

Tunbridge Wells Borough Council

# Performance Report

---

## Council Service Performance

Published March 2020

For Cabinet 11<sup>th</sup> March

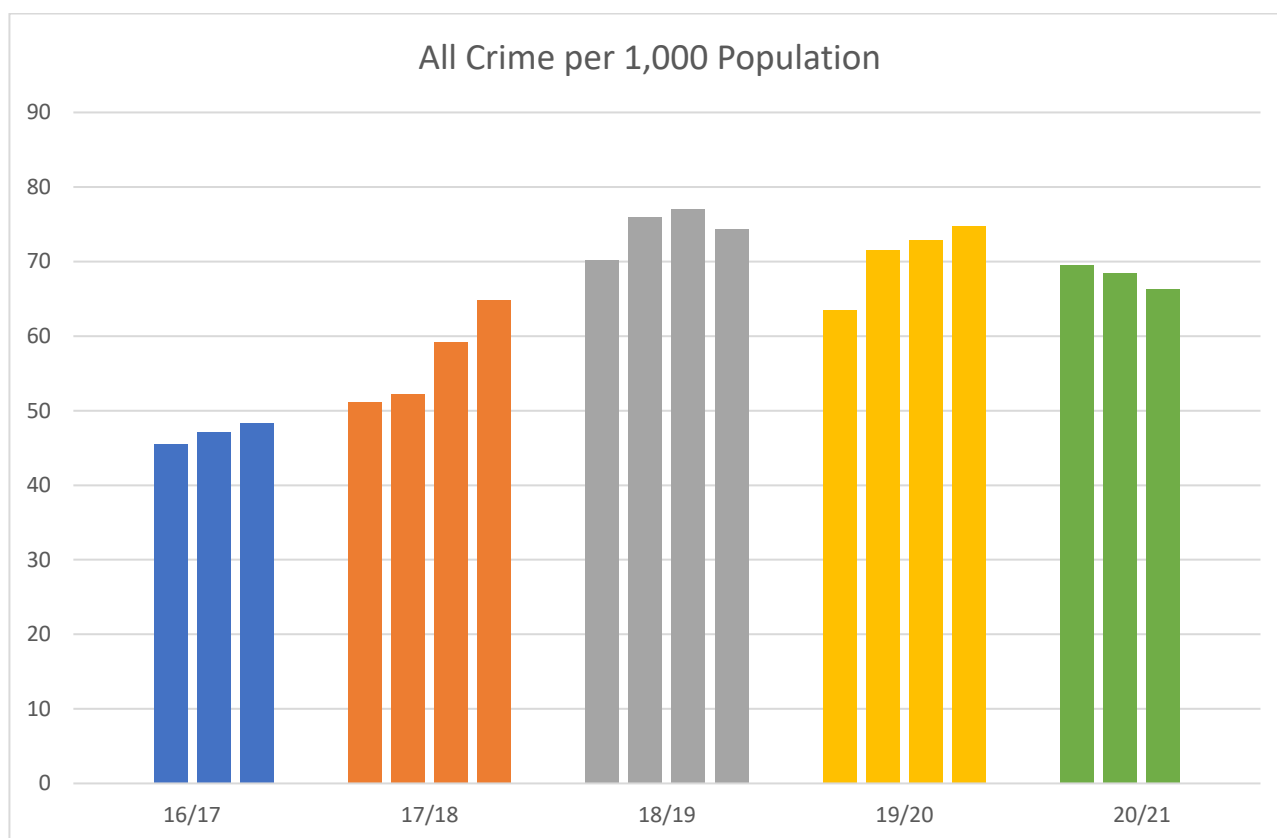


# Indicator Results

## Community Safety Unit

### All Crimes per 1,000 Population

The outturn for this indicator is 66.3 for this quarter, which is lower than the previous quarter at 68.5. The Kent average is currently 93 crimes per 1,000 of the population.

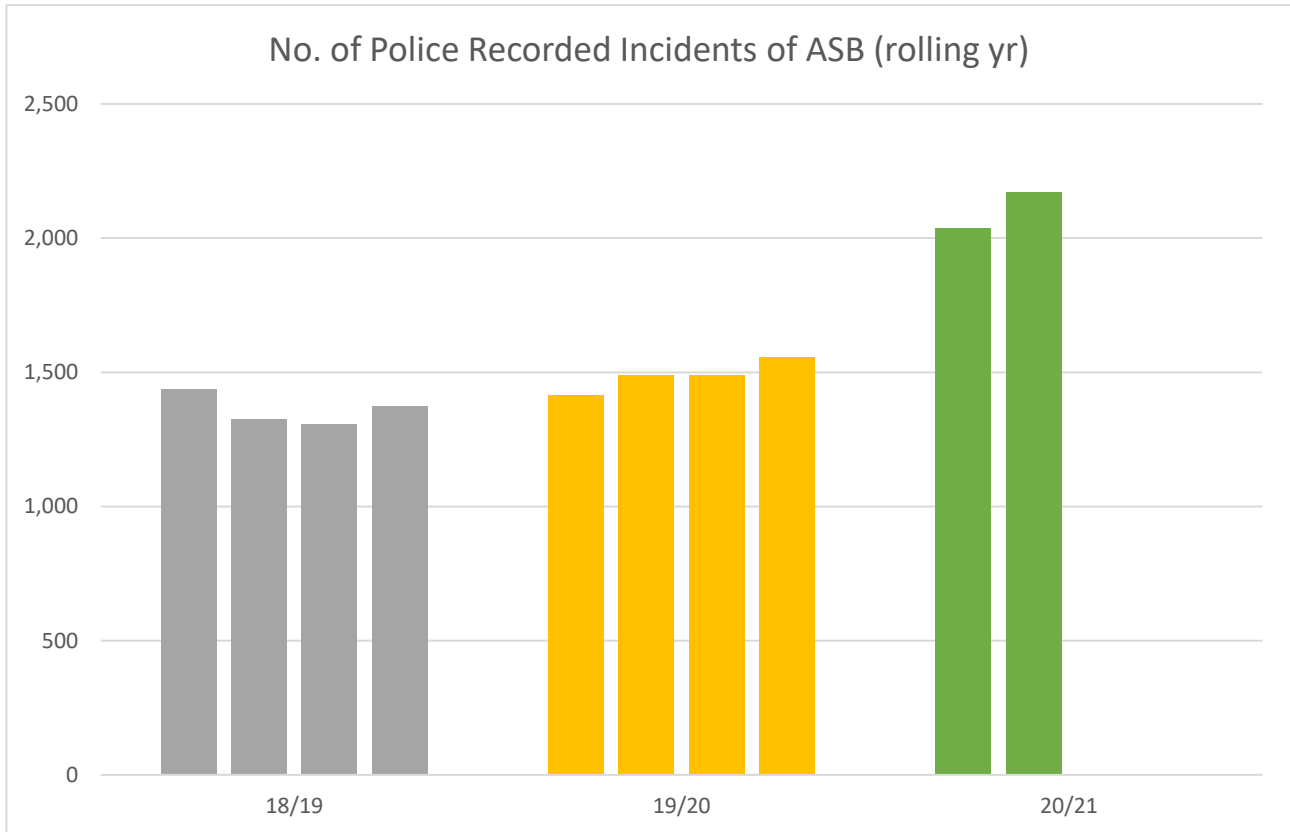


#### ***Performing or Underperforming Target***

This performance indicator does not have a target.

## Number of Police Recorded Incidents of Anti-Social Behaviour

The outturn for this indicator is 2,354 for this quarter, which is higher than the previous quarter at 2,69. The majority of the increase is due to Covid-19 related incidents (e.g. gatherings with no social distancing in place).

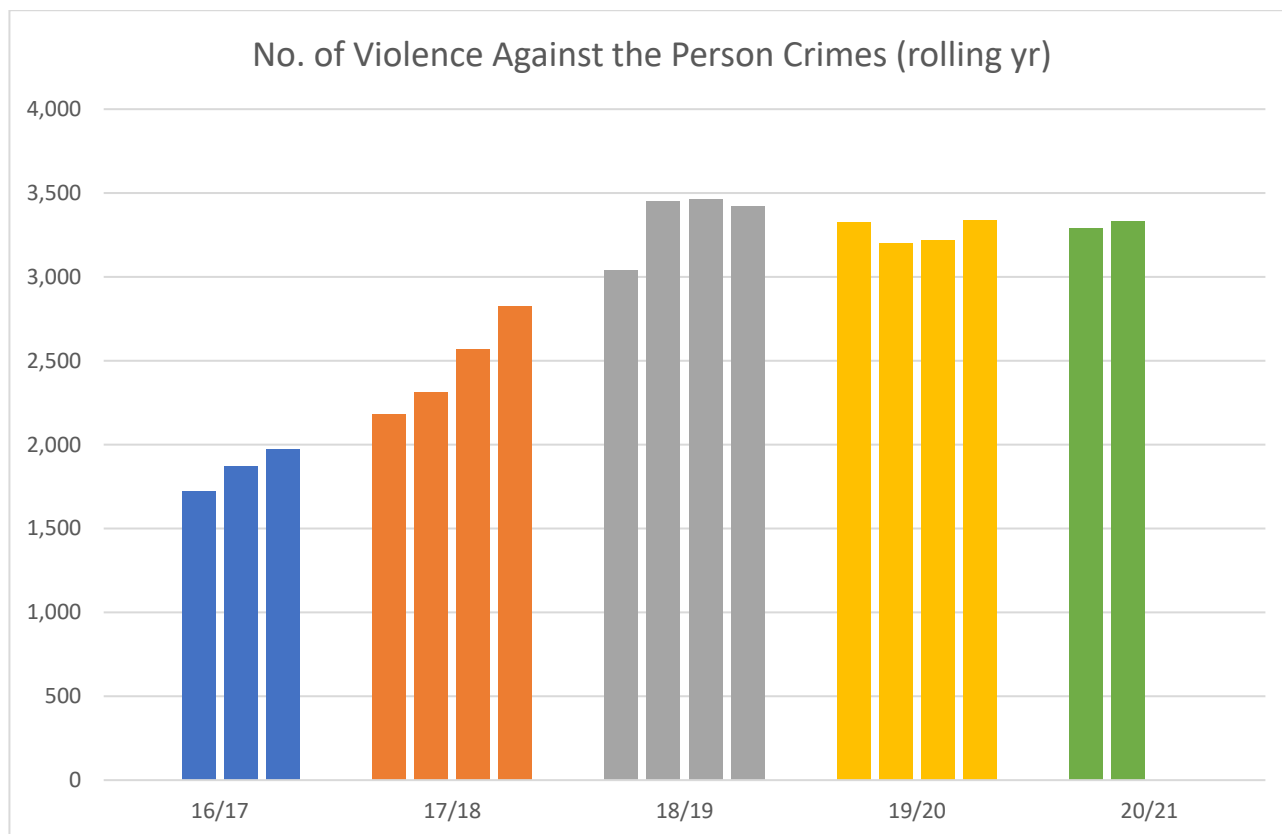


### ***Performing or Underperforming Target***

This performance indicator does not have a target.

## Number of 'Violence Against the Person' Crimes

The outturn for this indicator is 3,351 for this quarter, which is higher than the previous quarter at 3,331. The Borough is the second lowest in Kent (above Sevenoaks).

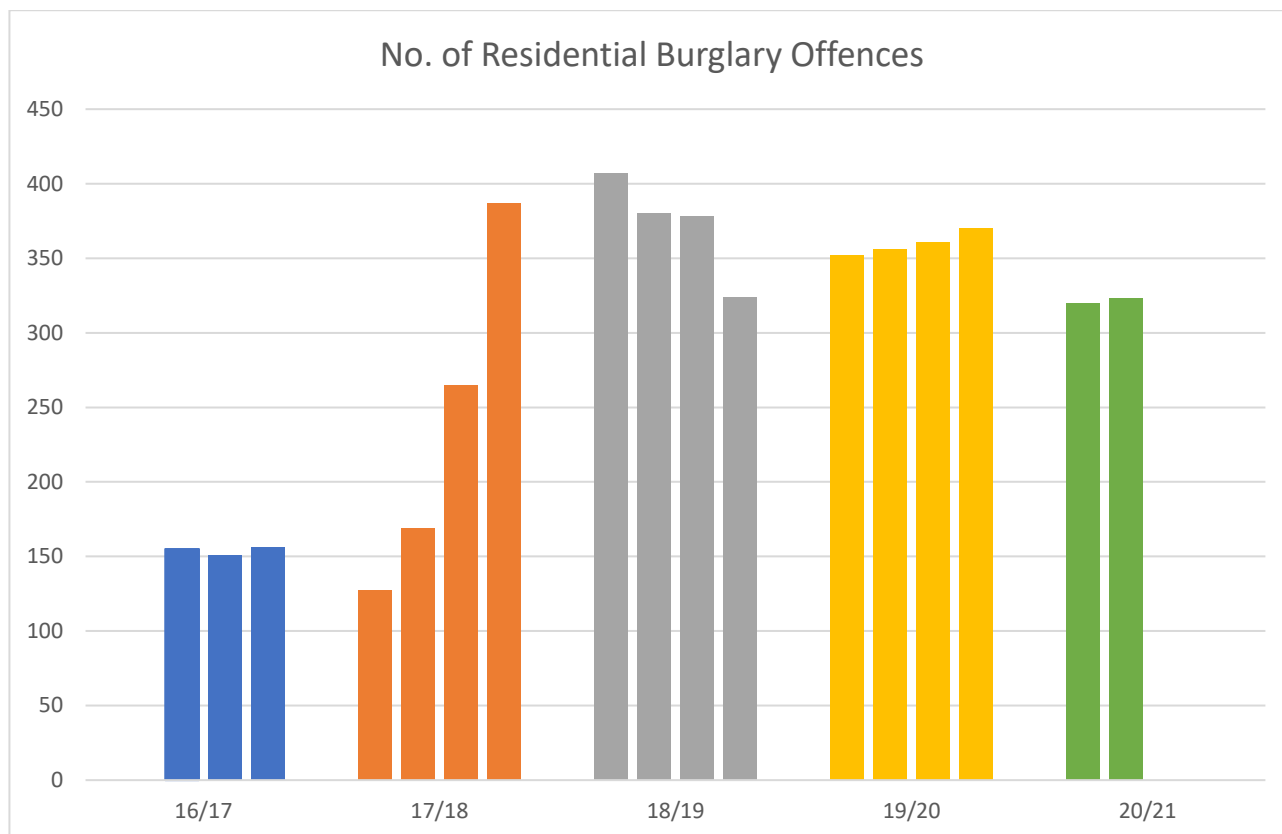


### ***Performing or Underperforming Target***

This performance indicator does not have a target.

## Number of Residential Burglary Offences

The outturn for this indicator is 281 for this quarter, which is lower than the previous quarter at 323.



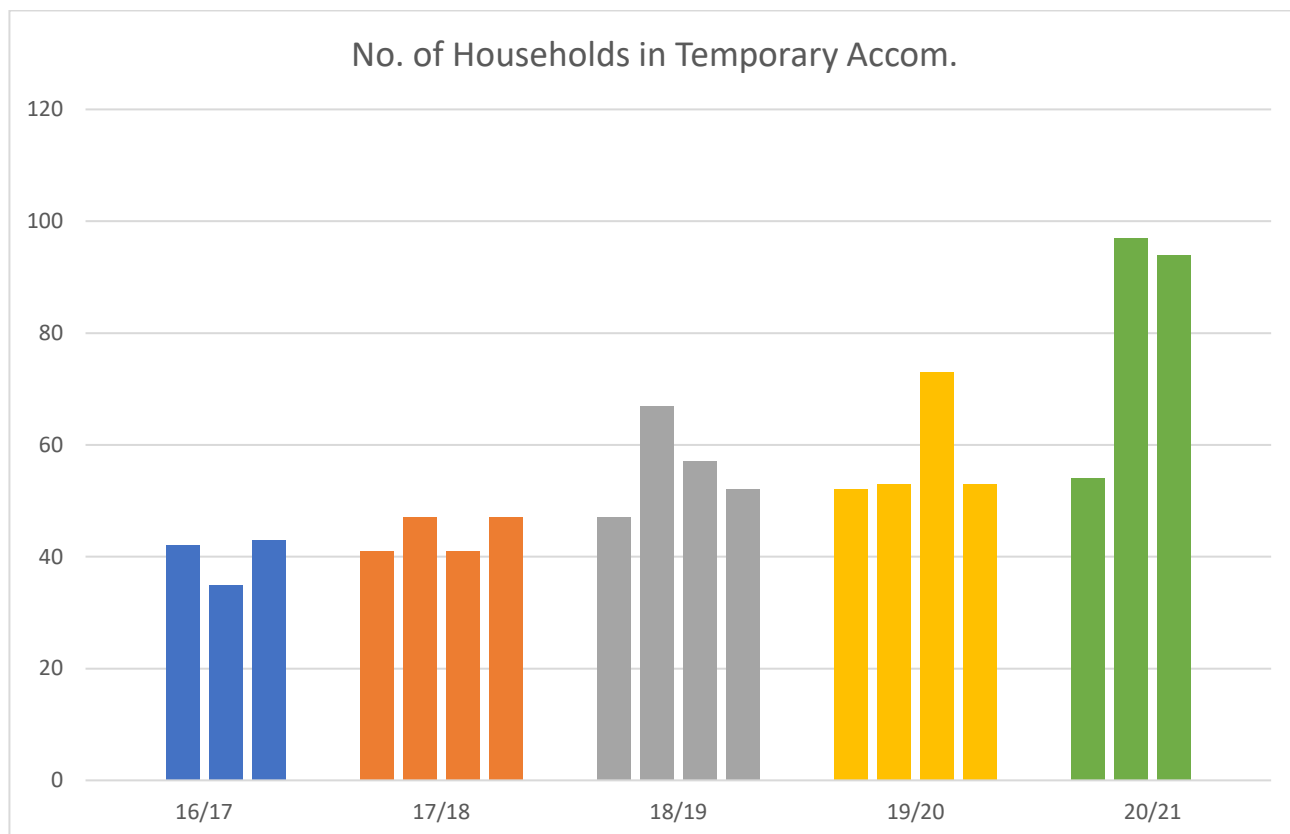
### ***Performing or Underperforming Target***

This performance indicator does not have a target.

# Housing

## Number of Households in Temporary Accommodation

The outturn for this indicator is 94 for this quarter, which is lower than the previous quarter at 97.



### ***Performing or Underperforming Target***

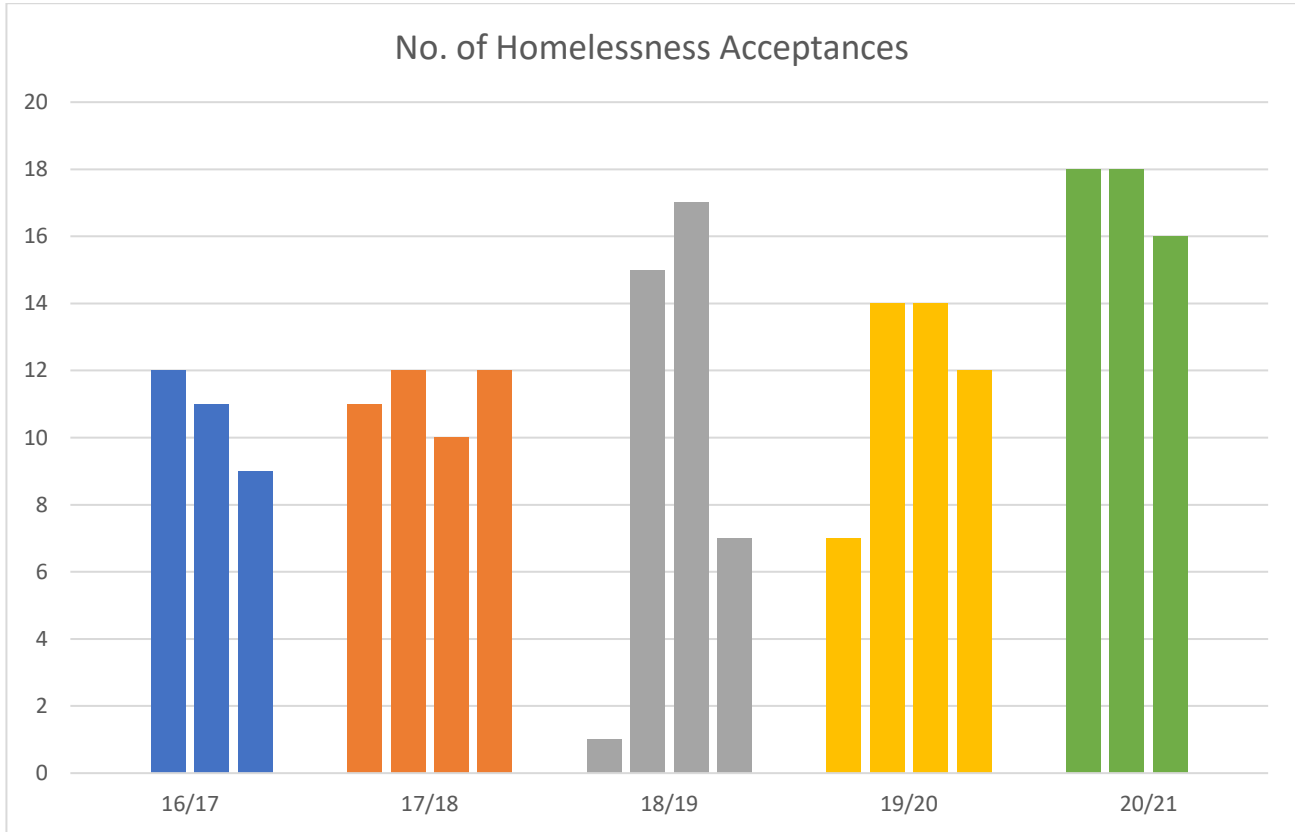
The target for this performance indicator is 70 or below, which means the indicator is:

***Underperforming***

NOTE: Those housed in the first lockdown through the Everyone In policy initiative are still being accommodated by the Council, and therefore the figures are higher than we might expect.

## Number of Homelessness Acceptances

The outturn for this indicator is 16 for this quarter, which is lower than the previous quarter at 18.



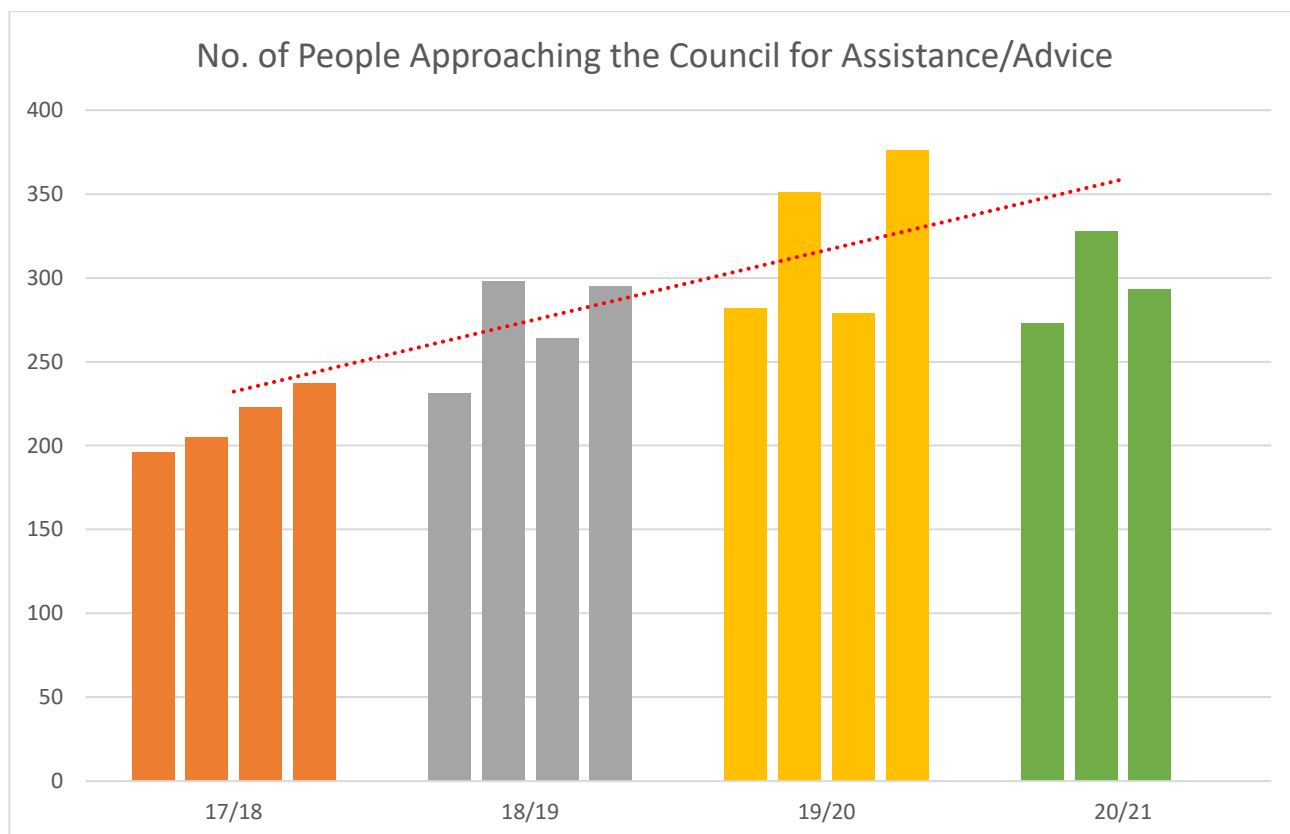
### ***Performing or Underperforming Target***

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

**Performing**

## Number of People Approaching the Council for Assistance and/or Advice

The outturn for this indicator is 293 for this quarter, which is lower than the previous quarter at 328.



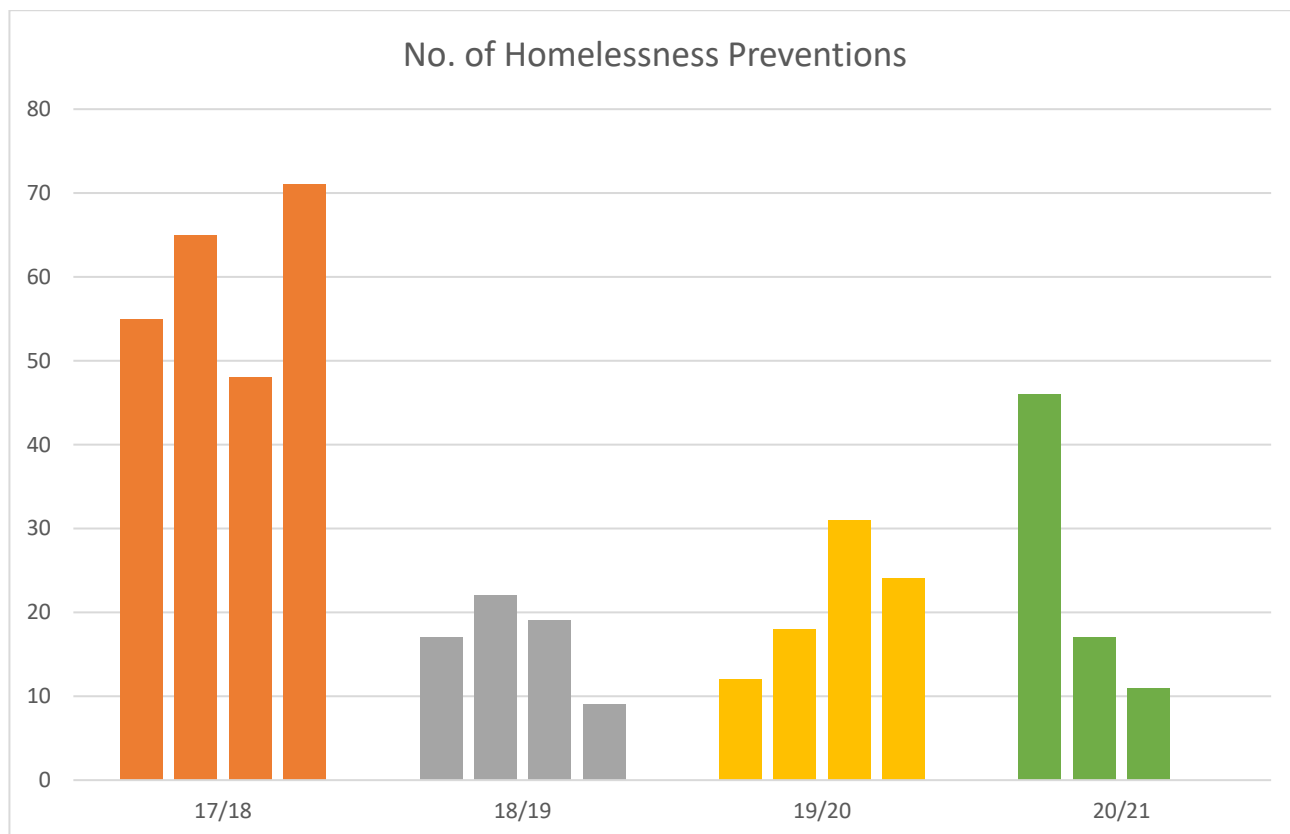
### ***Performing or Underperforming Target***

This performance indicator does not have a target.



## Number of Homeless Preventions

The outturn for this indicator is 11 for this quarter, which is lower than the previous quarter at 17.



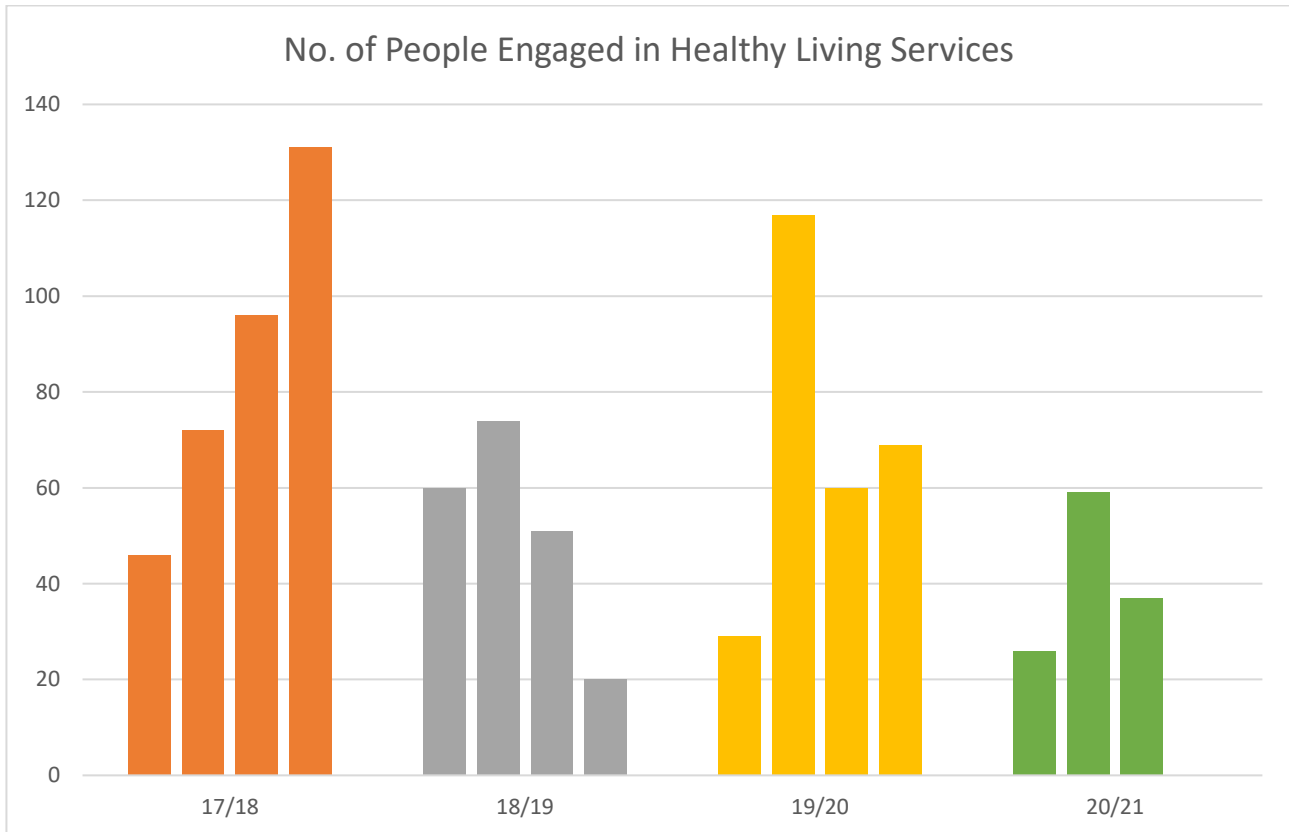
### ***Performing or Underperforming Target***

This performance indicator does not have a target.

# Health

## Number of People Engaged in Healthy Living Services

The outturn for this indicator is 37 for this quarter, which is lower than the previous quarter at 59.



### ***Performing or Underperforming Target***

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

***Underperforming***

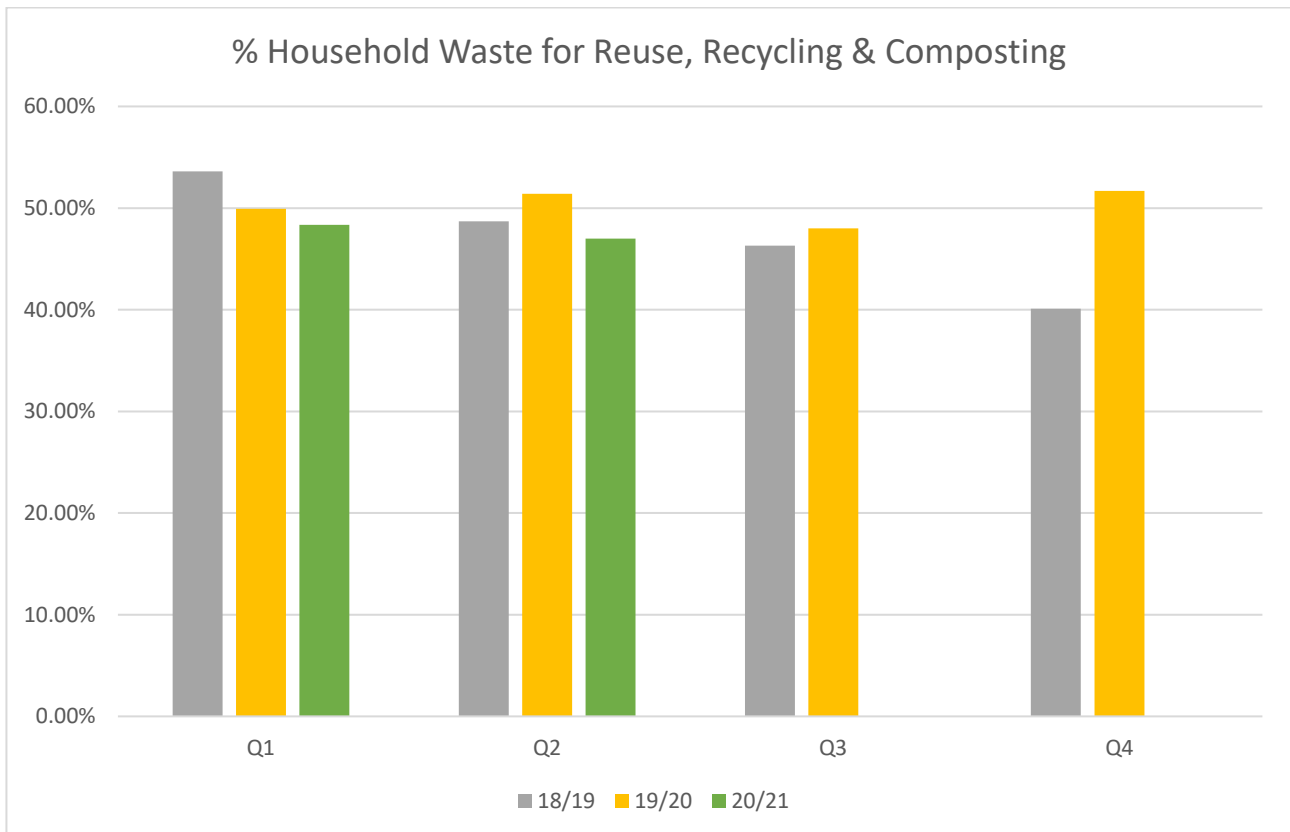
NOTE: The repeated local restrictions and national lockdowns over the course of the year has affected the provision of this service.

# Environment

## Percentage of Household Waste for Reuse, Recycling and Composting

Data for this indicator is assessed on the previous quarter's data.

The outturn for this indicator is 47% for quarter two, which is lower than the previous quarter at 48.36%.



### ***Performing or Underperforming Target***

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

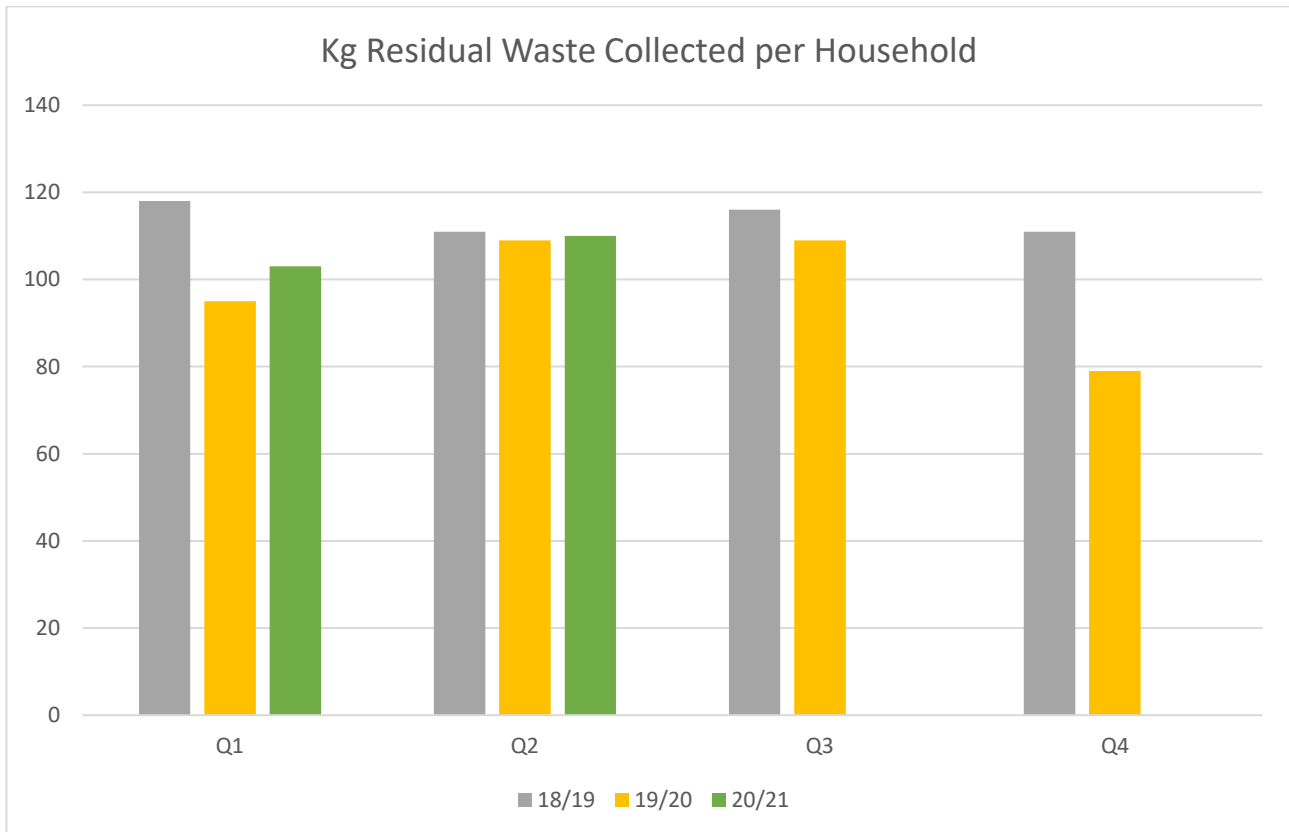
***Underperforming***

NOTE: An increase in domestic waste tonnage has reduced the recycling rate.

## Kilograms of Residual Waste Collected per Household

Data for this indicator is assessed on the previous quarter's data.

The outturn for this indicator is 110 for quarter two, which is higher than the previous quarter at 103.



### ***Performing or Underperforming Target***

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

**Performing**

# HR

## Working Days Lost Due to Sickness

The outturn for this indicator is 0.92 for this quarter, which is higher than the previous quarter at 0.92.



### ***Performing or Underperforming Target***

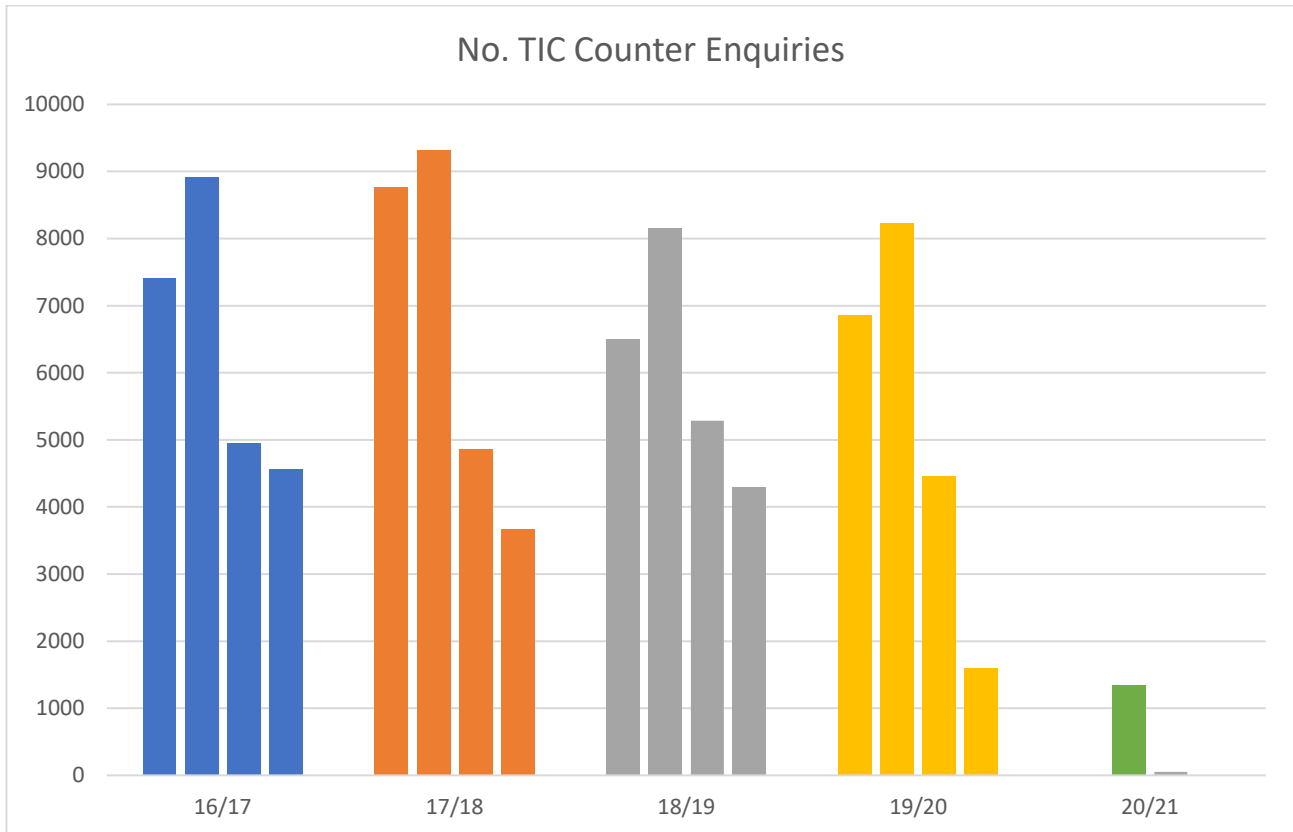
The target for this performance indicator is 1.375 or below, which means the indicator is:

**| Performing**

# Economic Development

## Number of Tourist Information Centre Counter Enquiries

The outturn for this indicator is 50 for this quarter, which is lower than the previous quarter at 1,347.



### ***Performing or Underperforming Target***

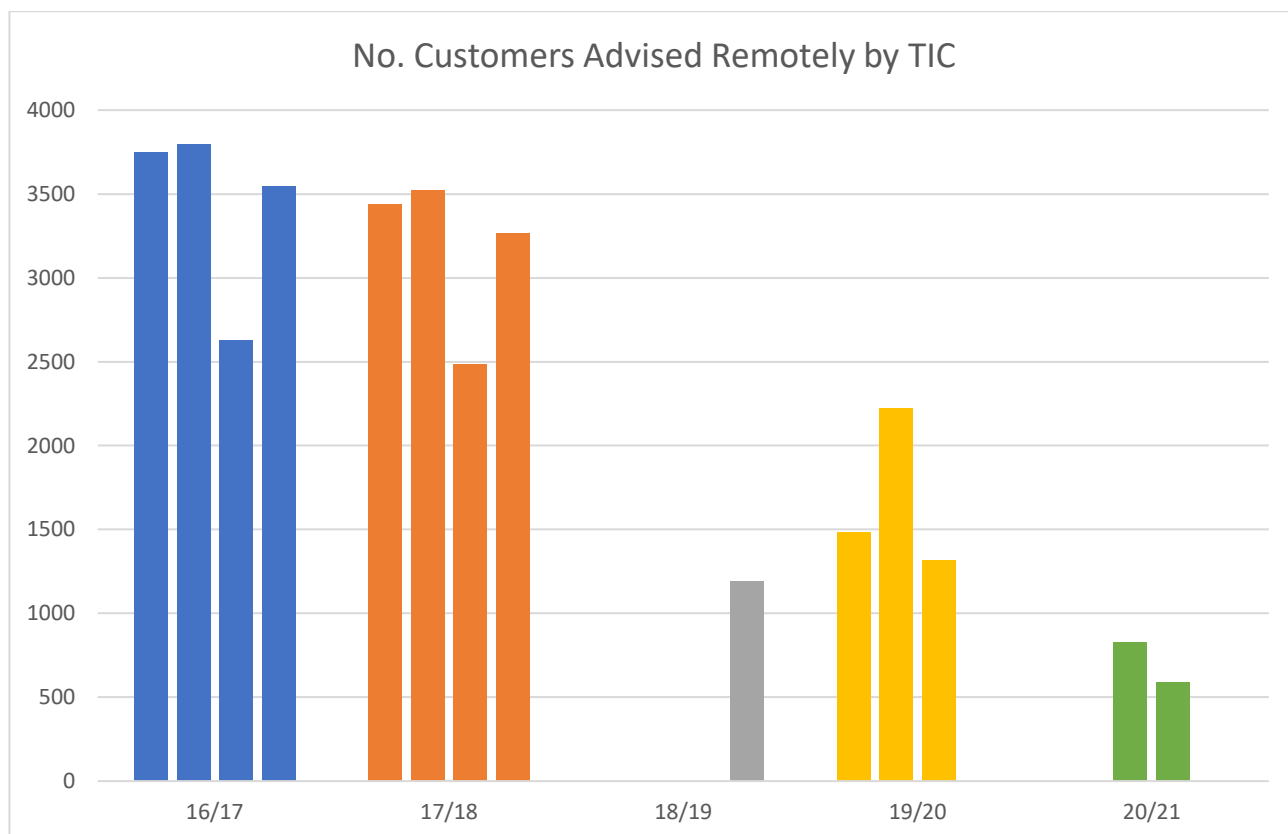
The target for this performance indicator is 6,500 or above, which means the indicator is:

***Underperforming***

NOTE: The TIC was closed to visitors for the majority of this period, and the 50 enquiries are for October only.

## Number of Customers Advised Remotely by Tourist Information Centre

The outturn for this indicator is 590 for this quarter, which is lower than the previous quarter at 827.



### ***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), but has been affected by restrictions and lockdowns.

## Number of Businesses Contacting Economic Development Team for Advice

The outturn for this indicator is 1,348 for this quarter, which is higher than the previous quarter at 370.



### ***Performing or Underperforming Target***

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

**| Performing**

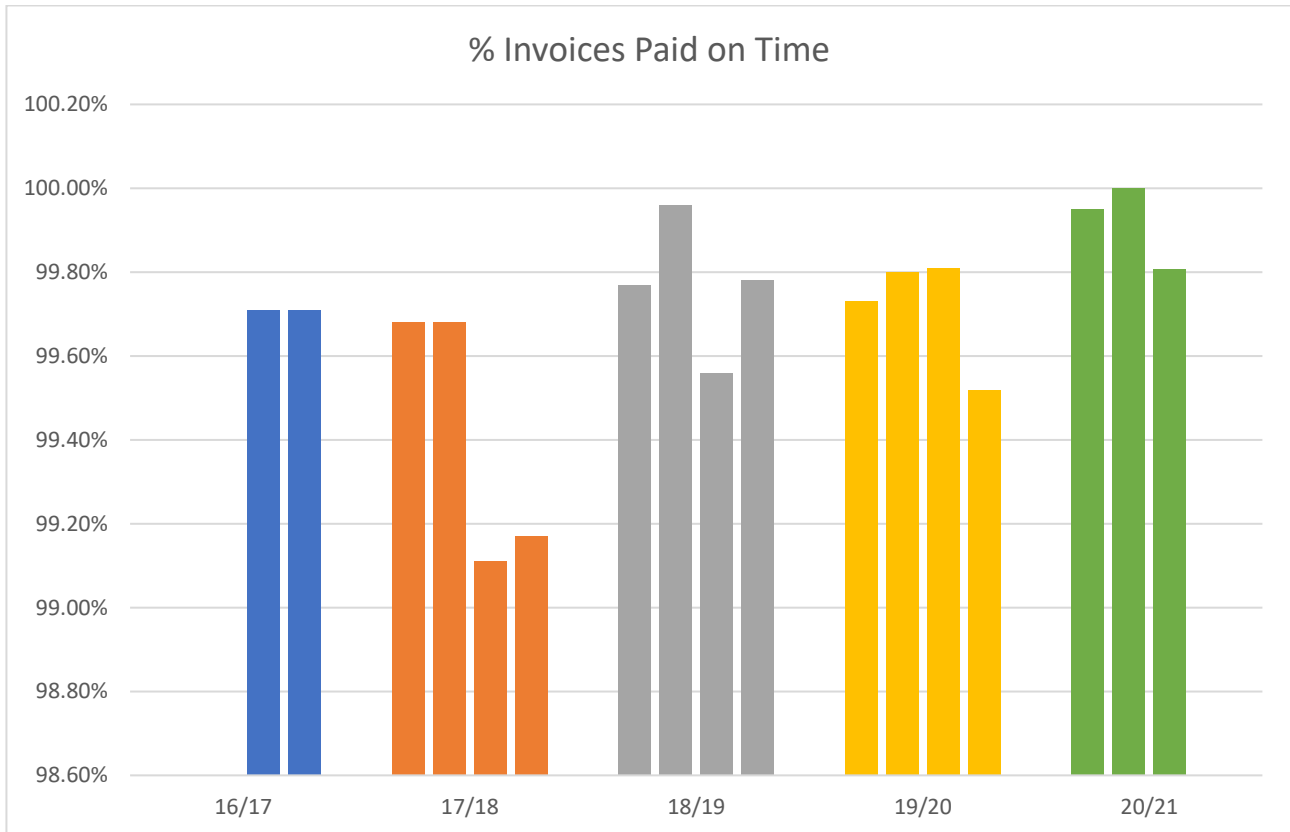
NOTE: The figure above is an estimate as the team have been inundated with calls from businesses following the release of more grant support from Government.



# Finance

## Percentage of Invoices Paid on Time

The outturn for this indicator is 99.81% for this quarter, which is lower than the previous quarter at 100%.



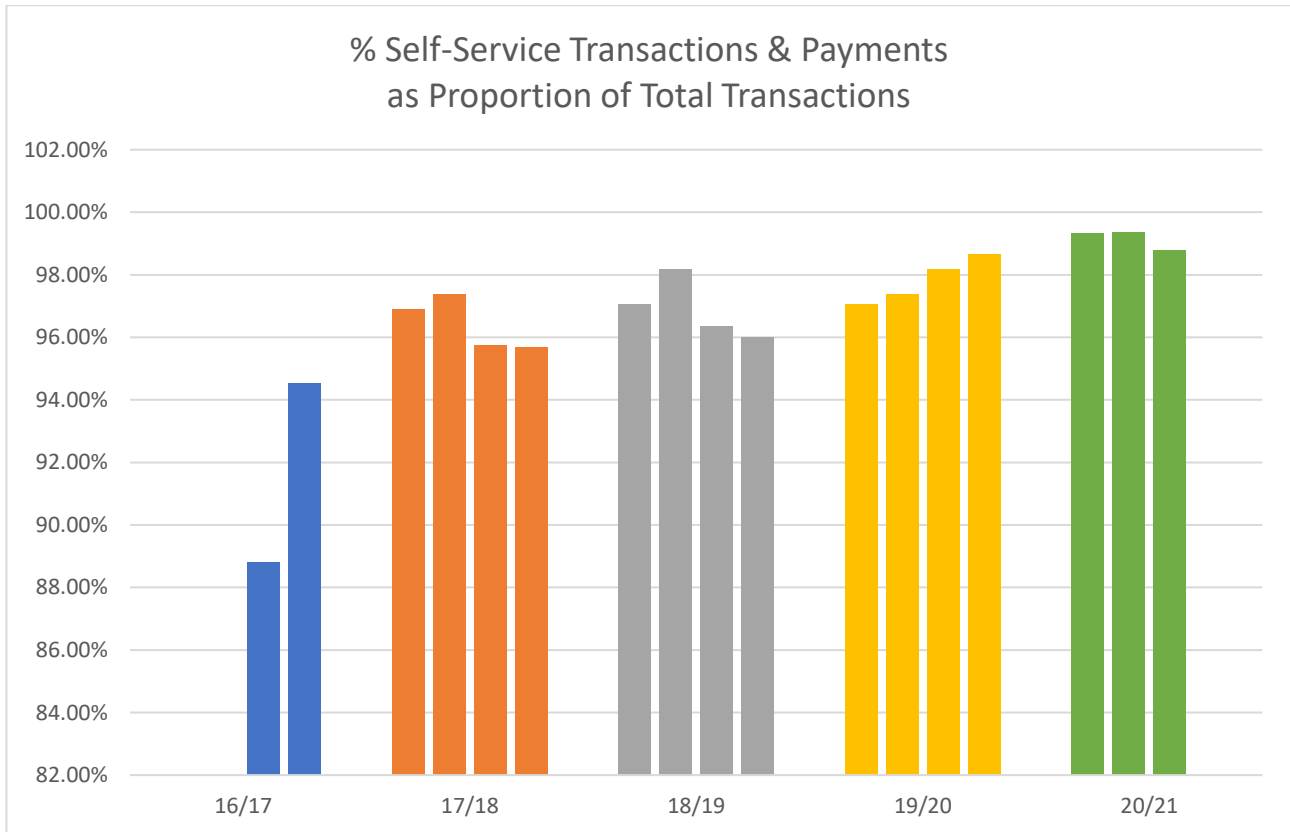
### ***Performing or Underperforming Target***

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

**| Performing**

## Percentage of Self-Service Transactions and Payments as a Proportion of Total Transactions

The outturn for this indicator is 98.77% for this quarter, which is lower than the previous quarter at 99.36%.



### ***Performing or Underperforming Target***

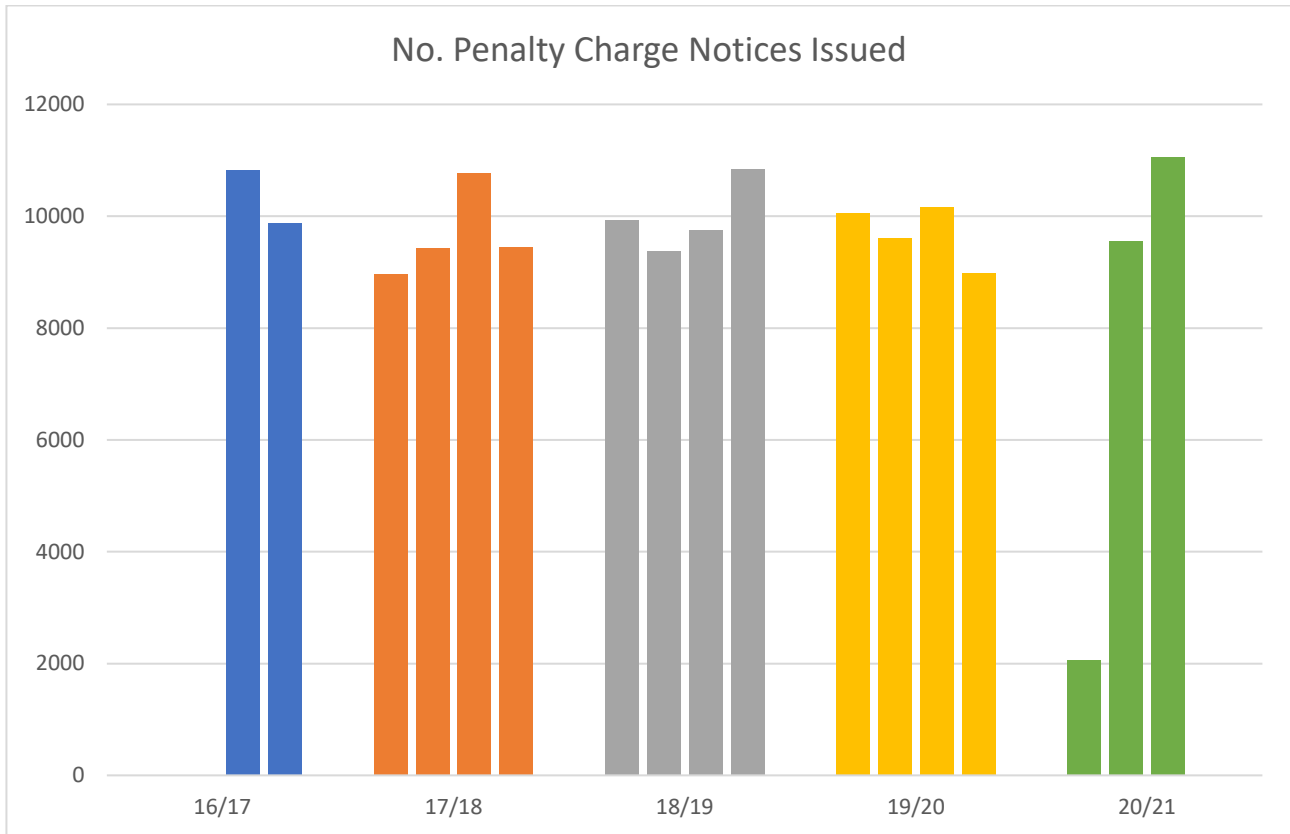
The target for this performance indicator is 94% or above, which means the indicator is:

**Performing**

# Parking

## Number of Penalty Charge Notices Issued

The outturn for this indicator is 11,061 for this quarter, which is higher than the previous quarter at 9,558.



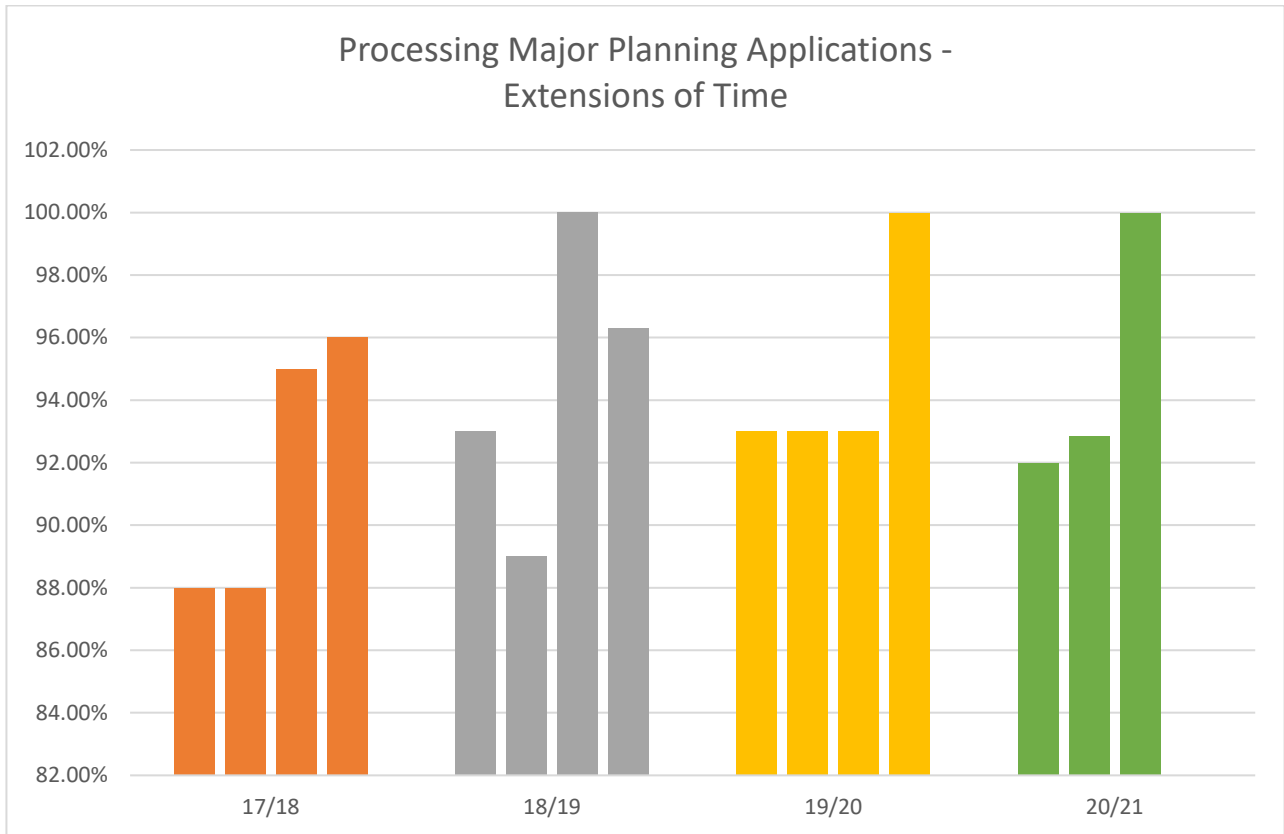
### ***Performing or Underperforming Target***

This performance indicator does not have a target.

# Planning

## Processing Major Planning Applications with Extensions of Time

The outturn for this indicator is 100% for this quarter, which is higher than the previous quarter at 92.85%.



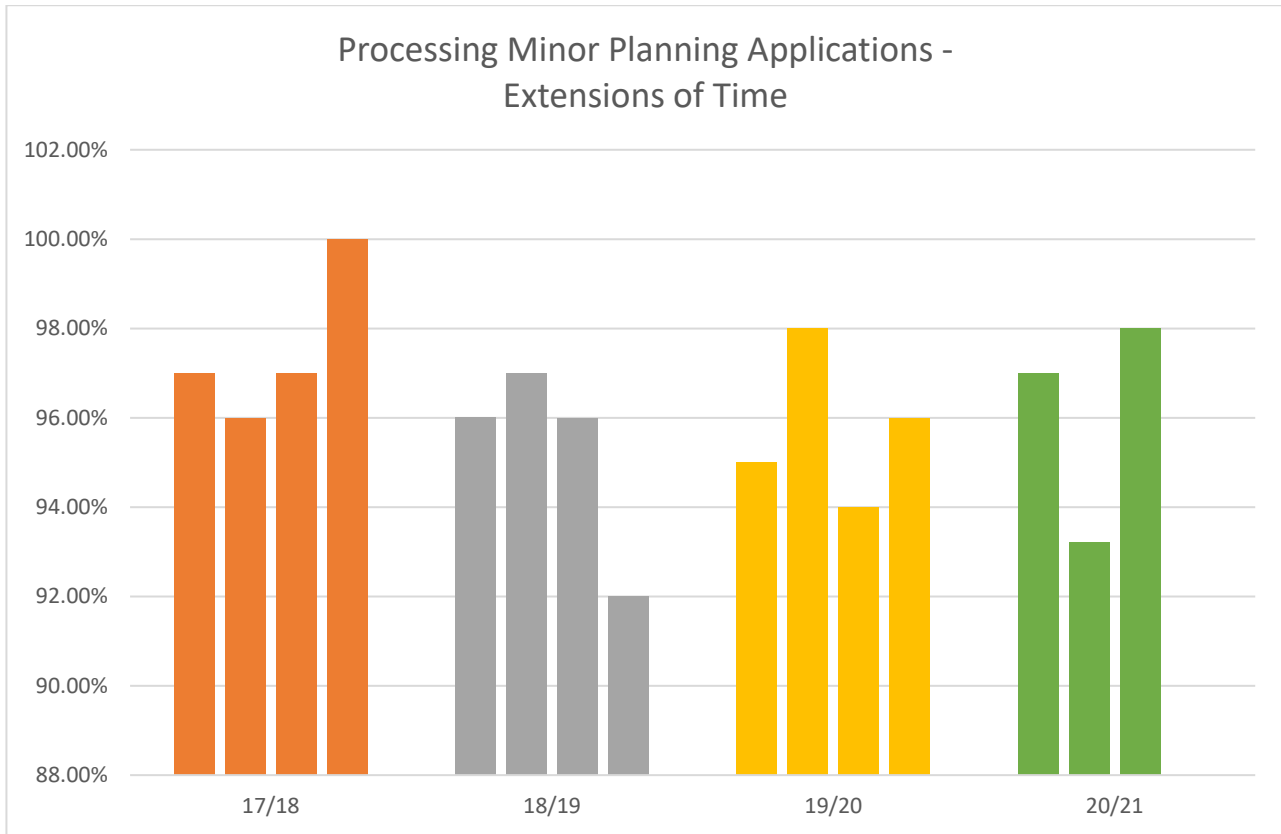
### ***Performing or Underperforming Target***

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

█ **Performing**

## Processing Minor Planning Applications with Extensions of Time

The outturn for this indicator is 98% for this quarter, which is higher than the previous quarter at 93.2%.



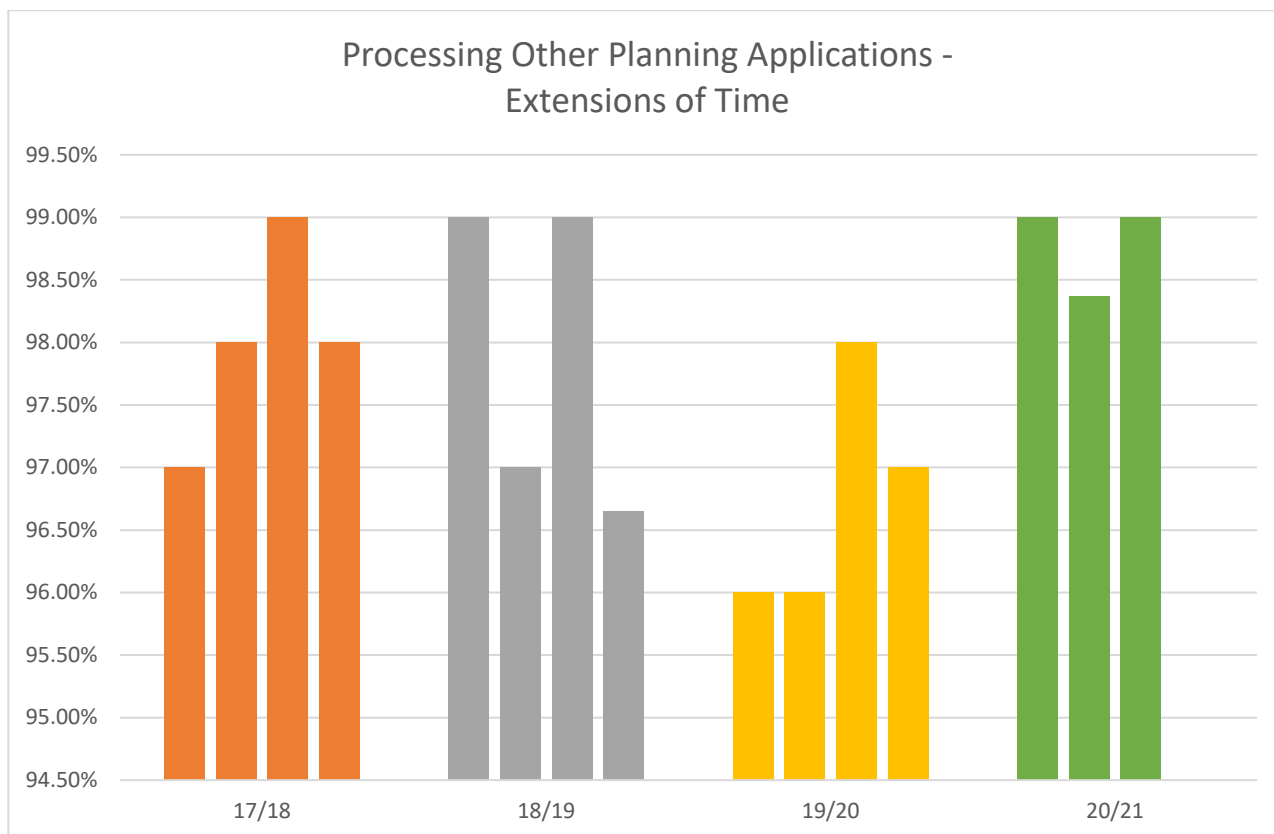
### ***Performing or Underperforming Target***

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

**Performing**

## Processing Other Planning Applications with Extensions of Time

The outturn for this indicator is 99% for this quarter, which is higher than the previous quarter at 98.37%.



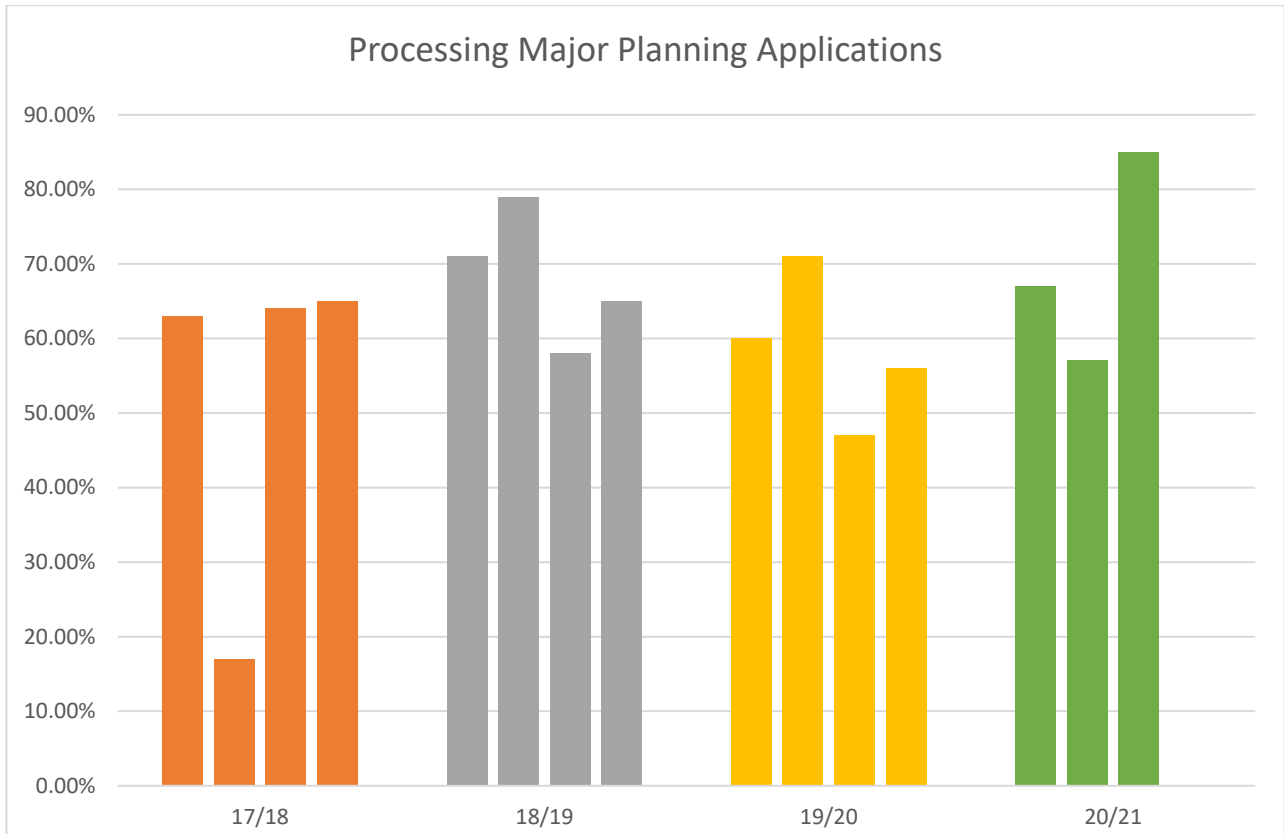
### **Performing or Underperforming Target**

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

**Performing**

## Processing Major Planning Applications

The outturn for this indicator is 85% for this quarter, which is higher than the previous quarter at 57.14%.



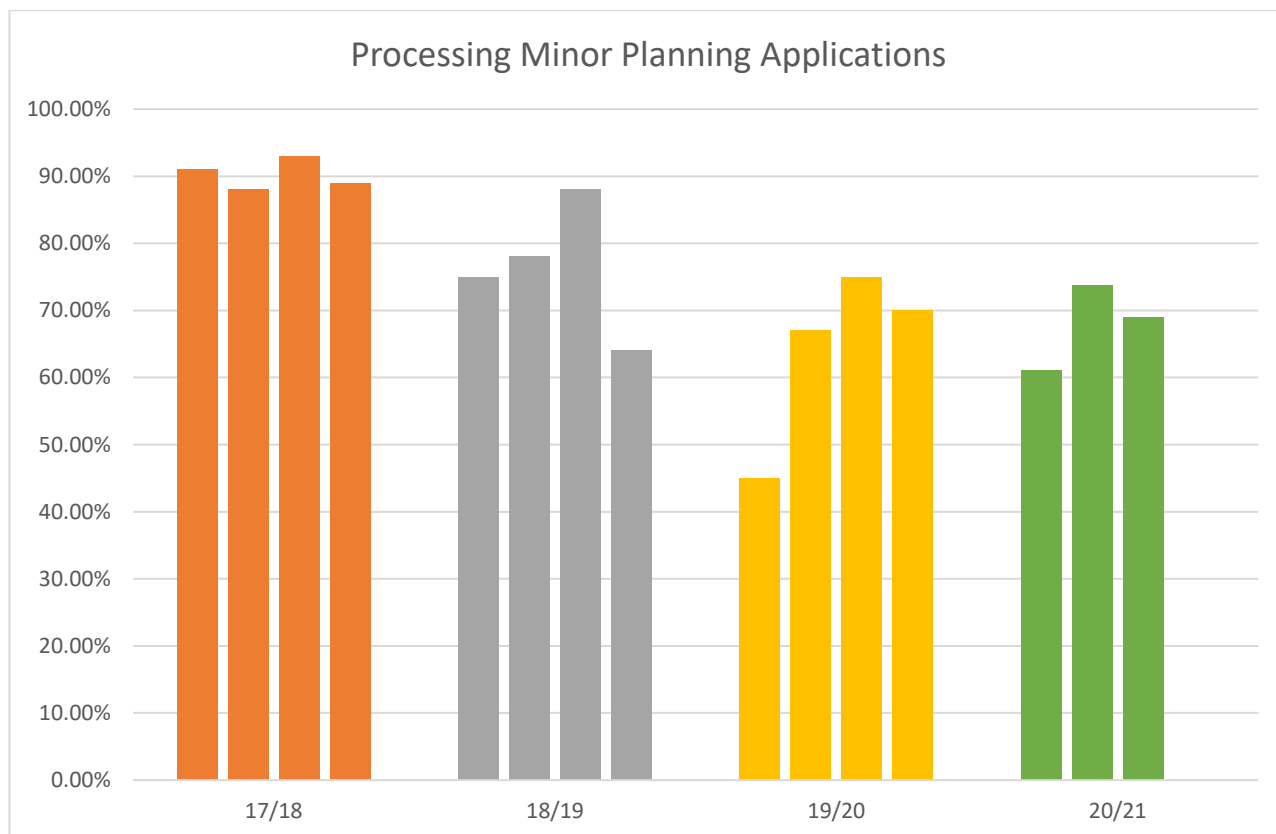
### ***Performing or Underperforming Target***

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

**Performing**

## Processing Minor Planning Applications

The outturn for this indicator is 69% for this quarter, which is lower than the previous quarter at 73.78%.



### ***Performing or Underperforming Target***

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

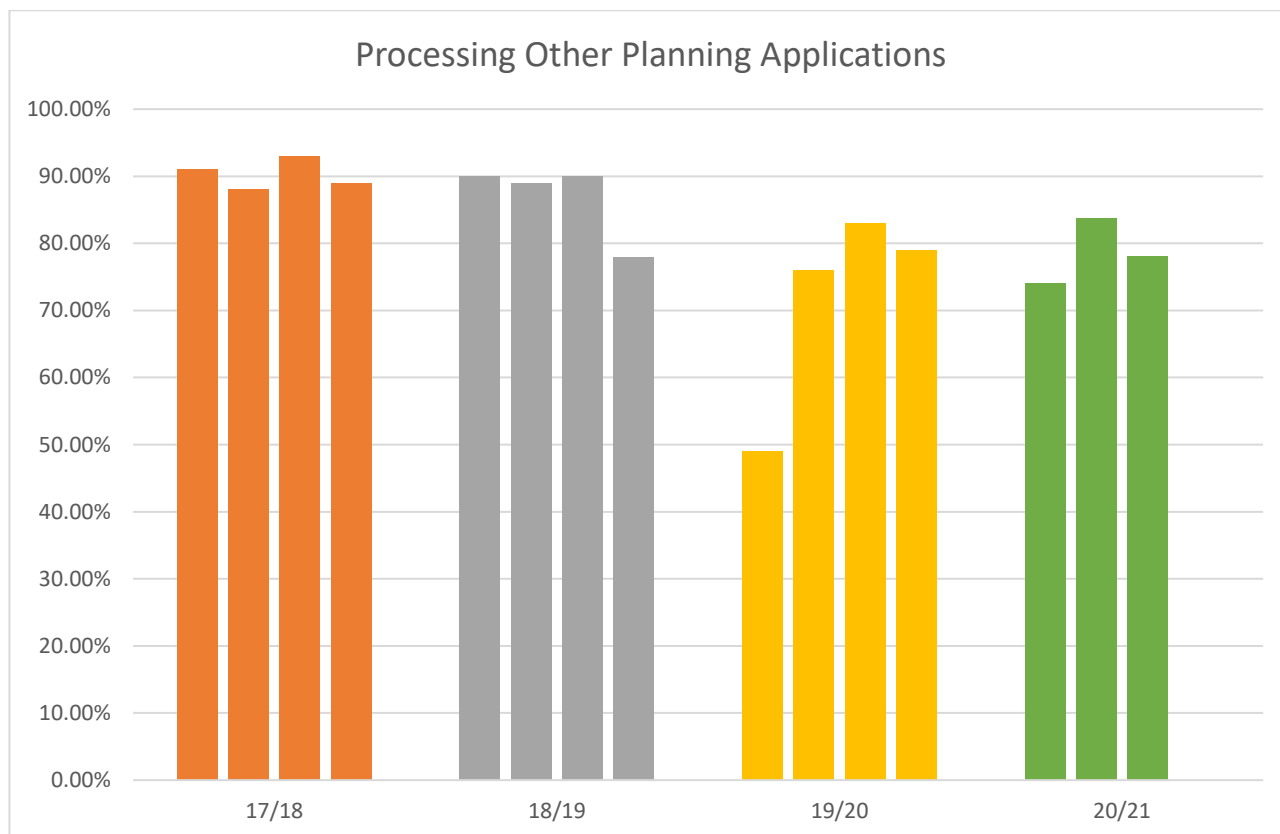
***Underperforming***

NOTE: Remote working and limited access to the Town Hall has reduced productivity.



## Processing Other Planning Applications

The outturn for this indicator is 78% for this quarter, which is lower than the previous quarter at 83.74%.



### ***Performing or Underperforming Target***

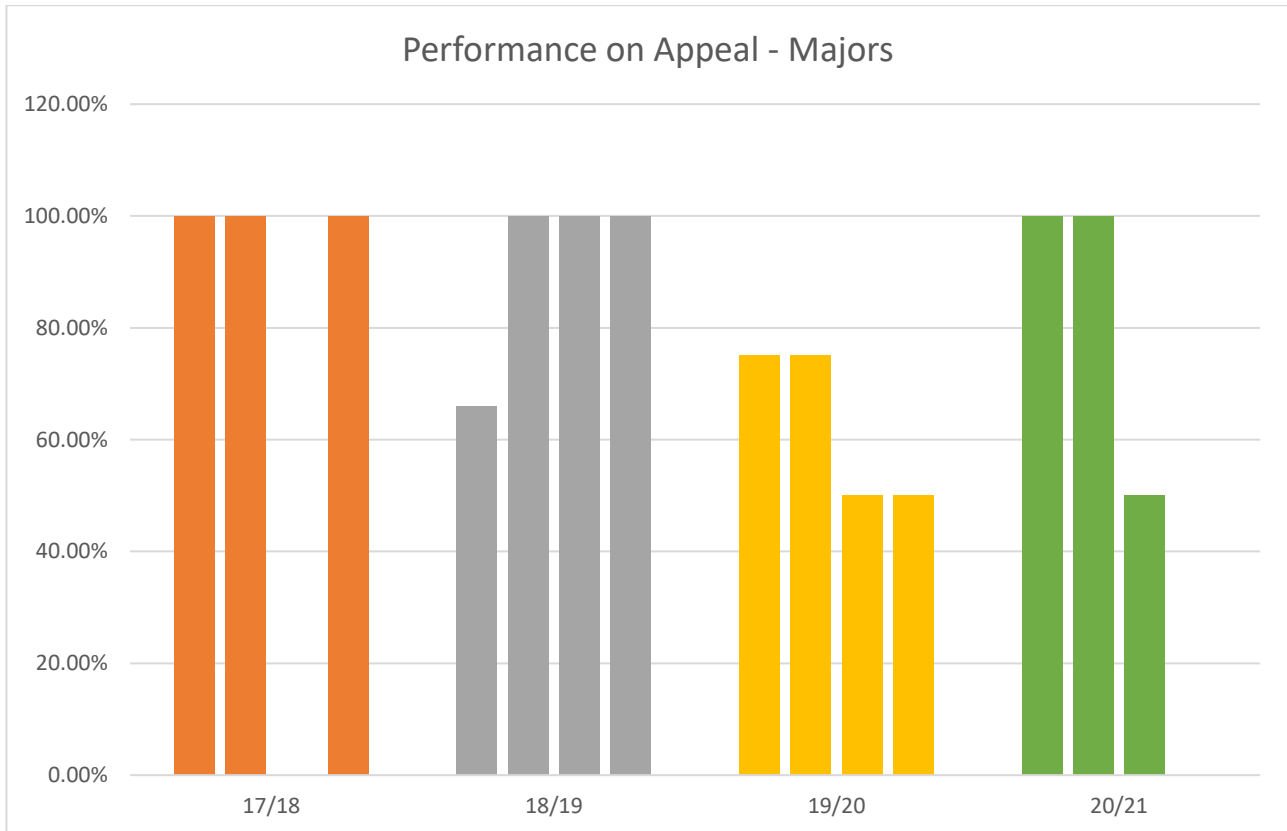
The target for this performance indicator is 88% or above, which means the indicator is:

***Underperforming***

NOTE: Remote working and limited access to the Town Hall has reduced productivity.

## Performance on Appeals - Majors

The outturn for this indicator is 50% for this quarter, which is lower than the previous quarter at 100%.



### ***Performing or Underperforming Target***

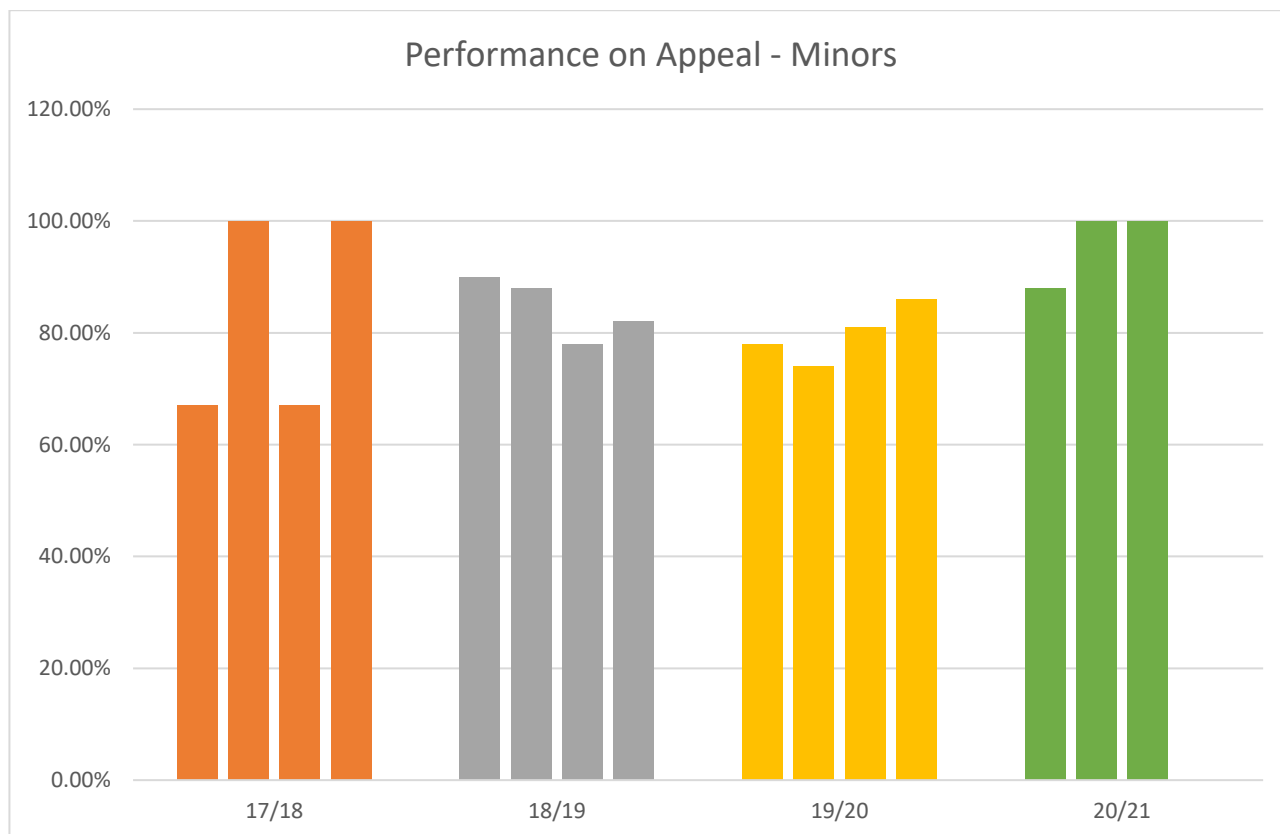
The target for this performance indicator is 65% or above, which means the indicator is:

***Underperforming***

NOTE: This is the rolling year total. Only two appeals were received in the period; one which was dismissed and one which was approved.

## Performance on Appeal - Minors

The outturn for this indicator is 100% for this quarter, which is the same as the previous quarter at 100%.



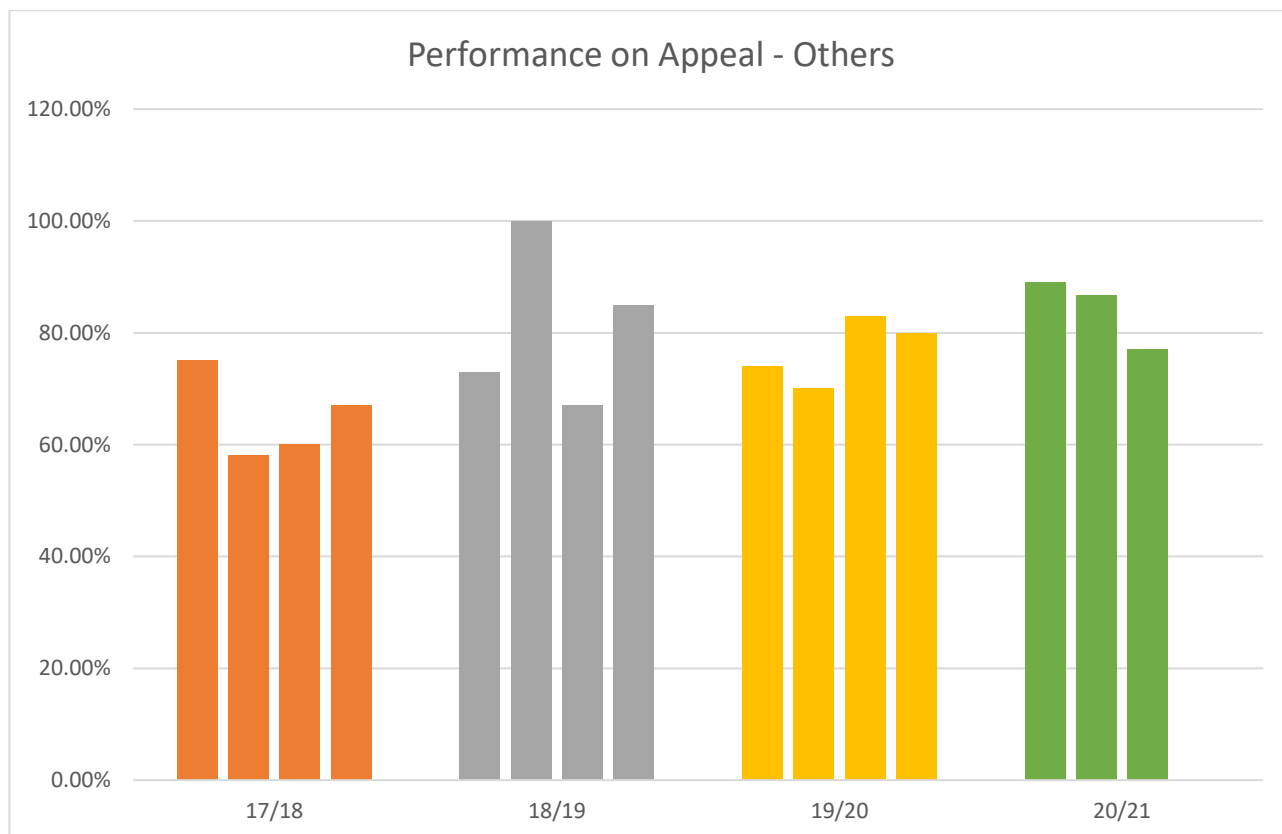
### ***Performing or Underperforming Target***

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

Performing

## Performance on Appeal - Others

The outturn for this indicator is 77% for this quarter, which is higher than the previous quarter at 86.66%.



### ***Performing or Underperforming Target***

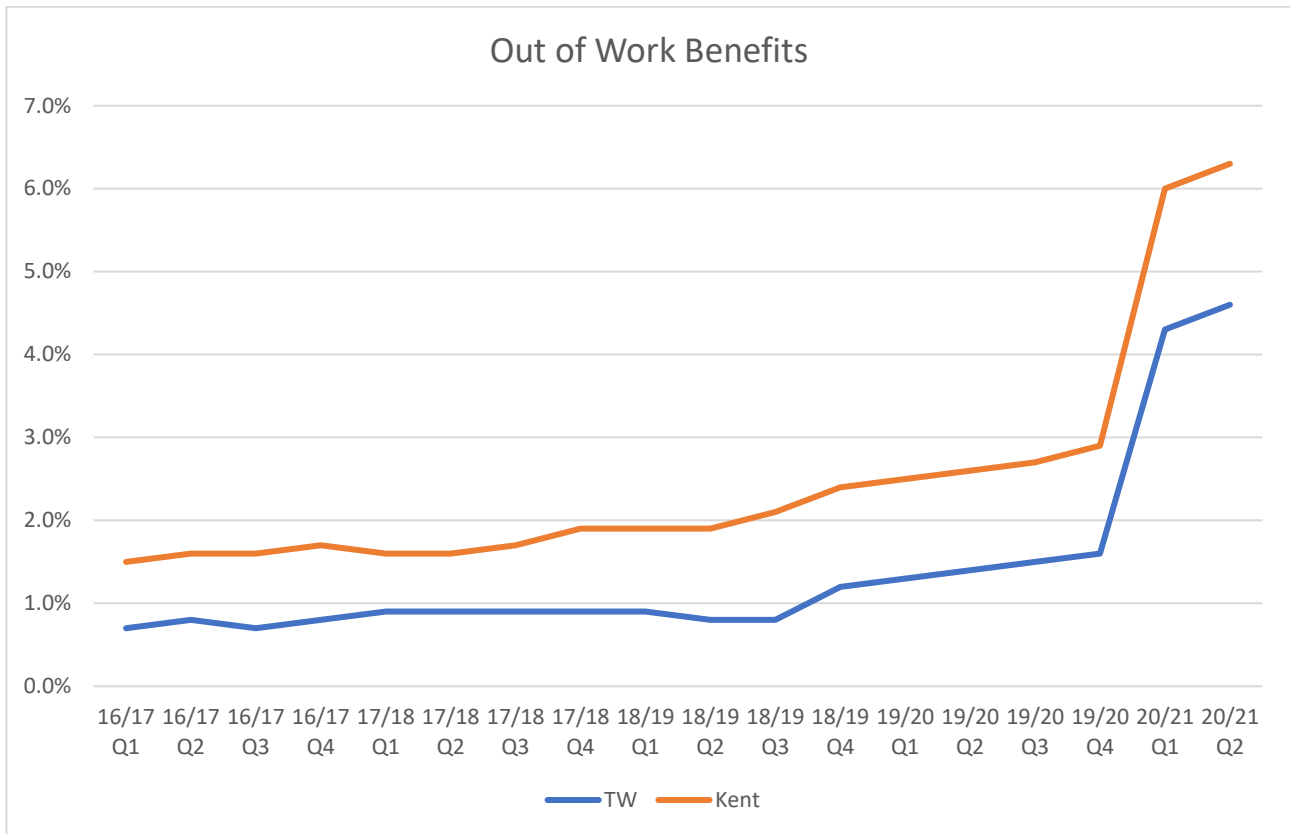
The target for this performance indicator is 65% or above, which means the indicator is:

Performing

# Policy

## Residents in Receipt of Out of Work Benefits

The next release for this data is 26 January 2021.



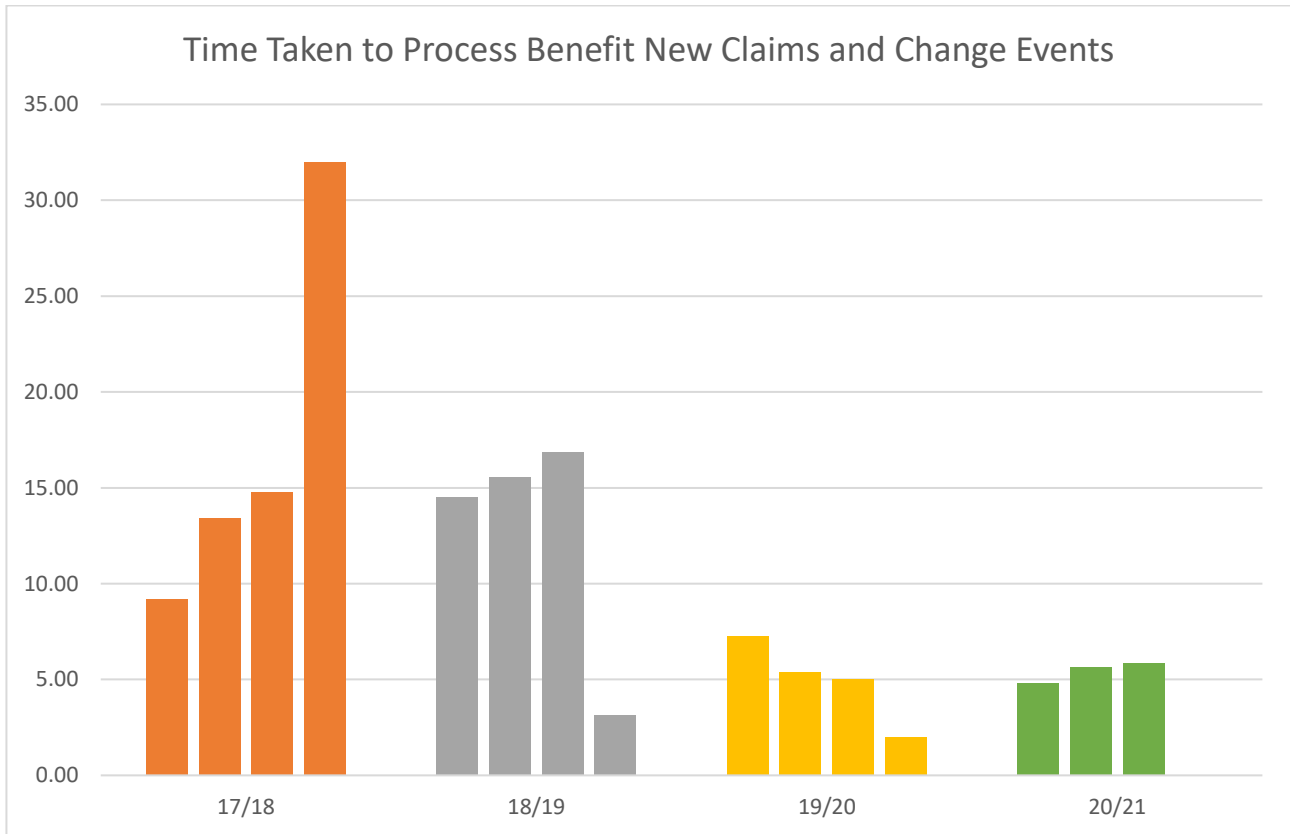
### ***Performing or Underperforming Target***

This performance indicator does not have a target.

# Revenues and Benefits

## Time Taken to Process Benefits New Claims and Change Events

The outturn for this indicator is 5.85 for this quarter, which is higher than the previous quarter at 5.63.



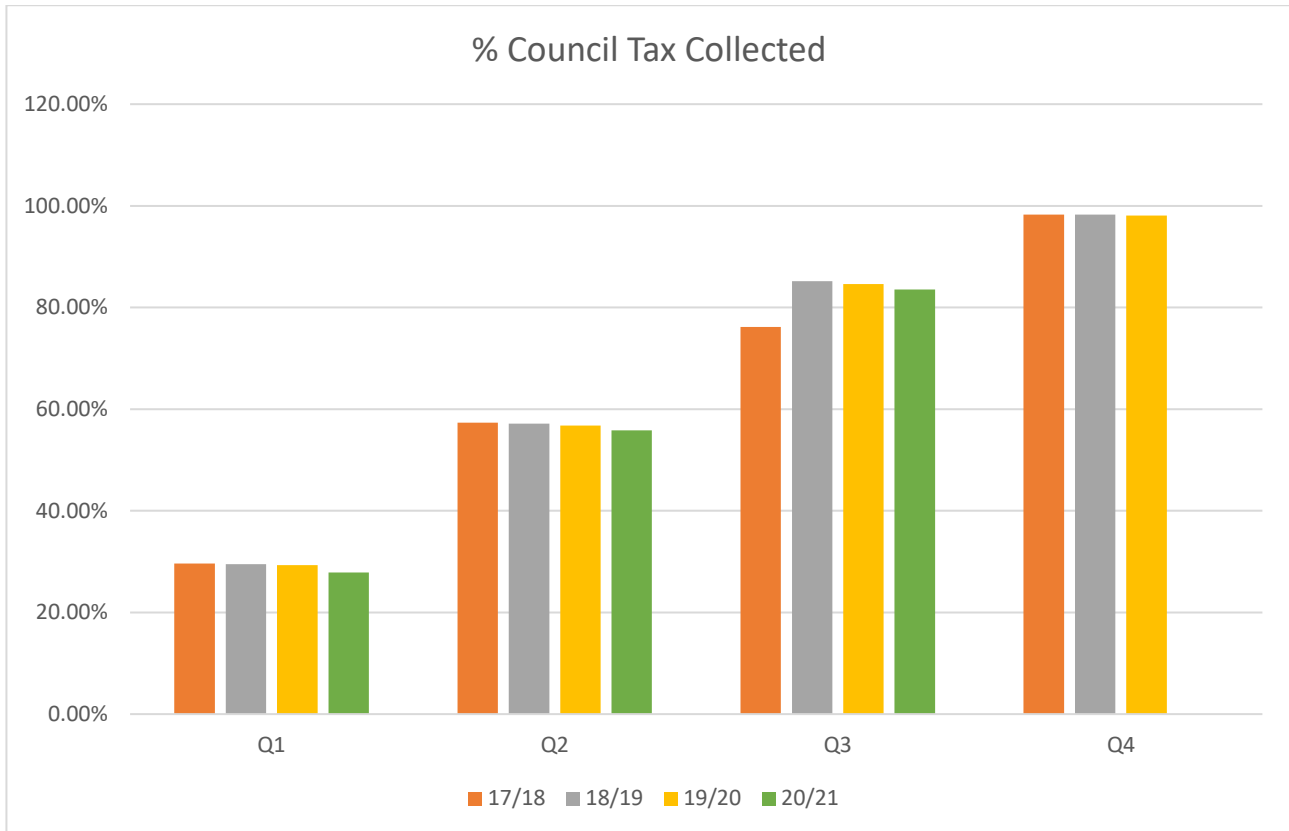
### ***Performing or Underperforming Target***

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

**Performing**

## Percentage of Council Tax Collected

The outturn for this indicator is 83.52% for this quarter, which is lower than the previous year in the same quarter at 83.48%.



### ***Performing or Underperforming Target***

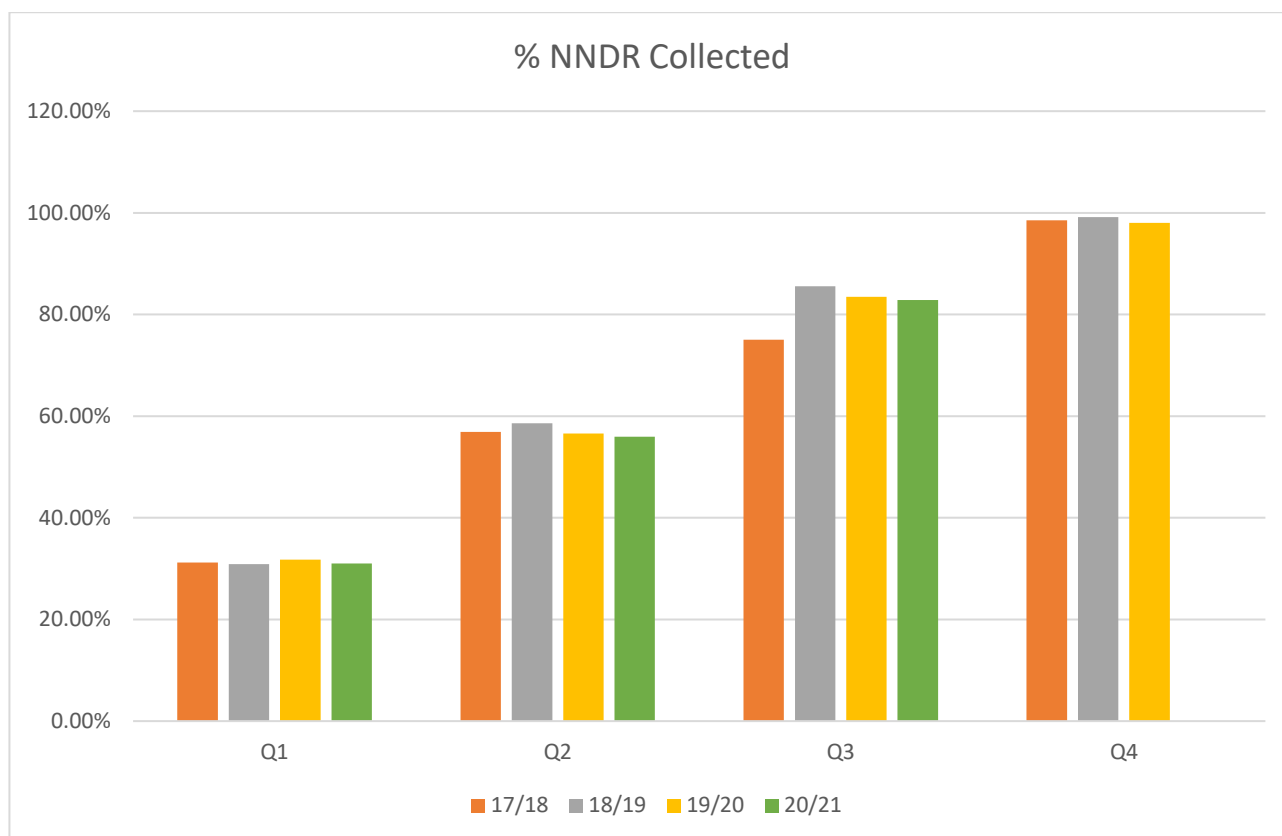
The target for this performance indicator is 84.70% or above, which means the indicator is:

***Underperforming***

NOTE: There has been a steady rate of collection with the outturn being only 1.18% down on the 2020 target. However, this masks the problems with the continued suspension of recovery, increasing arrears and the continuation of restrictions on the local economy.

## Percentage of National Non-Domestic Rate Collected

The outturn for this indicator is 82.86% for this quarter, which is lower than the previous year for the same quarter at 83.48%.



### ***Performing or Underperforming Target***

The target for this performance indicator is 84.80% or above, which means the indicator is:

***Underperforming***

NOTE: Fluctuations to end of quarter two have now been followed by a significant dip in November and December as a result of the national lockdown, move to Tier 4 and widespread closure of the majority of businesses. It is expected that non-collection will increase into the New Year.