

Tunbridge Wells Borough Council

Performance Report

Council Service Performance

Published October 2020

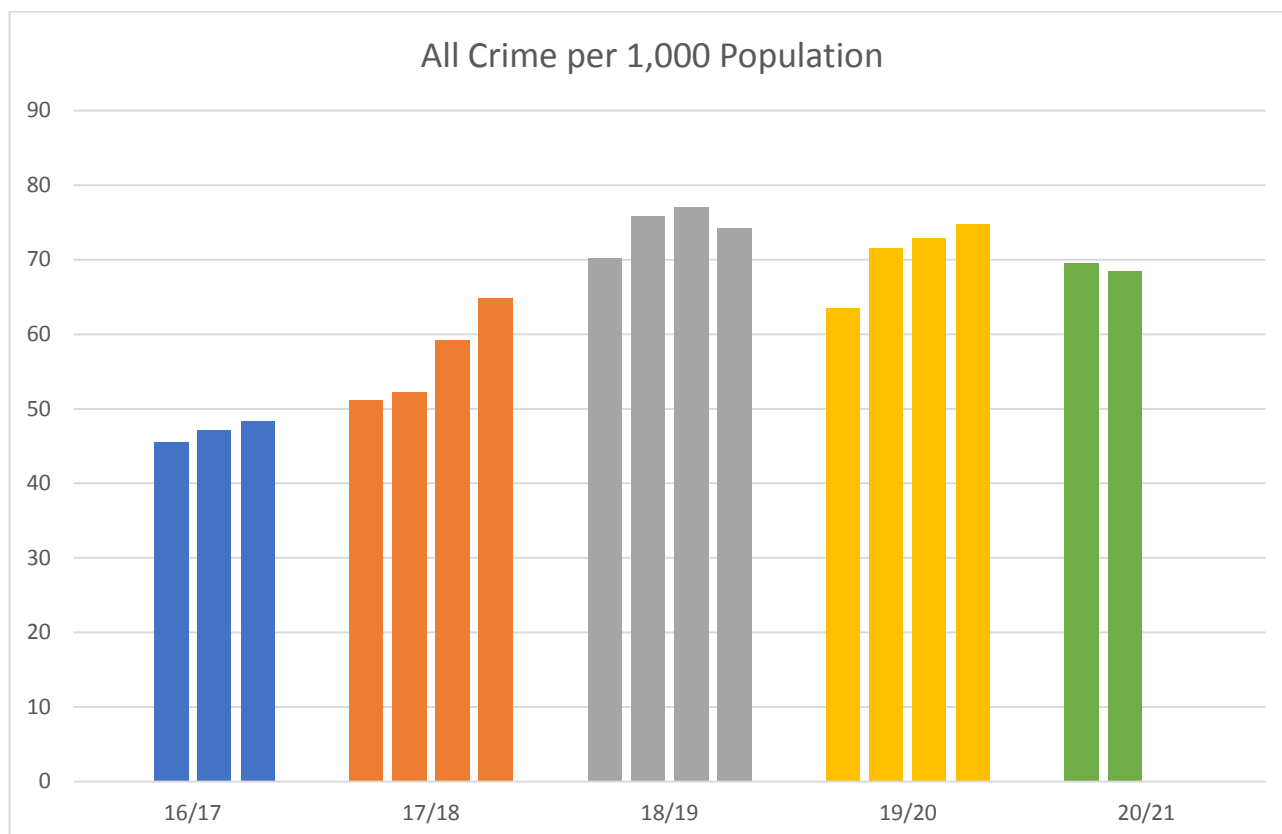
Finance and Governance CAB 10th November 2020



Indicator Results

Community Safety Unit

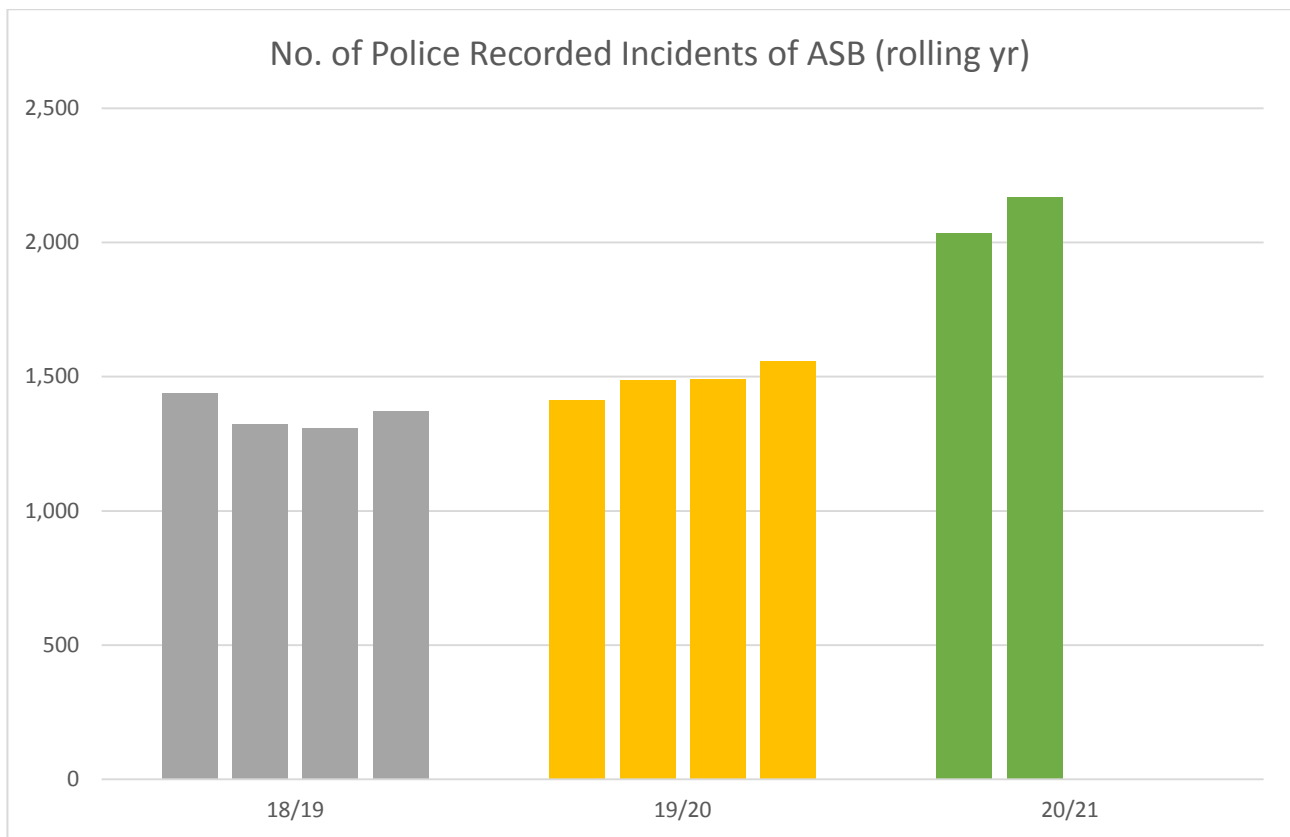
The outturn for this indicator is 68.5 for quarter 2. This is a slight improvement over the previous quarter, which was 69.5.



Performing or Underperforming Target

This performance indicator does not have a target.

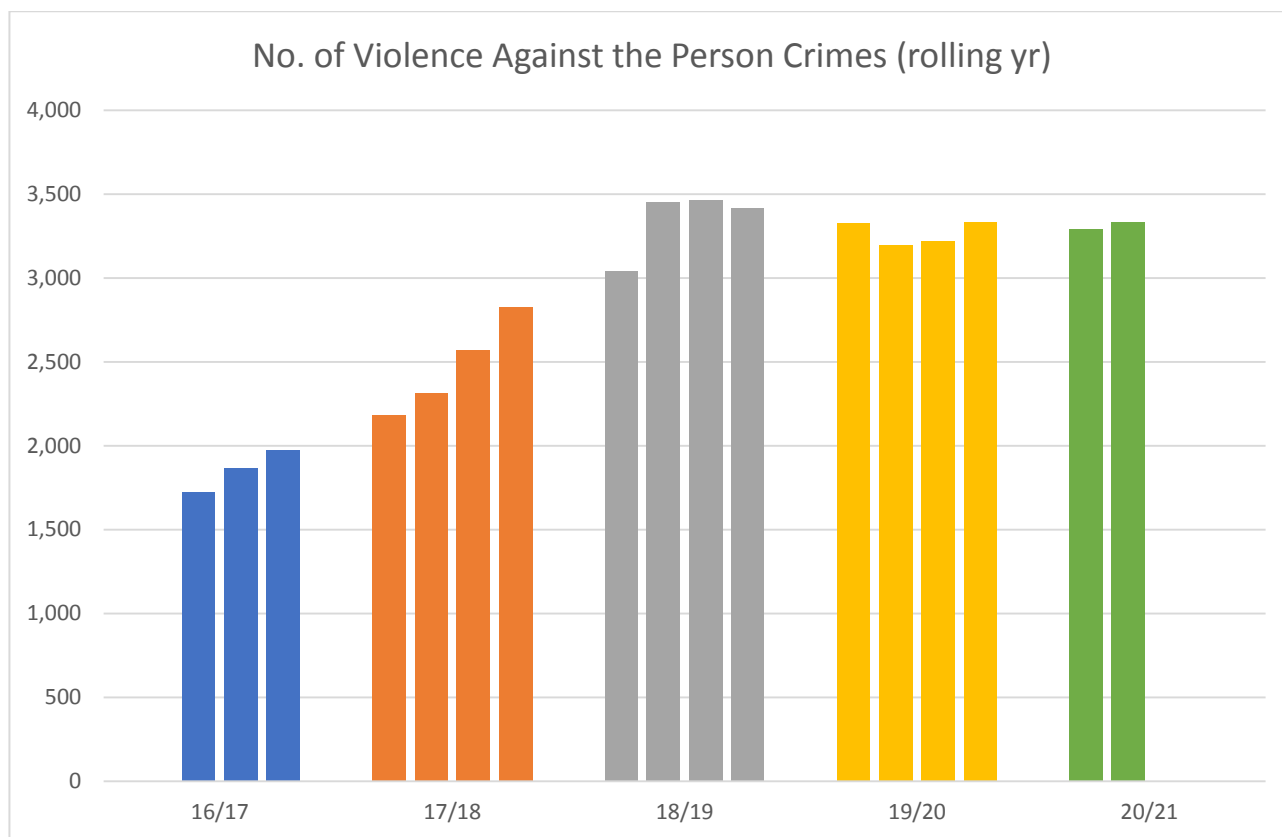
The outturn for this indicator is 2,169 for quarter two. This is a slight increase over the previous quarter, and a significant increase compared with previous years.



Performing or Underperforming Target

This performance indicator does not have a target.

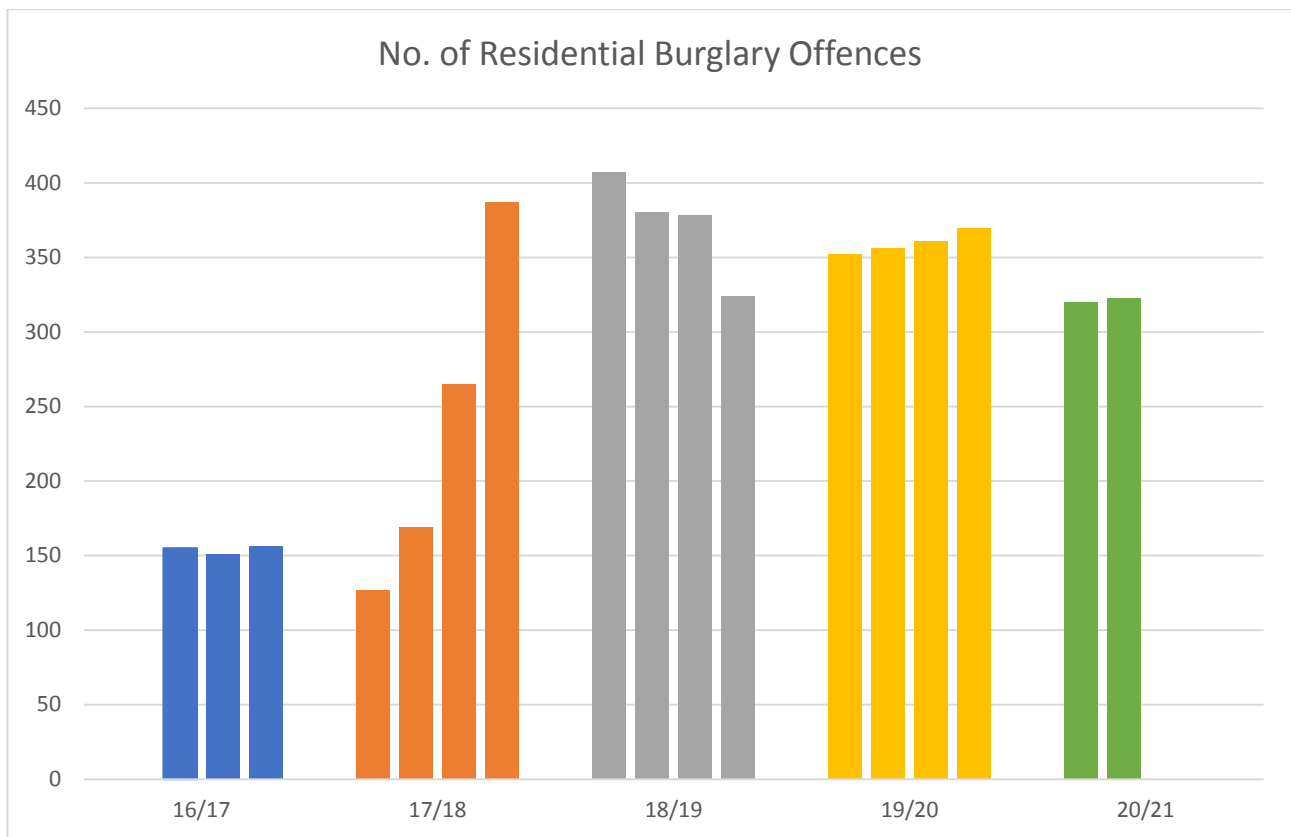
The outturn for this indicator is 3,331 for quarter two. This is a slight increase over quarter one, which was 3,290, but comparable with previous years.



Performing or Underperforming Target

This performance indicator does not have a target.

The outturn for this indicator is 323 for quarter two, which is very similar to the outturn for the previous quarter, but lower than in previous years.

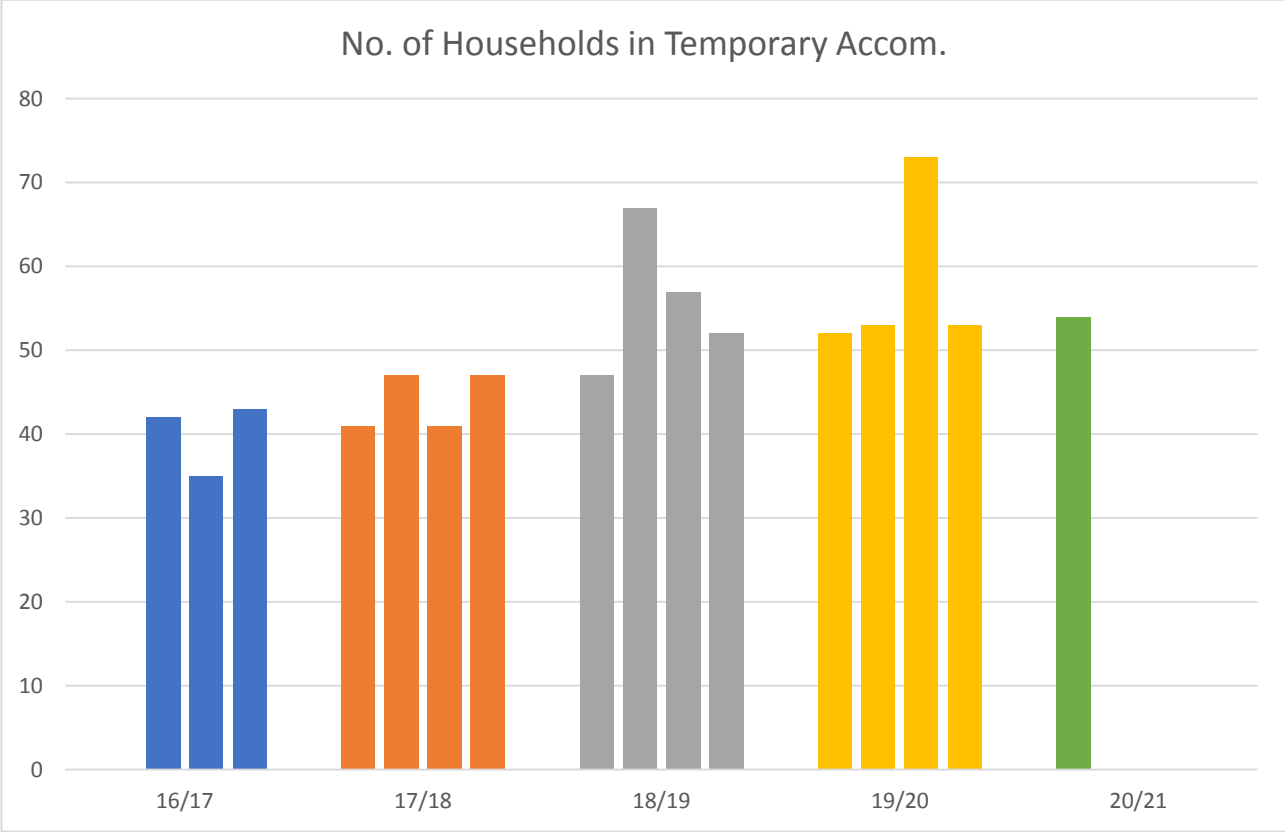


Performing or Underperforming Target

This performance indicator does not have a target.

Housing

Data is currently missing for this performance indicator.



Performing or Underperforming Target

The target for this performance indicator is 70 or below, which means the indicator is:

| *Data missing*

The outturn for this indicator is 18 homelessness acceptances over quarter 2. This has stayed the same compared with quarter one, but is an increase compared with the same quarter last year.

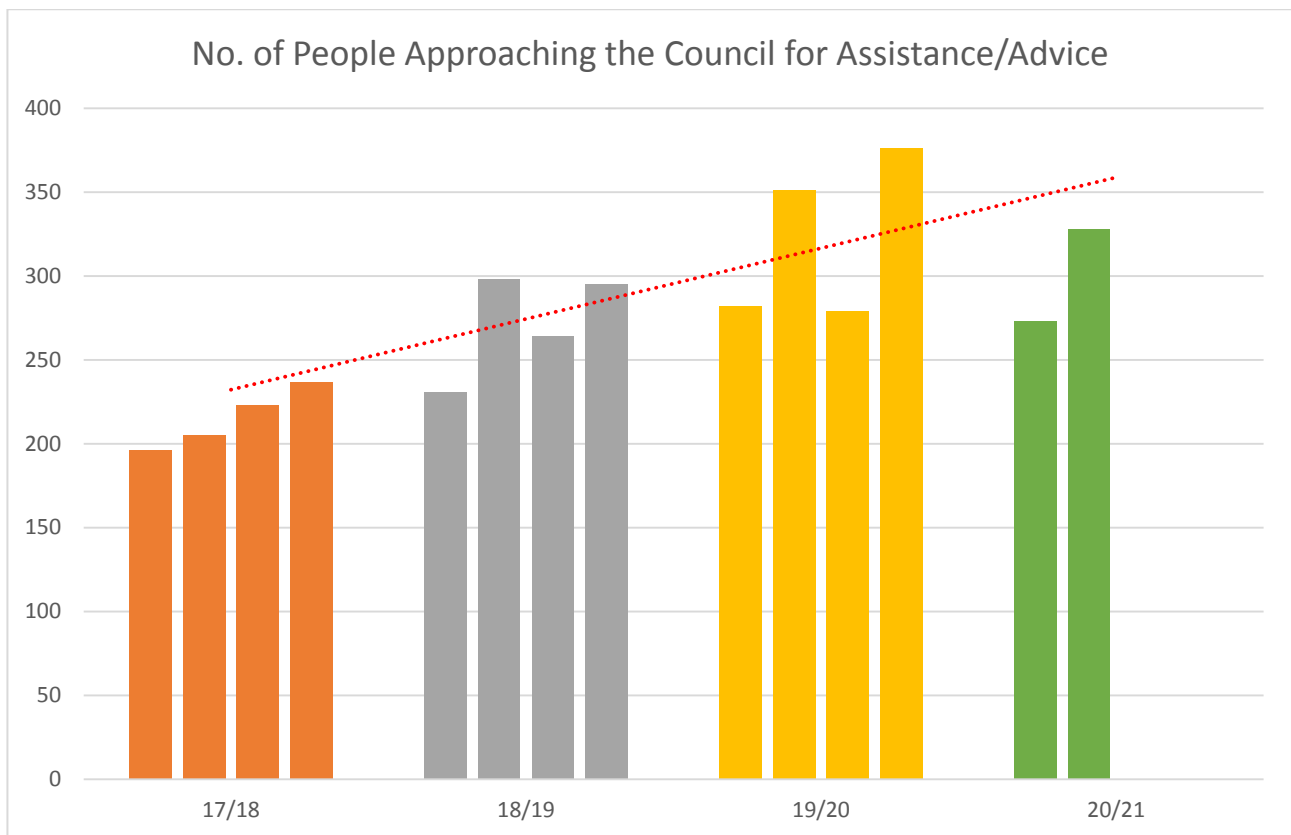


Performing or Underperforming Target

The target for this performance indicator is 18 or below, which means the indicator is:

| Performing

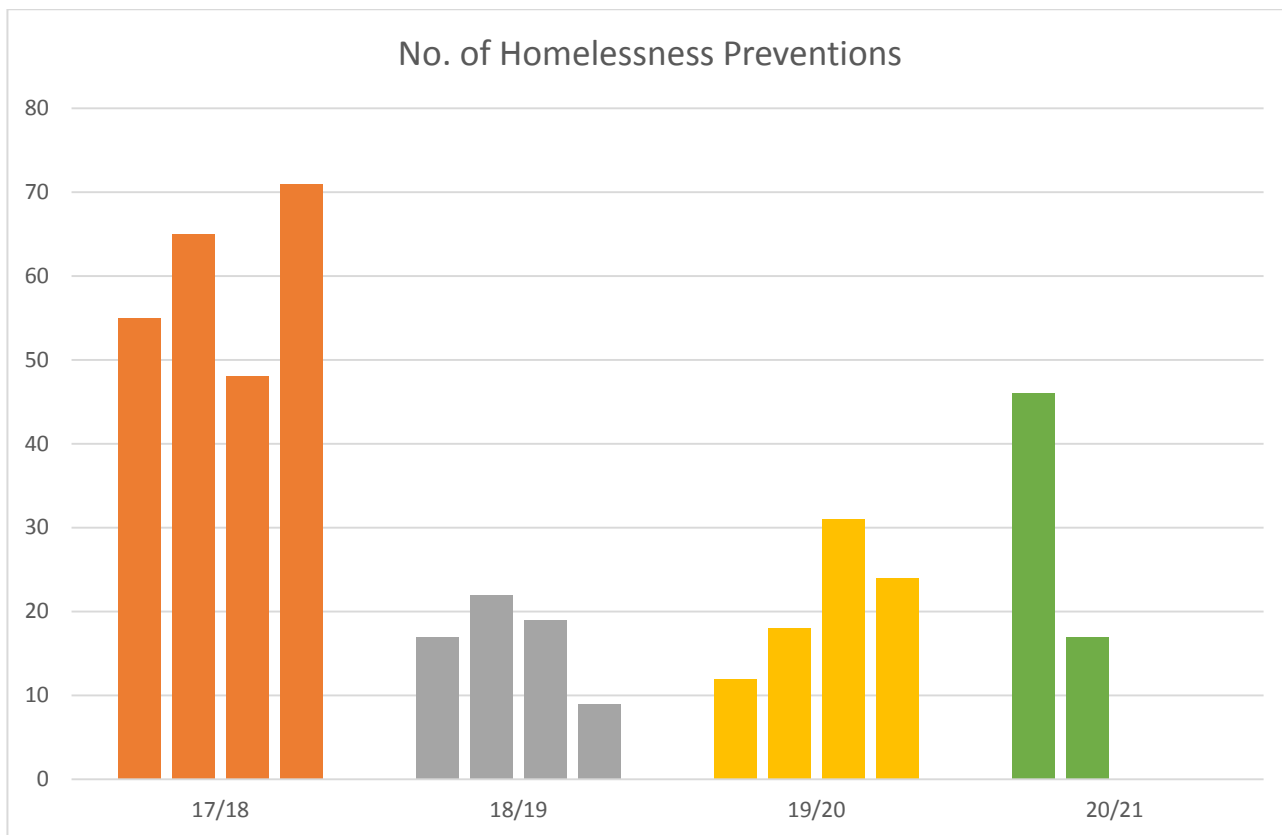
The outturn for this indicator is 328 people approaching the Council for housing assistance or advice in quarter two. This is an increase of 55 over the previous quarter.



Performing or Underperforming Target

This performance indicator does not have a target.

The outturn for this indicator is 17 homelessness preventions over quarter two. This is a decrease of 29 from the previous quarter.

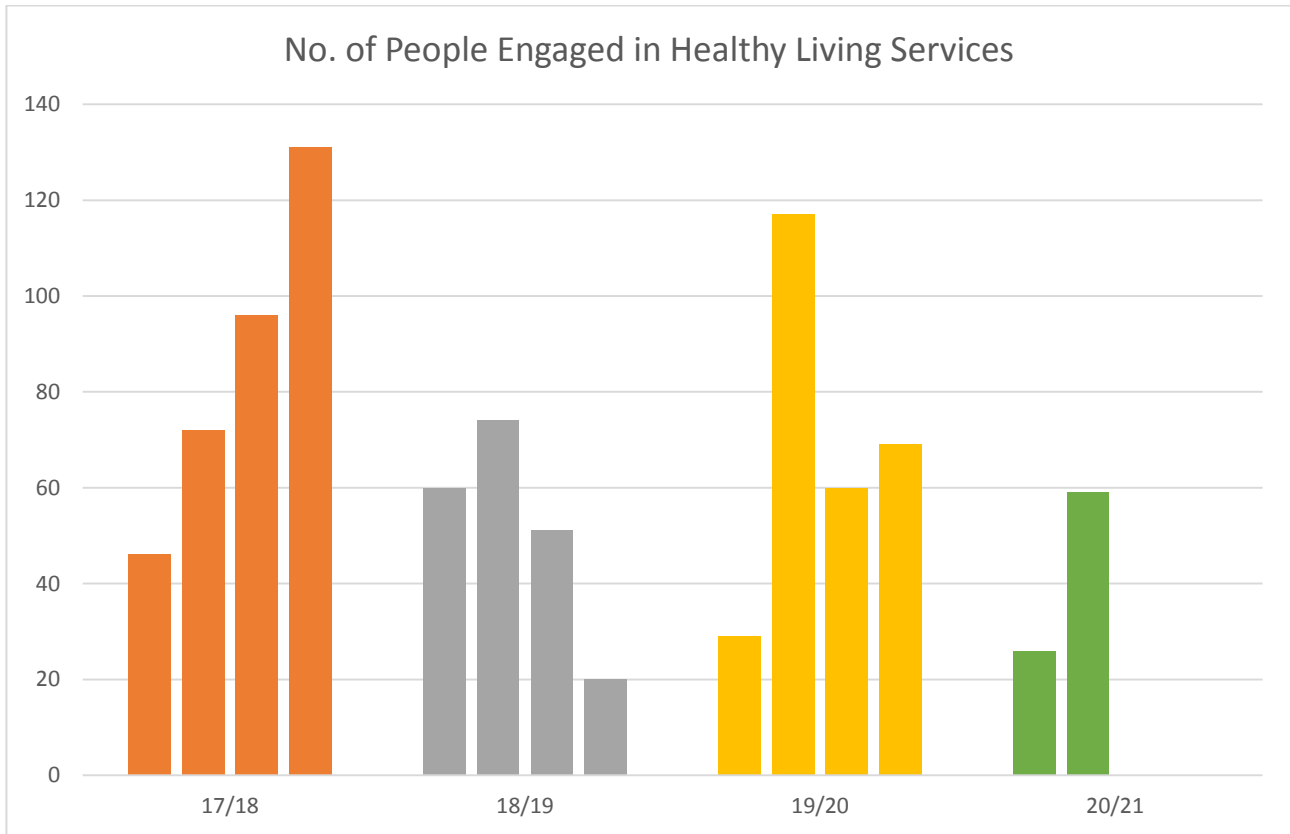


Performing or Underperforming Target

This performance indicator does not have a target.

Health

The outturn for this indicator is 59 people who have been engaged in healthy living services for quarter two. This is an increase of 33 over the previous quarter.



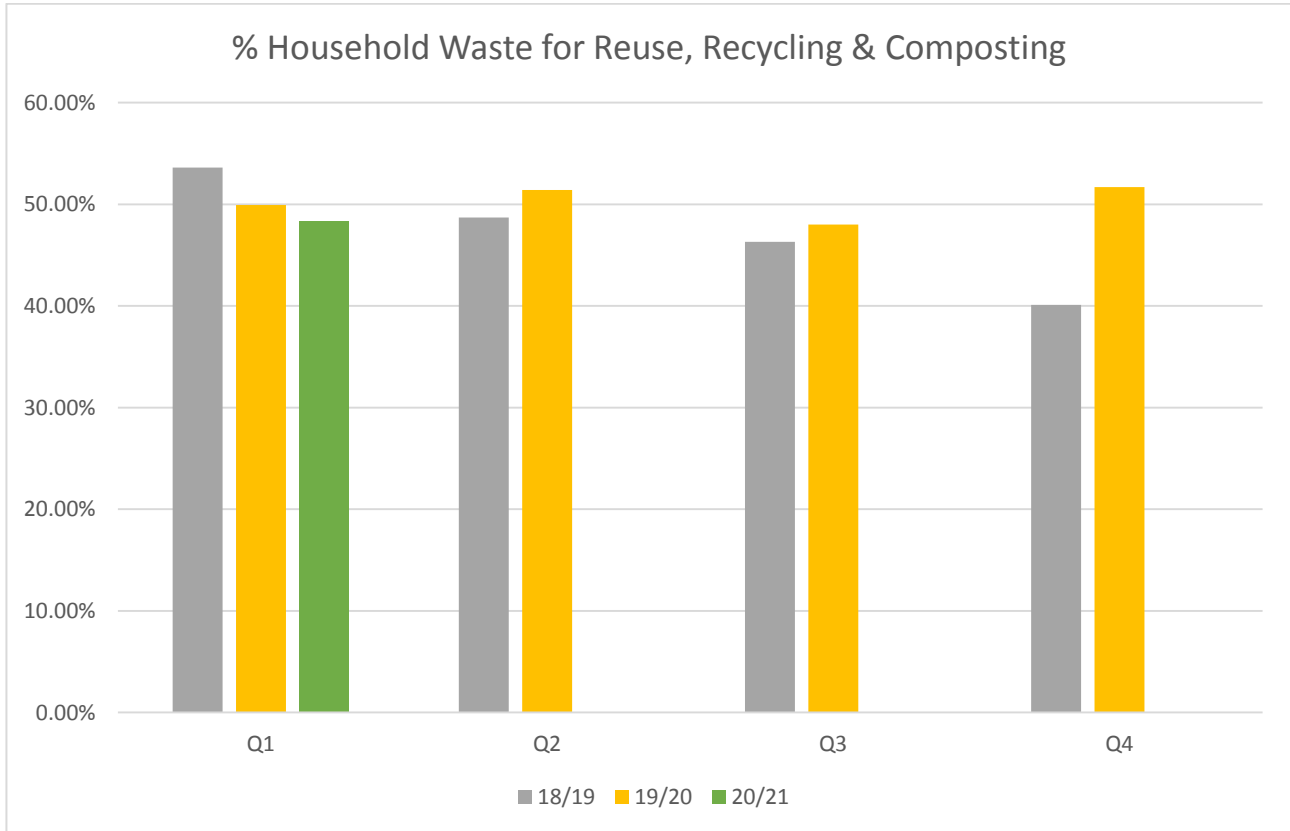
Performing or Underperforming Target

The target for this performance indicator is 52.5 or above, which means the indicator is:

| *Performing*

Environment

Data is currently missing for this performance indicator.

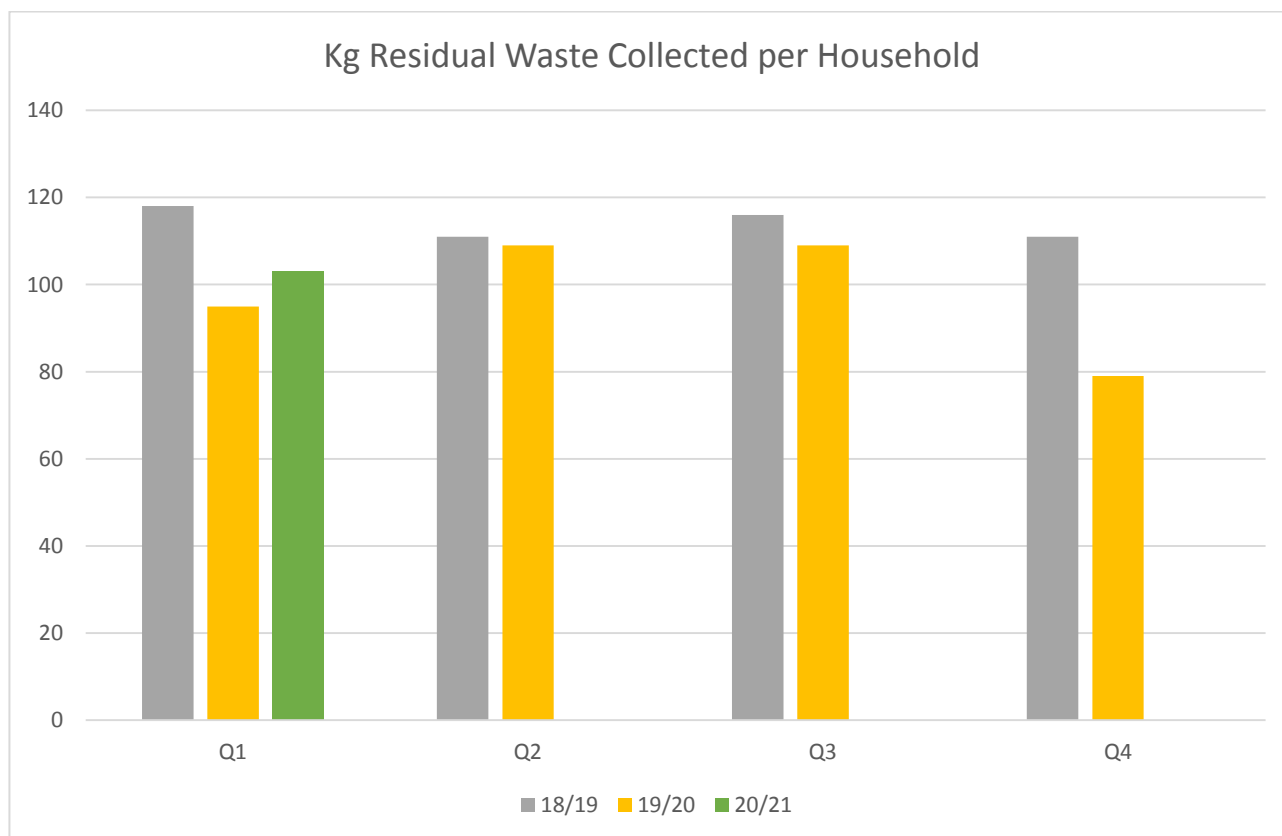


Performing or Underperforming Target

The target for this performance indicator is 48% or above, which means the indicator is:

| *Data missing*

Data is currently missing for this performance indicator.



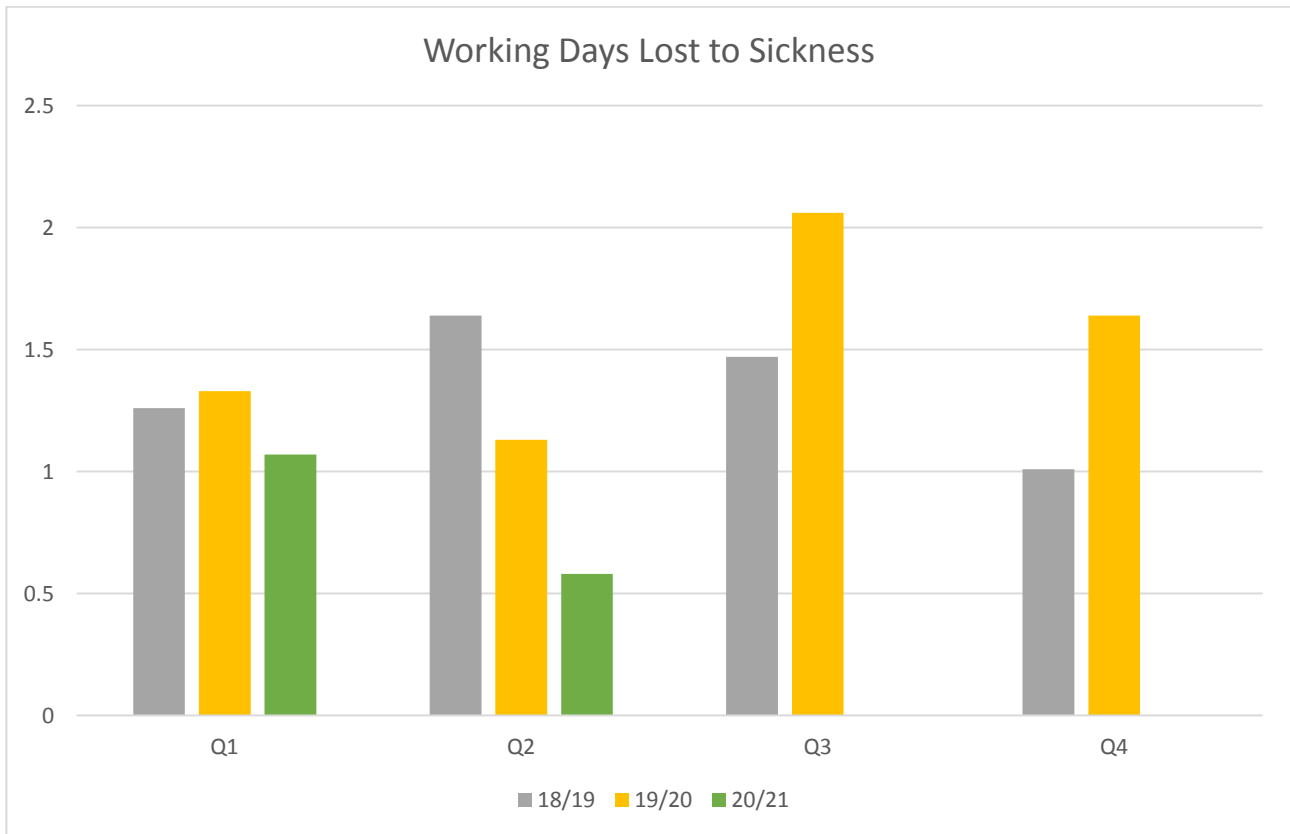
Performing or Underperforming Target

The target for this performance indicator is 127 or below, which means the indicator is:

| *Data missing*

HR

The outturn for this indicator is 0.58 days lost to sickness over quarter two.



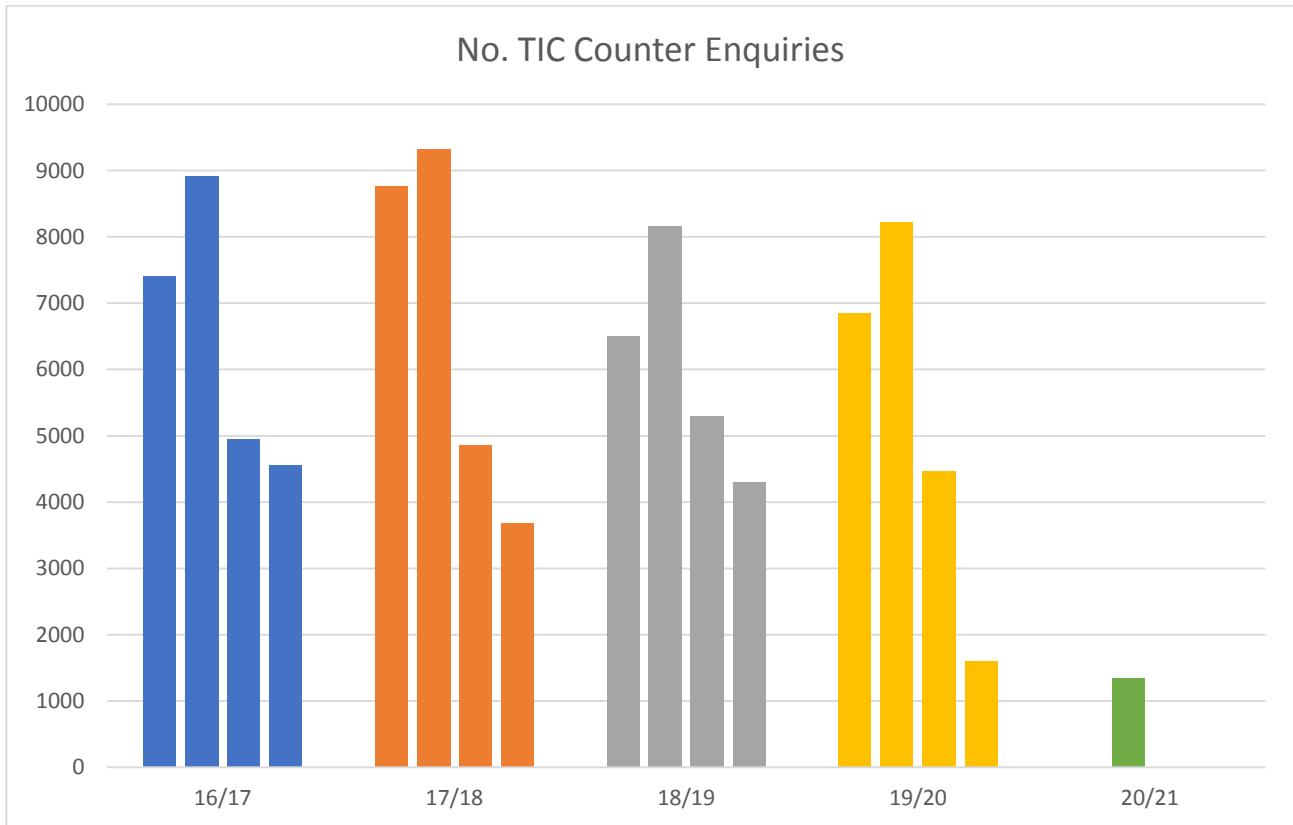
Performing or Underperforming Target

The target for this performance indicator is 1.375 or below, which means the indicator is:

| *Performing*

Economic Development

The outturn for this indicator is 827 TIC counter enquiries for the quarter. This is an increase from zero in the previous quarter (when the TIC was shut).



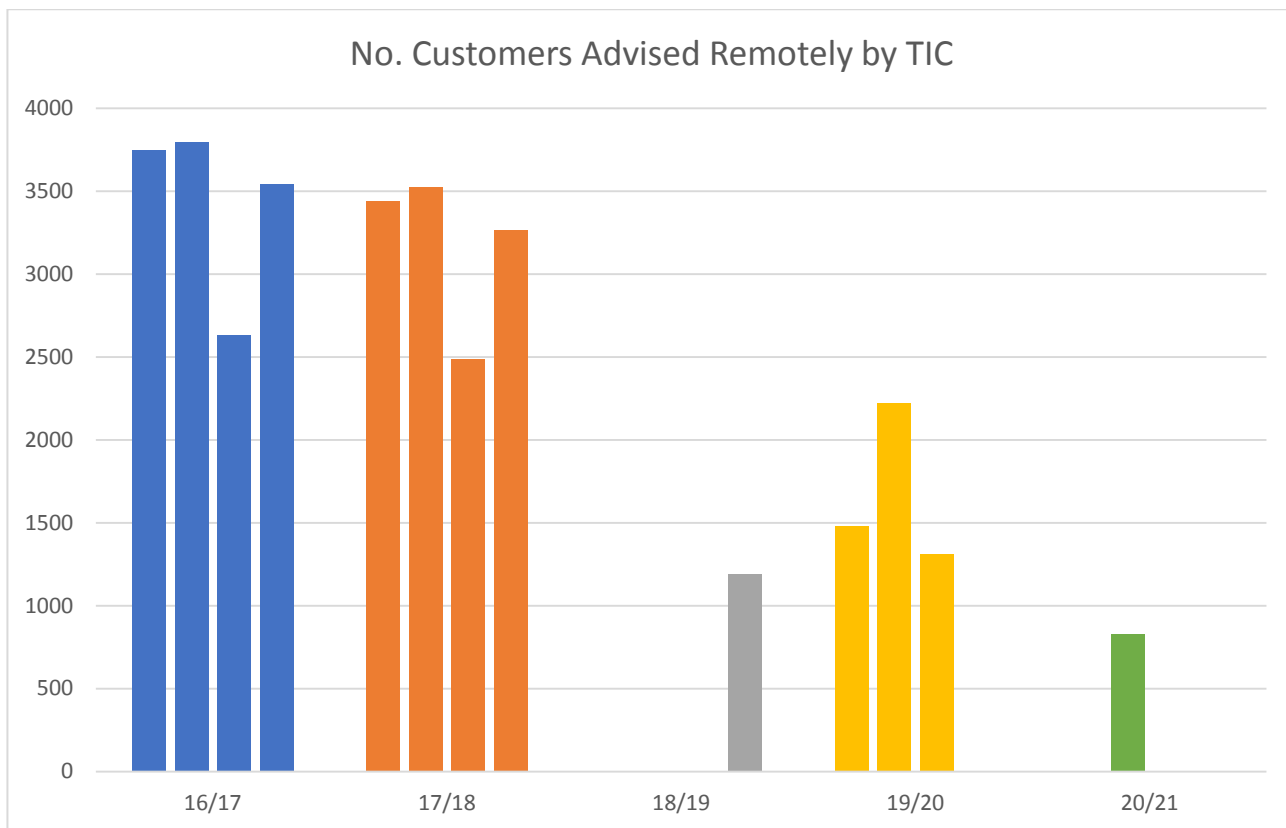
Performing or Underperforming Target

The target for this performance indicator is 6,500 or above, which means the indicator is:

Underperforming

NOTE: The TIC was closed to visitors for the whole of July and reopened on 11th August. It remains open but on reduced hours at present (Tues-Fri).

The outturn for this indicator is 1,347 customers advised remotely by TIC in quarter two. This is an increase from zero in the previous quarter (when the TIC was shut).



Performing or Underperforming Target

The target for this performance indicator is 3,300 or above, which means the indicator is:

Underperforming

NOTE: A remote service (calls and emails) was operating throughout this quarter (Mon-Fri).

The outturn for this indicator is 370 businesses who have contacted the ED team for advice in quarter two. This is significantly less than the previous quarter, but still far higher than what we would normally expect the service to do.



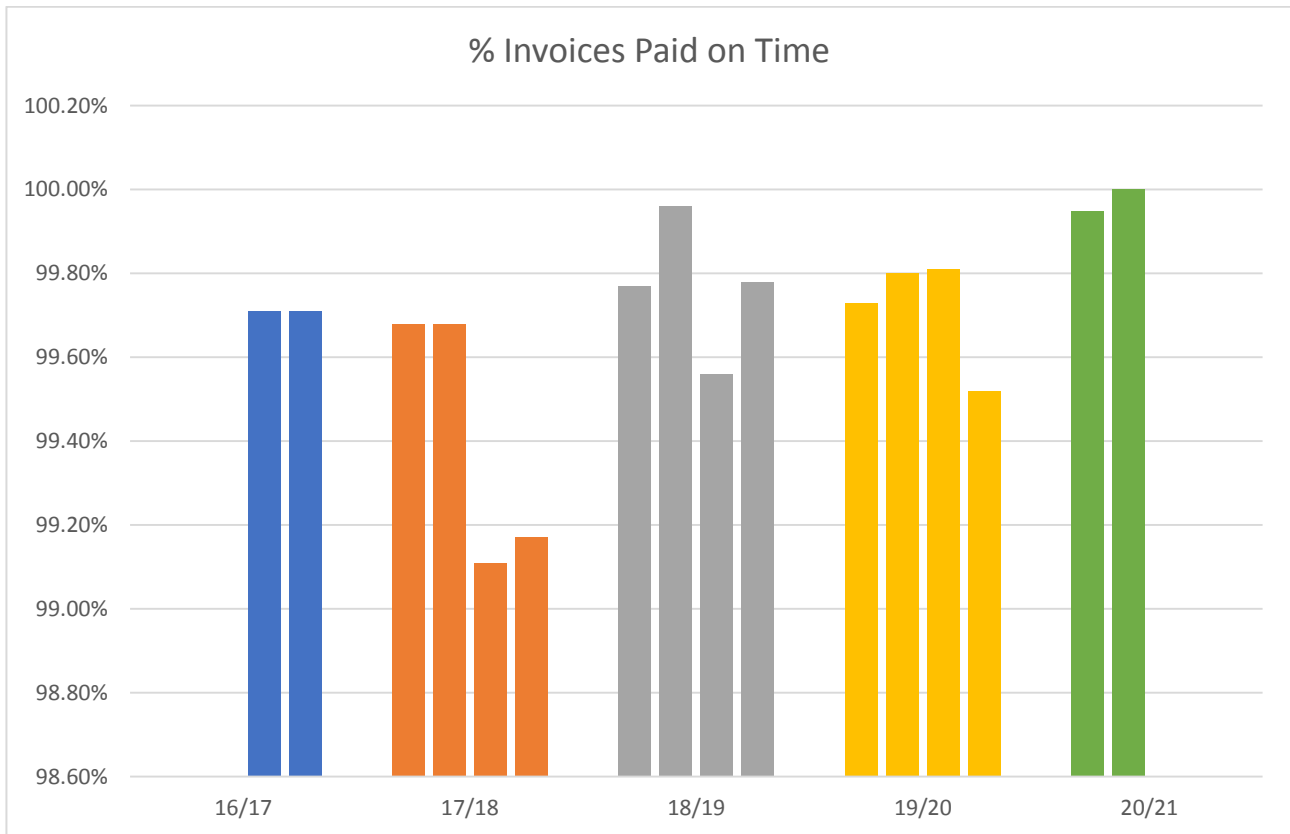
Performing or Underperforming Target

The target for this performance indicator is 30 or above, which means the indicator is:

| *Performing*

Finance

The outturn for this indicator is 100% of invoiced paid on time in quarter two.

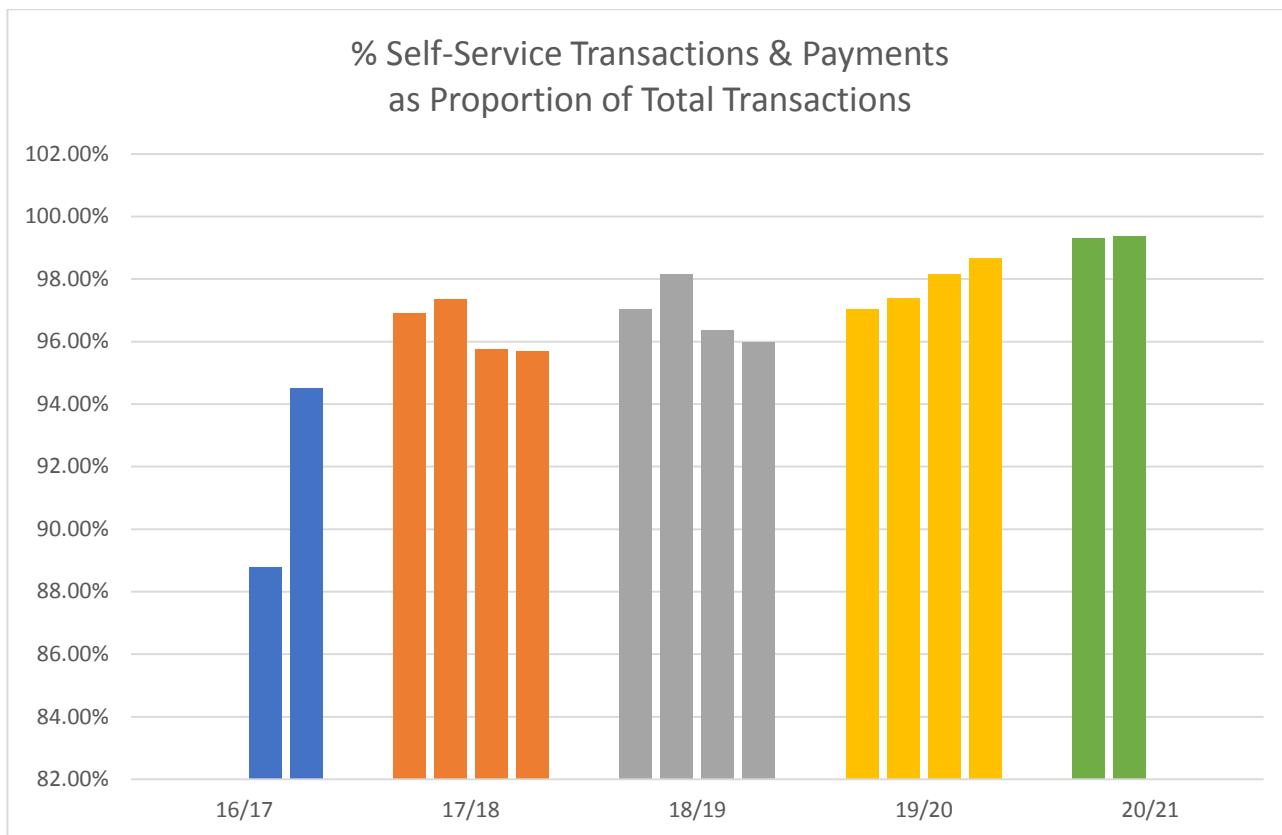


Performing or Underperforming Target

The target for this performance indicator is 99.8% or above, which means the indicator is:

| Performing

The outturn for this indicator is 99.36% of transactions and payments were self-service transactions over quarter two.



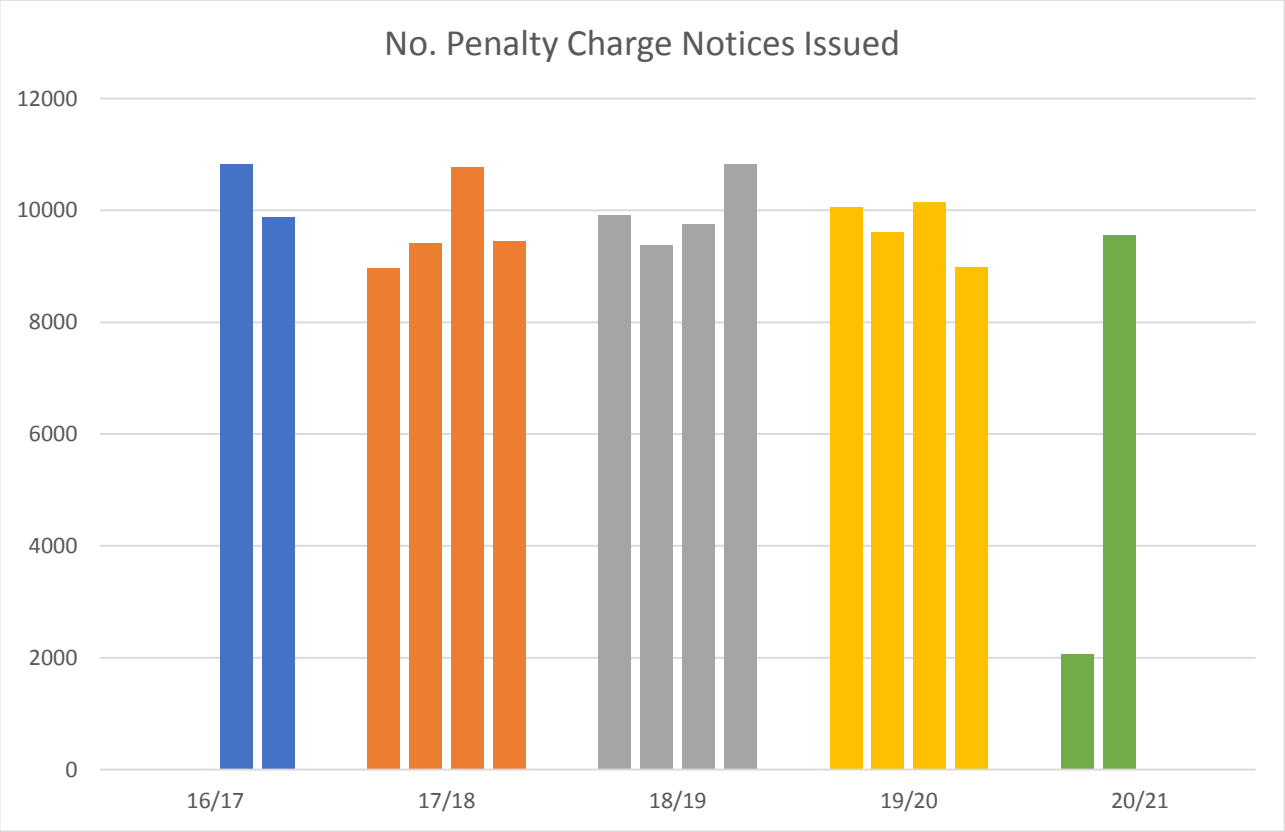
Performing or Underperforming Target

The target for this performance indicator is 94% or above, which means the indicator is:

| *Performing*

Parking

The outturn for this indicator is 9,958 Penalty Charge Notices were issued over quarter two.

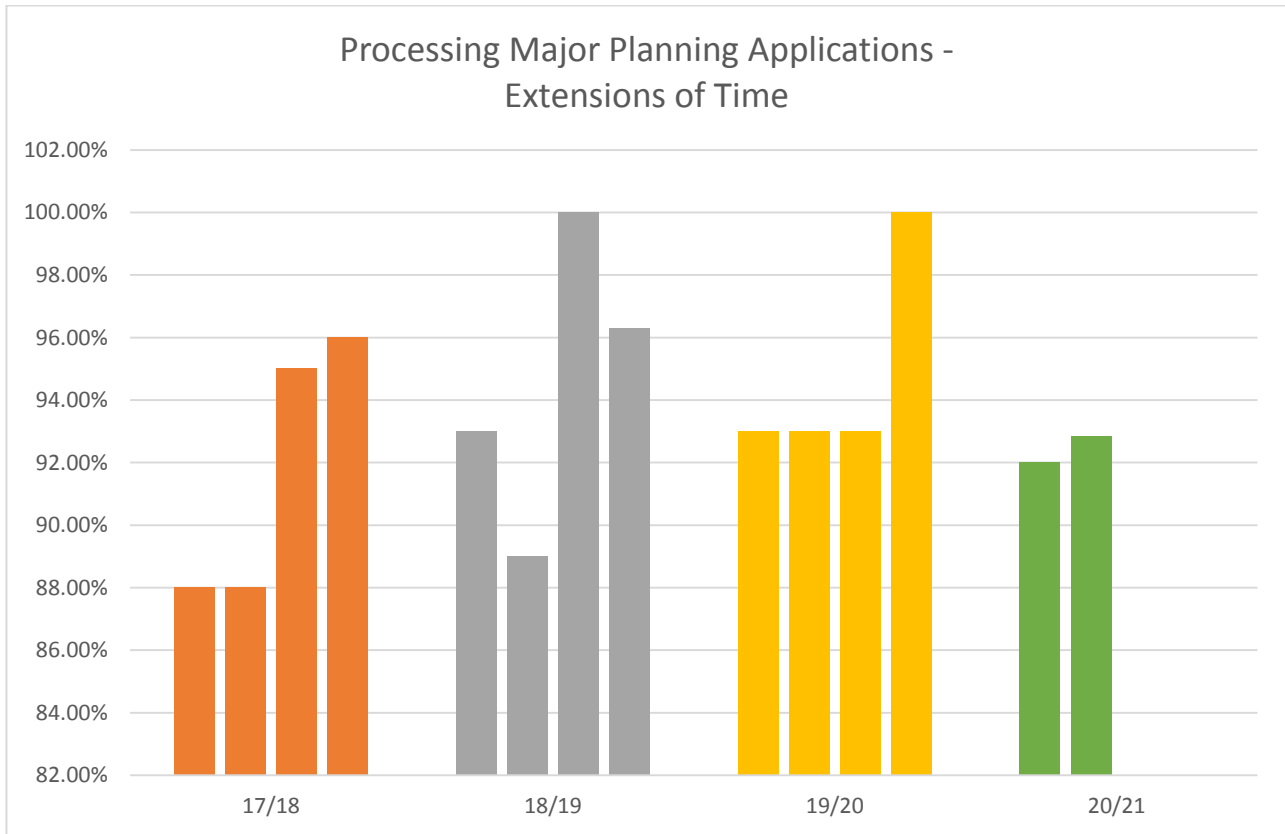


Performing or Underperforming Target

This performance indicator does not have a target.

Planning

The outturn for this indicator is 92.85% of major planning applications processed in time (with agreed extensions of time) in quarter two.

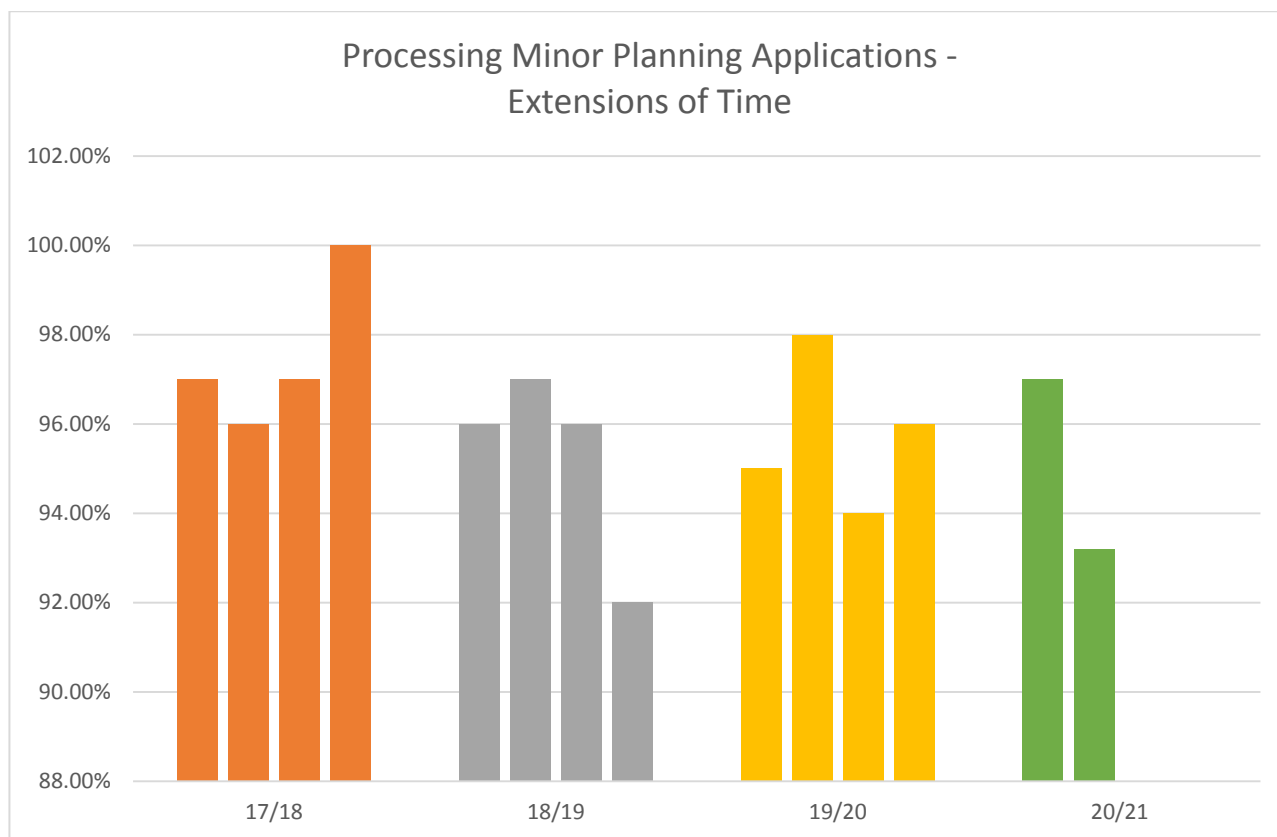


Performing or Underperforming Target

The target for this performance indicator is 80% or above, which means the indicator is:

█ *Performing*

The outturn for this indicator is 93.20% of minor applications processed in time (with extensions of time) in quarter two.

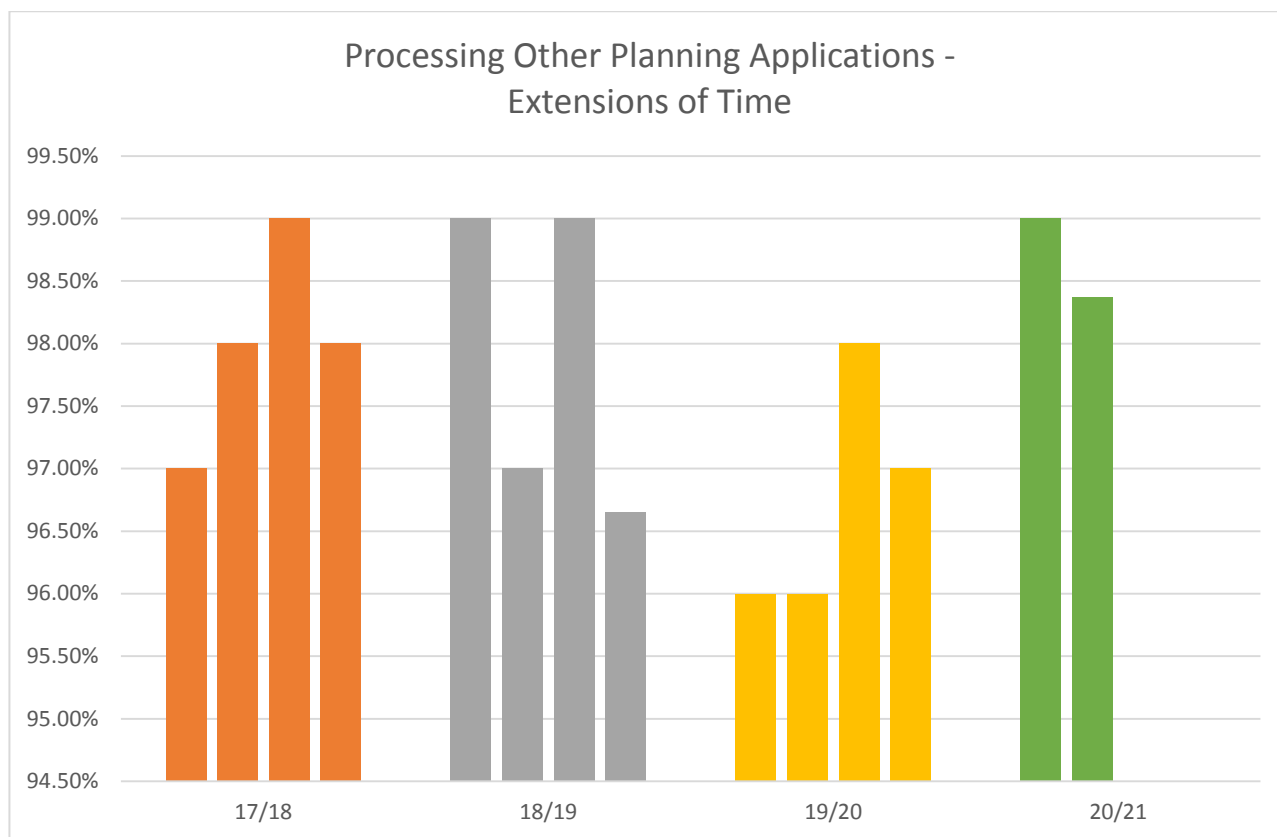


Performing or Underperforming Target

The target for this performance indicator is 85% or above, which means the indicator is:

Performing

The outturn for this indicator is 98.37% of other planning applications processed in time (with extensions of time) in quarter two.

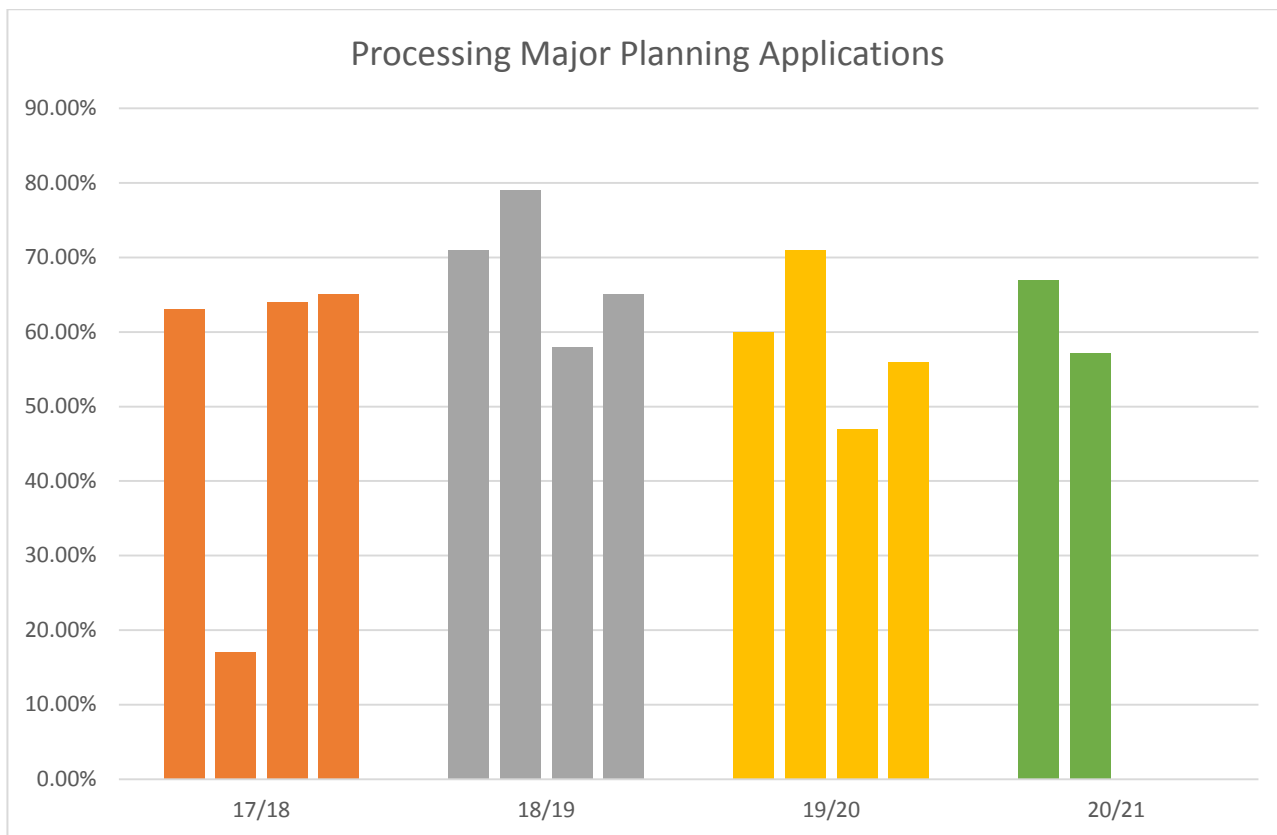


Performing or Underperforming Target

The target for this performance indicator is 93% or above, which means the indicator is:

Performing

The outturn for this indicator is 57.14% of major applications processed within time in quarter two.



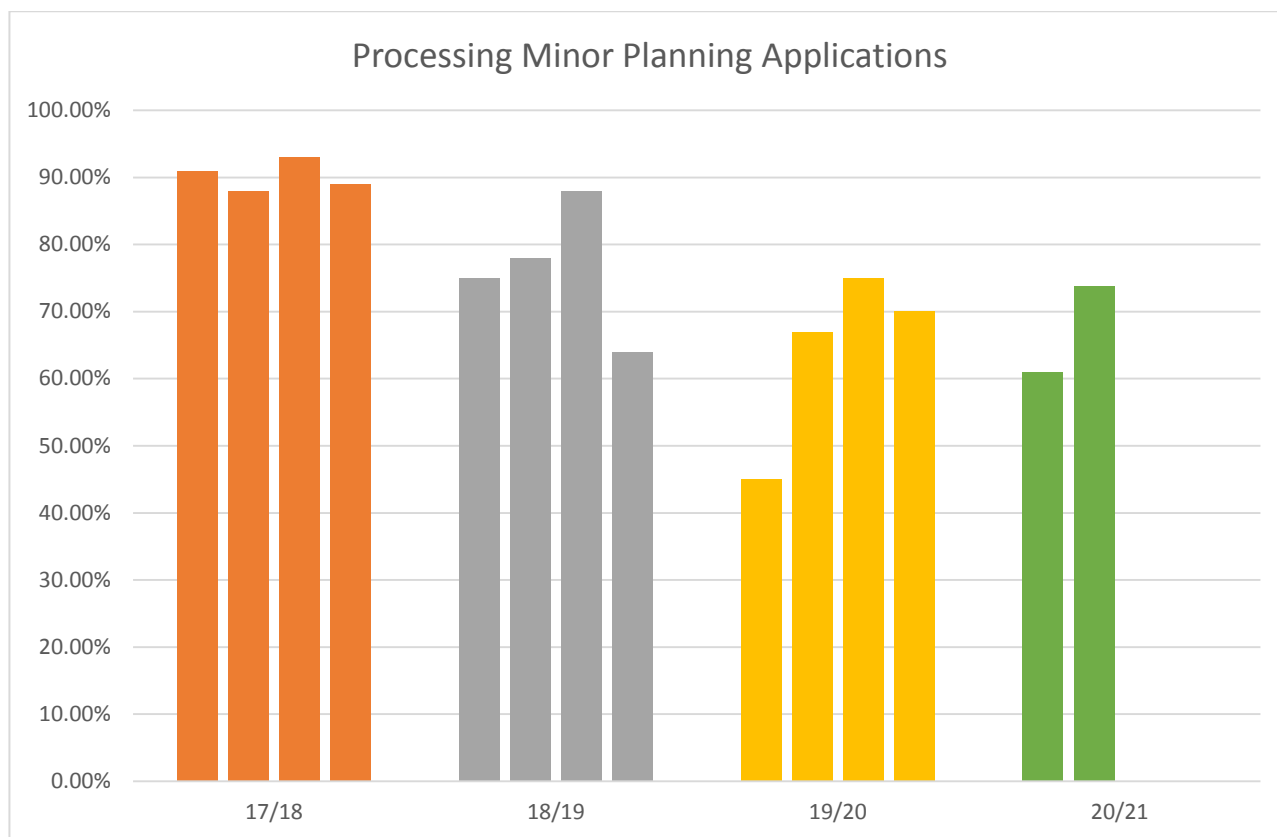
Performing or Underperforming Target

The target for this performance indicator is 65% or above, which means the indicator is:

Underperforming

NOTE: Several issues have impacted the performance of this indicator, but it is not seen as an indicative trend. An underperforming indicator recovery plan has been produced.

The outturn for this indicator is 73.78% of minor applications processed within time in quarter two.



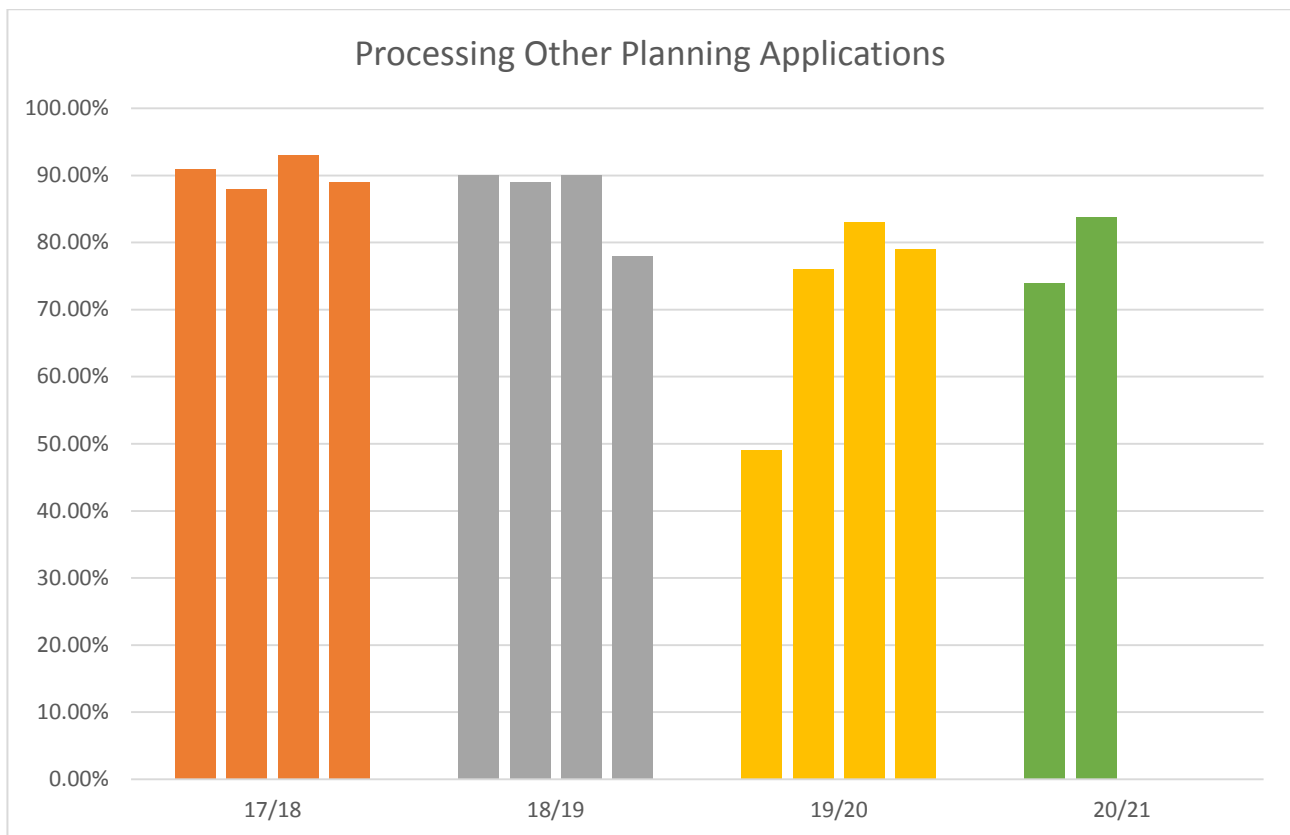
Performing or Underperforming Target

The target for this performance indicator is 75% or above, which means the indicator is:

Underperforming

NOTE: Remote working and limited access to the Town Hall is having an impact on performance. An underperforming indicator recovery plan has been produced.

The outturn for this indicator is 83.74% of other planning applications processed within time in quarter two.



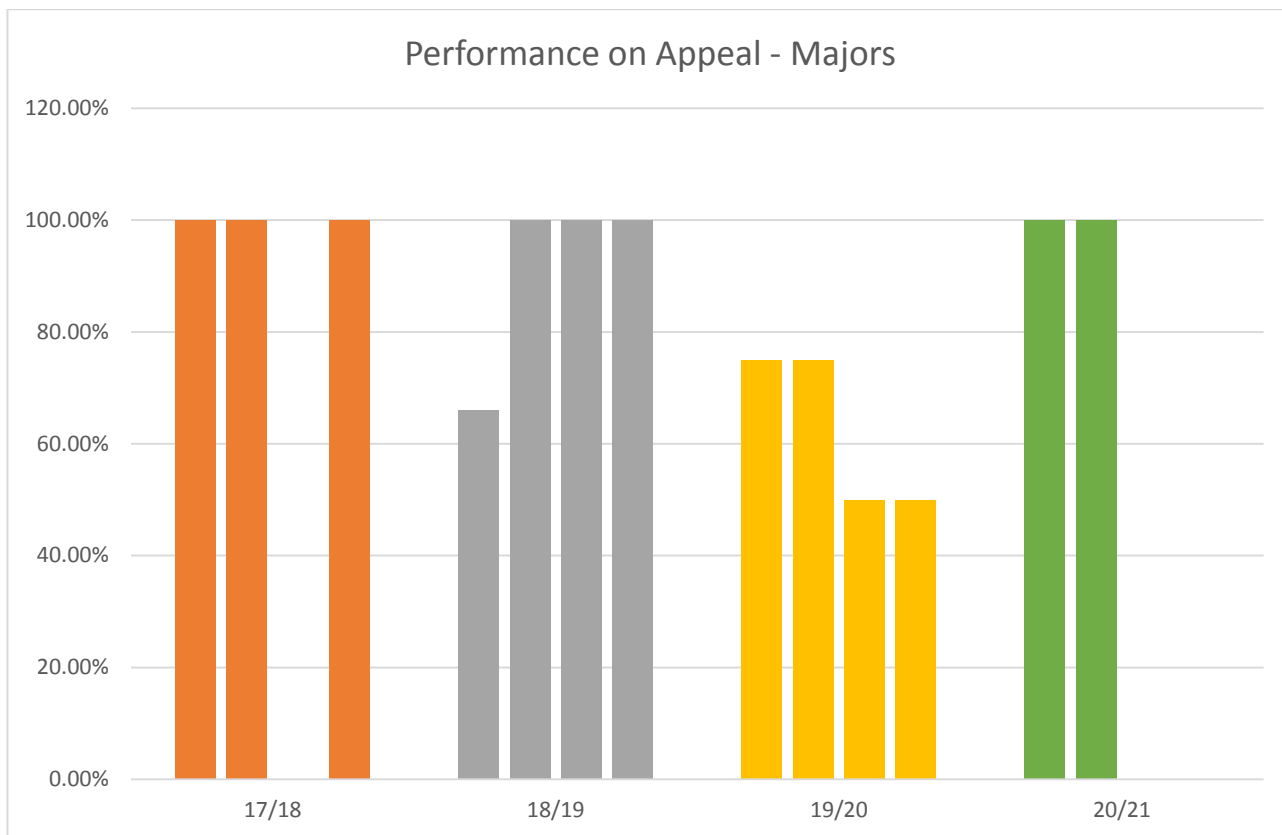
Performing or Underperforming Target

The target for this performance indicator is 88% or above, which means the indicator is:

Underperforming

NOTE: Remote working and limited access to the Town Hall is having an impact on performance. An underperforming indicator recovery plan has been produced.

The outturn for this indicator is 100% successful performance on major appeals in quarter two (there have been no major appeals submitted for the period).

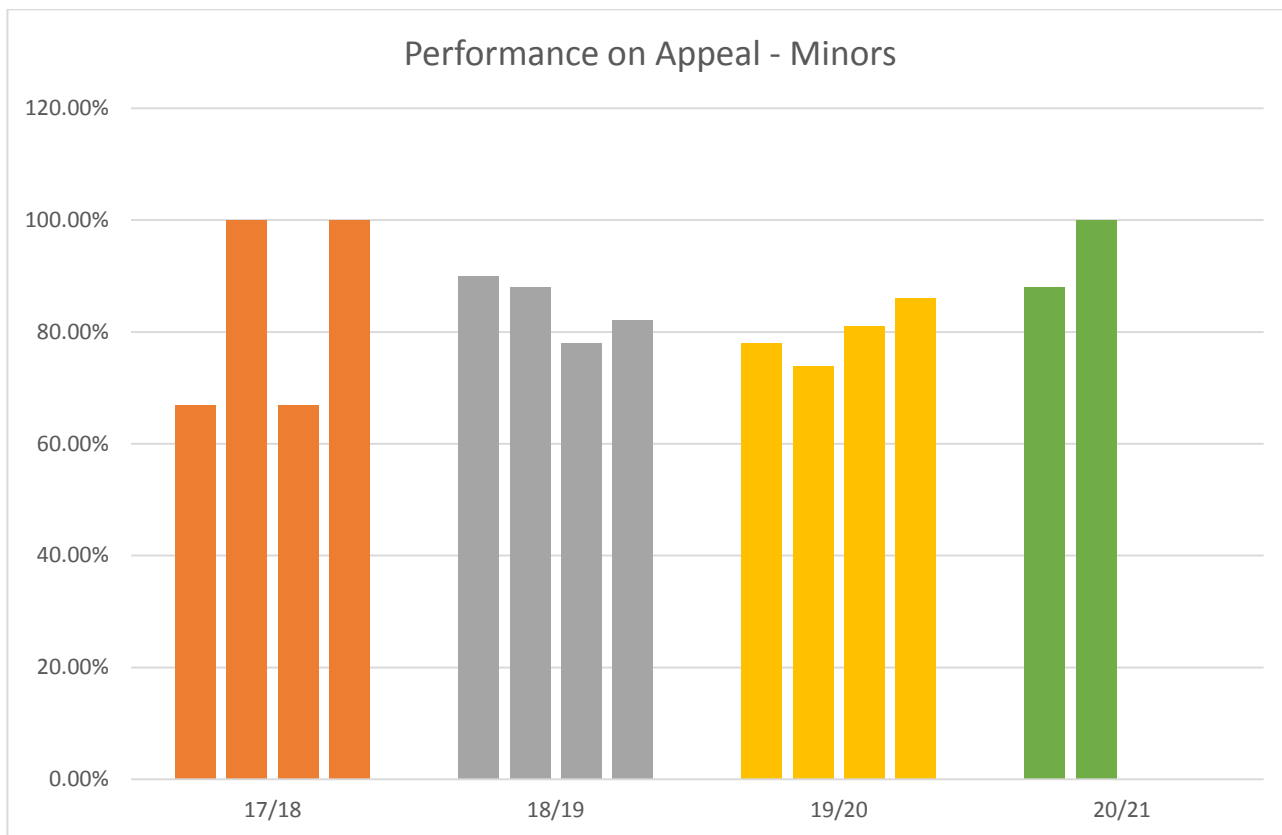


Performing or Underperforming Target

The target for this performance indicator is 65% or above, which means the indicator is:

Performing

The outturn for this indicator is 100% successful performance on minor appeals in quarter two.

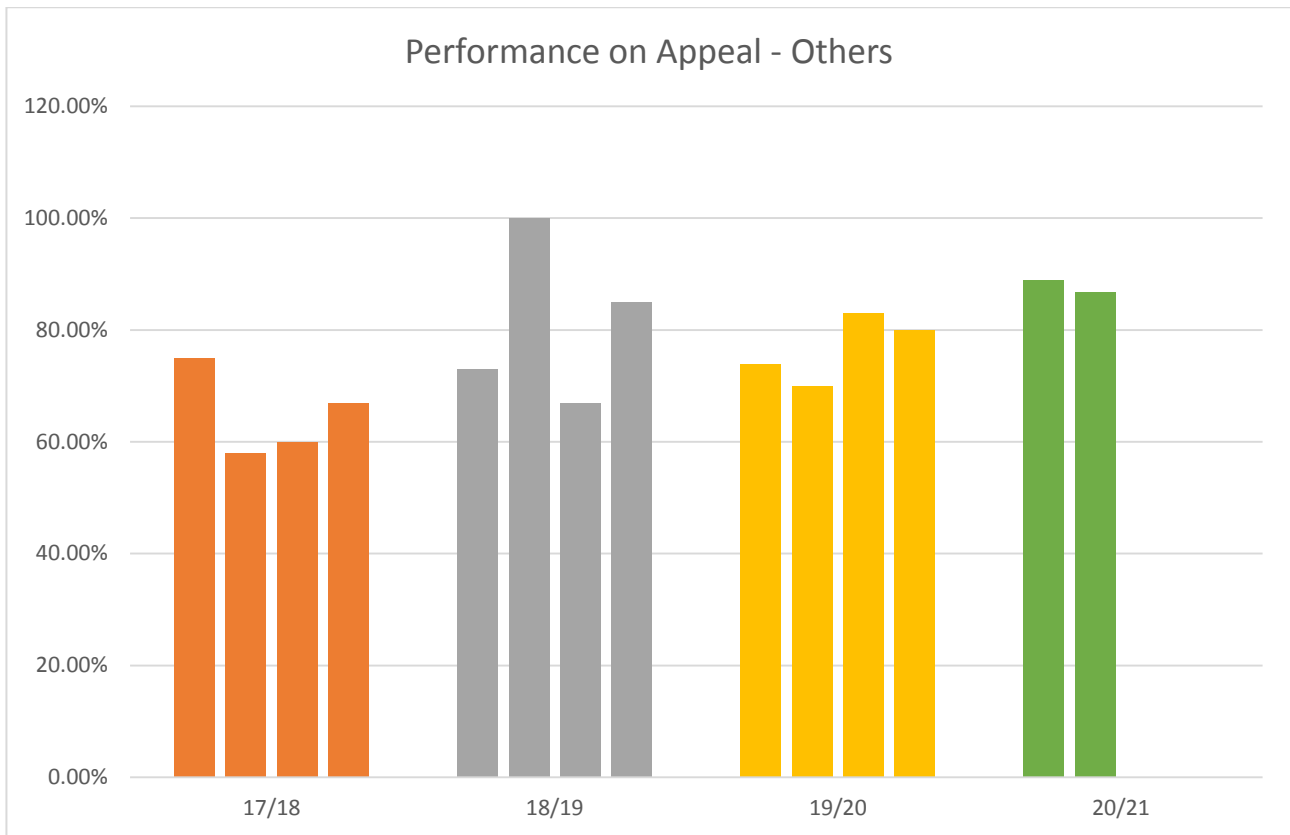


Performing or Underperforming Target

The target for this performance indicator is 65% or above, which means the indicator is:

Performing

The outturn for this indicator is 86.66% successful performance on other appeals in quarter two.



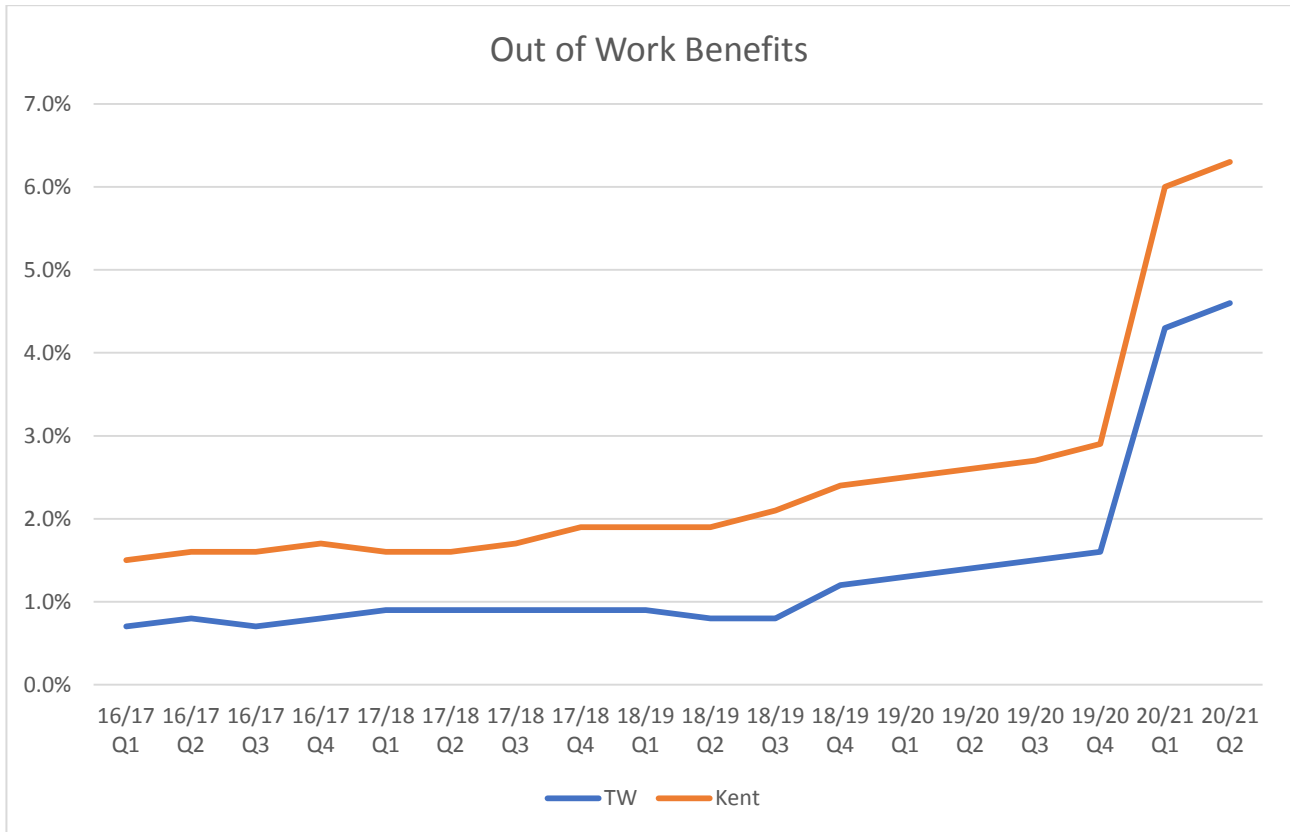
Performing or Underperforming Target

The target for this performance indicator is 65% or above, which means the indicator is:

█ *Performing*

Policy

The outturn for this indicator is 4.6% of the resident population (aged 16-64) who are in receipt of out of work benefits. This includes universal credit claimants, so not all of these residents will be unemployed. This is a rise of 0.3% on the previous quarter.

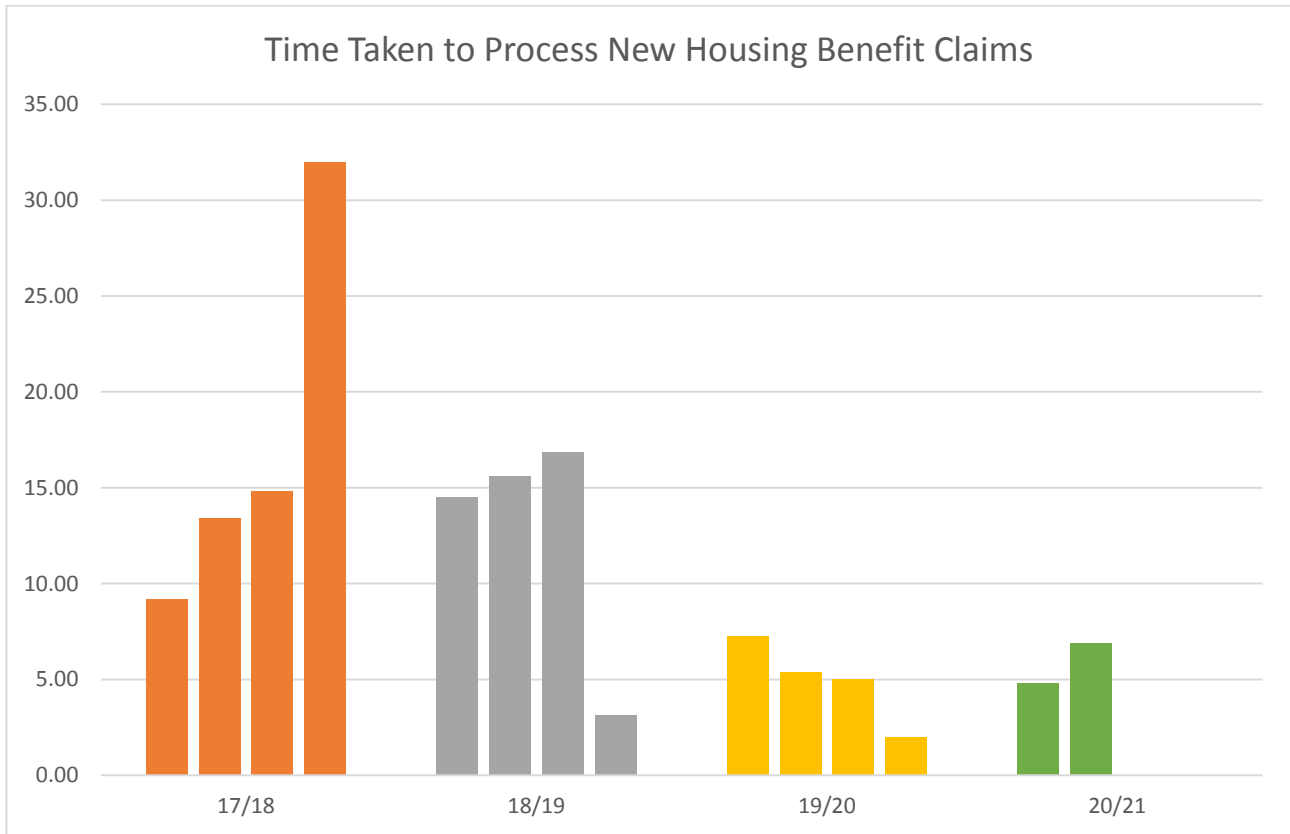


Performing or Underperforming Target

This performance indicator does not have a target.

Revenues and Benefits

The outturn for this indicator is 6.87 average days taken to process new housing benefit claims in quarter two.

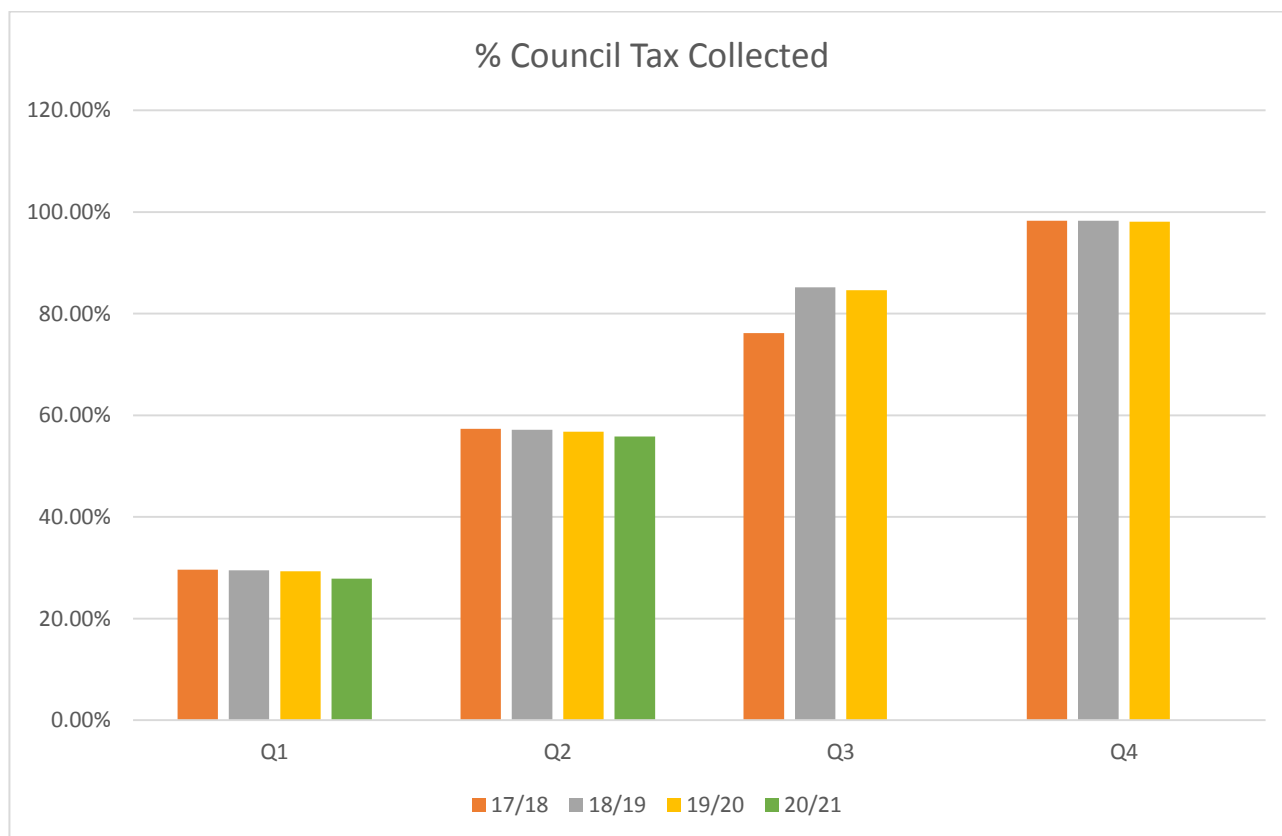


Performing or Underperforming Target

The target for this performance indicator is 10 or under, which means the indicator is:

Performing

The outturn for this indicator is 55.80% of council tax collected in quarter two.



Performing or Underperforming Target

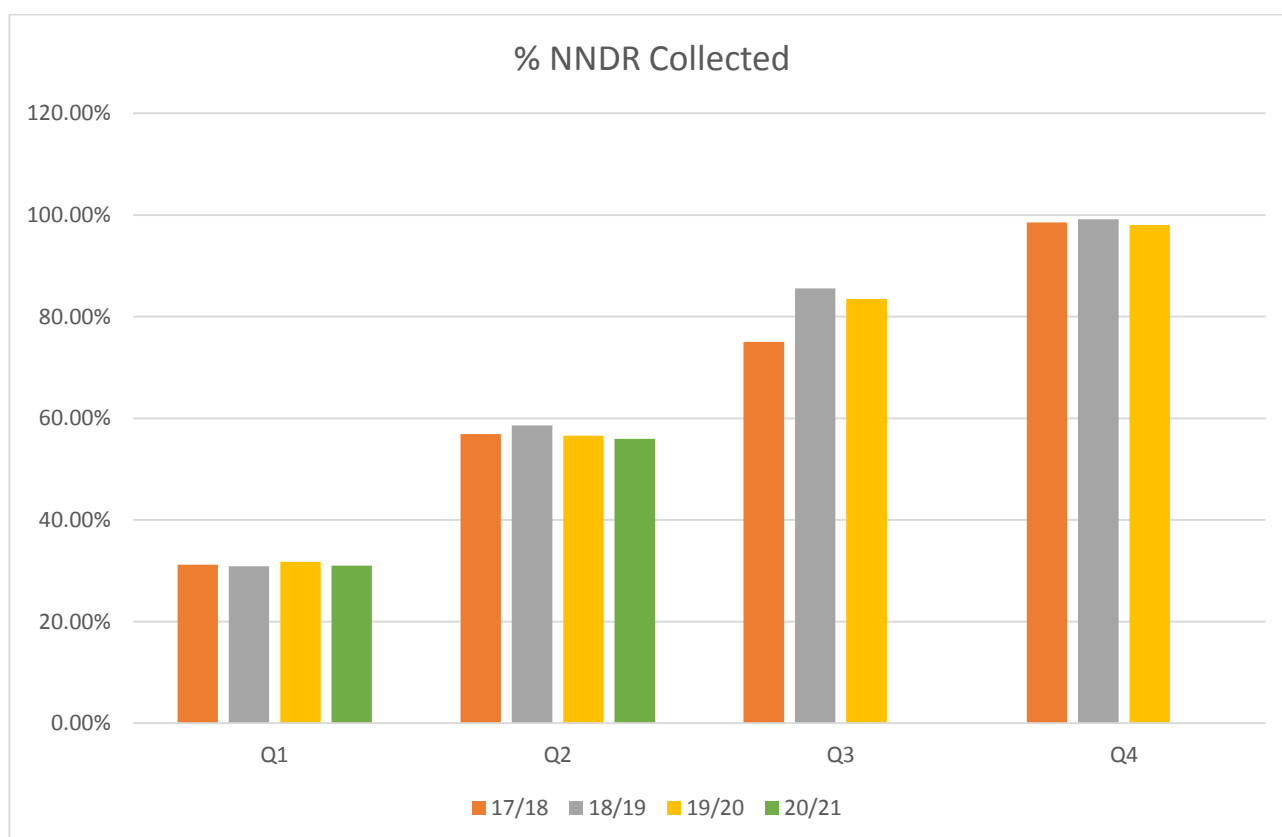
The target for this performance indicator is 57.10% or above, which means the indicator is:

Underperforming

NOTE: This indicator is continuing to be impacted by the Covid-19 pandemic, and the target represents what would have been expected this year if the pandemic had not occurred. The outturn is 1% down compared with the same quarter last year, which is an improvement on the previous quarter (1.62% down).

An underperforming indicator recovery plan has not been submitted for this indicator as it is underperforming as a direct result of Covid-19.

The outturn for this indicator is 55.94% of NNDR collected in quarter two.



Performing or Underperforming Target

The target for this performance indicator is 57.20% or above, which means the indicator is:

Underperforming

NOTE: This indicator is continuing to be impacted by the Covid-19 pandemic, and the target represents what would have been expected this year if the pandemic had not occurred. The outturn is 1.26% below target and 0.6% down compared with the same quarter last year.

An underperforming indicator recovery plan has not been submitted for this indicator as it is underperforming as a direct result of Covid-19.