

Tunbridge Wells Borough Council

# Performance Report

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## Council Service Performance Q4 (Jan-Mar 2021)

Published June 2021

For Cabinet 24<sup>th</sup> June 2021

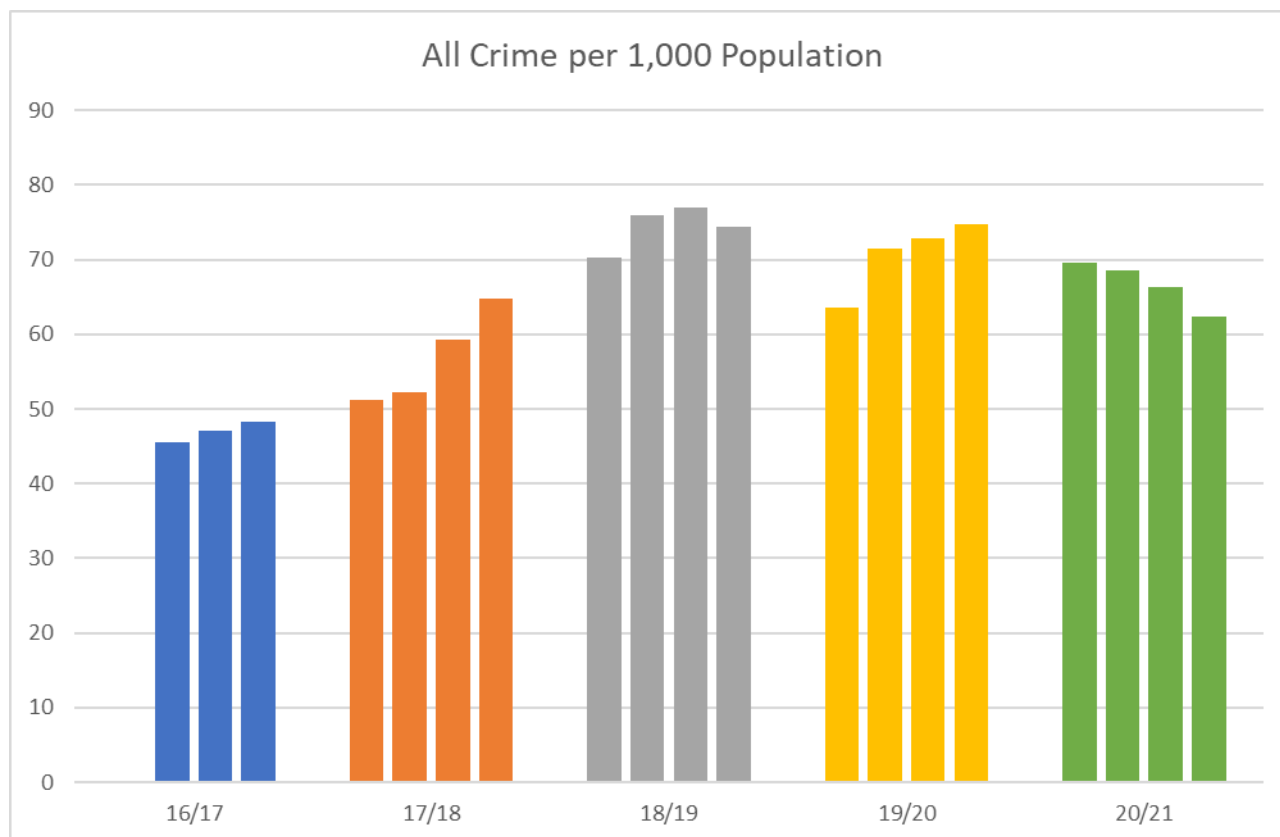


# Indicator Results

## Community Safety Unit

### All Crimes per 1,000 Population

The outturn for this indicator is 62.3 for this quarter, which is lower than the previous quarter at 66.3.



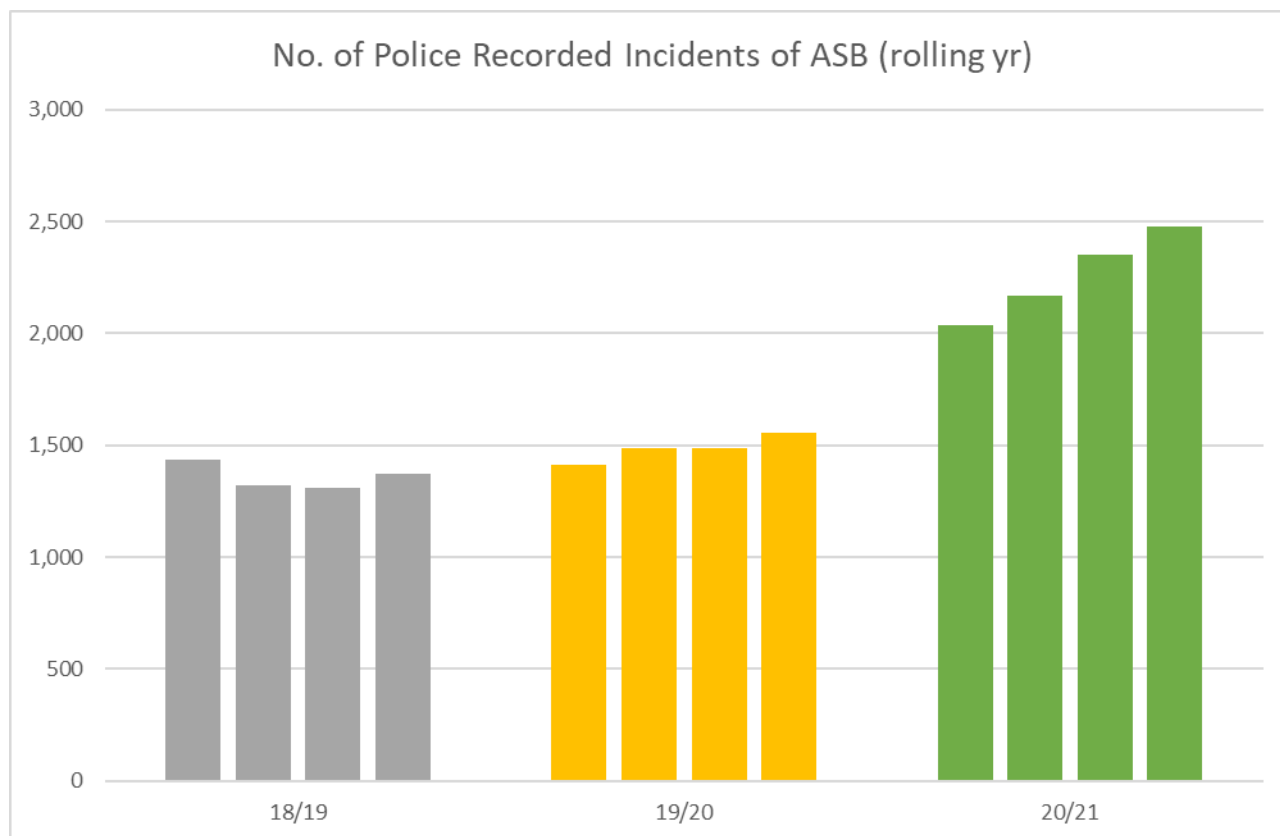
#### ***Performing or Underperforming Target***

This performance indicator does not have a target.

NOTE: The Kent average is currently 89 crimes per 1,000 of the population, with Tunbridge Wells the best in Kent.

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

The outturn for this indicator is 2,476 for this quarter, which is higher than the previous quarter at 2,354.



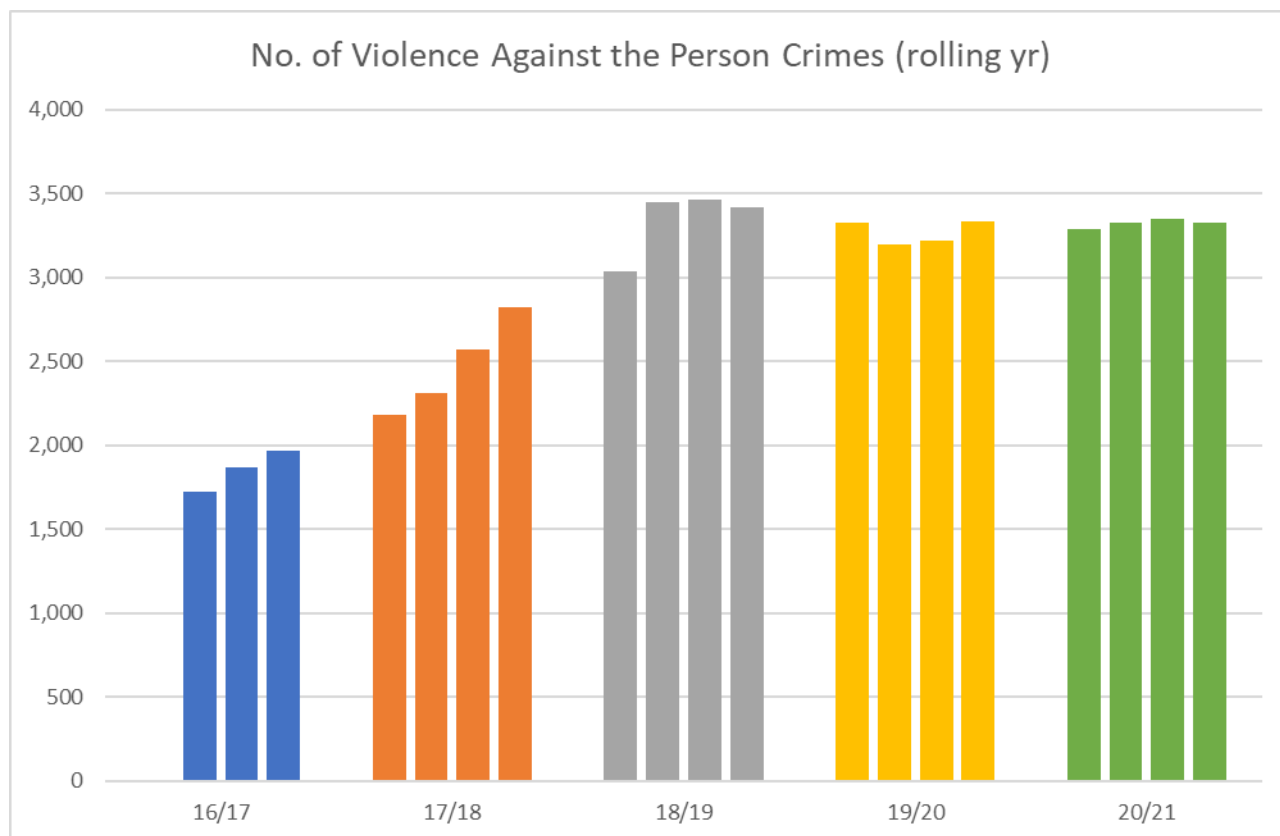
### ***Performing or Underperforming Target***

This performance indicator does not have a target.

NOTE: When analysed monthly, much of this increase has been shown to be attributed to calls related to COVID-19 (e.g. reports of gatherings with no social distancing).

## Number of 'Violence Against the Person' Crimes

The outturn for this indicator is 3,326 for this quarter, which is lower than the previous quarter at 3,351.



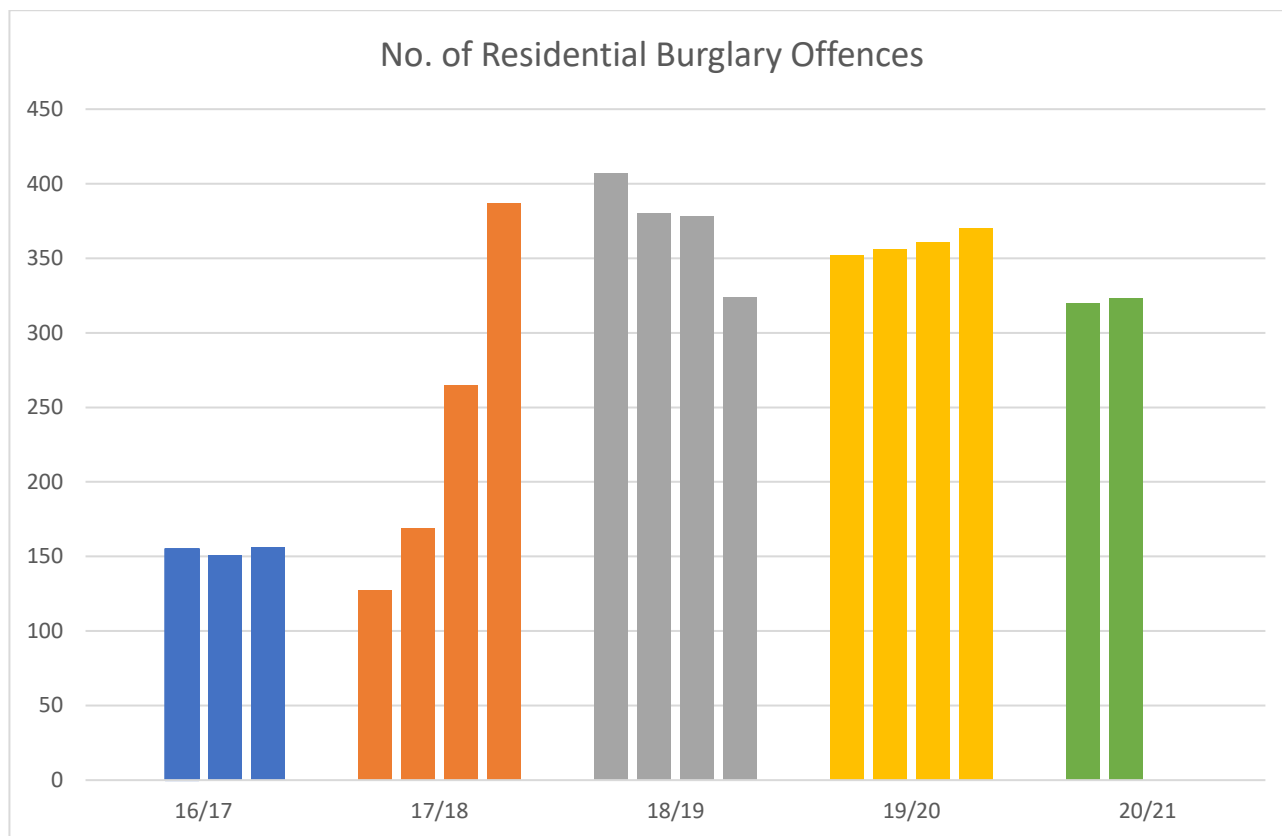
### ***Performing or Underperforming Target***

This performance indicator does not have a target.

NOTE: The Borough is the second lowest in Kent (above Sevenoaks).

## Number of Residential Burglary Offences

The outturn for this indicator is 265 for this quarter, which is lower than the previous quarter at 265.



### *Performing or Underperforming Target*

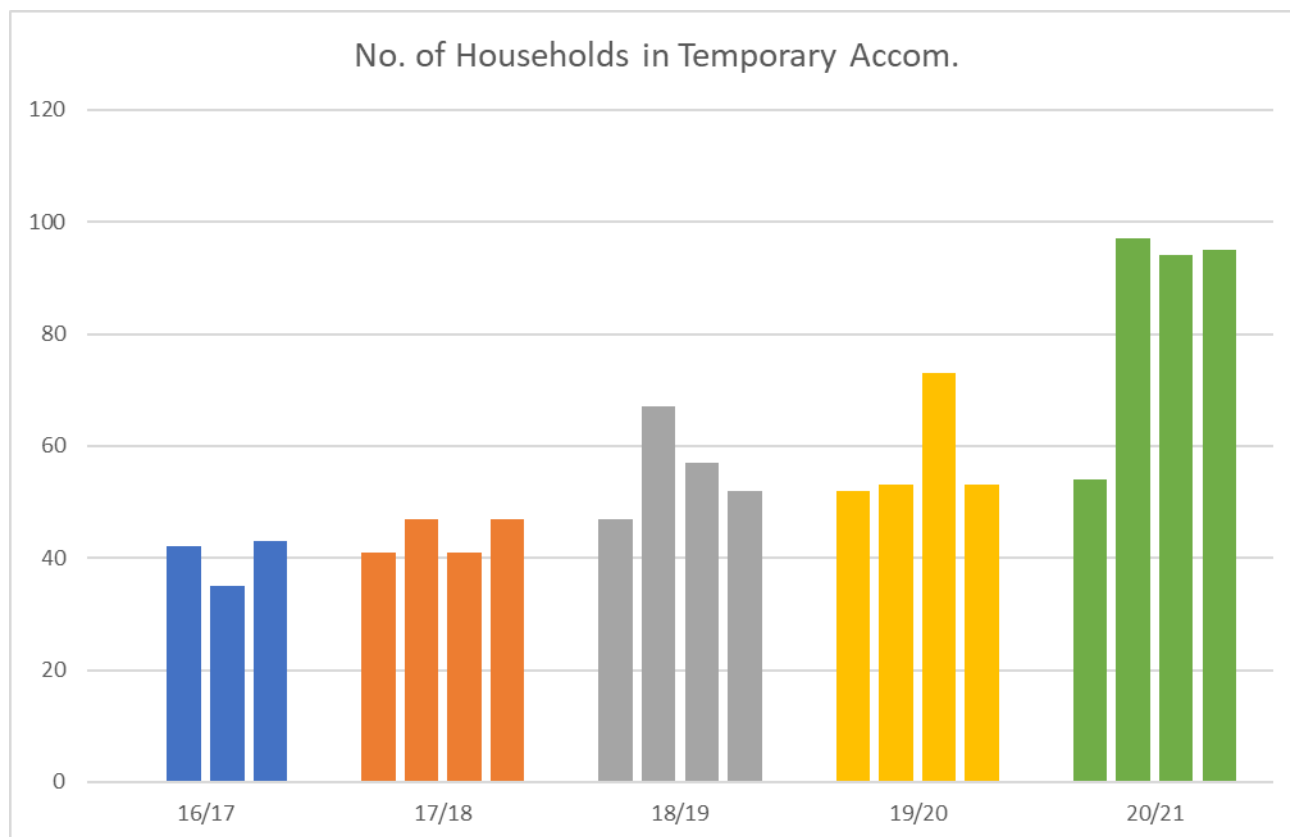
This performance indicator does not have a target.

NOTE: This is a 28 percent decrease on the previous year.

# Housing

## Number of Households in Temporary Accommodation

The outturn for this indicator is 95 for this quarter, which is higher than the previous quarter at 94.



### Performing or Underperforming Target

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

**Underperforming**

NOTE: Moving people on to more stable accommodation continues to be challenging due to the difficulties in securing privately rented accommodation and the continuing impact of Covid-19.

## Number of Homelessness Acceptances

The outturn for this indicator is 20 for this quarter, which is higher than the previous quarter at 16.



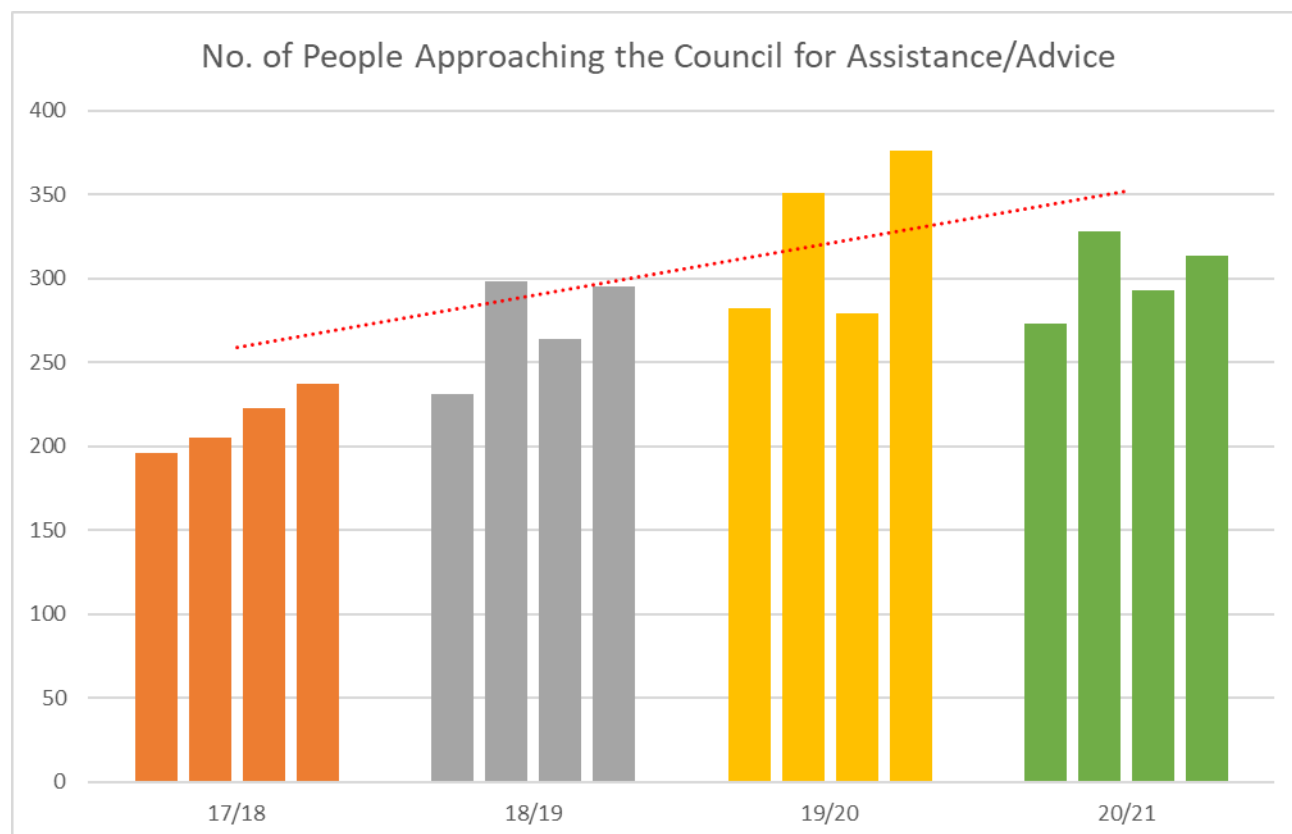
### ***Performing or Underperforming Target***

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 314 for this quarter, which is higher than the previous quarter at 293.



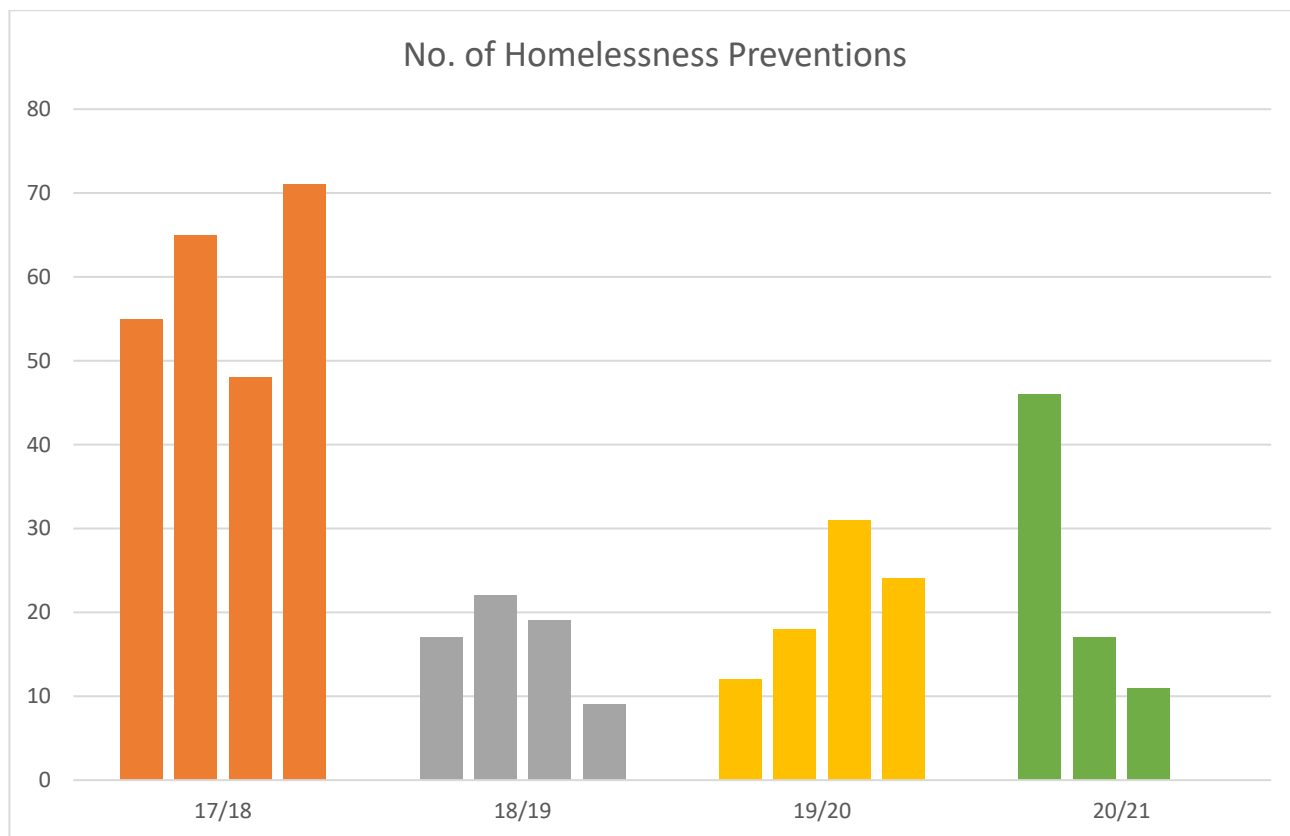
### ***Performing or Underperforming Target***

This performance indicator does not have a target.



## Number of Homeless Preventions

The outturn for this indicator is 14 for this quarter, which is higher than the previous quarter at 11.



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

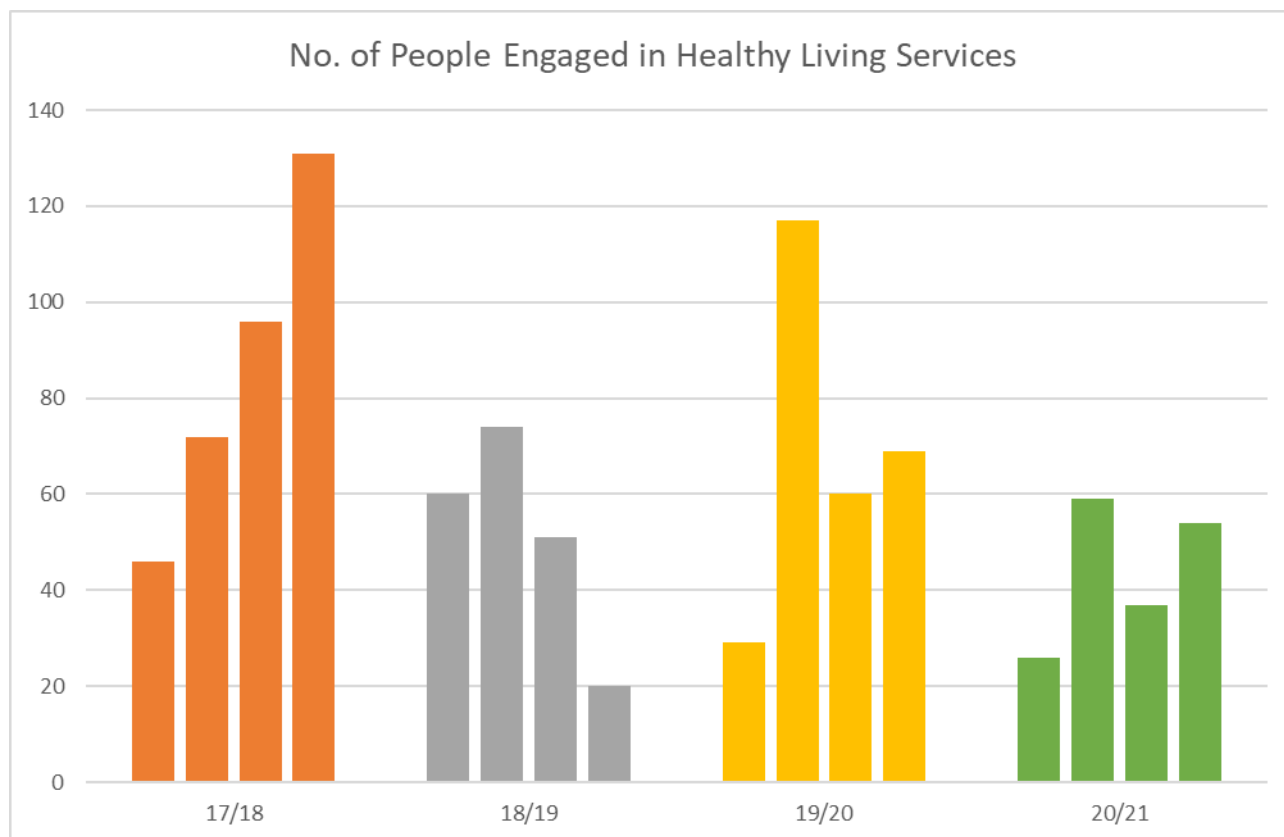
This performance indicator does not have a target.

NOTE: There are 44 people in emergency accommodation (14 people for COVID/SWEP) and 51 people in temporary accommodation.

# Health

## Number of People Engaged in Healthy Living Services

The outturn for this indicator is 54 for this quarter, which is higher than the previous quarter at 37.



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

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

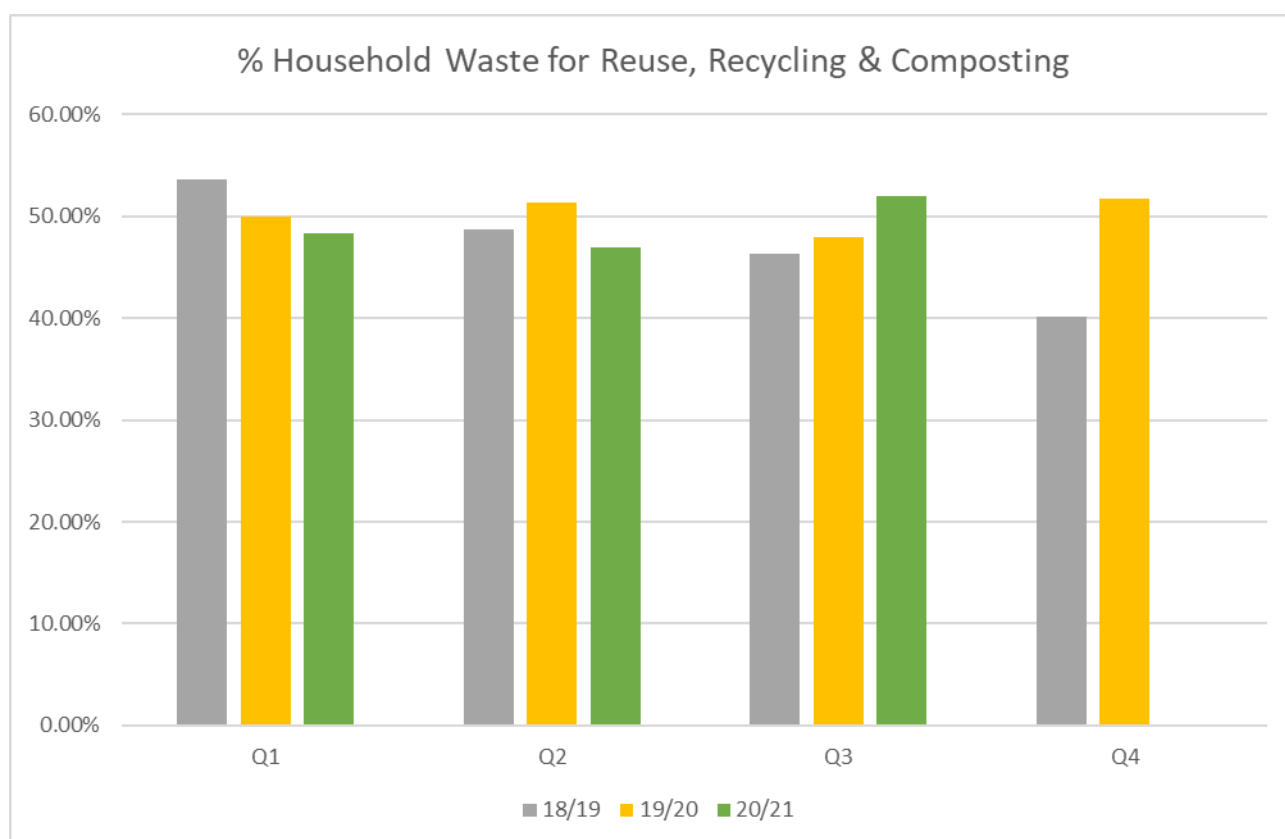
**Performing**

# 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 52% for quarter three, which is higher than the previous quarter at 47%.



### Performing or Underperforming Target

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

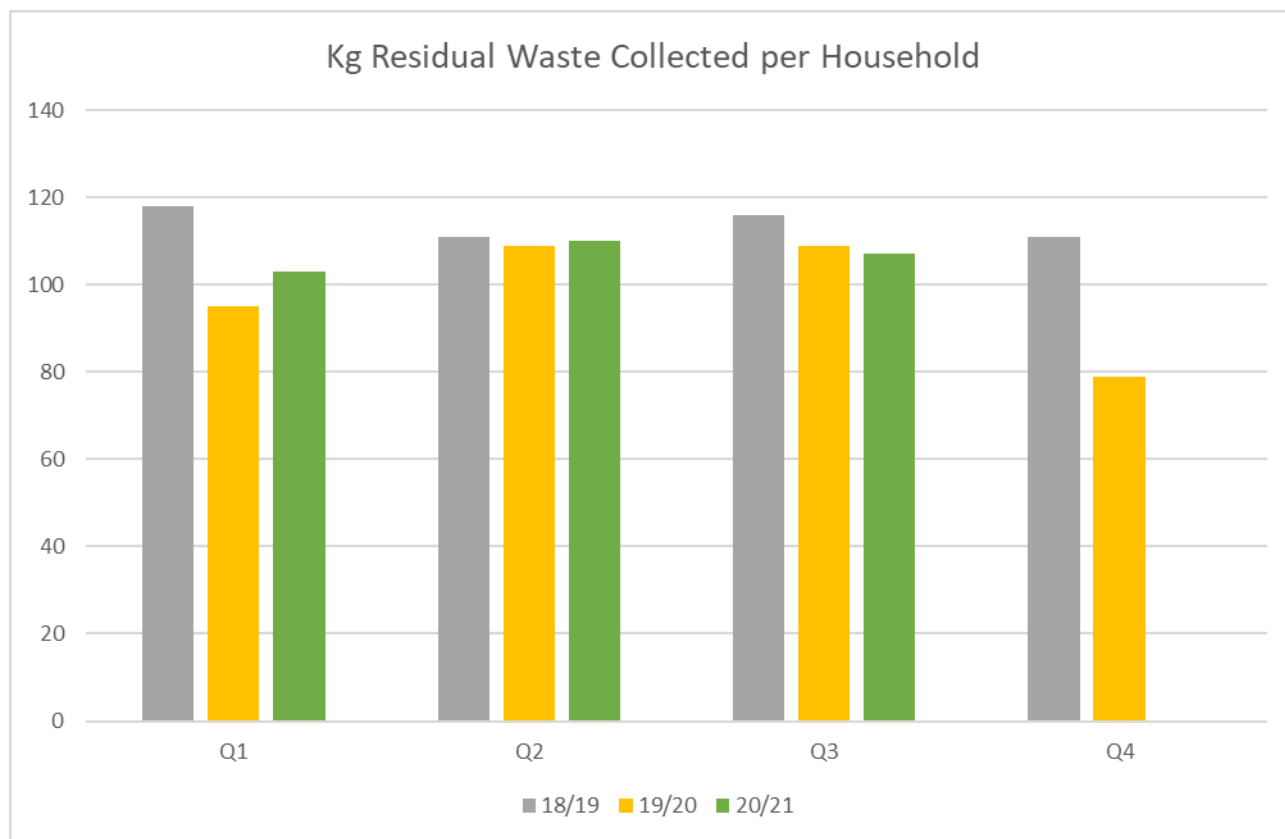
**Performing**

NOTE: This outturn is provisional, subject to query with KCC as some of the weights seem to high compared with the rest of the year.

## 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 107 for quarter three, which is lower than the previous quarter at 110.



### 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 1.08 for this quarter, which is higher than the previous quarter at 0.92.



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

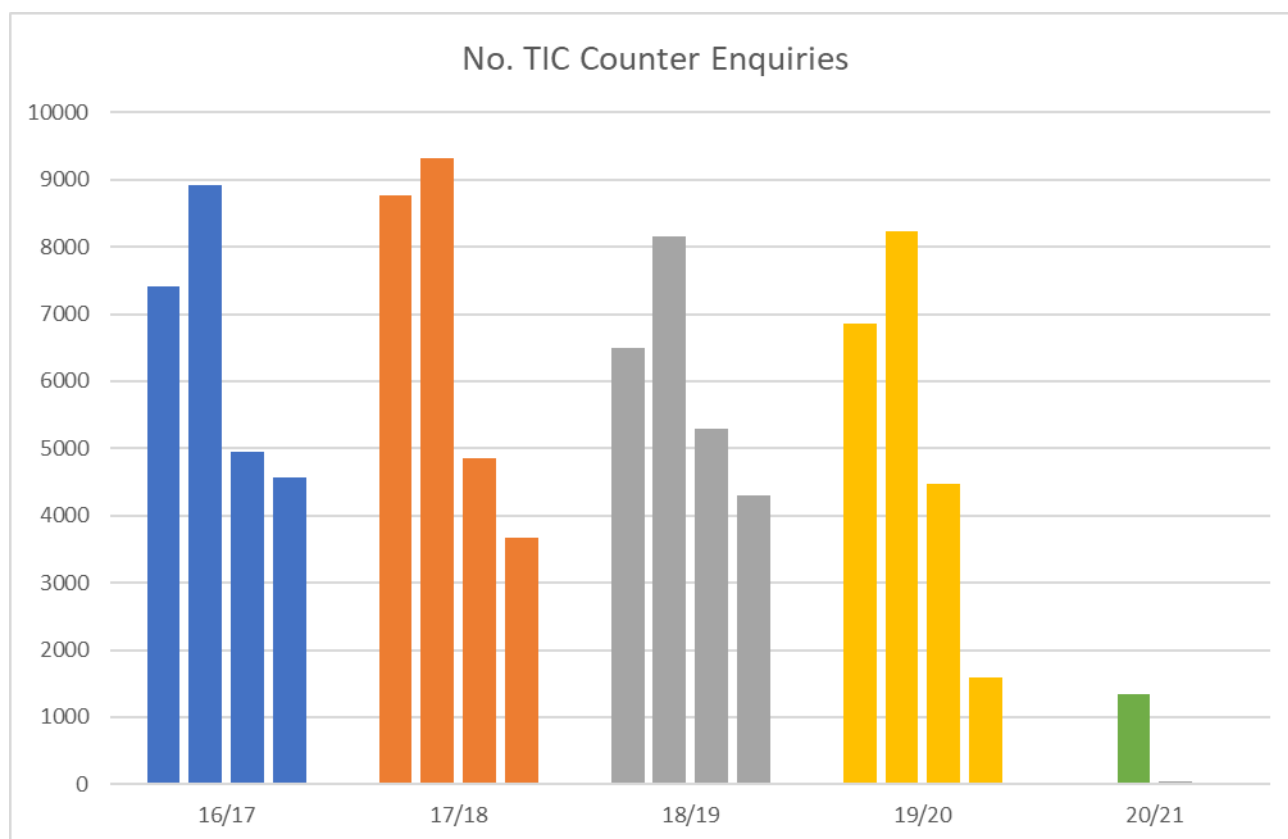
The target for this performance indicator is 1.375 or below, which means the indicator is:

**Performing**

# Economic Development

## Number of Tourist Information Centre Counter Enquiries

The outturn for this indicator is **currently missing** for this quarter, which is \*\* than the previous quarter at \*\*.



### Performing or Underperforming Target

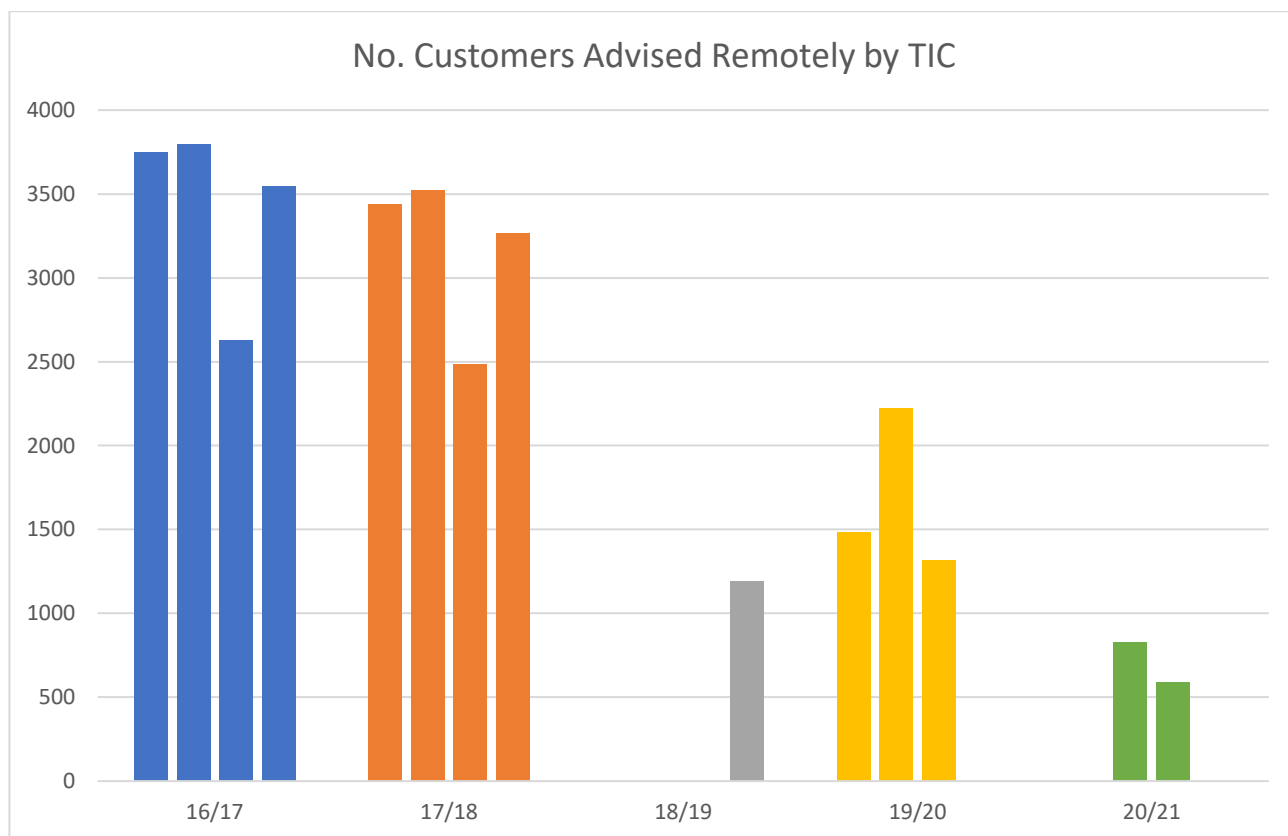
The target for this performance indicator is 6,500 or above, which means the indicator is:

**Missing**

NOTE:

## Number of Customers Advised Remotely by Tourist Information Centre

The outturn for this indicator is **currently missing** for this quarter, which is \*\* than the previous quarter at \*\*.



### Performing or Underperforming Target

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

**|** Missing

## Number of Businesses Contacting Economic Development Team for Advice

The outturn for this indicator is 2,340 for this quarter, which is higher than the previous quarter at 1,348.



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

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

**Performing**

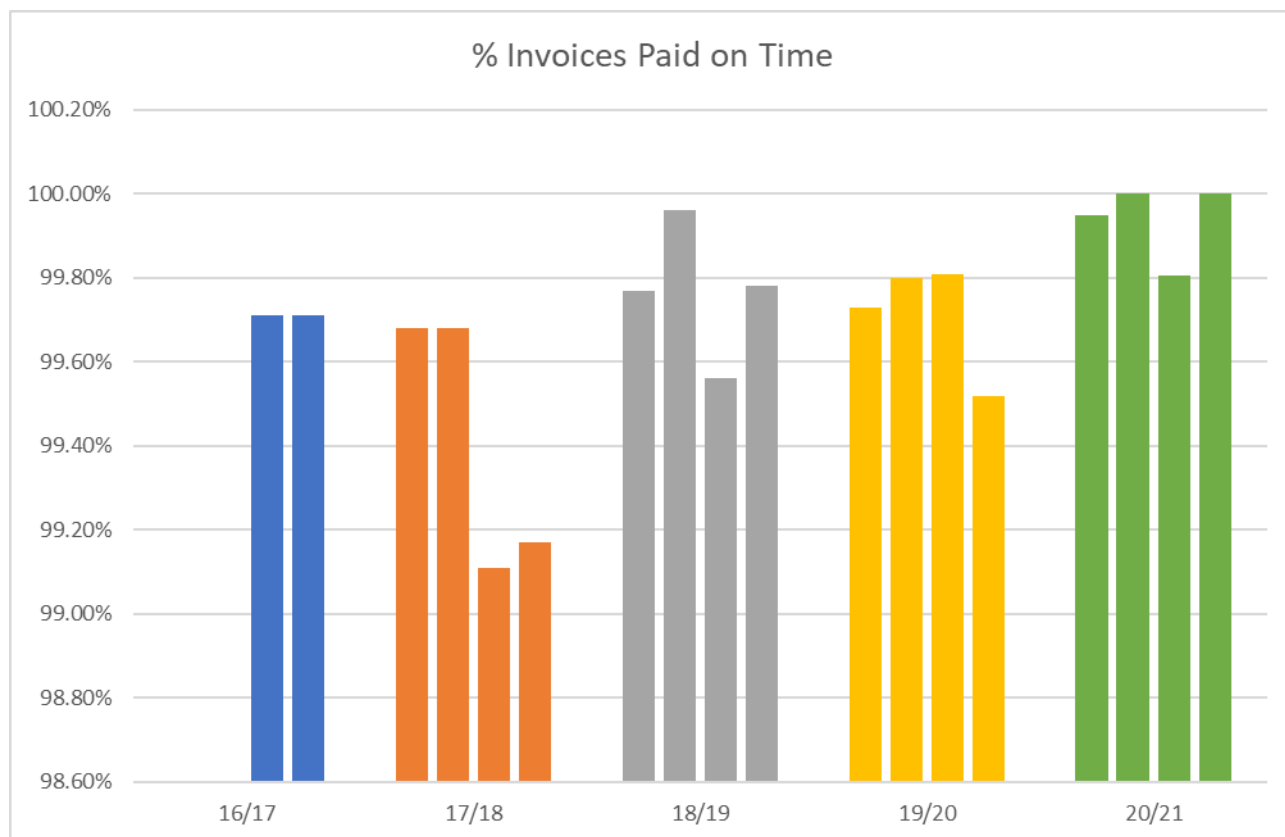
NOTE: The figure above is an estimate as the team have been inundated with calls from businesses following the release of more grant support from Government.



# Finance

## Percentage of Invoices Paid on Time

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



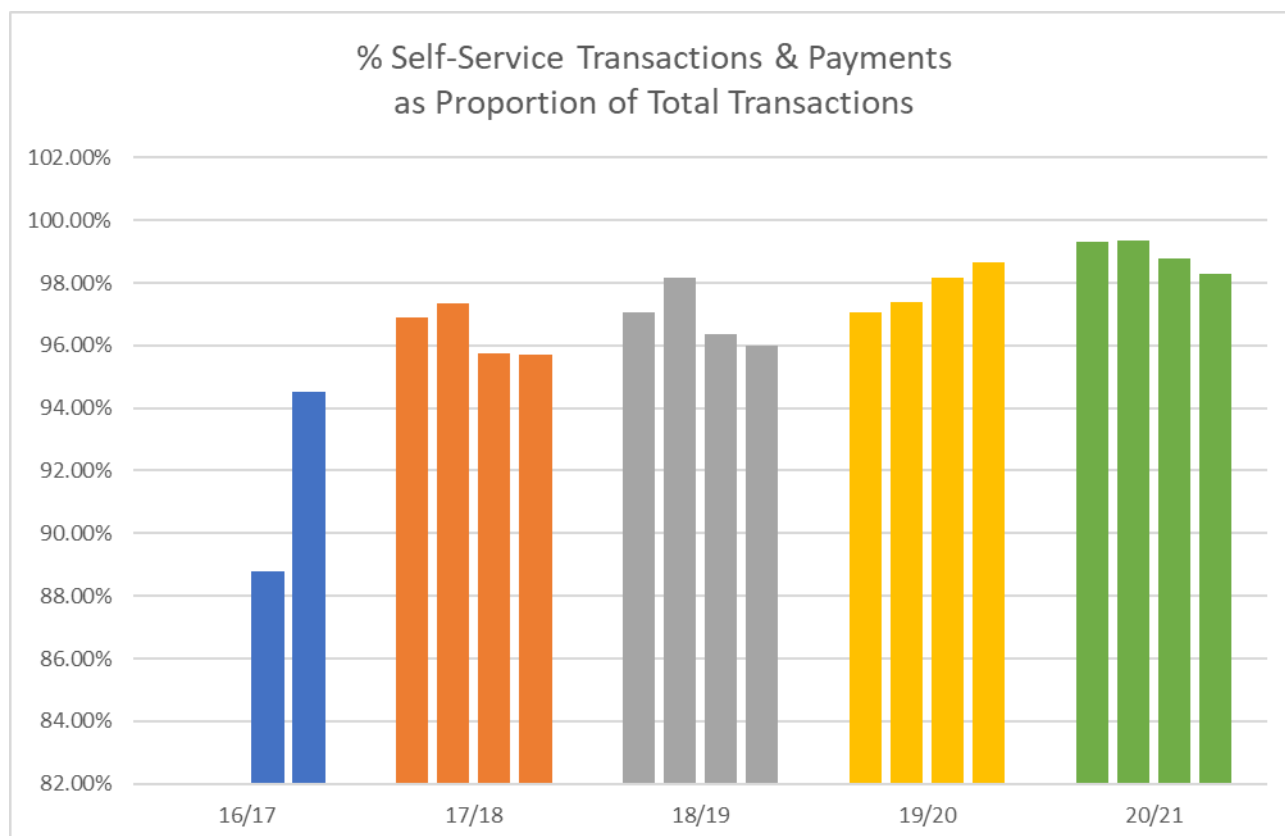
### ***Performing or Underperforming Target***

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 98.28% for this quarter, which is lower than the previous quarter at 98.77%.



### Performing or Underperforming Target

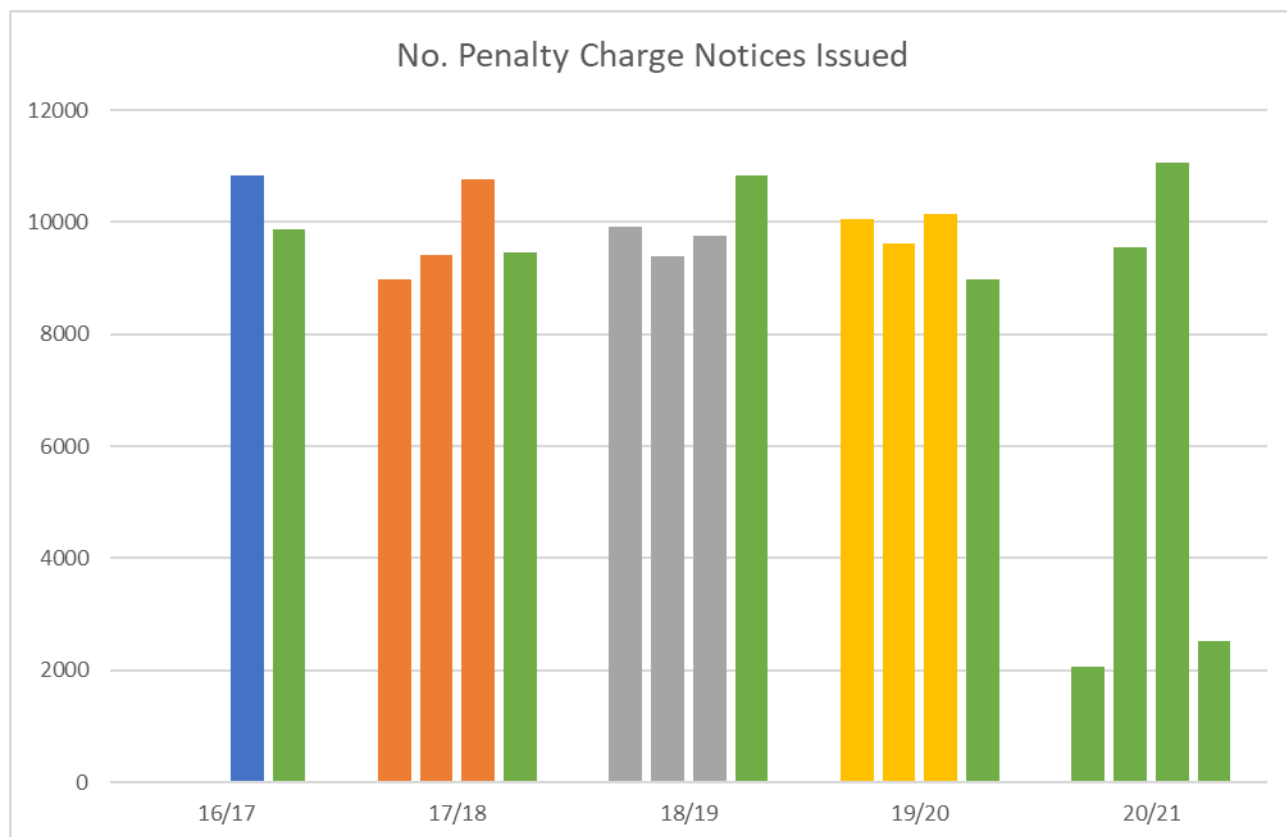
The target for this performance indicator is 94% or above, which means the indicator is:

**Performing**

# Parking

## Number of Penalty Charge Notices Issued

The outturn for this indicator is 2,520 for this quarter, which is lower than the previous quarter at 11,061.



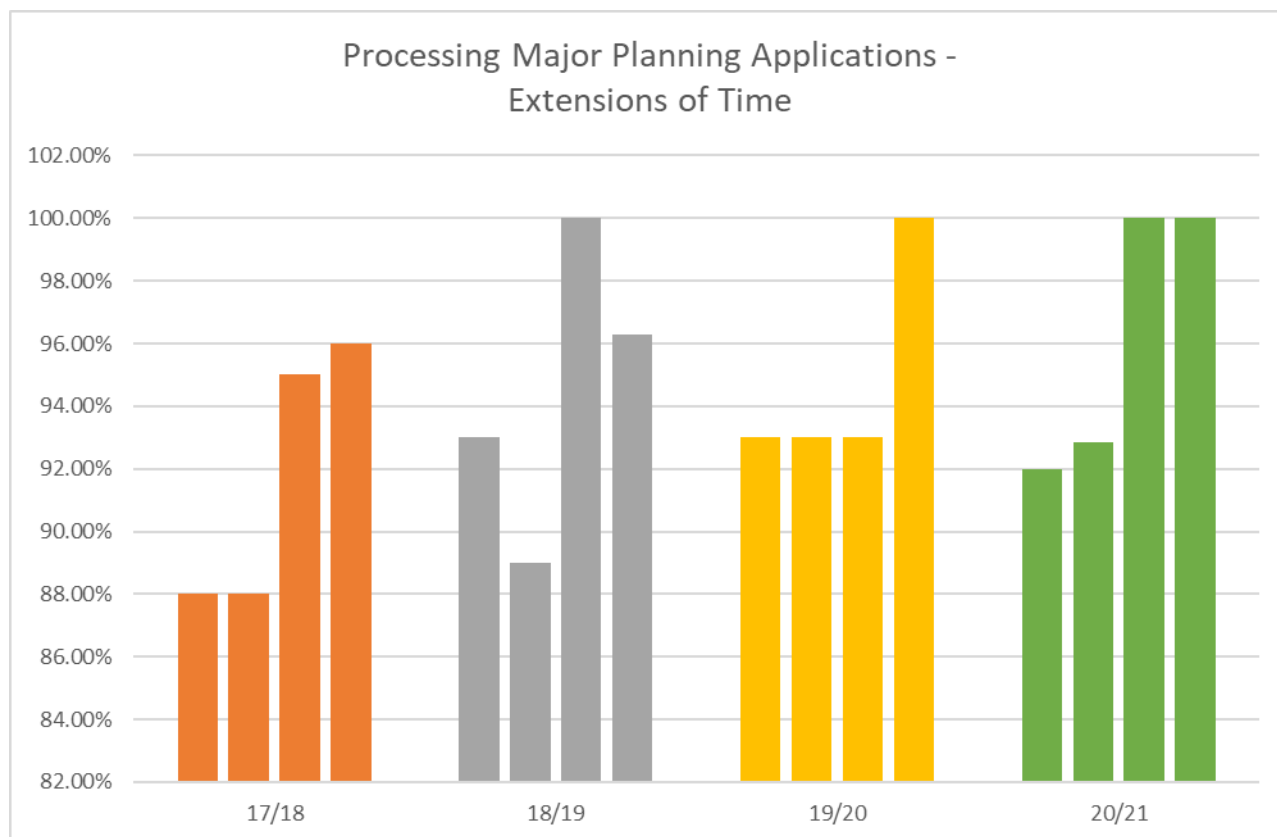
### ***Performing or Underperforming Target***

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 the same as the previous quarter at 100%.



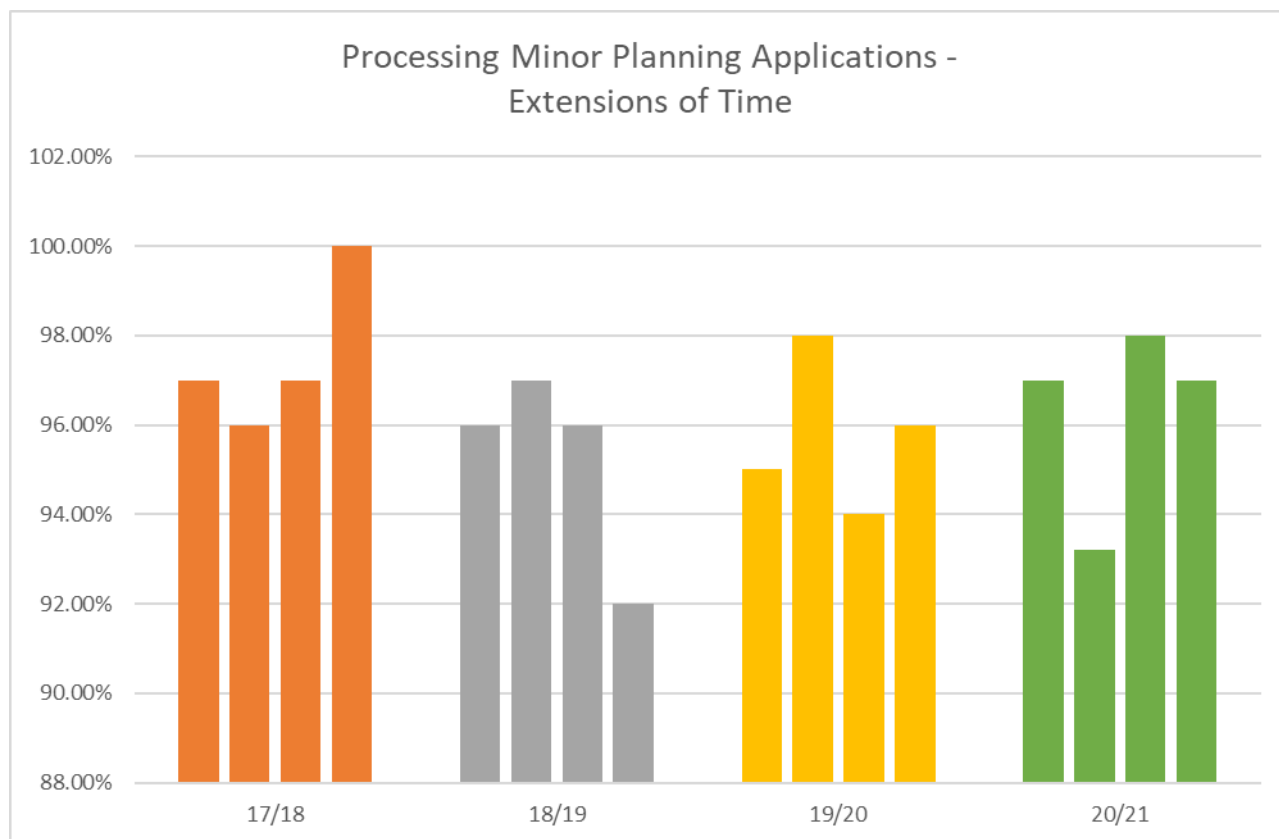
### Performing or Underperforming Target

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 97% for this quarter, which is slightly lower than the previous quarter at 98%.



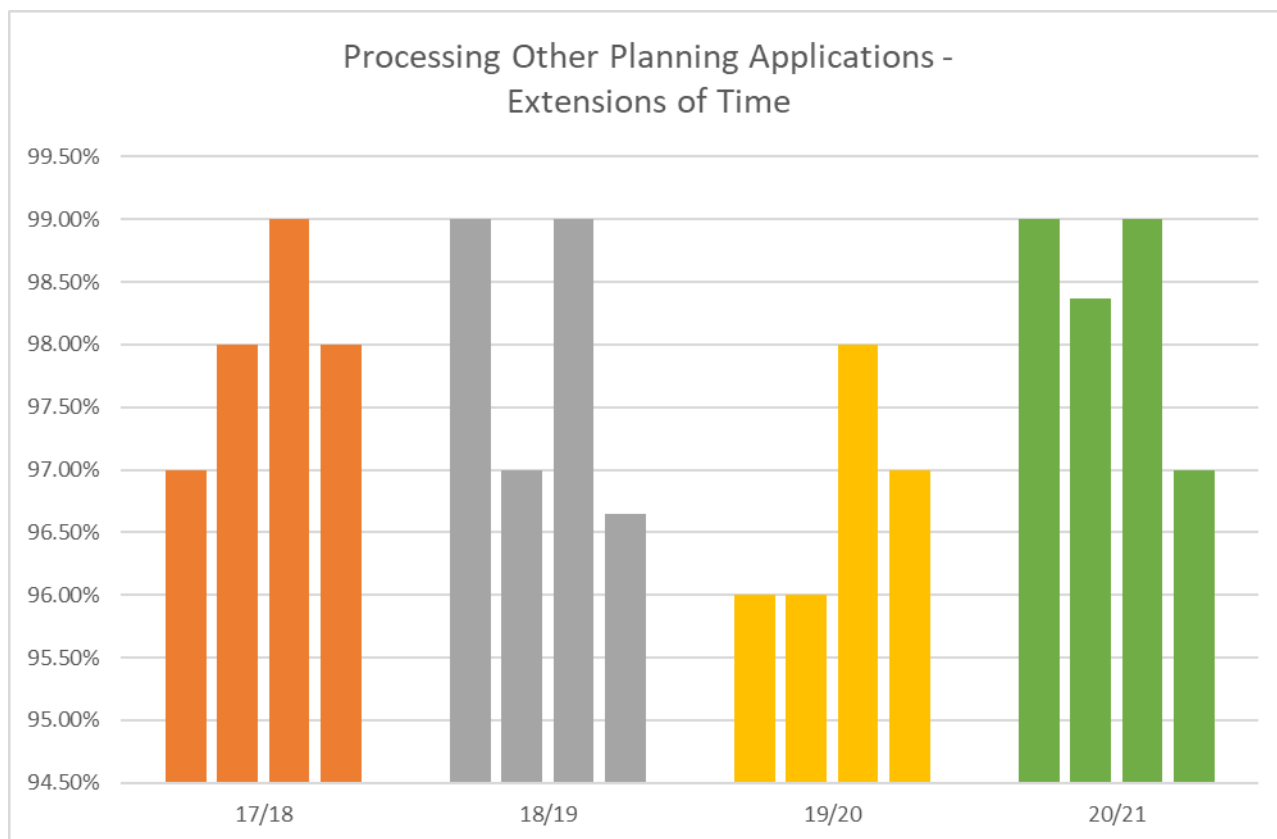
### ***Performing or Underperforming Target***

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 97% for this quarter, which is lower than the previous quarter at 99%.



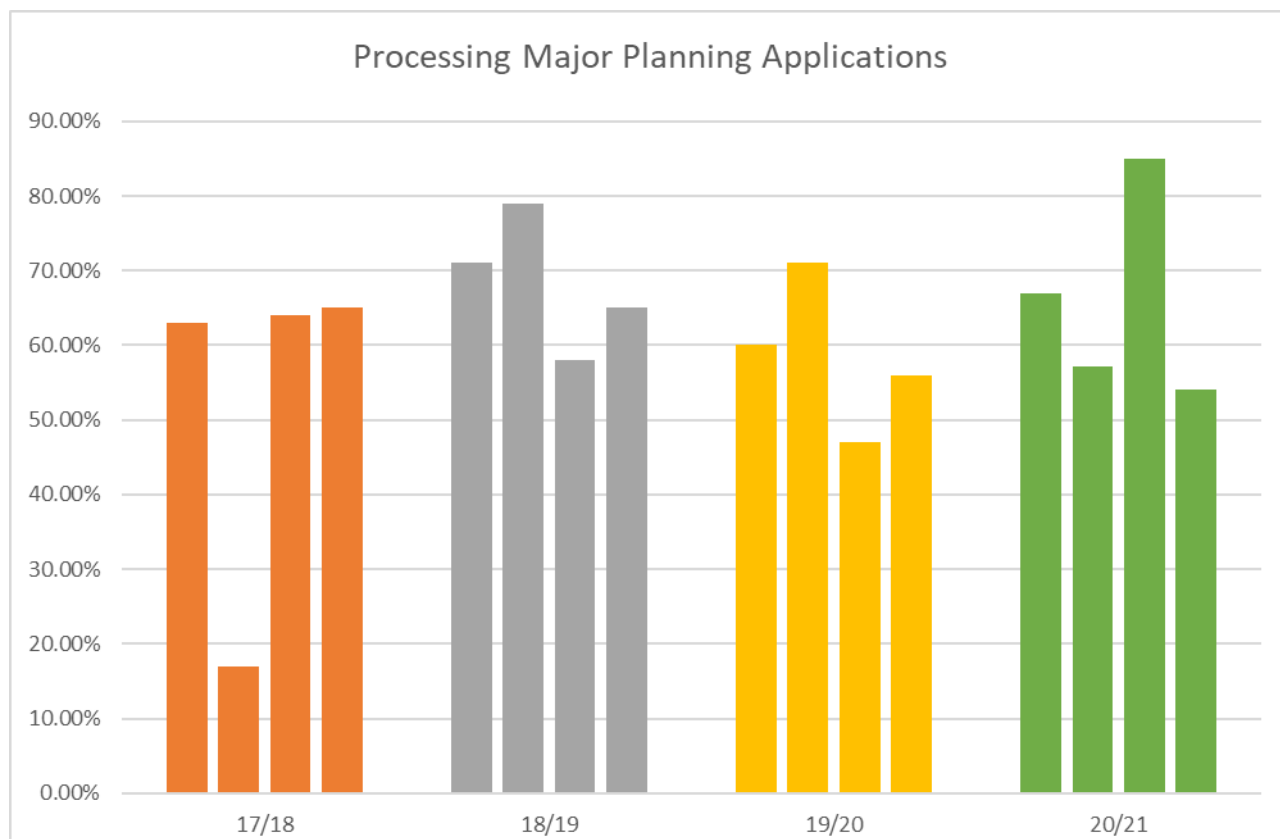
### ***Performing or Underperforming Target***

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 54% for this quarter, which is higher than the previous quarter at 85%.



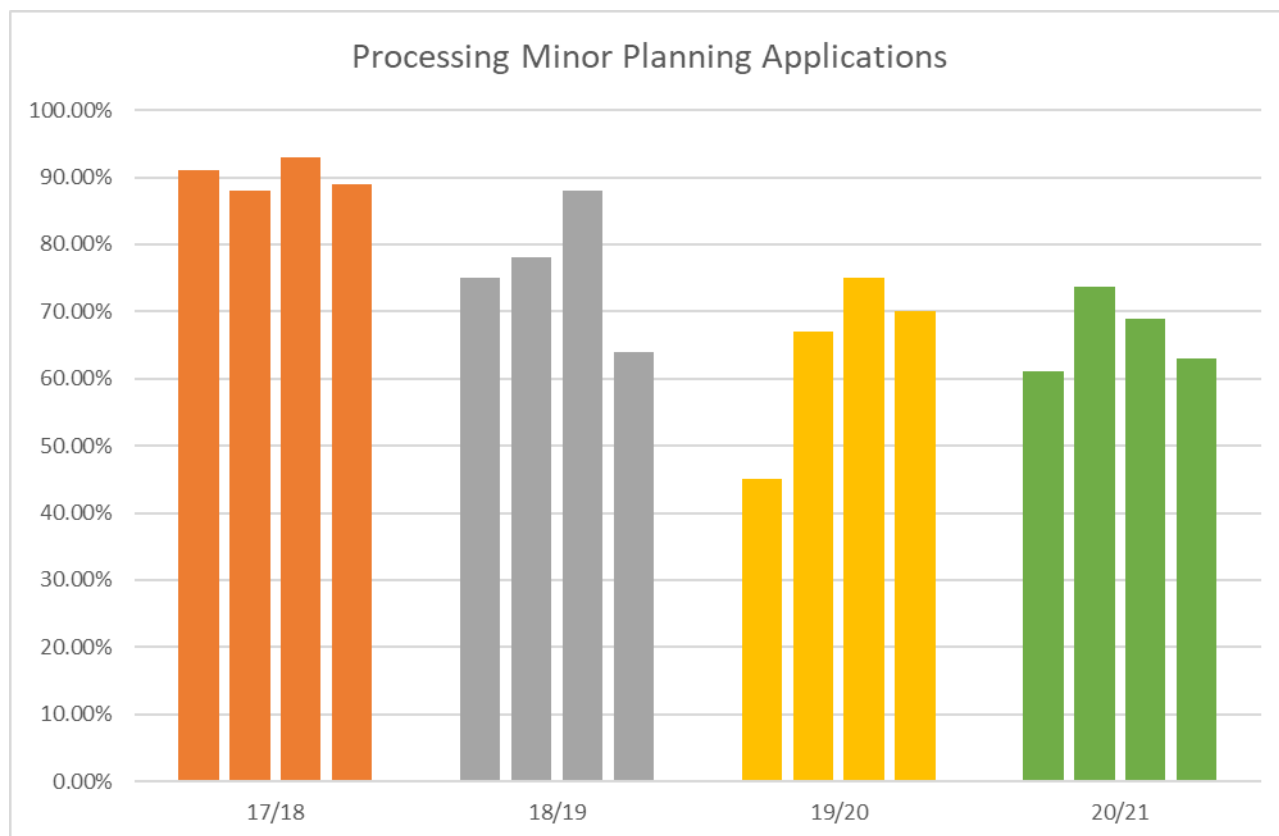
### ***Performing or Underperforming Target***

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

***Under-performing***

## Processing Minor Planning Applications

The outturn for this indicator is 63% for this quarter, which is lower than the previous quarter at 69%.



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

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

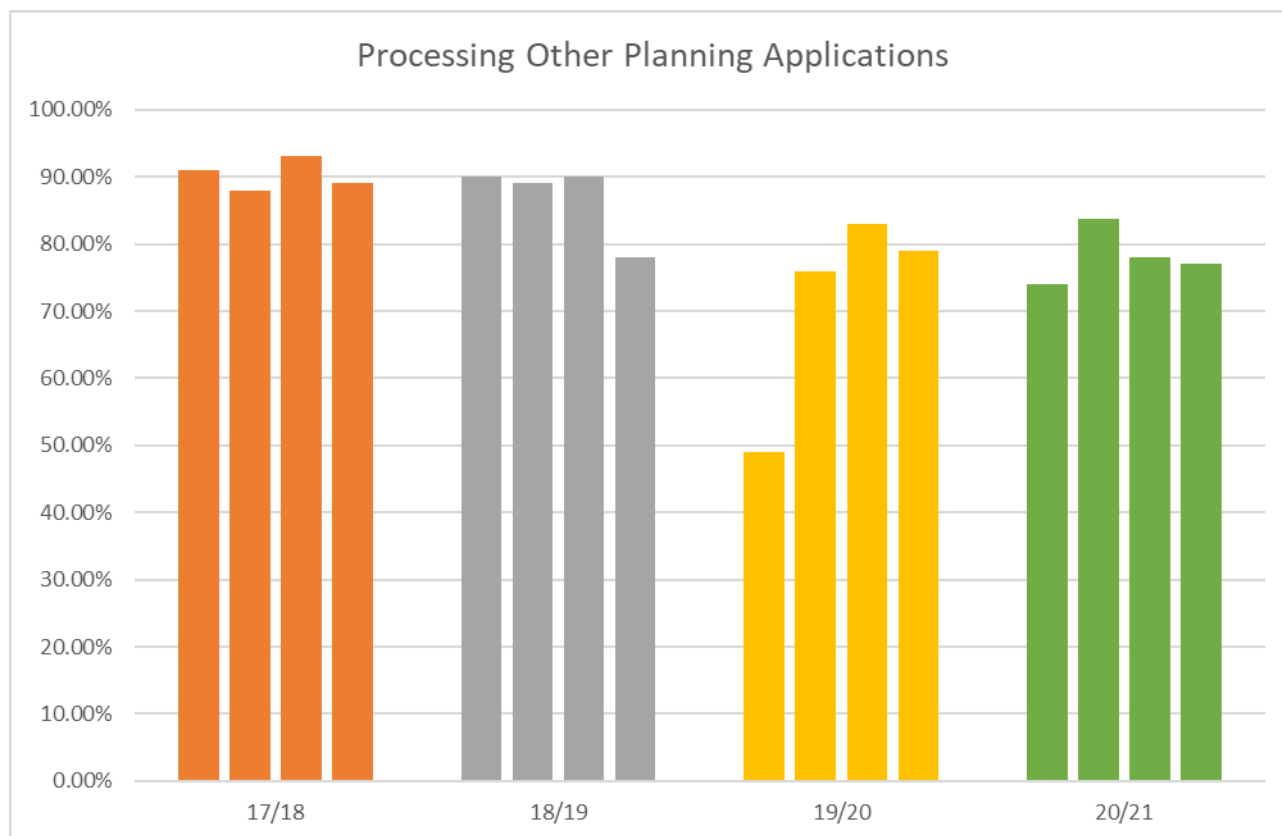
***Underperforming***

NOTE:



## Processing Other Planning Applications

The outturn for this indicator is 77% for this quarter, which is lower than the previous quarter at 78%.



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

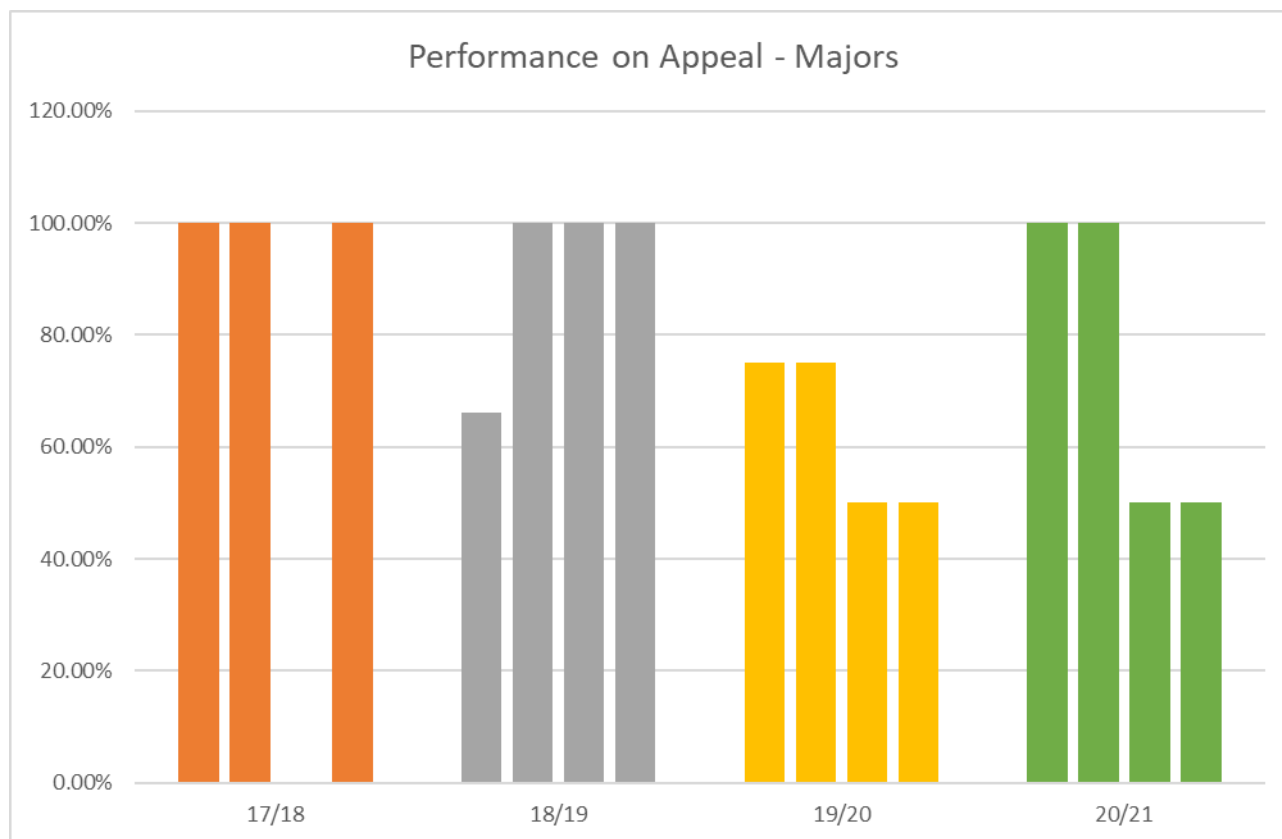
The target for this performance indicator is 88% or above, which means the indicator is:

***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 the same as the previous quarter at 50%.



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

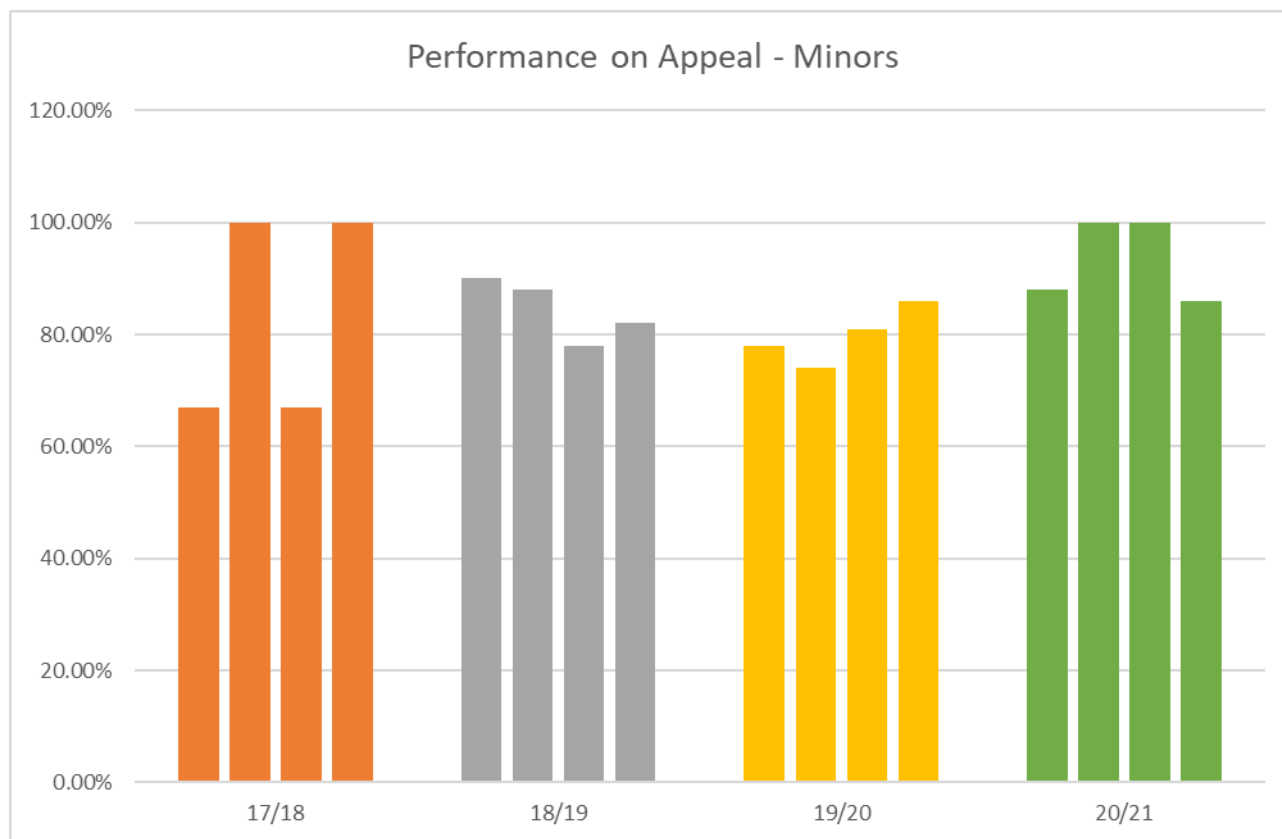
The target for this performance indicator is 65% or above, which means the indicator is:

***Underperforming***

NOTE: This is the rolling year total. Four appeals were decided, two allowed (1 was a decision against officer recommendation at Planning Committee).

## Performance on Appeal - Minors

The outturn for this indicator is 86% for this quarter, which is lower than the previous quarter at 100%.



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

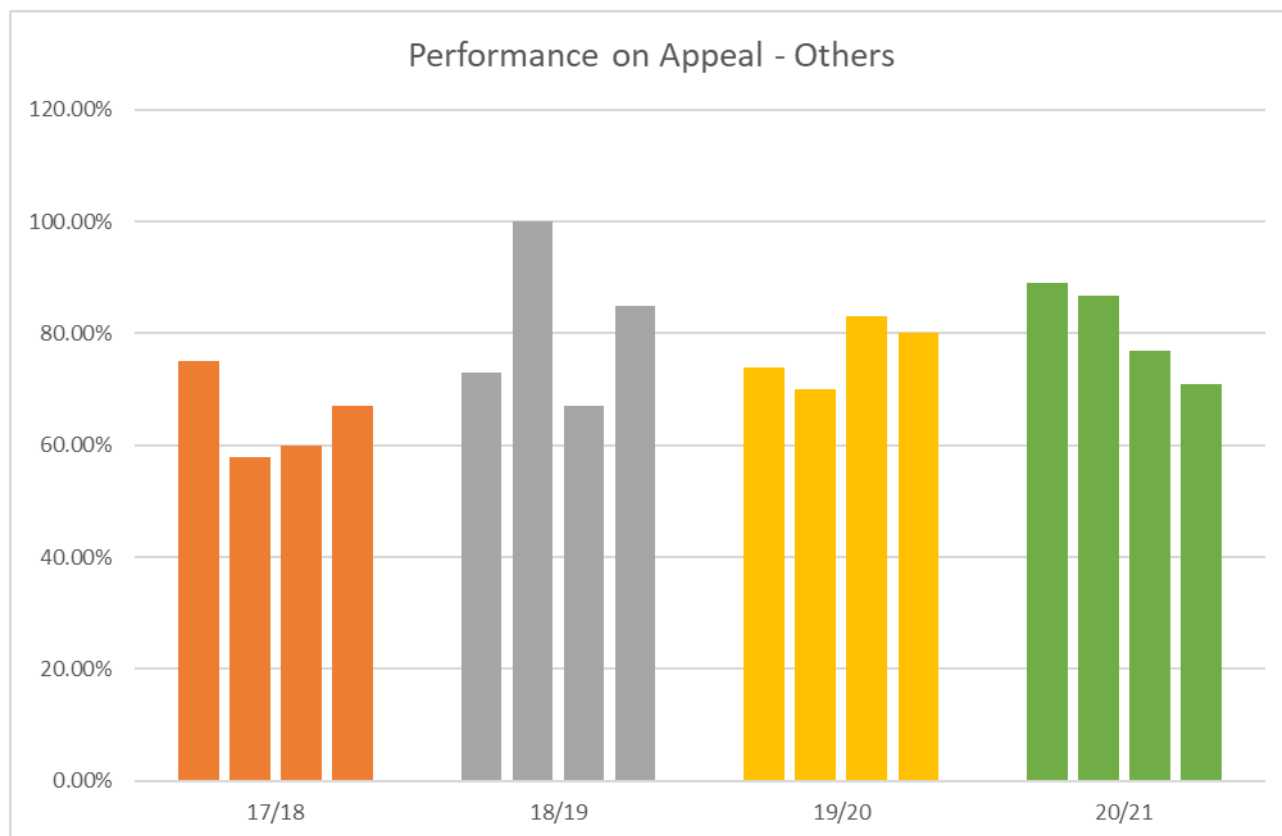
The target for this performance indicator is 65% or above, which means the indicator is:

**Performing**

NOTE: This is the rolling year performance. There were fifteen appeals and thirteen were successfully defended.

## Performance on Appeal - Others

The outturn for this indicator is 71% for this quarter, which is lower than the previous quarter at 77%.



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

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

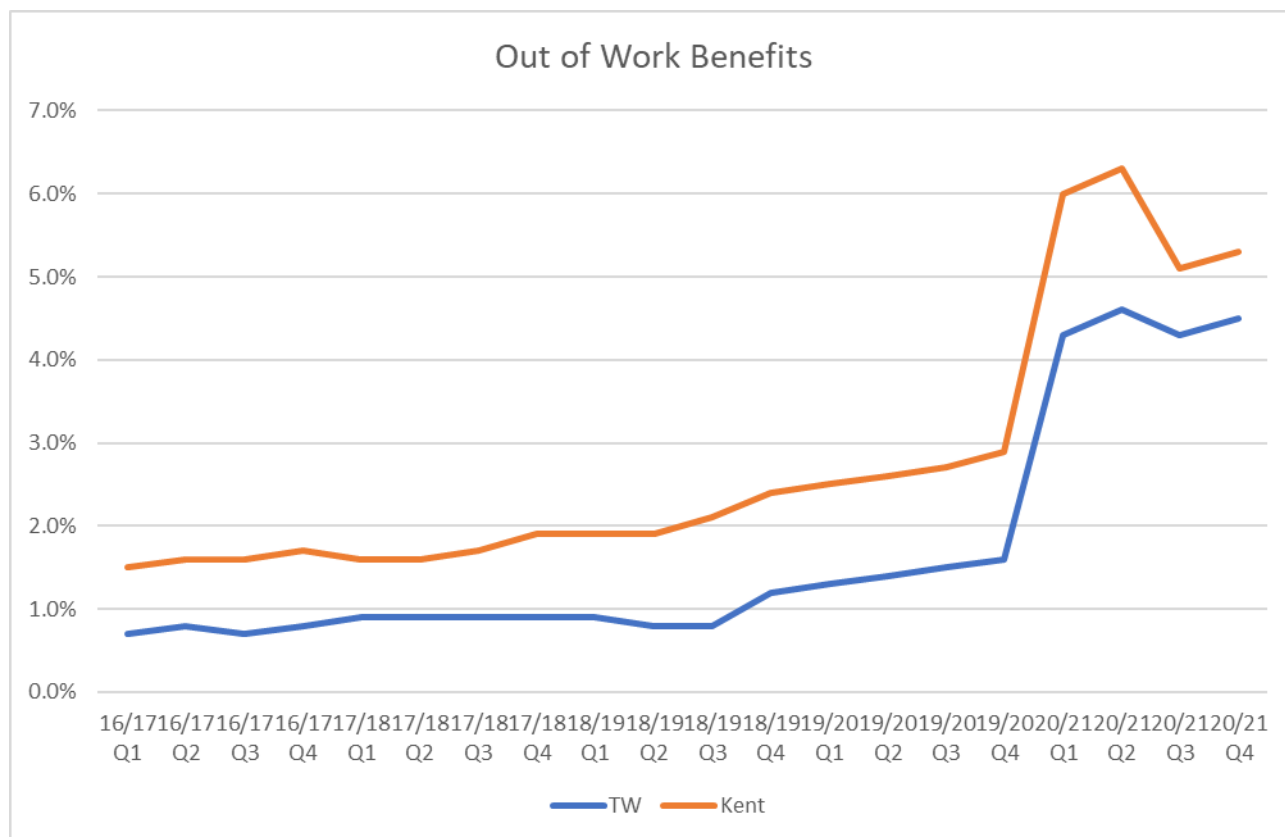
**Performing**

NOTE: This is the rolling year performance. There were seven appeals and five were successfully defended.

# Policy

## Residents in Receipt of Out of Work Benefits

The percentage of residents in receipt of out of work benefits was 4.5% at the end of Q4, compared with 4.3% at the end of Q3. This is a figure for the last month in the quarter.



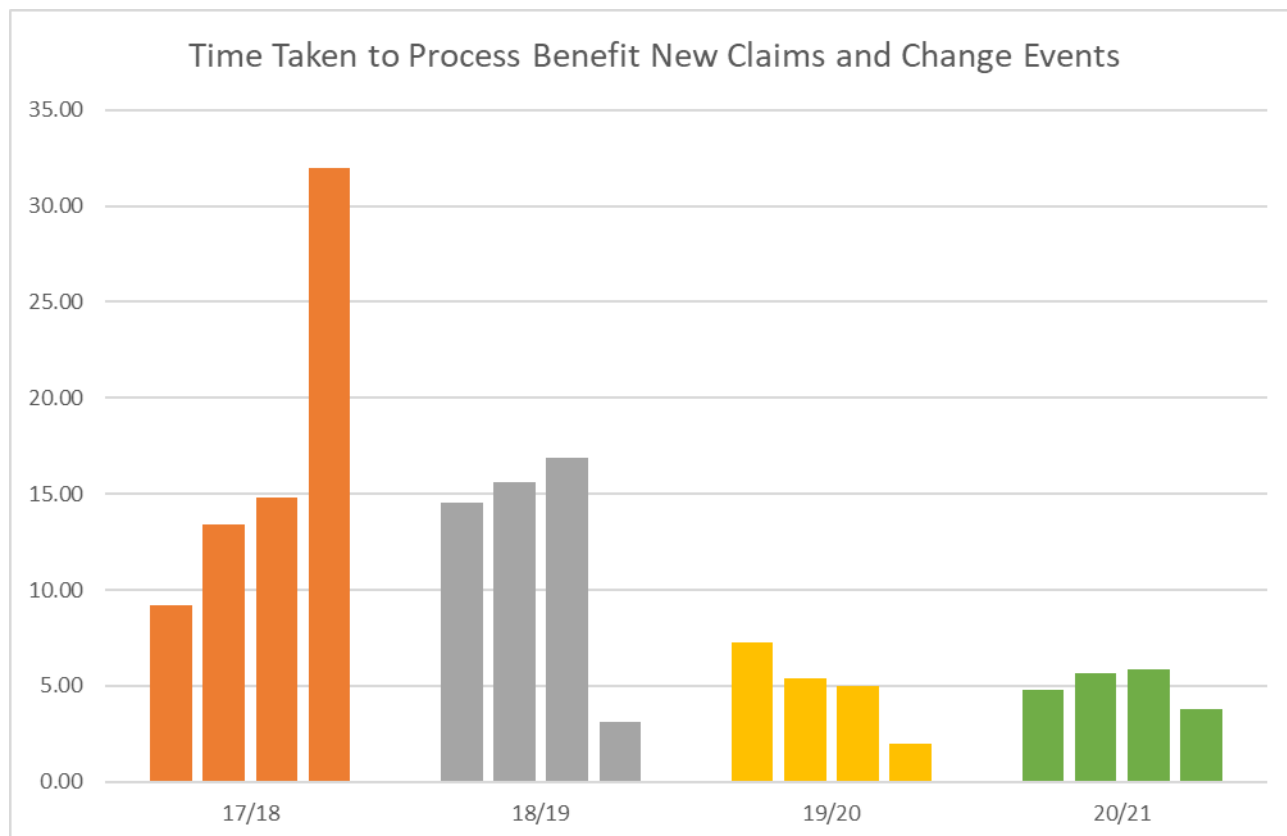
### *Performing or Underperforming Target*

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 3.79 for this quarter, which is lower than the previous quarter at 5.85.



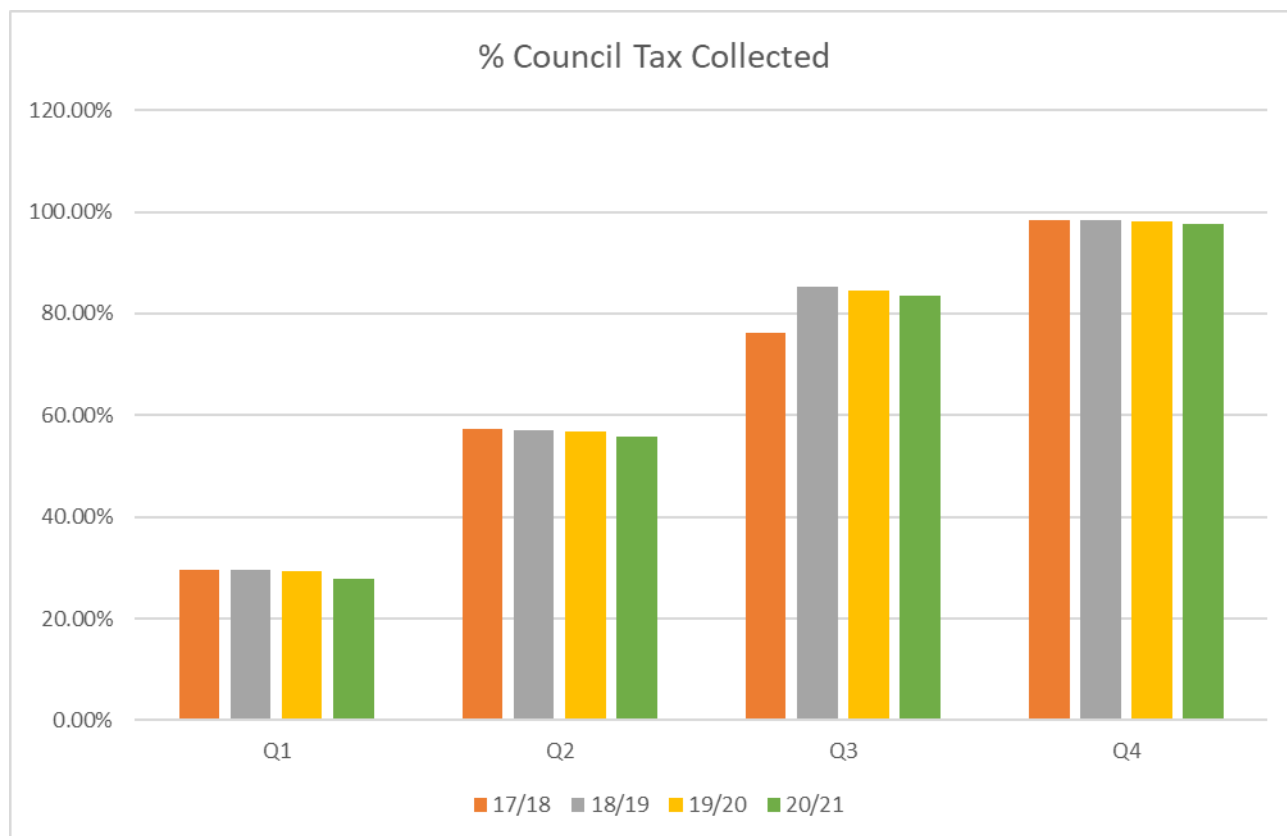
### Performing or Underperforming Target

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 97.52% for this quarter, which is lower than the previous year in the same quarter at 98.09%.



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

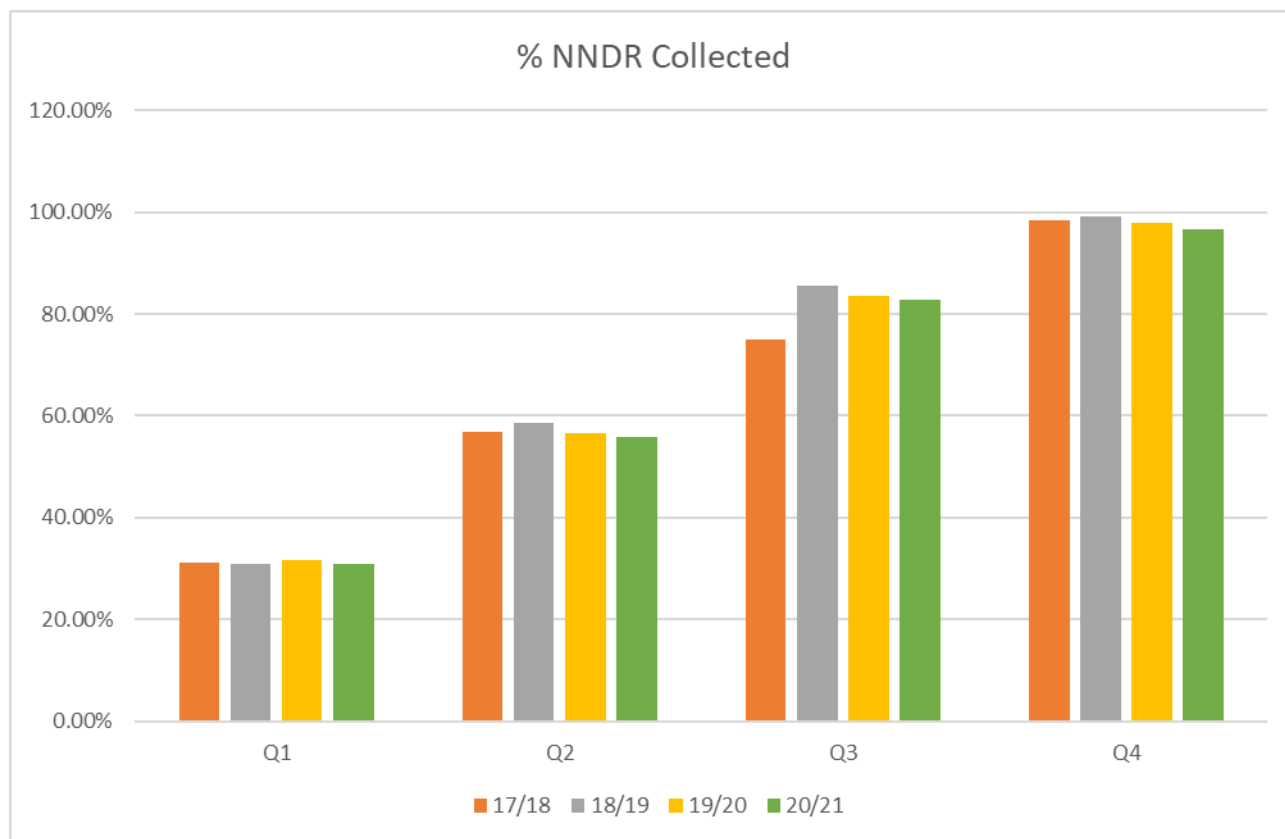
The target for this performance indicator is 98.80% or above, which means the indicator is:

***Underperforming***

NOTE: The 2020/21 targets were not downwardly revised, so this must be seen in context of Covid-19 and impact upon Council Tax income. Collection is down 0.59% compared to last year's outturn, which constitutes a good performance, under the circumstances.

## Percentage of National Non-Domestic Rate Collected

The outturn for this indicator is 96.61% for this quarter, which is lower than the previous year for the same quarter at 98.03%.



### Performing or Underperforming Target

The target for this performance indicator is 98.80% or above, which means the indicator is:

**Underperforming**

NOTE: The 2020/21 targets were not downwardly revised, so must be seen in context of Covid-19 and impact upon NNDR income. Collection is down 1.42% compared to last year's outturn. When compared to the national average of 8%+ this is a relatively good performance.