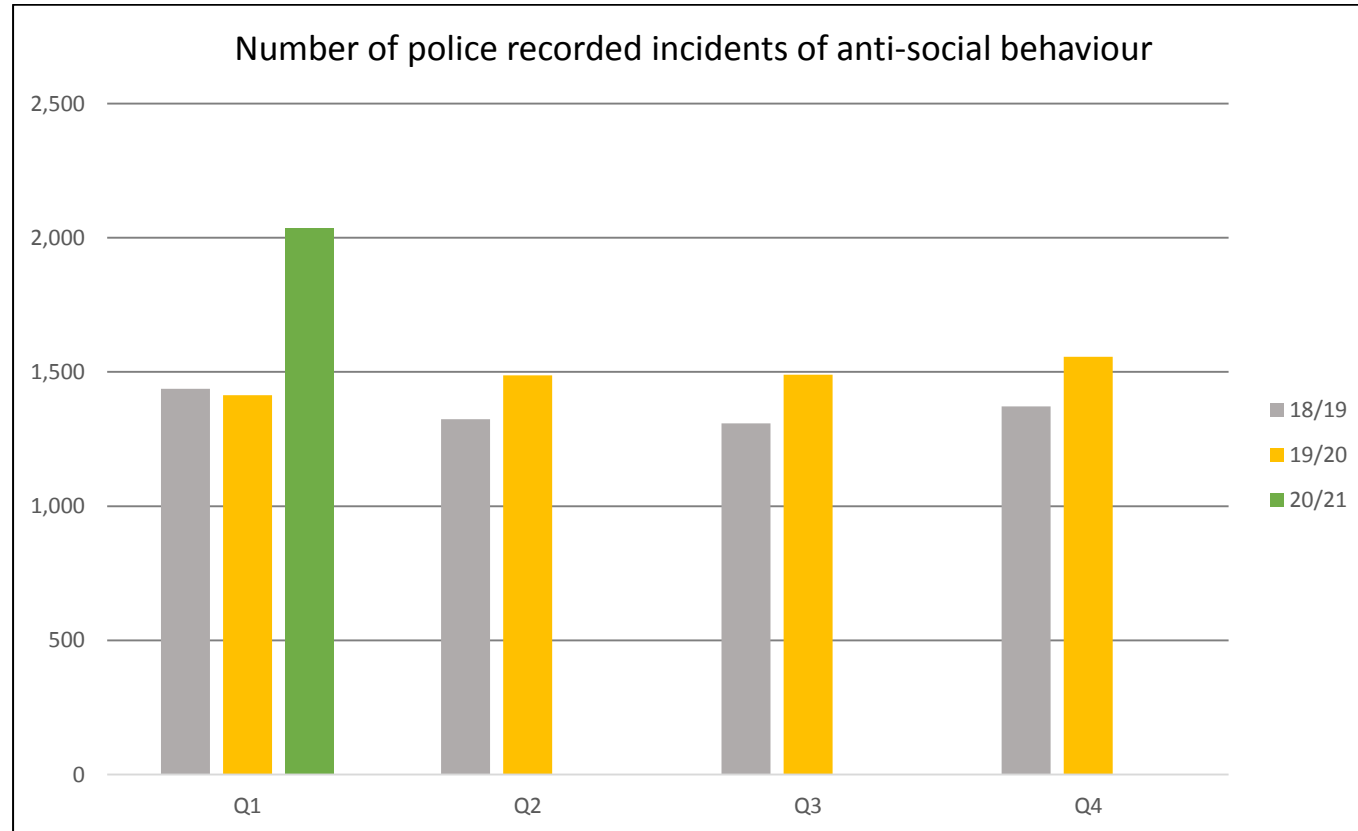
### Community Safety Unit



#### Commentary

This indicator does not have a target.

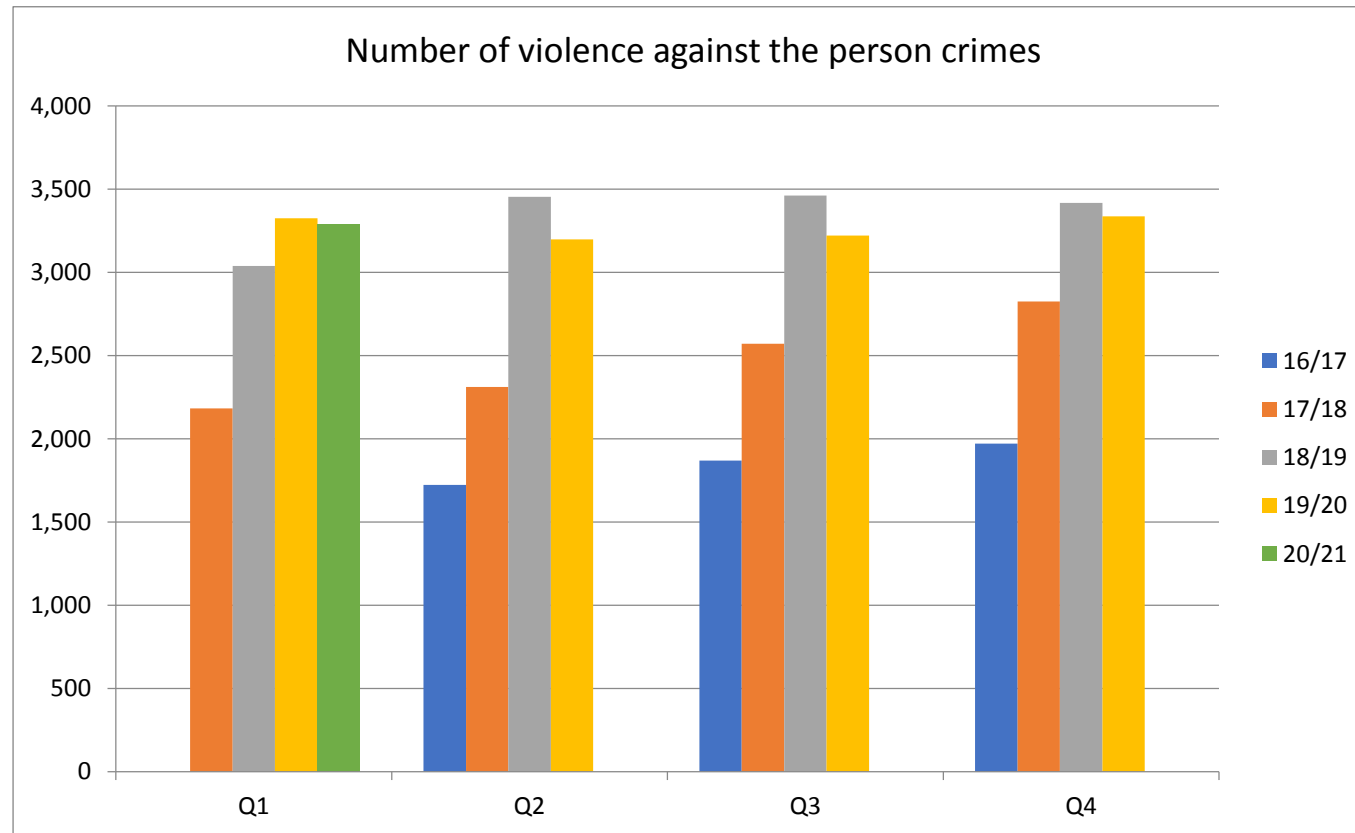
The outturn is 69.5 per 1,000, which is the best in Kent.



### Commentary

This indicator does not have a target.

The outturn is 2,036, which is the best in Kent. The increase seen is likely to as a result of illegal social gatherings during Covid-19 lockdown.

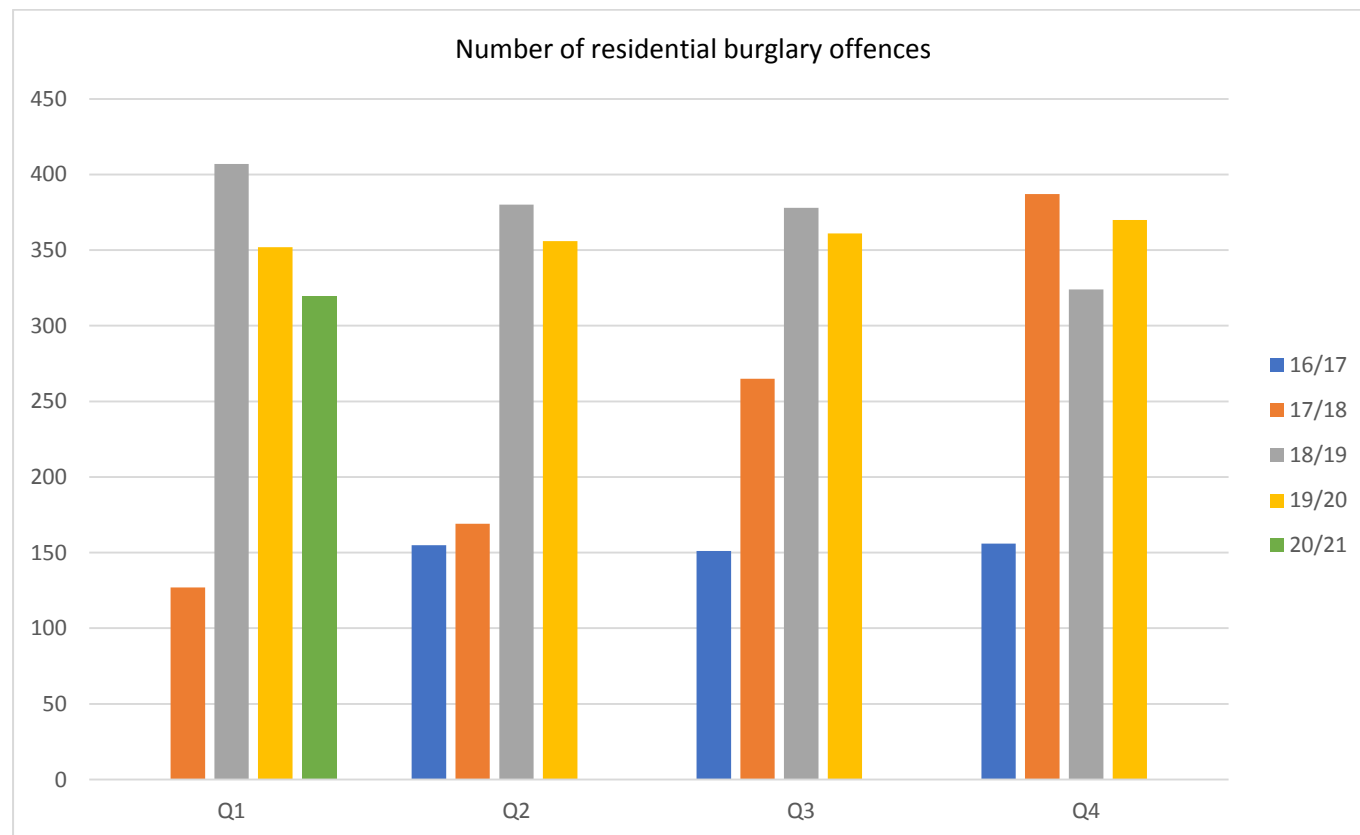


### Commentary

This indicator does not have a target.

The outturn is 3,290, which is the second best in Kent.

## Community Safety Unit



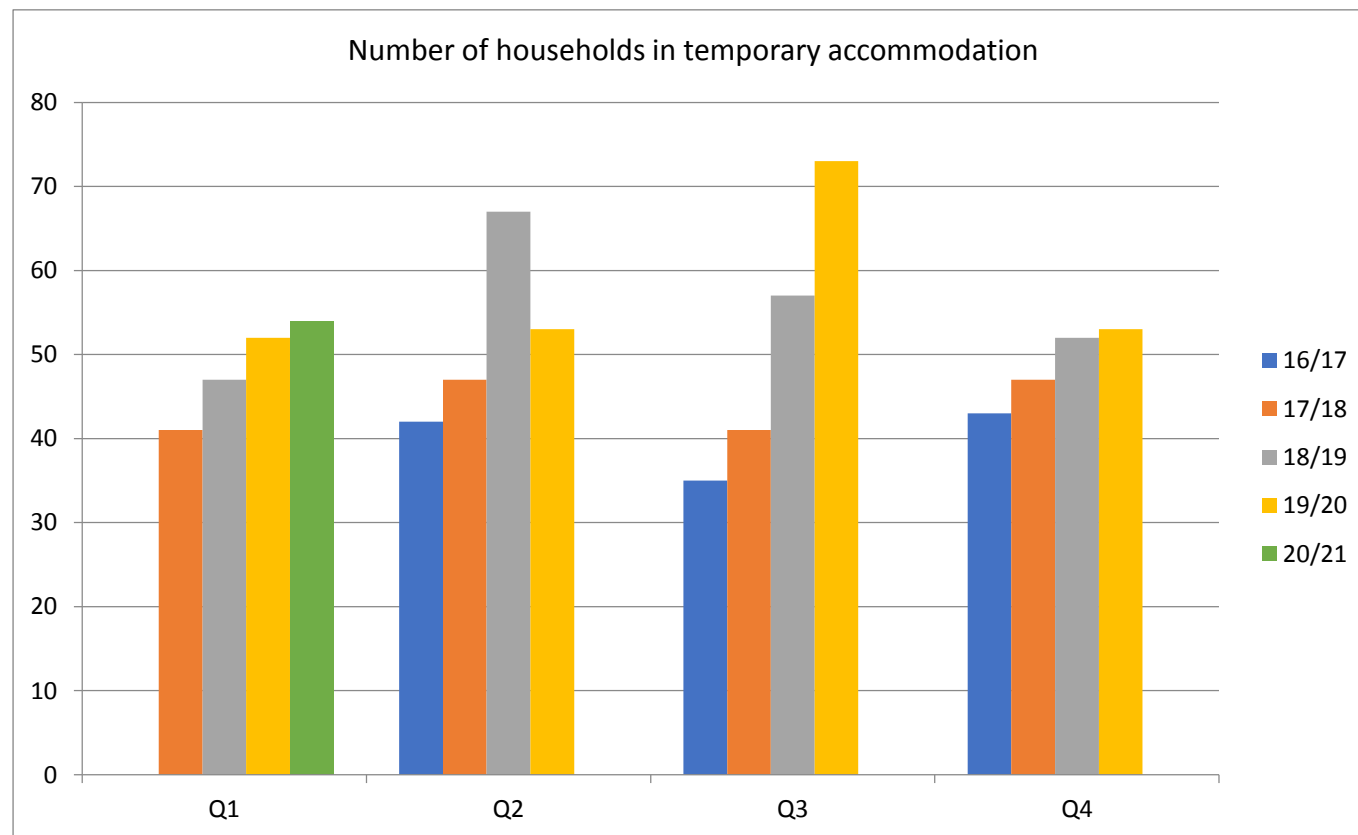
### Commentary

This indicator does not have a target.

The outturn is 320, which is the best in Kent.

## Head of Housing, Health and Environment

### Housing



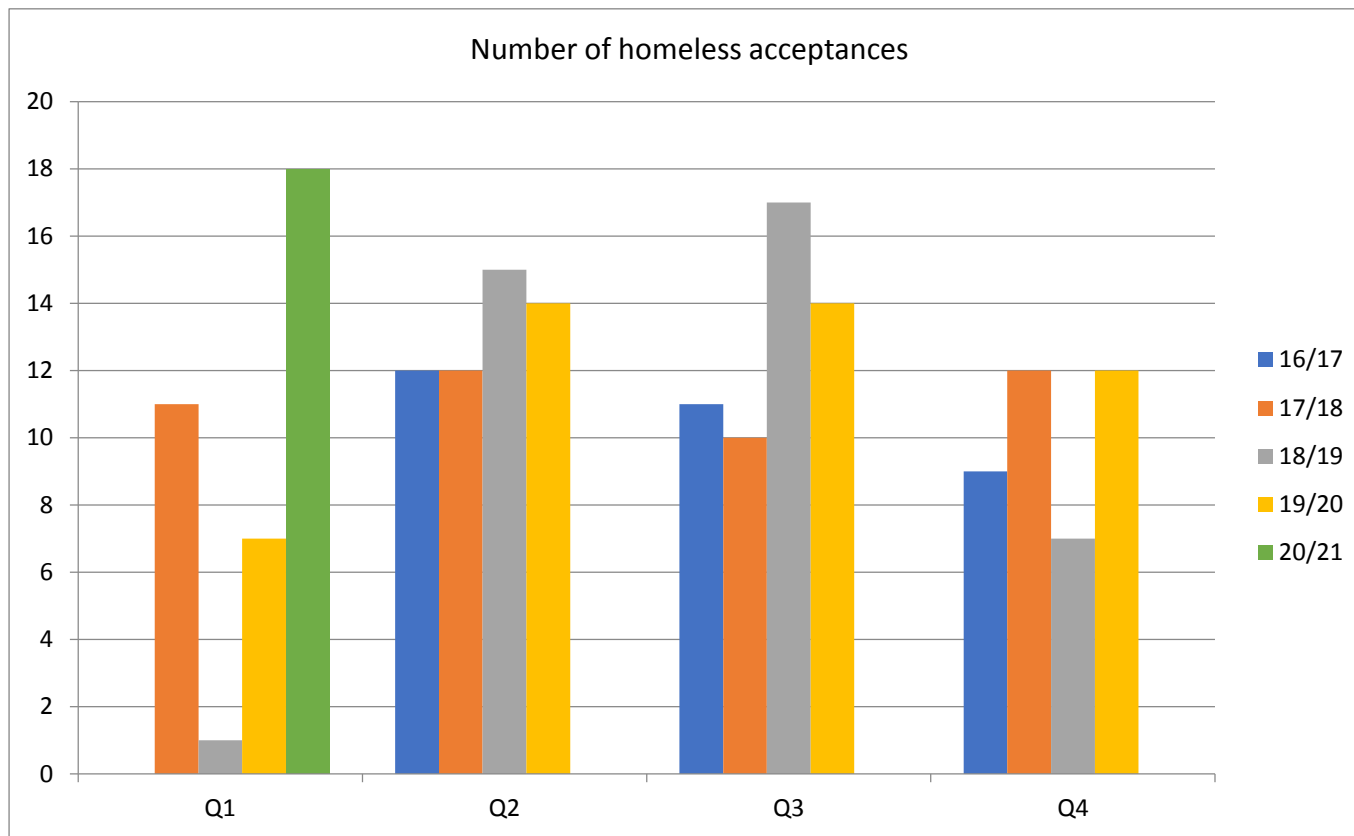
### Commentary



This indicator is on target.

The target is 70 and the outturn is 54.

## Housing



## Commentary

This indicator does not have a target.

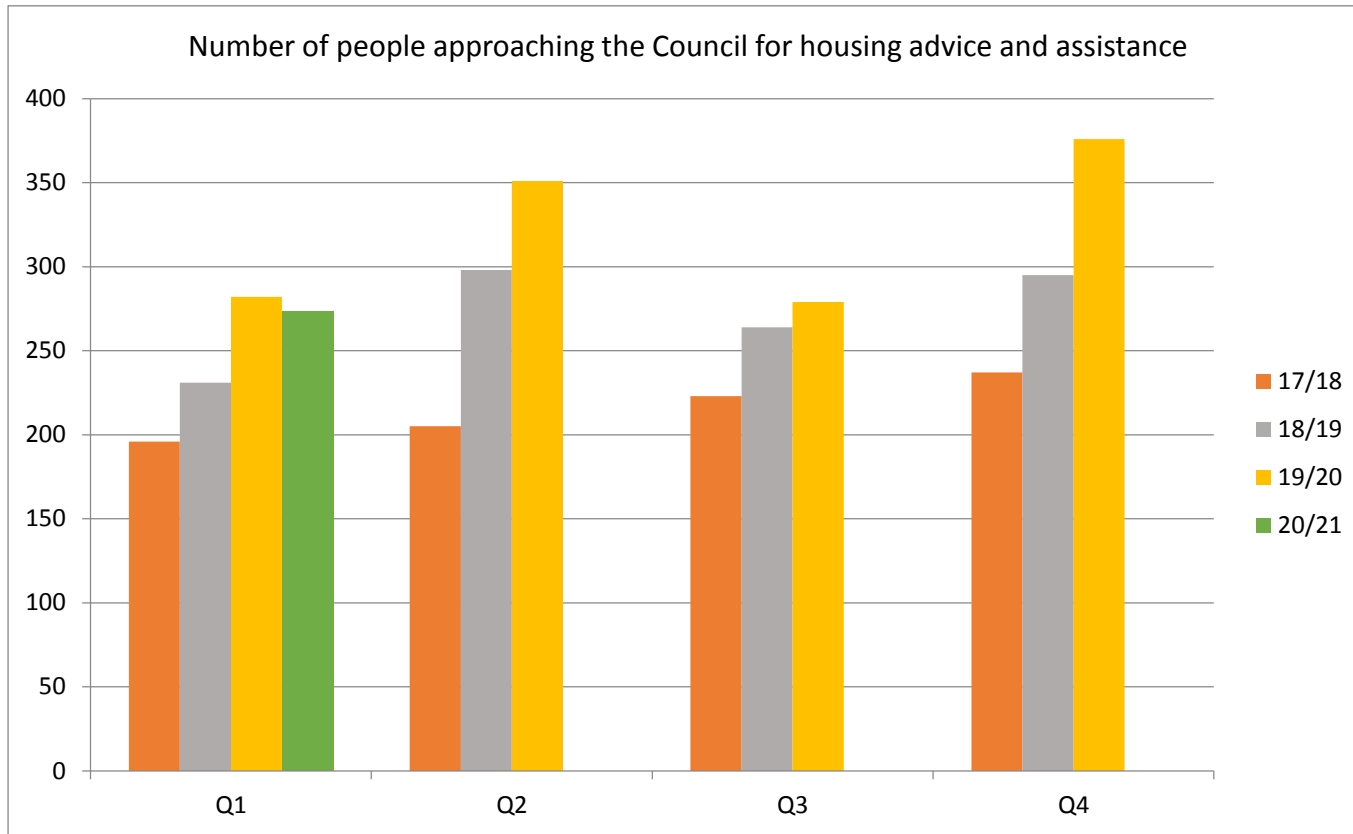
The outturn is 18.

## Housing

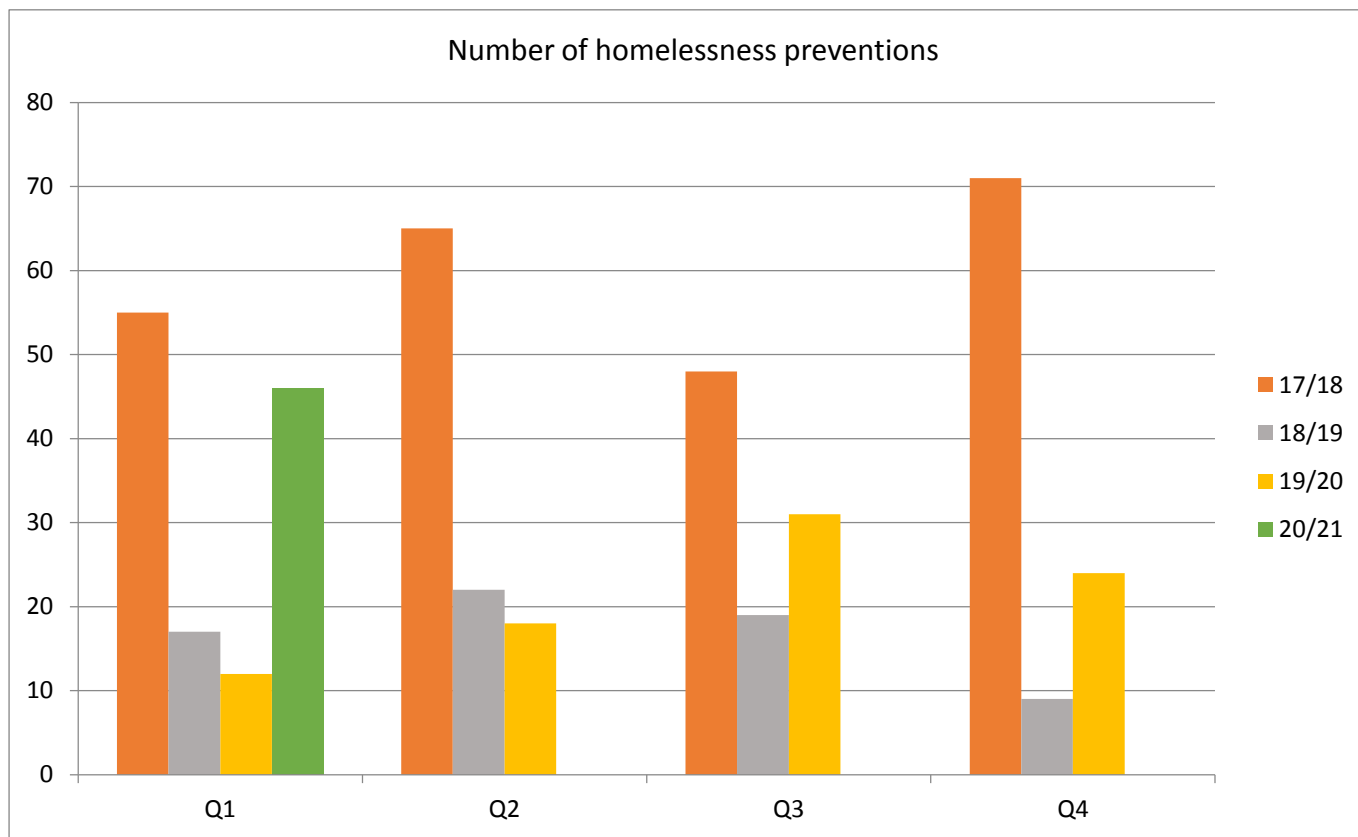
### Commentary

This indicator does not have a target.

The outturn is 273.



## Housing



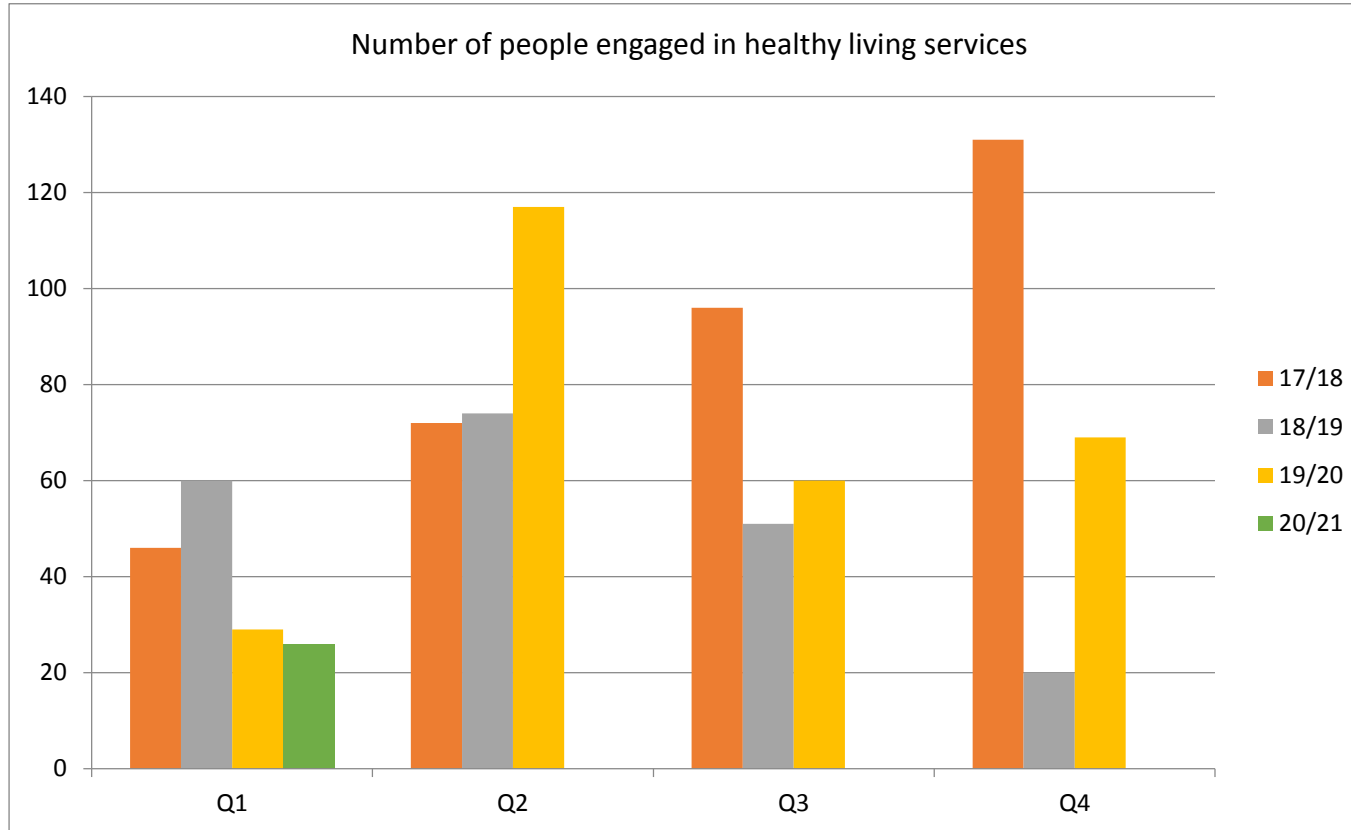
## Commentary

This indicator does not have a target.

The outturn is 46.



## Health



## Commentary

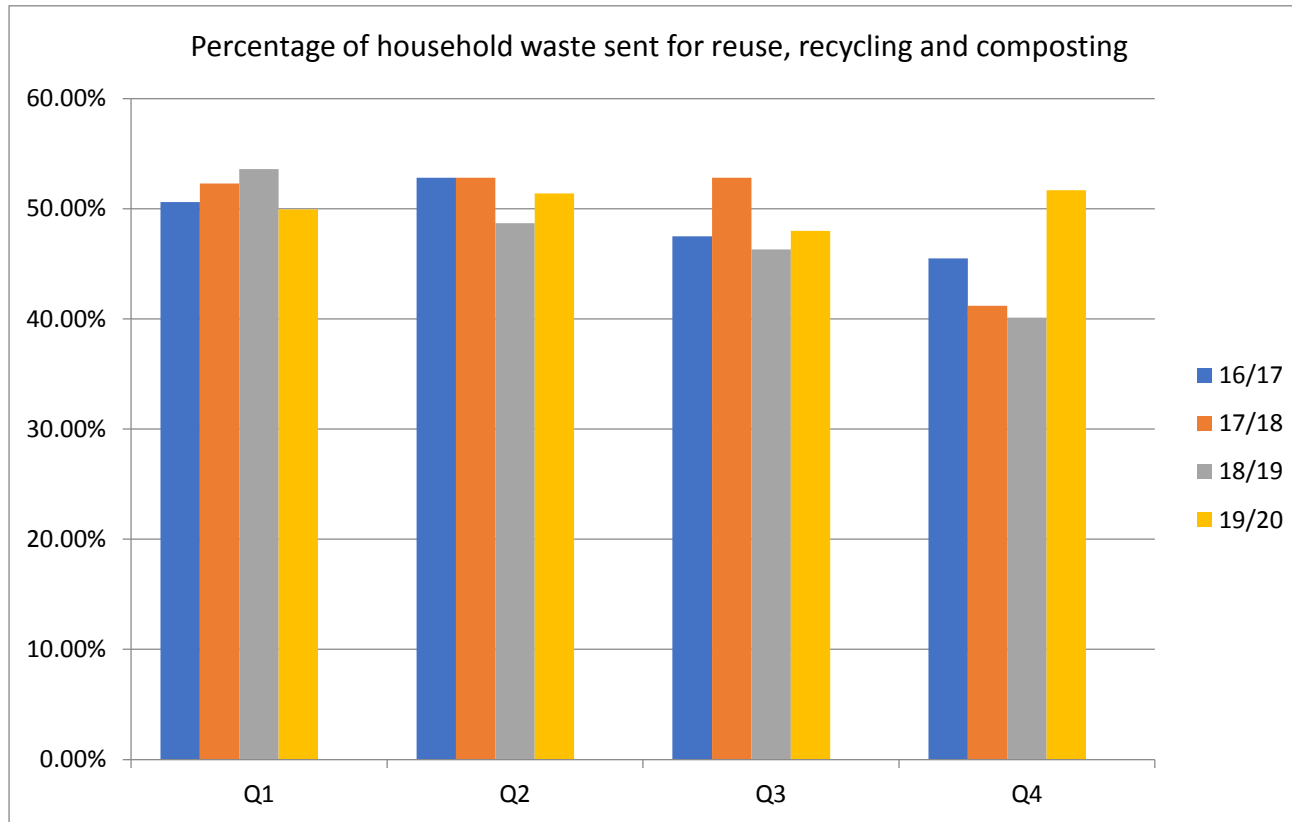


This indicator is not on target.

The target is 52.5 and the outturn is 26.

No face to face appointments took place during Q1 due to Covid-19 and many existing clients did not want to use digital methods. There were also less referrals into the service during this period.

## Environment

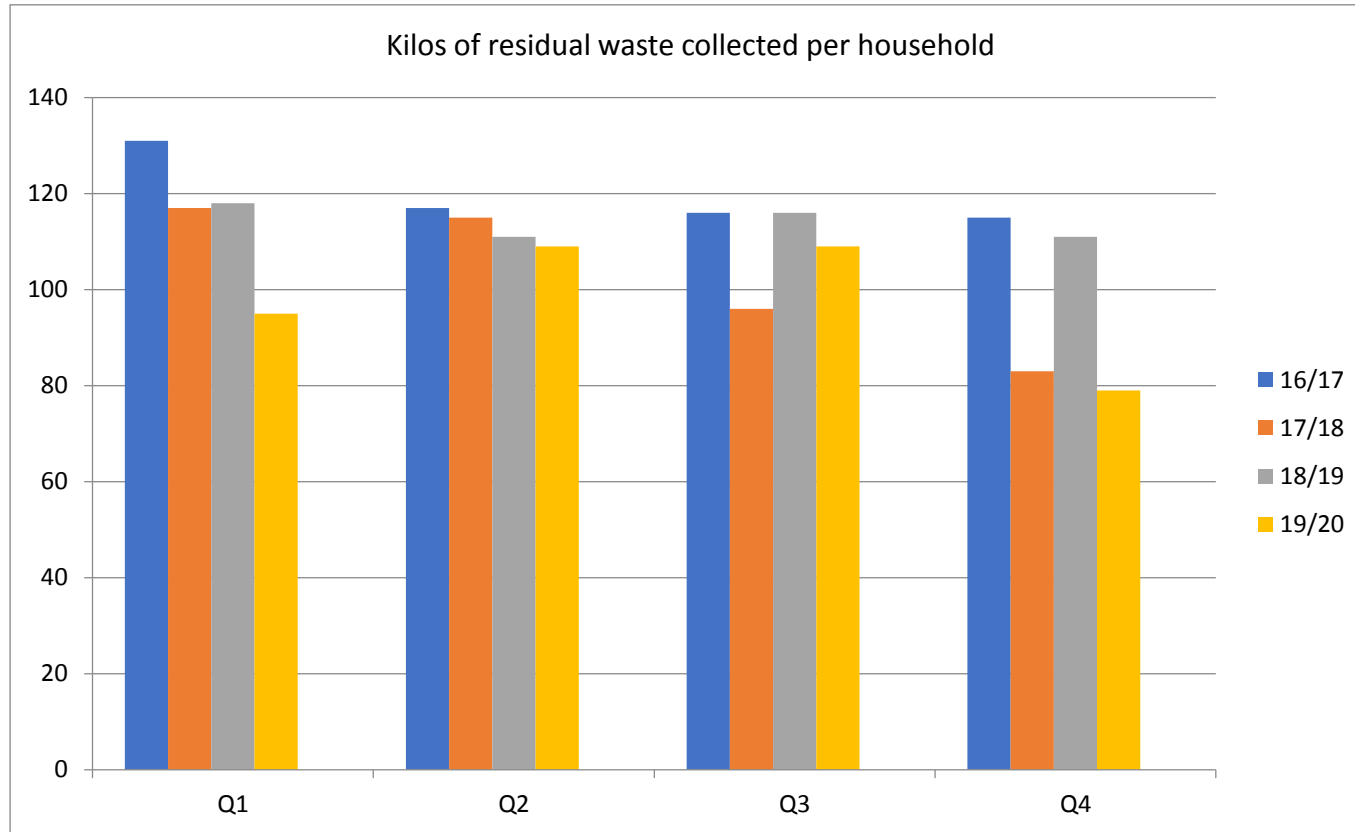


### Commentary

Data for this indicator is currently unavailable.

Awaiting tonnage information from KCC which is expected around 7<sup>th</sup> August.

## Environment



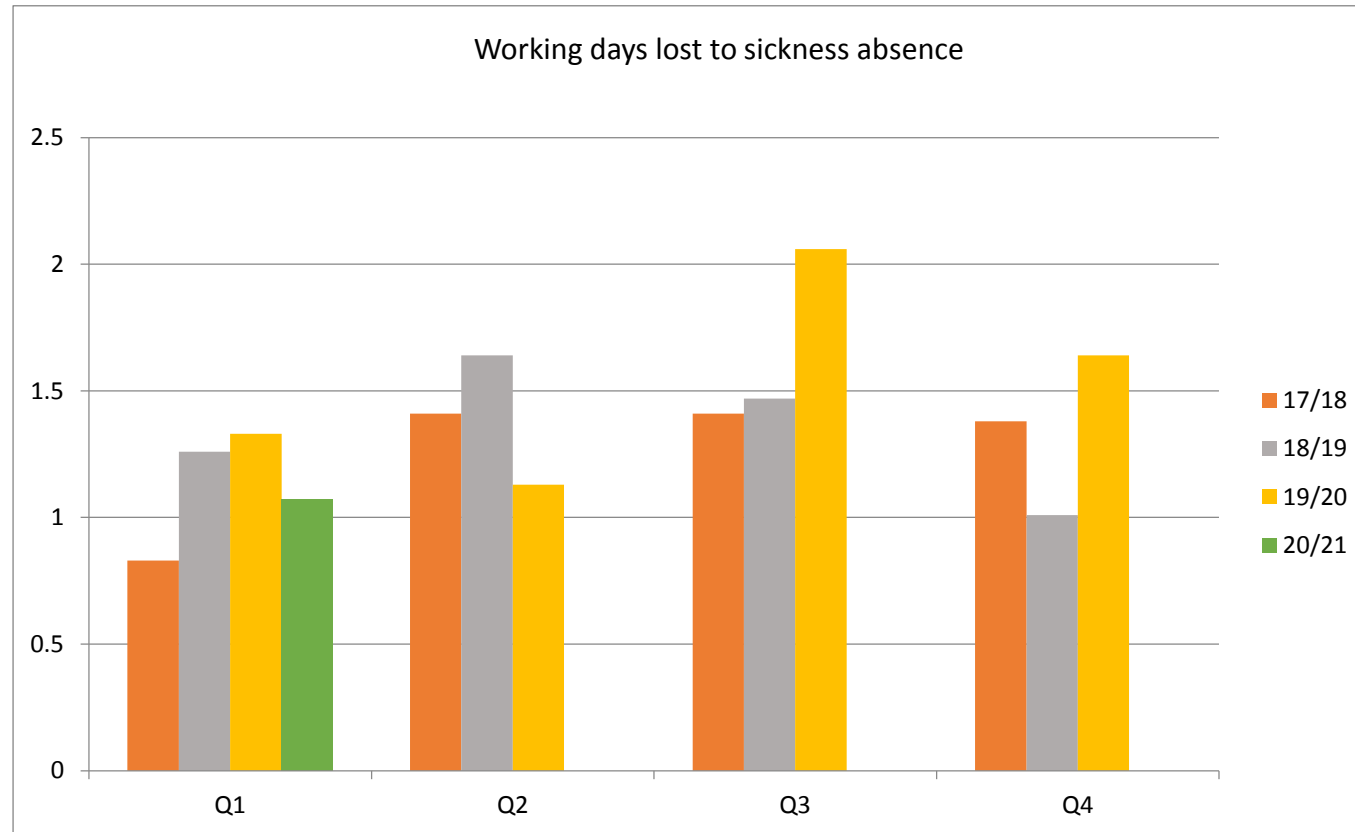
### Commentary

Data for this indicator is currently unavailable.

Awaiting tonnage information from KCC which is expected around 7<sup>th</sup> August.

## Head of HR, Customer Services and Culture

HR



### Commentary



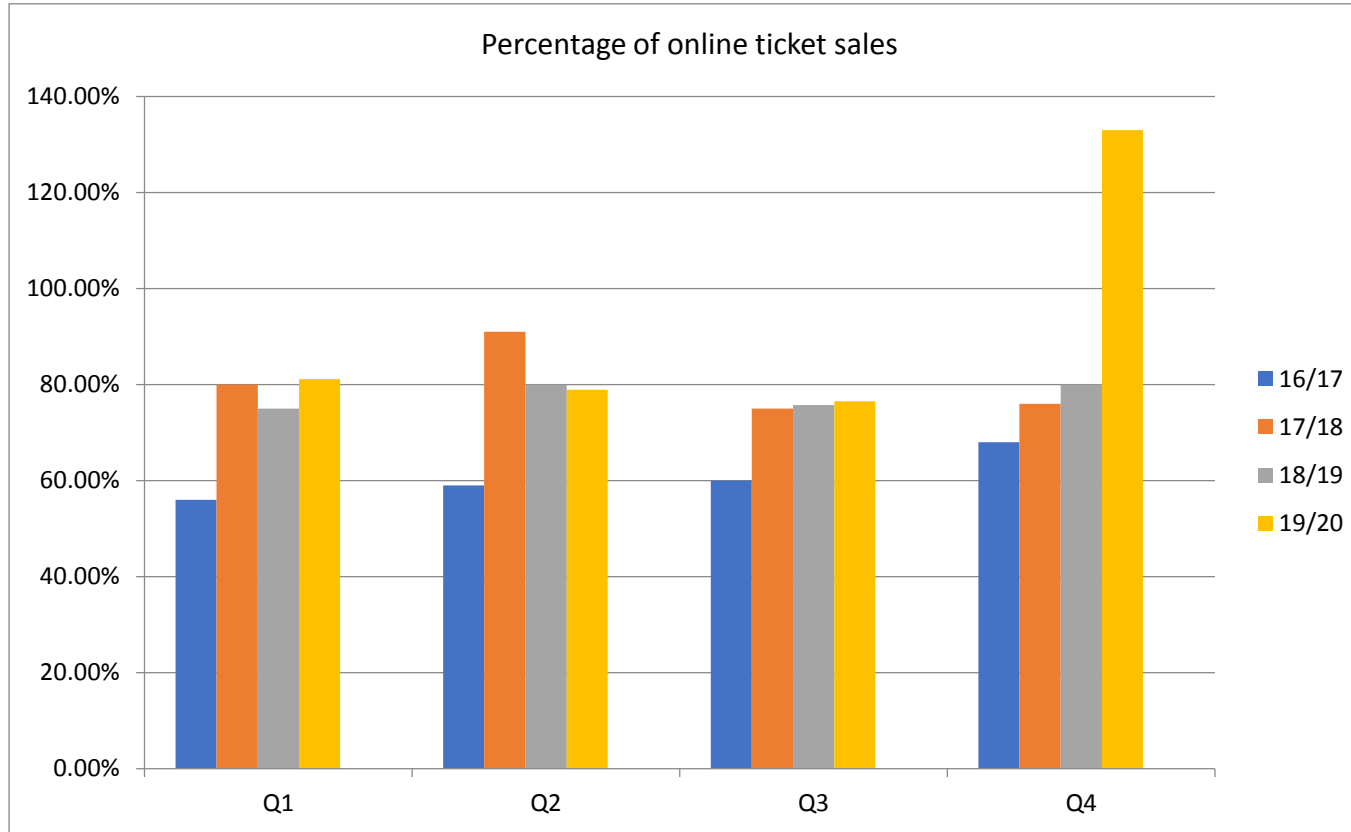
This indicator is on target.

The target is 1.375 and the outturn is 1.07.

AHT

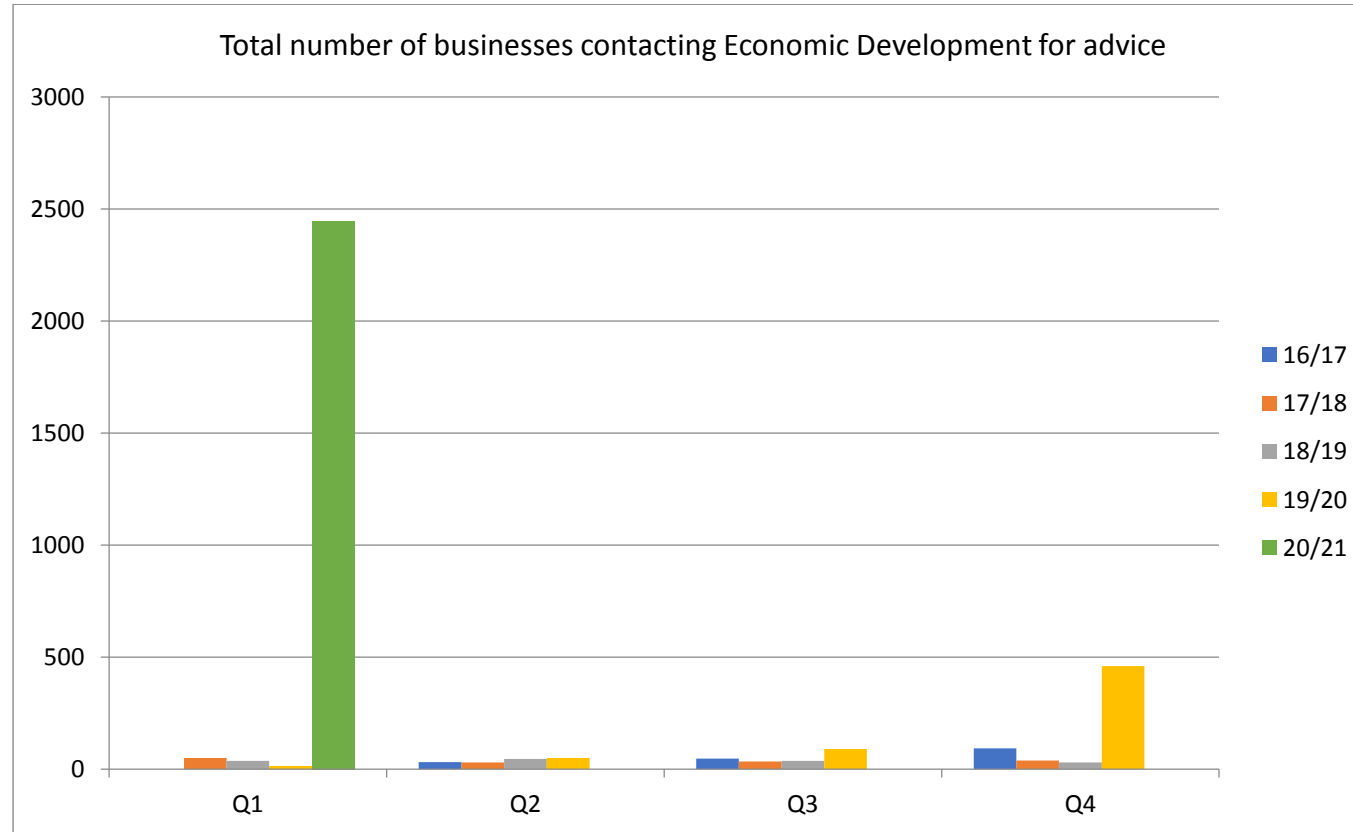
### Commentary

Data for this indicator is not currently available.



## Head of Economic Development and Property

### Economic Development



#### Commentary

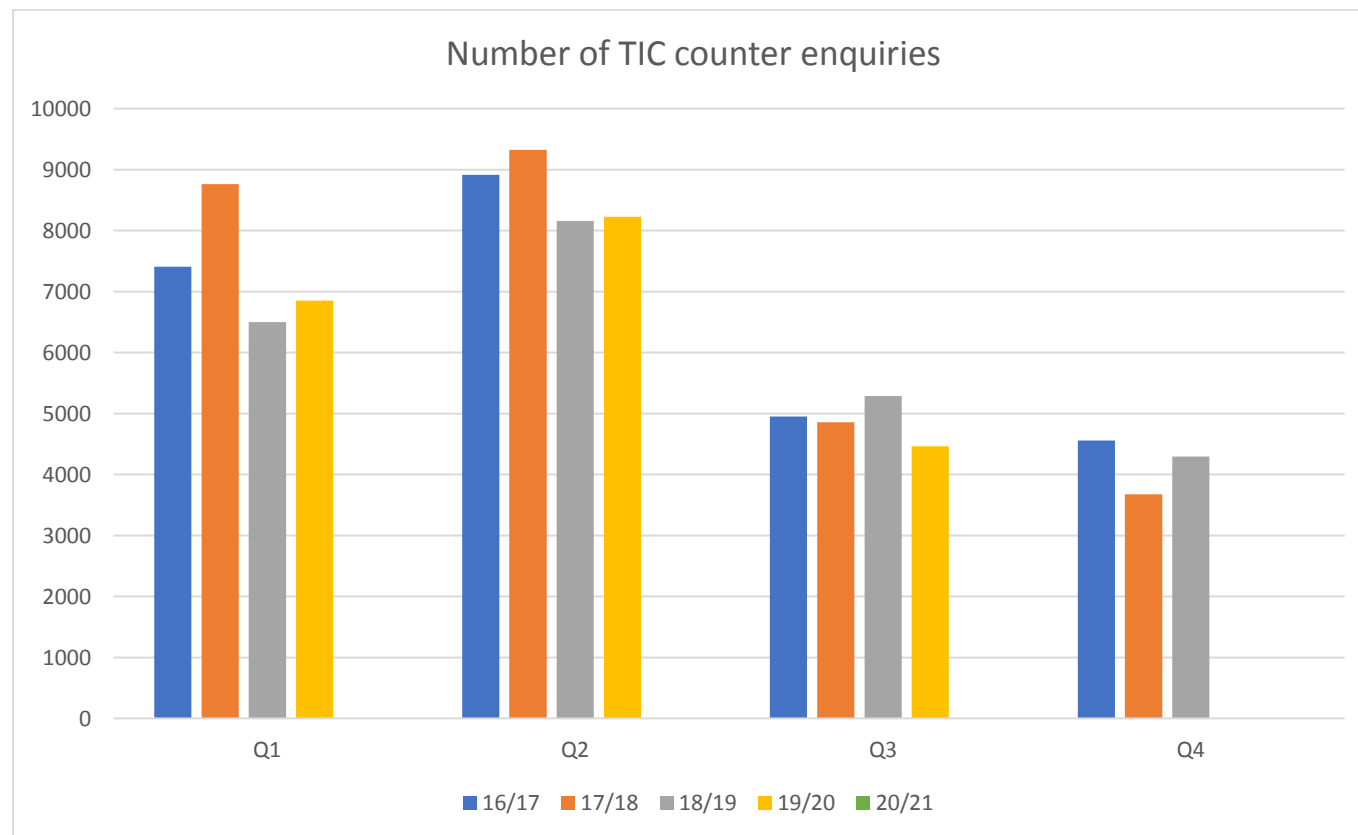


This indicator is on target.

The target is 30 and the outturn is 2,445.

The service has been exceptionally busy due to Covid-19. The outturn represents the number of emails sent, and an estimate of the number of telephone calls made, as accurate counting during the period has not been possible.

## Economic Development



## Commentary

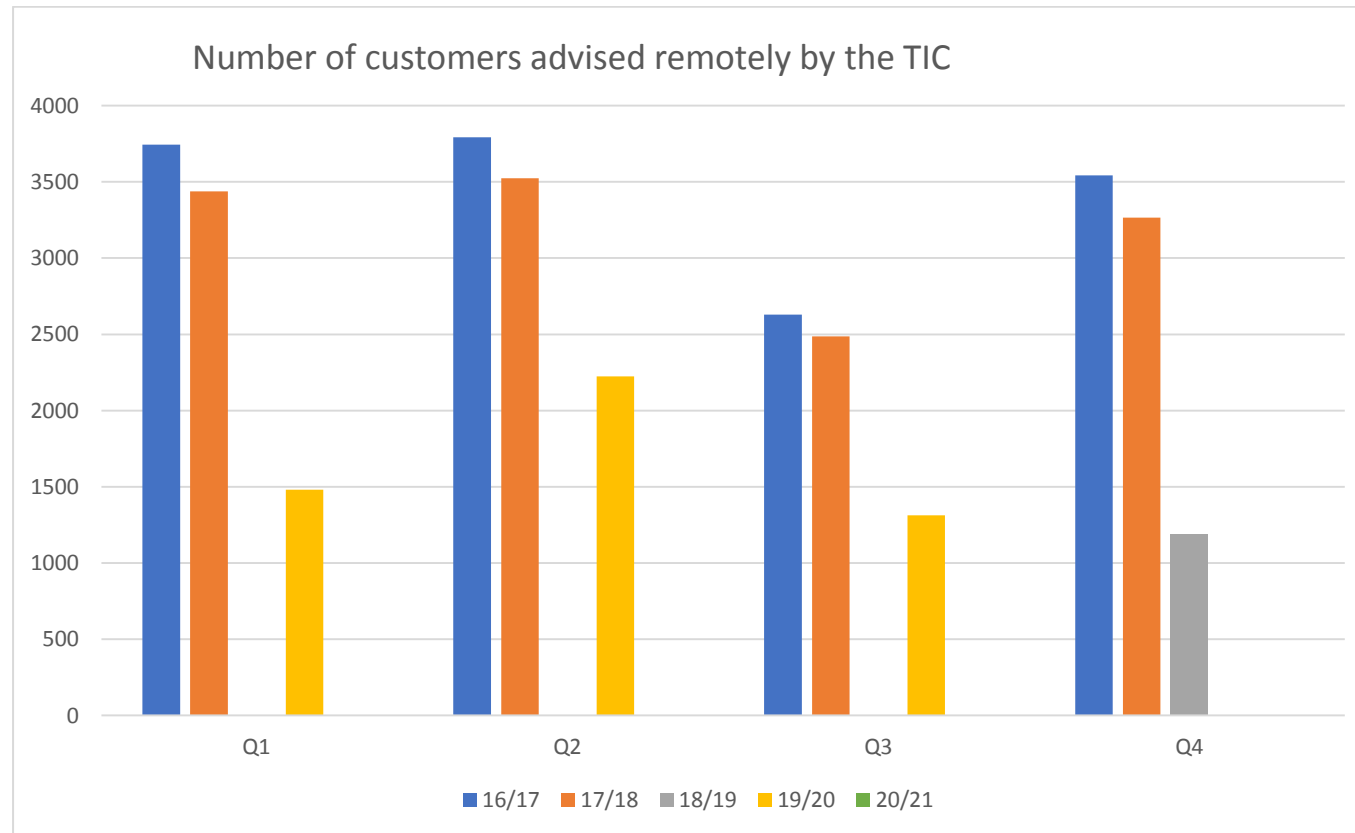


This indicator is not on target.

The target is 7,000 and the outturn is 0 (zero).

The TIC closed on 17 March 2020 due to Covid-19 so there was no opportunity for counter enquiries.

## Economic Development



## Commentary



This indicator is not on target.

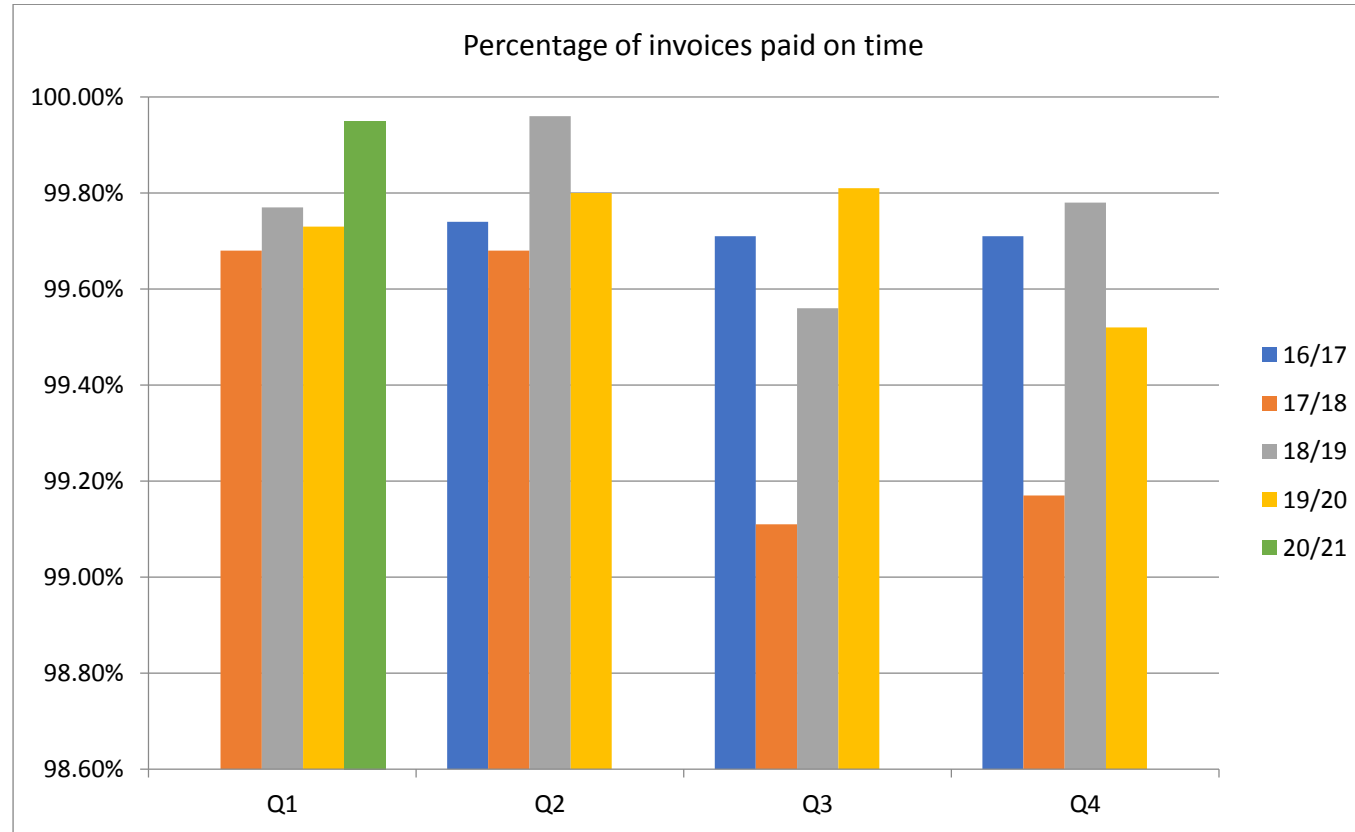
The target is 3,300 and the outturn is 0 (zero).

The TIC closed on 17 March 2020 due to Covid-19 so there was no opportunity for remote enquiries.



## Head of Finance and Procurement

### Finance

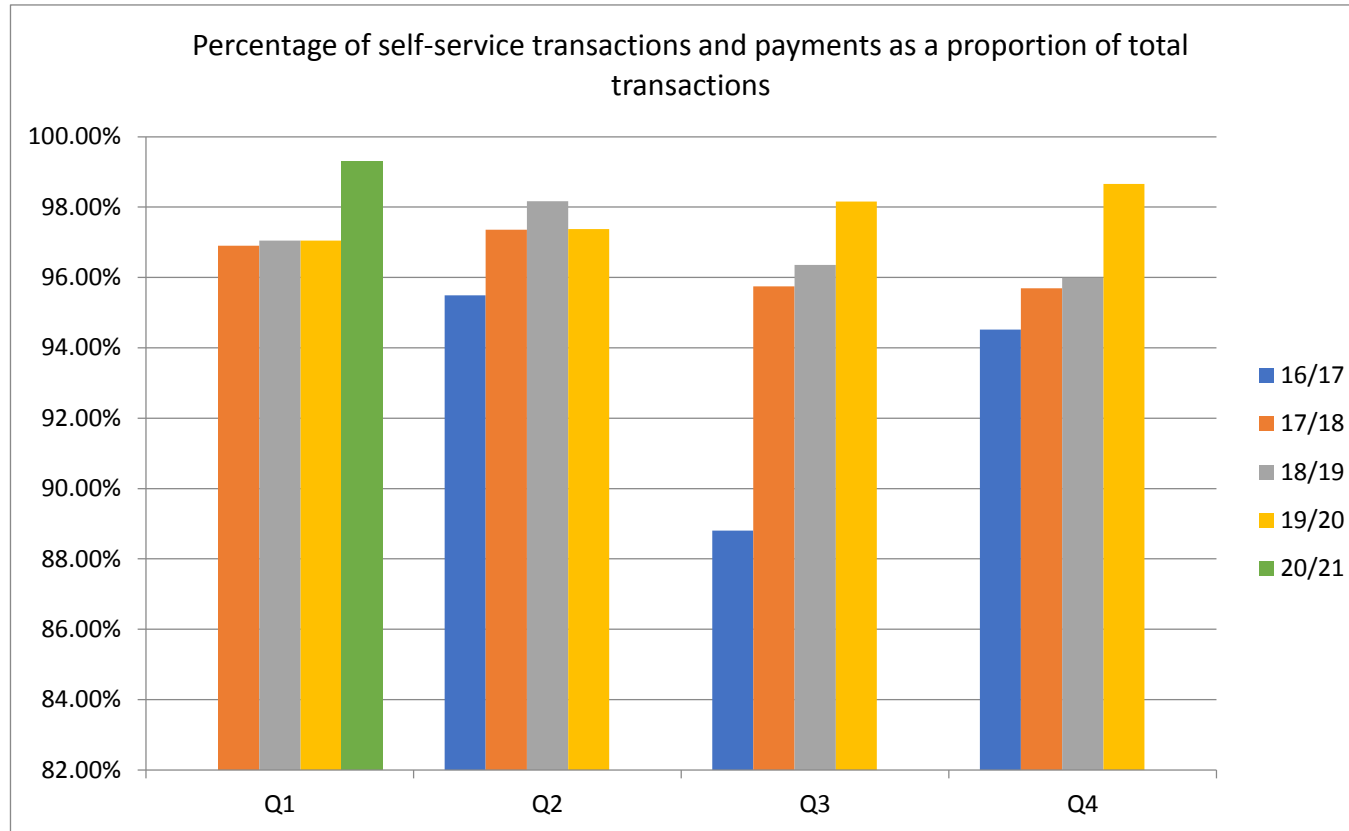


### Commentary



This indicator is on target.

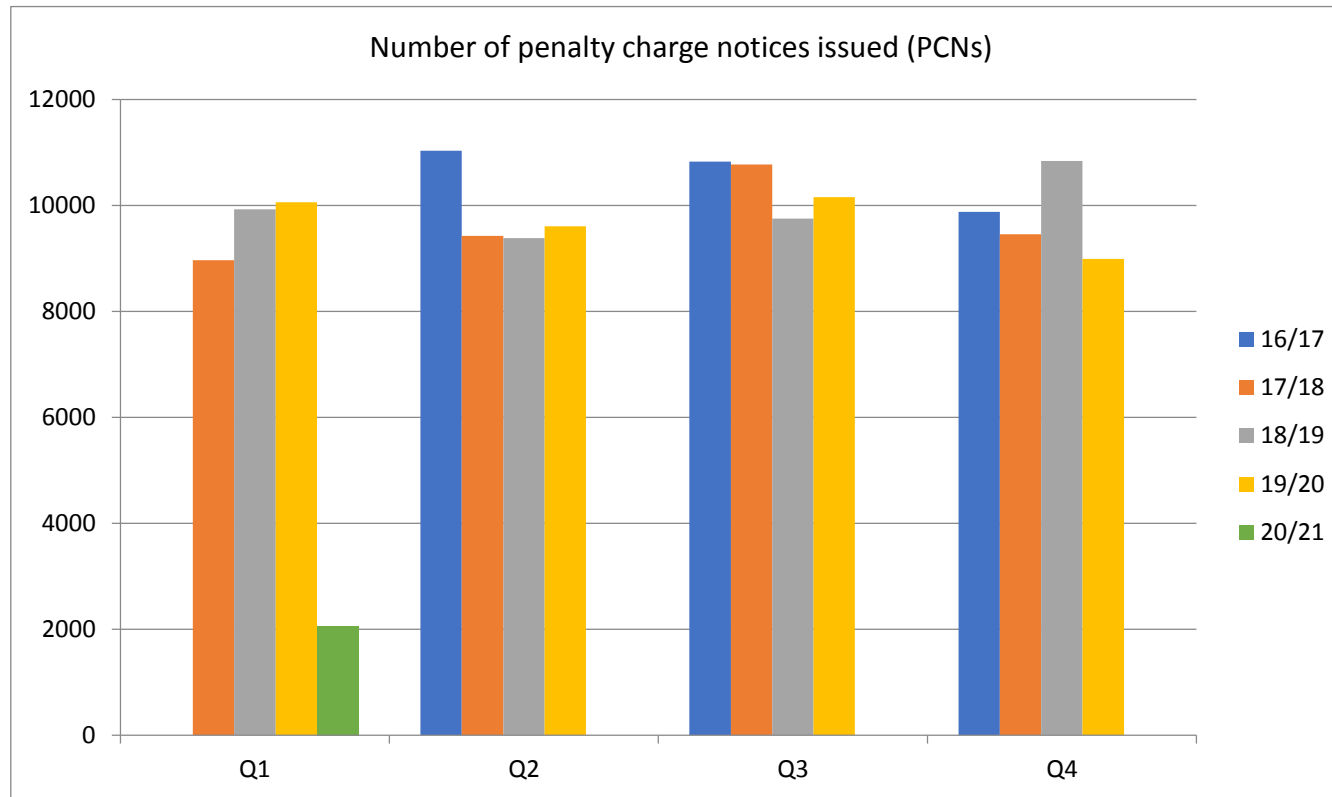
The target is 99.80% and the outturn is 99.95%.



This indicator is on target.

The target is 92% and the outturn is 99.31%.

## Parking



## Commentary

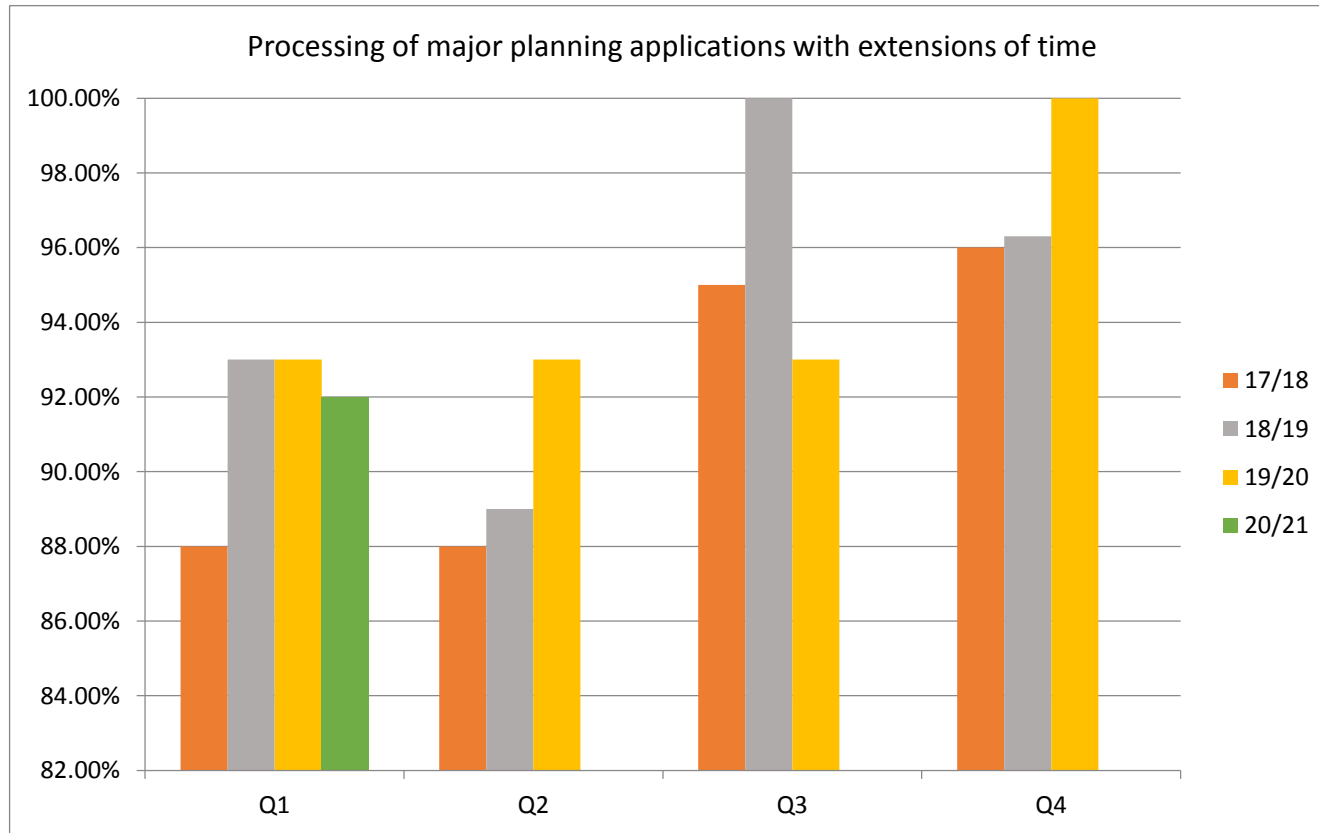
This indicator does not have a target.

The outturn is 2,059.

The outturn is significantly lower than previous quarters and years due to the Covid-19 lockdown.

## Head of Planning

### Planning



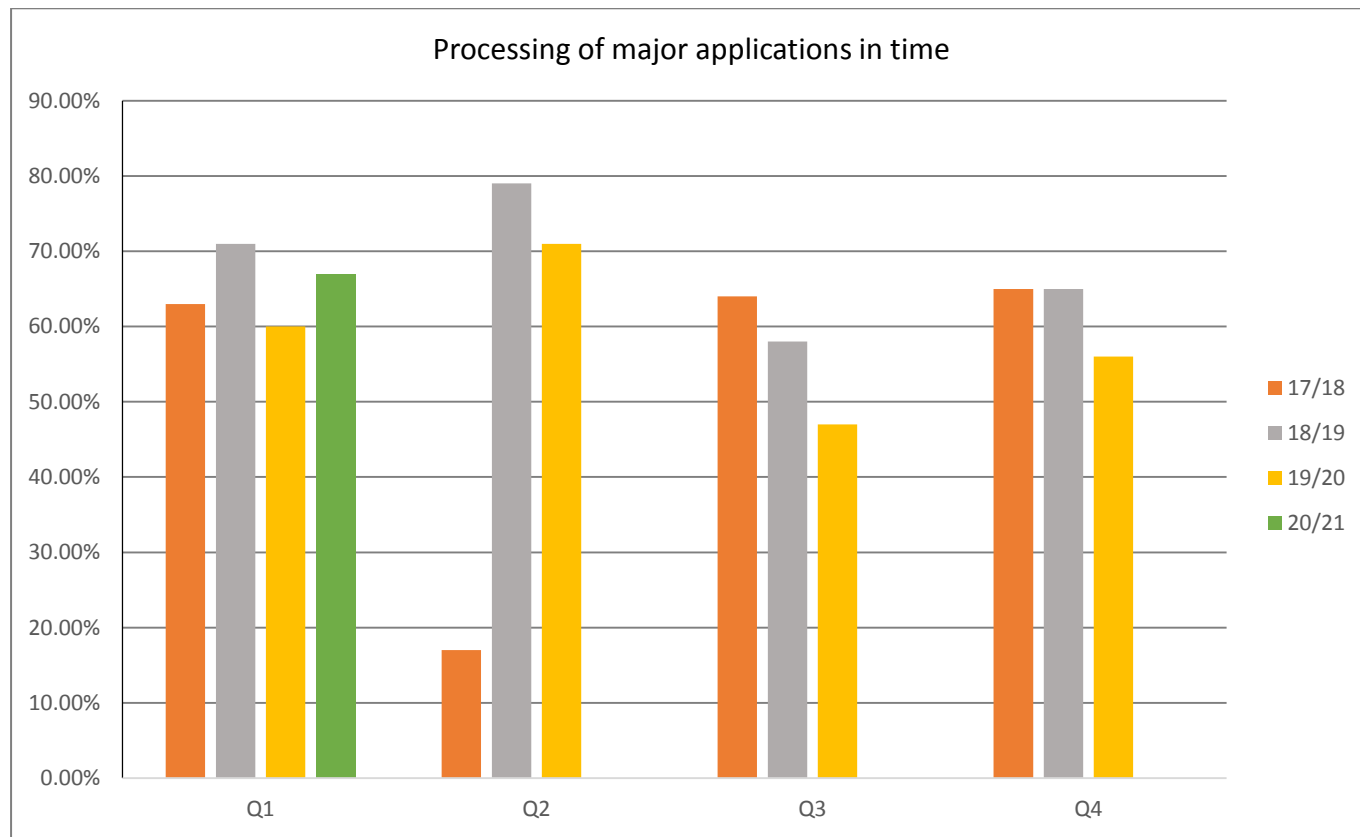
### Commentary



This indicator is on target.

The target is 80% and the outturn is 92%.

## Planning



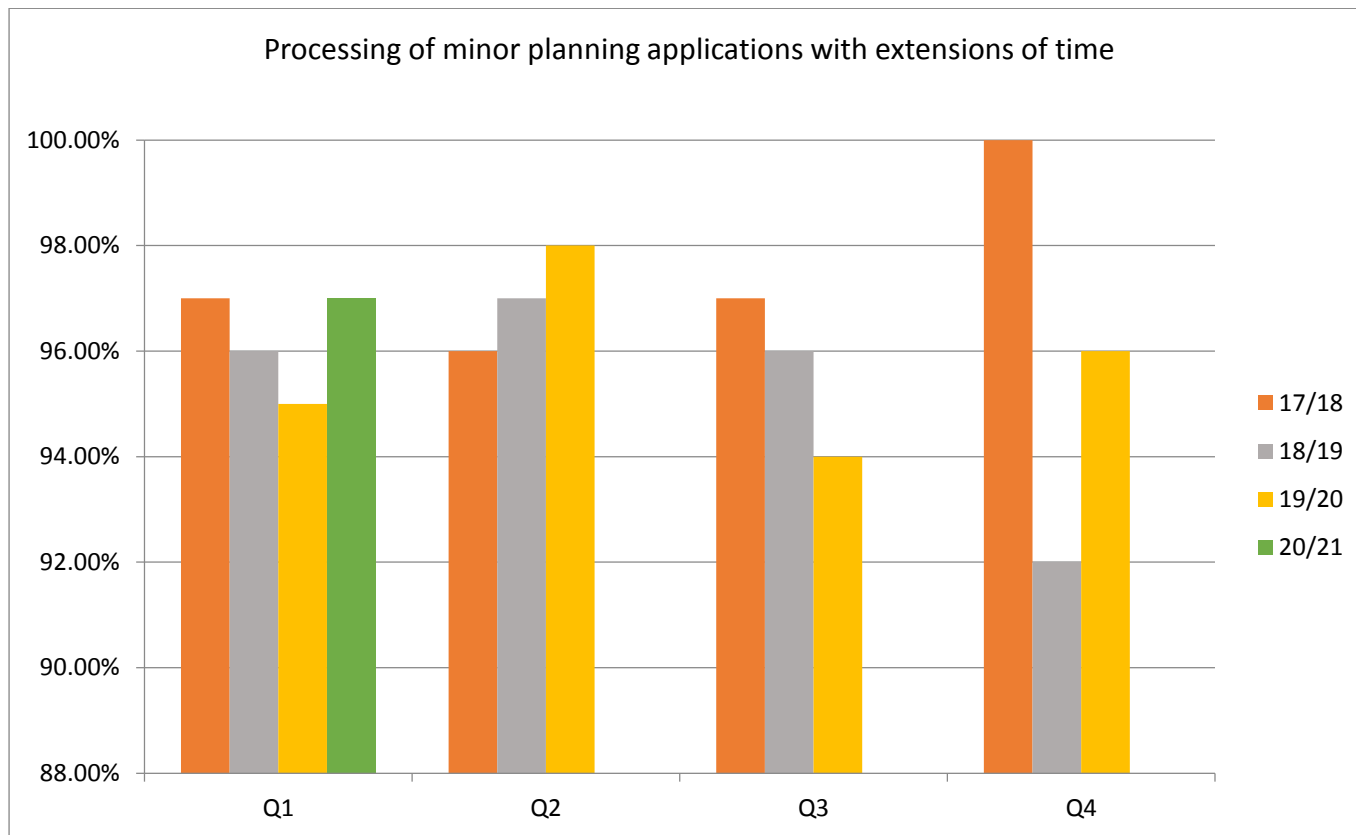
## Commentary



This indicator is on target.

The target is 65% and the outturn is 67%.

## Planning



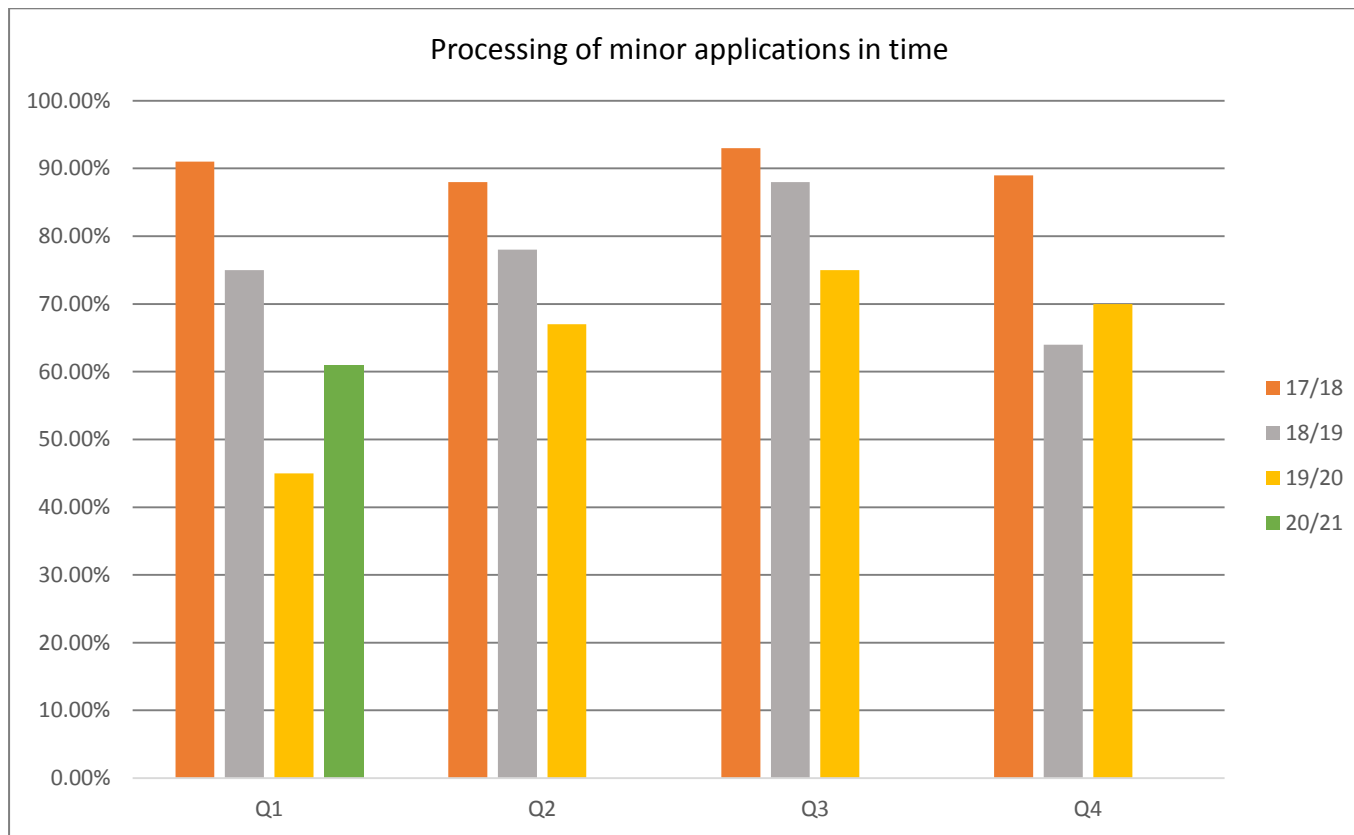
## Commentary



This indicator is on target.

The target is 85% and the outturn is 97%.

## Planning



## Commentary

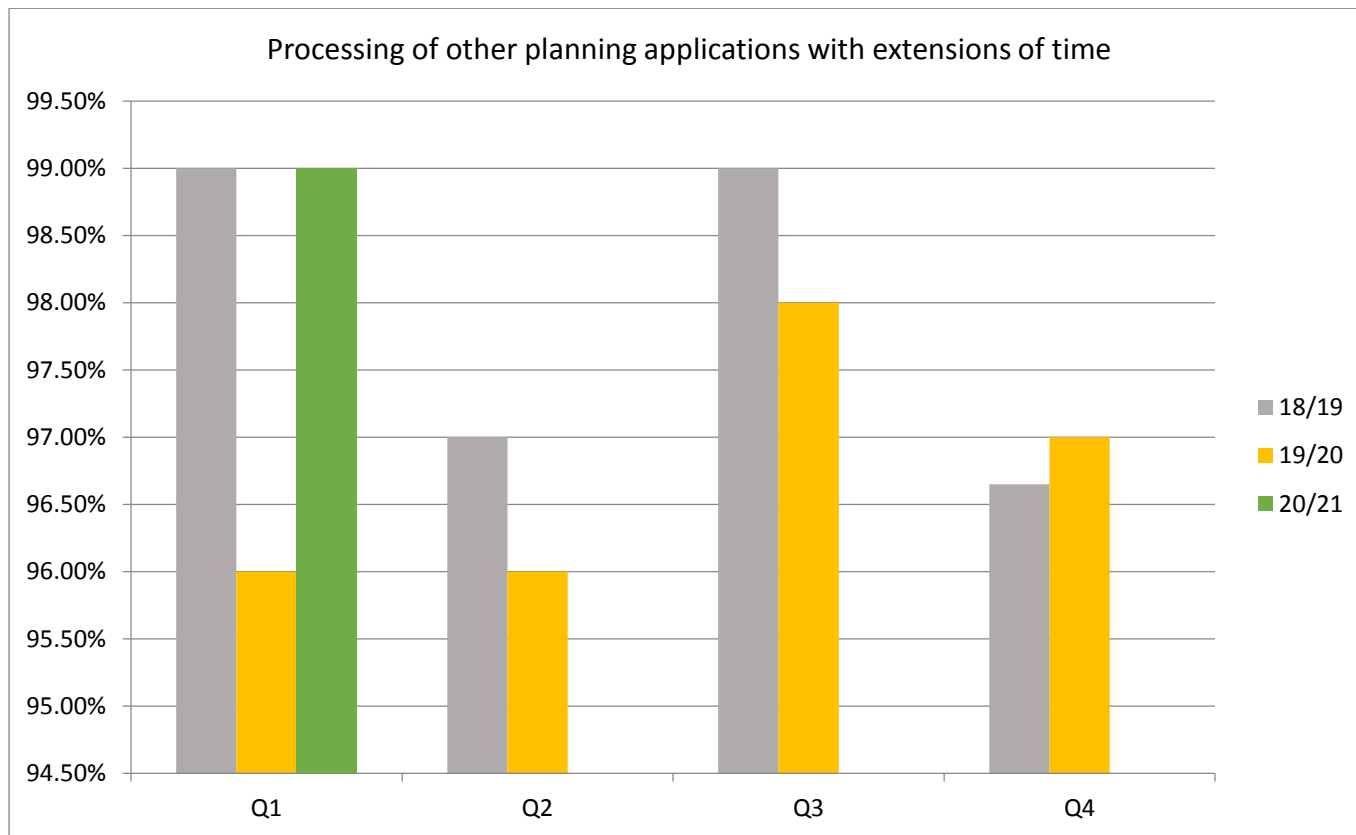


This indicator is not on target.

The target is 75% and the outturn is 61%.

The failure to make the target for Q1 was due to the coronavirus pandemic. A recovery plan is available at appendix C.

## Planning



## Commentary

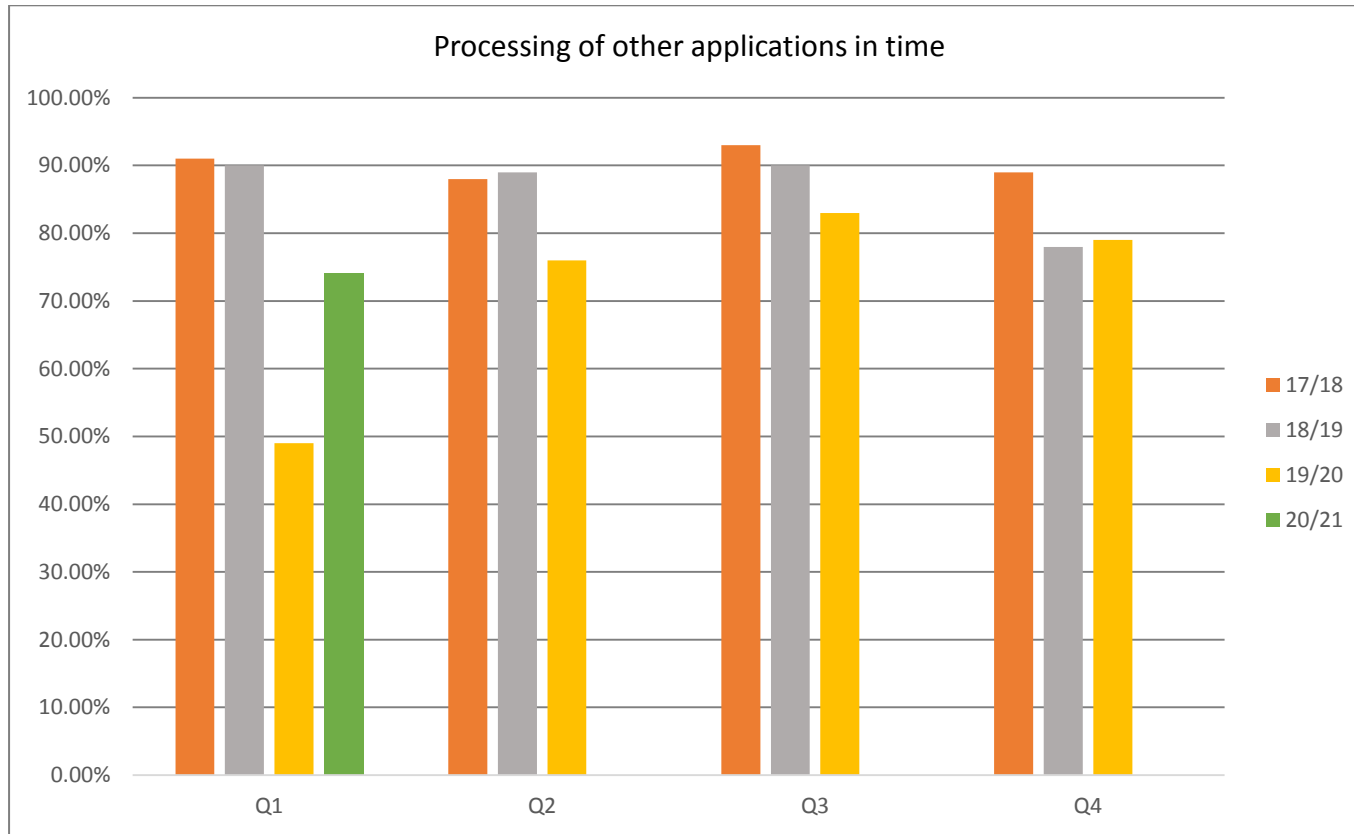


This indicator is on target.

The target is 93% and the outturn is 93%.



## Planning



## Commentary

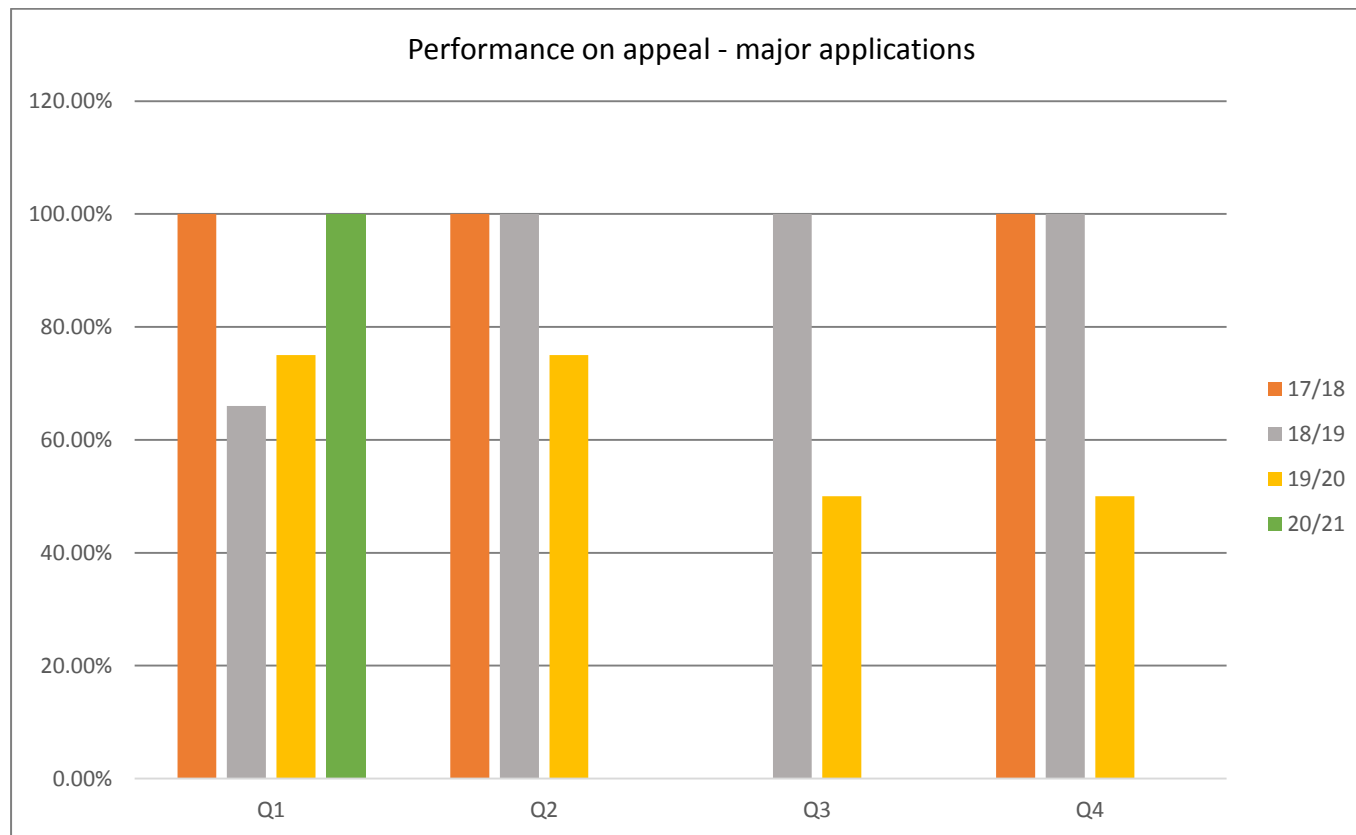


This indicator is not on target.

The target is 88% and the outturn is 74%.

The failure to make the target for Q1 was due to the coronavirus pandemic. A recovery plan is available at appendix C.

## Planning



## Commentary

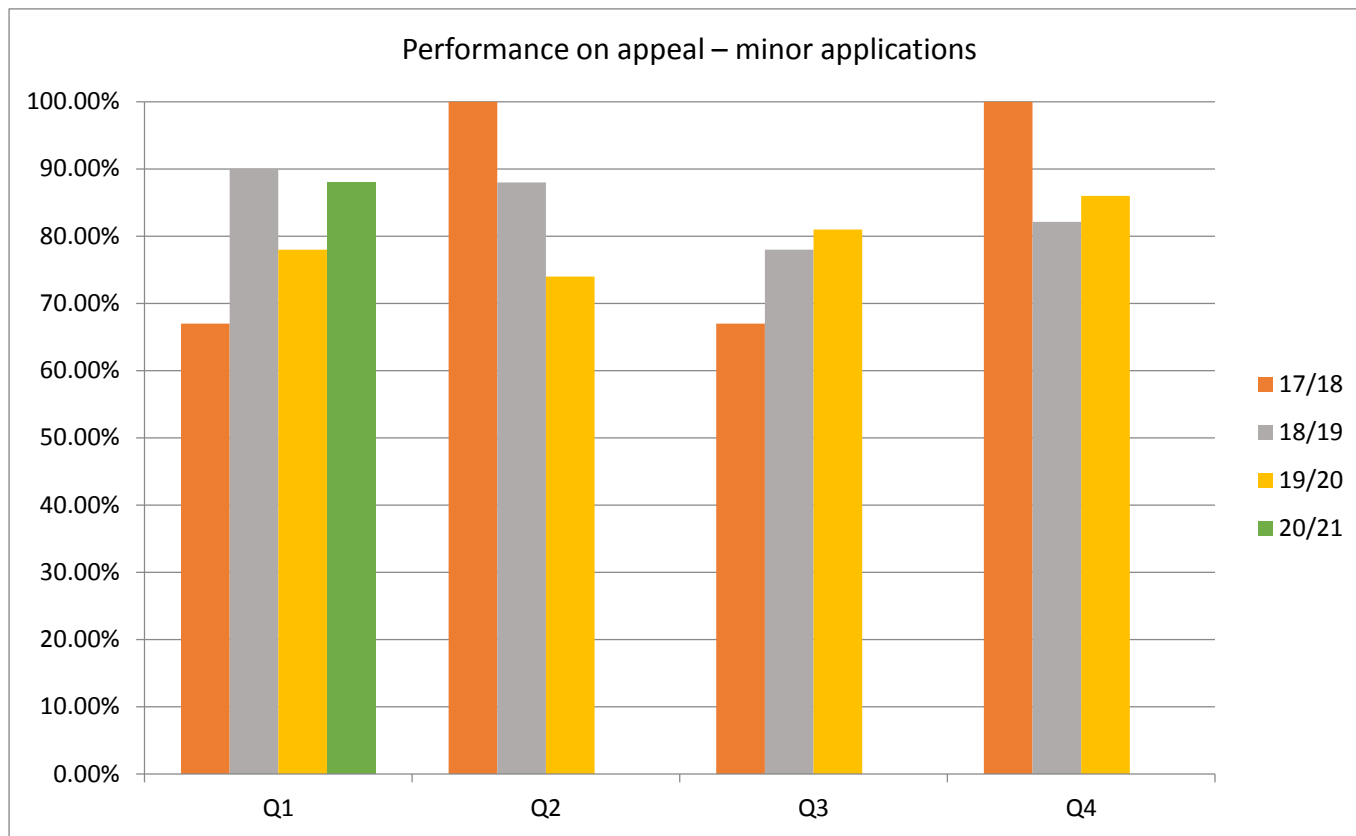


This indicator is on target.

The target is 65% and the outturn is 100%.

There were in fact no appeal decisions made in the rolling year for major applications.

## Planning



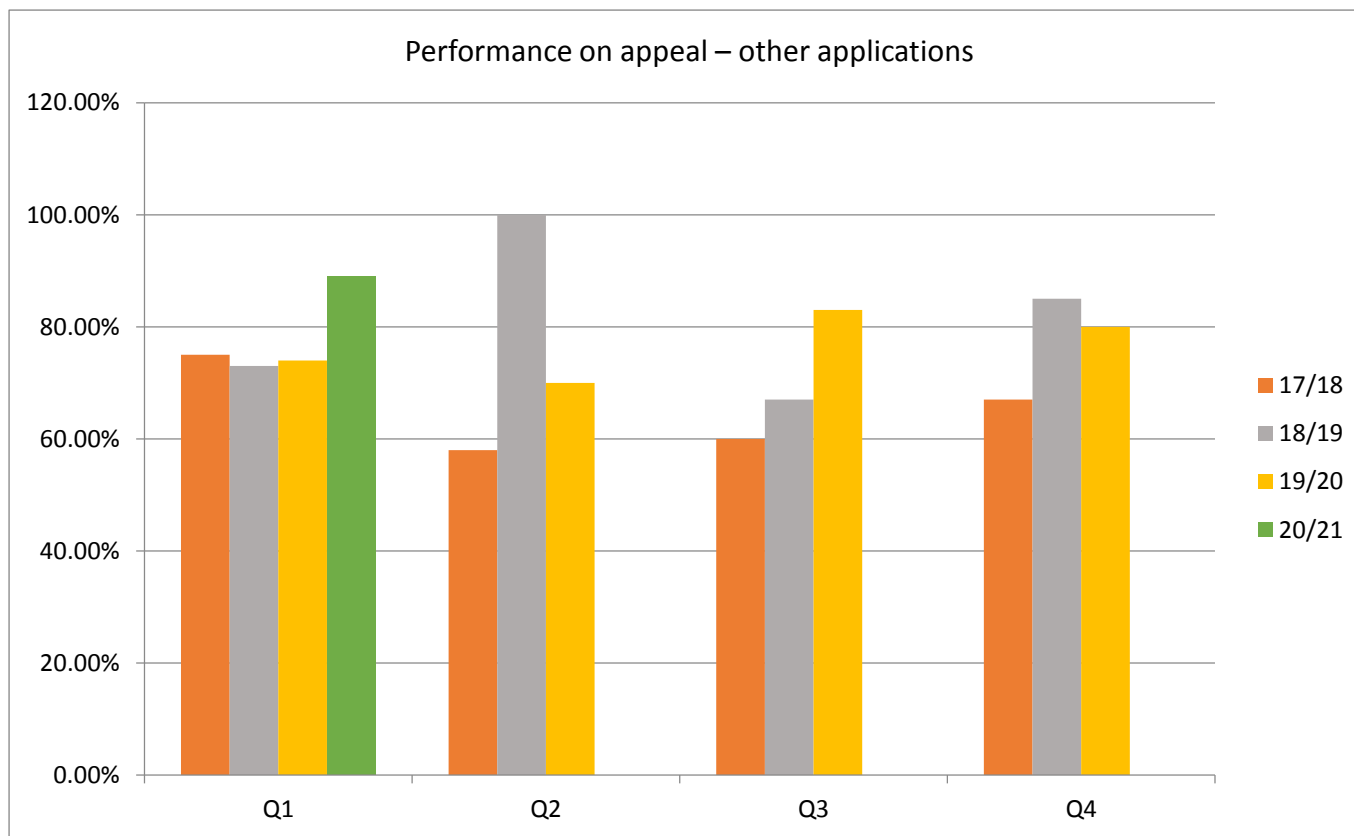
## Commentary



This indicator is on target.

The target is 65% and the outturn is 88%.

## Planning



## Commentary

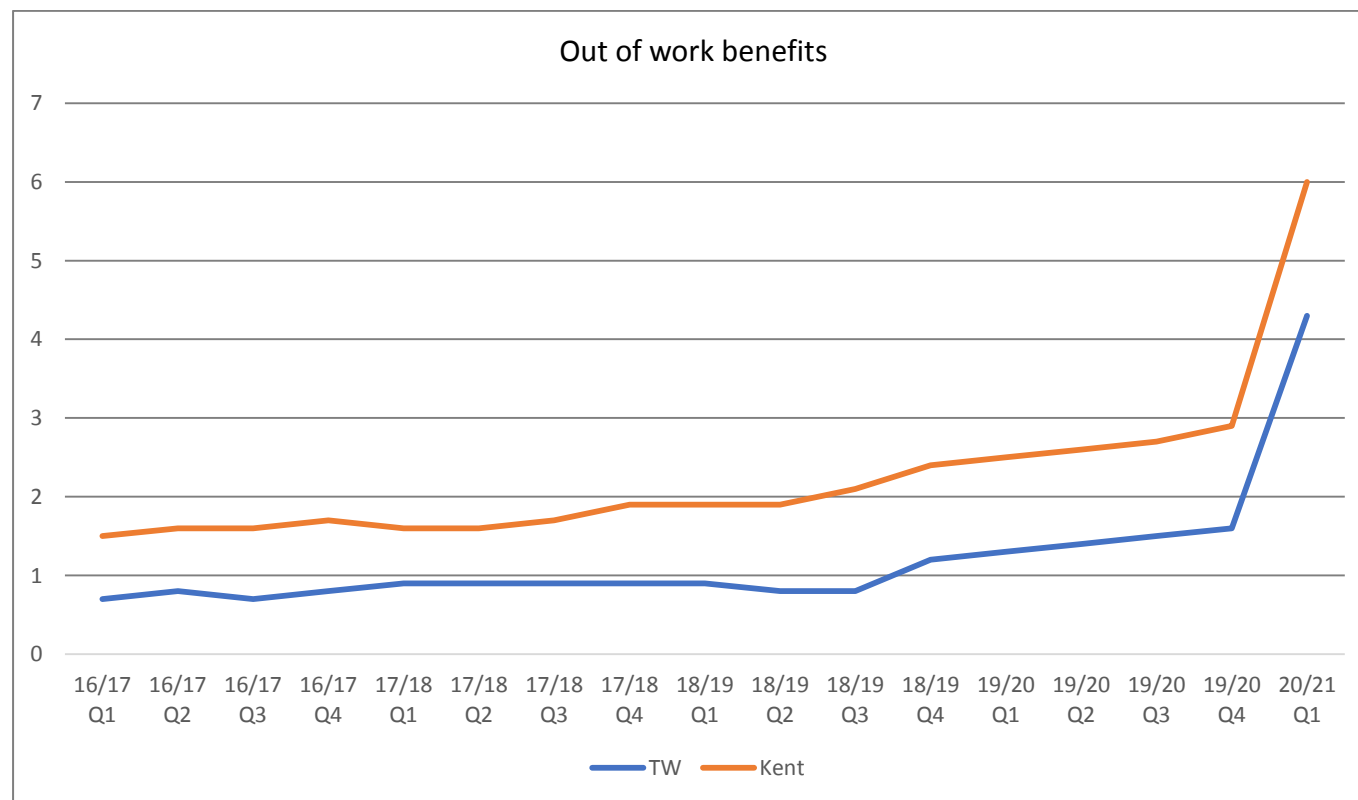


This indicator is on target.

The target is 65% and the outturn is 89%.

## Head of Policy and Governance

### Policy



### Commentary

There is no target for this indicator.

The outturn is 4.3% for Tunbridge Wells and 6% for Kent.

## Head of Revenues and Benefits

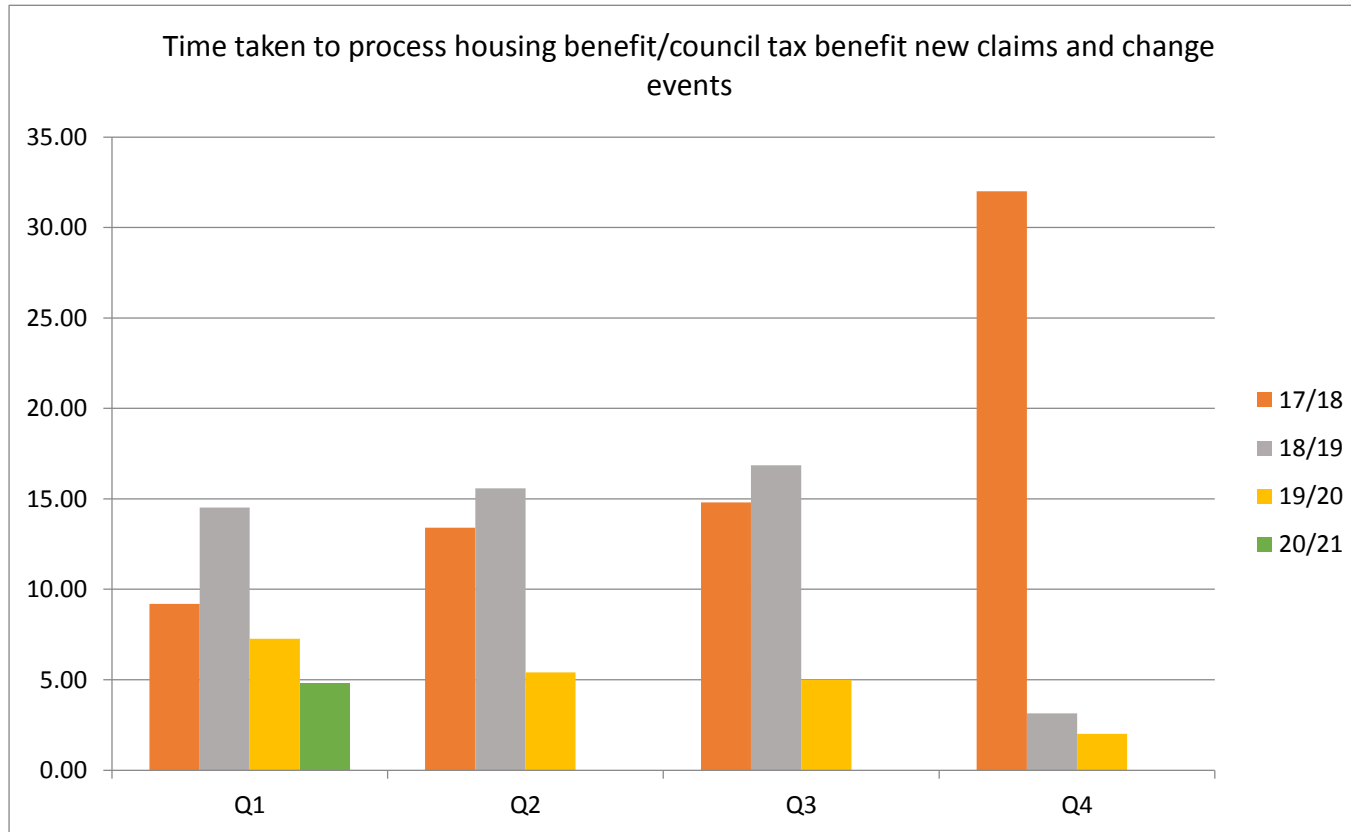
### Benefits

#### Commentary

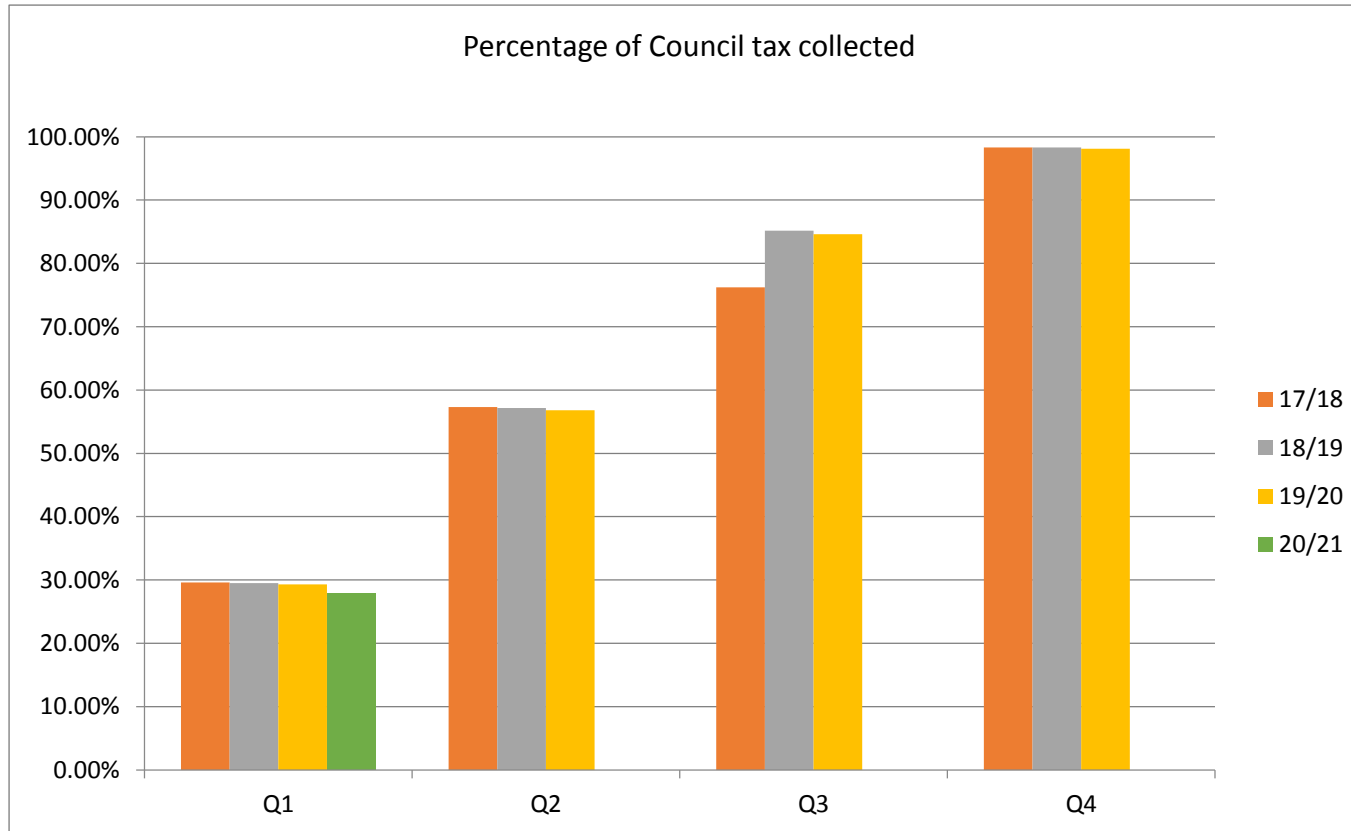


This indicator is on target.

The target is 10 and the outturn is 4.79.



## Revenues



## Commentary



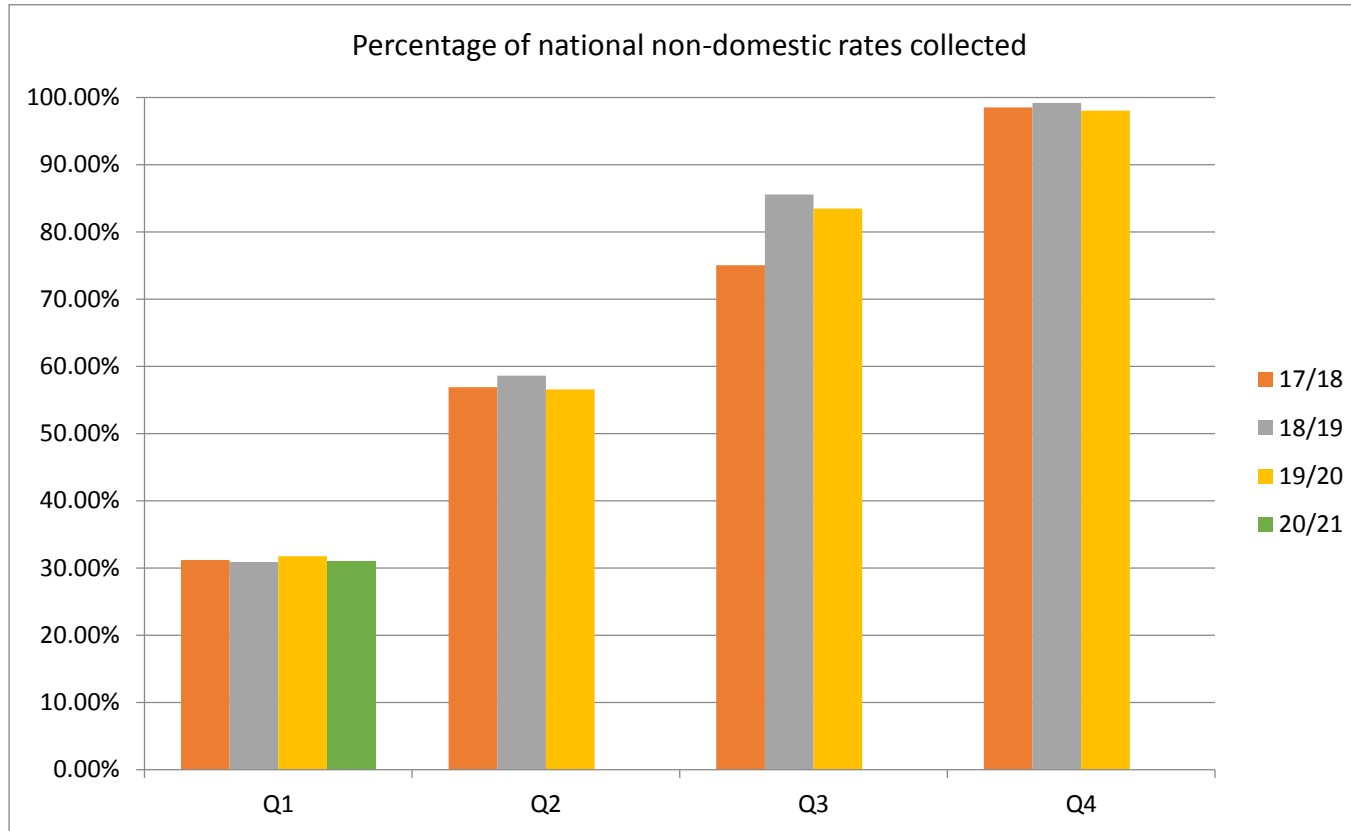
This indicator is not on target.

The target is 29.5% and the outturn is 27.8%.

Collection has fallen and is expected to be under target for the whole of 2020 due to Covid-19.

The Council keeps only 10 percent of Council tax collected, with the rest going to other preceptors; principally Kent County Council.

## Revenues



## Commentary



This indicator is not on target.

The target is 31.2% and the outturn is 30.9%.

Collection has fallen and is expected to be under target for the whole of 2020 due to Covid-19.

The Council keeps only four percent of business rates collected, with 96 percent going to central Government.