

Tunbridge Wells Borough Council

Performance Report

Council Service Performance Q1 (Apr-Jun 2021)

Published August 2021

For Cabinet 27th September 2021



Indicator Results

Community Safety Unit

All Crimes per 1,000 Population

The outturn for this indicator is 64.4 for this quarter, which is higher than the previous quarter at 62.3, but is lower than the same quarter last year.

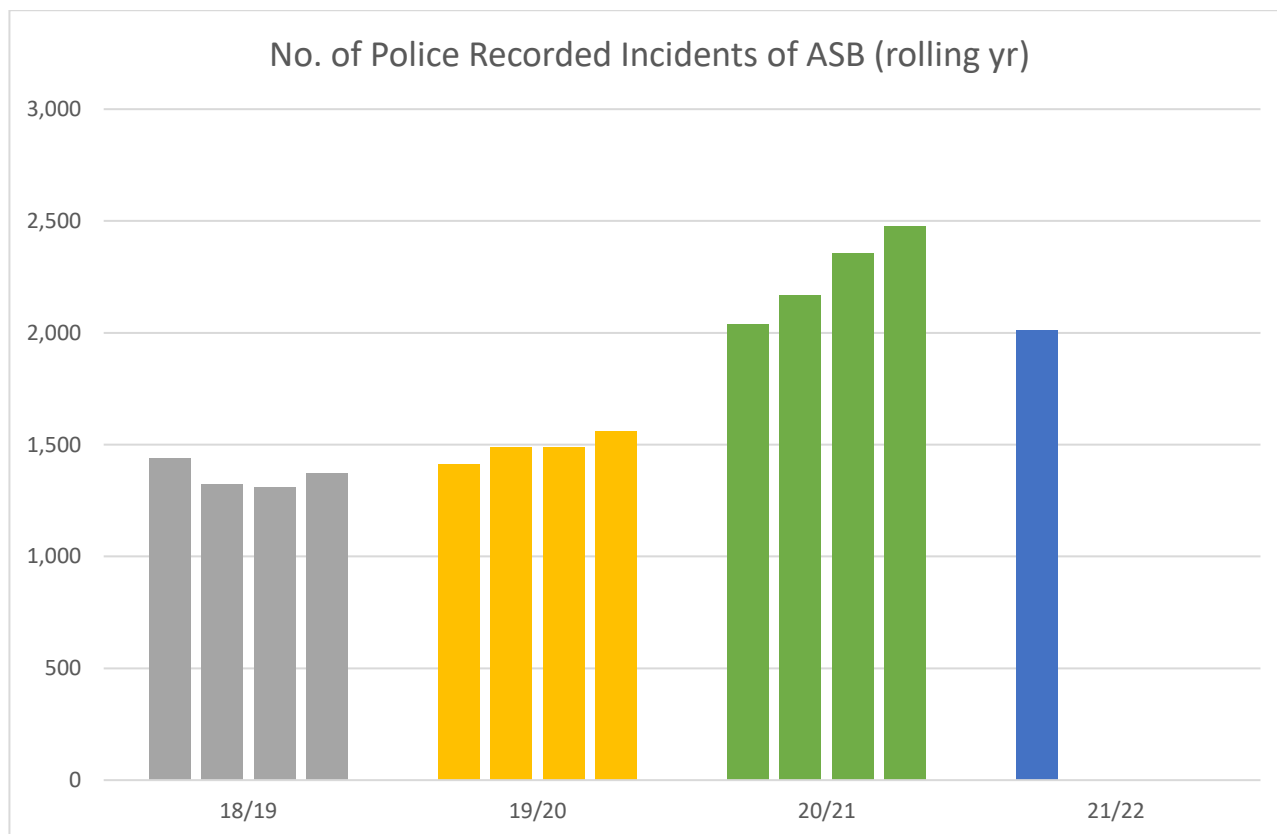


Performing or Underperforming Target

This performance indicator does not have a target.

Number of Police Recorded Incidents of Anti-Social Behaviour

The outturn for this indicator is 2,012 for this quarter, which is lower than the previous quarter at 2,476.

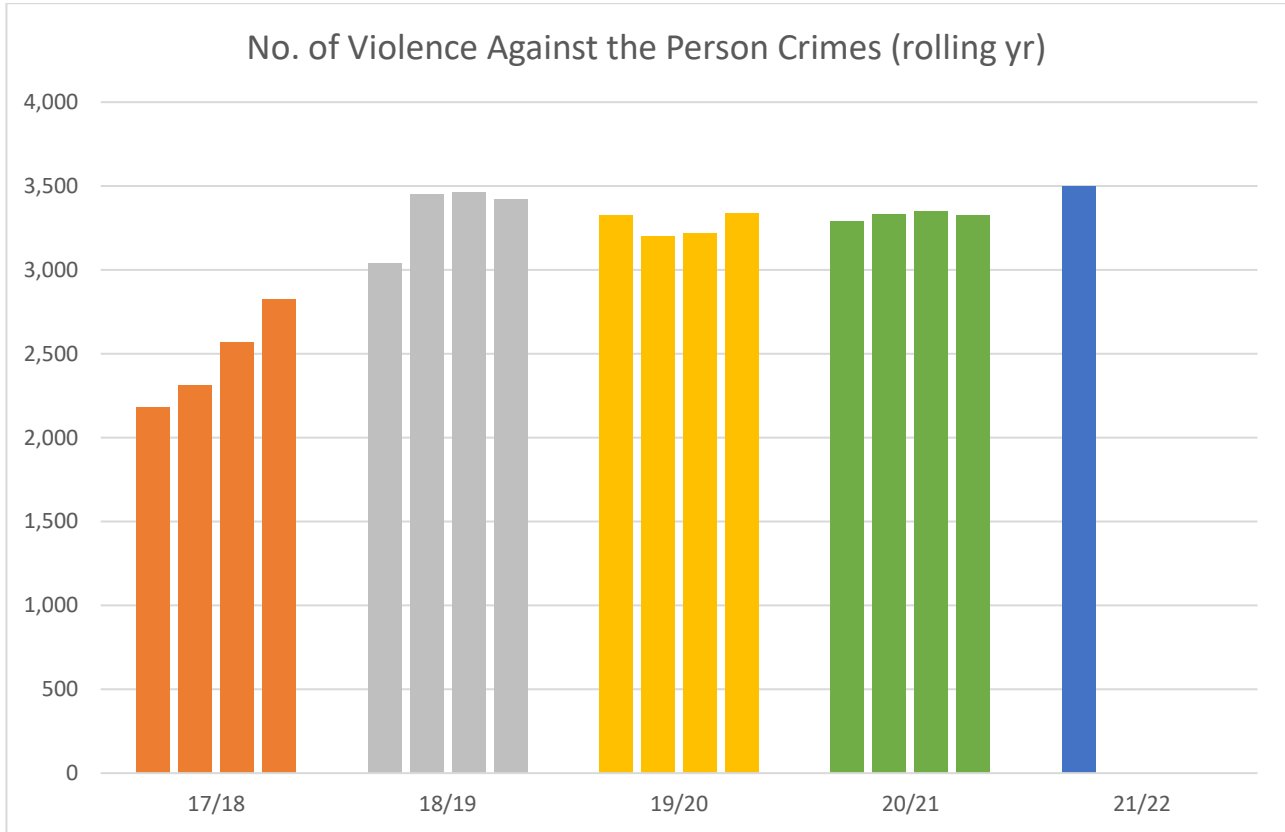


Performing or Underperforming Target

This performance indicator does not have a target.

Number of 'Violence Against the Person' Crimes

The outturn for this indicator is 3,496 for this quarter, which is higher than the previous quarter at 3,326.

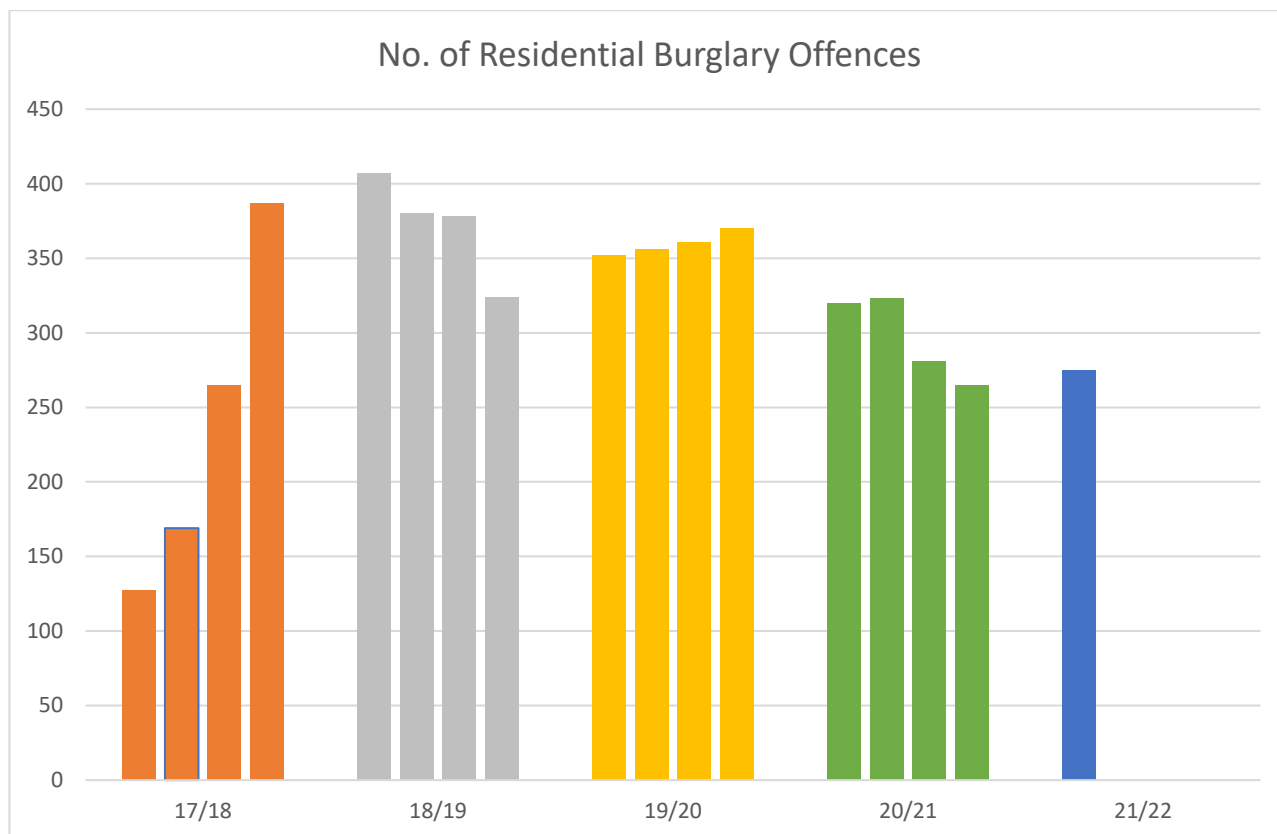


Performing or Underperforming Target

This performance indicator does not have a target.

Number of Residential Burglary Offences

The outturn for this indicator is 275 for this quarter, which is higher than the previous quarter at 265.



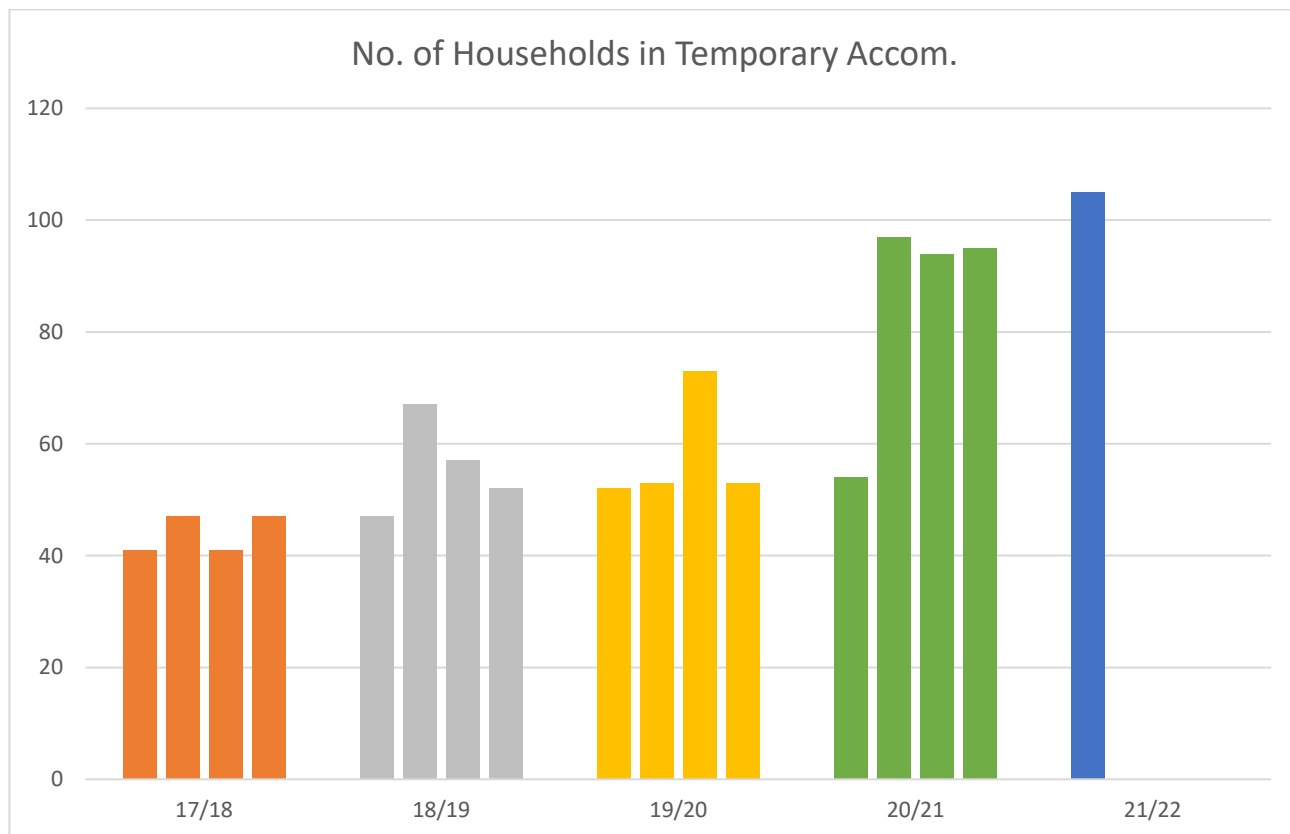
Performing or Underperforming Target

This performance indicator does not have a target.

Housing

Number of Households in Temporary Accommodation

The outturn for this indicator is 105 for this quarter, which is higher than the previous quarter at 95.



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 16 for this quarter, which is lower than the previous quarter at 20.



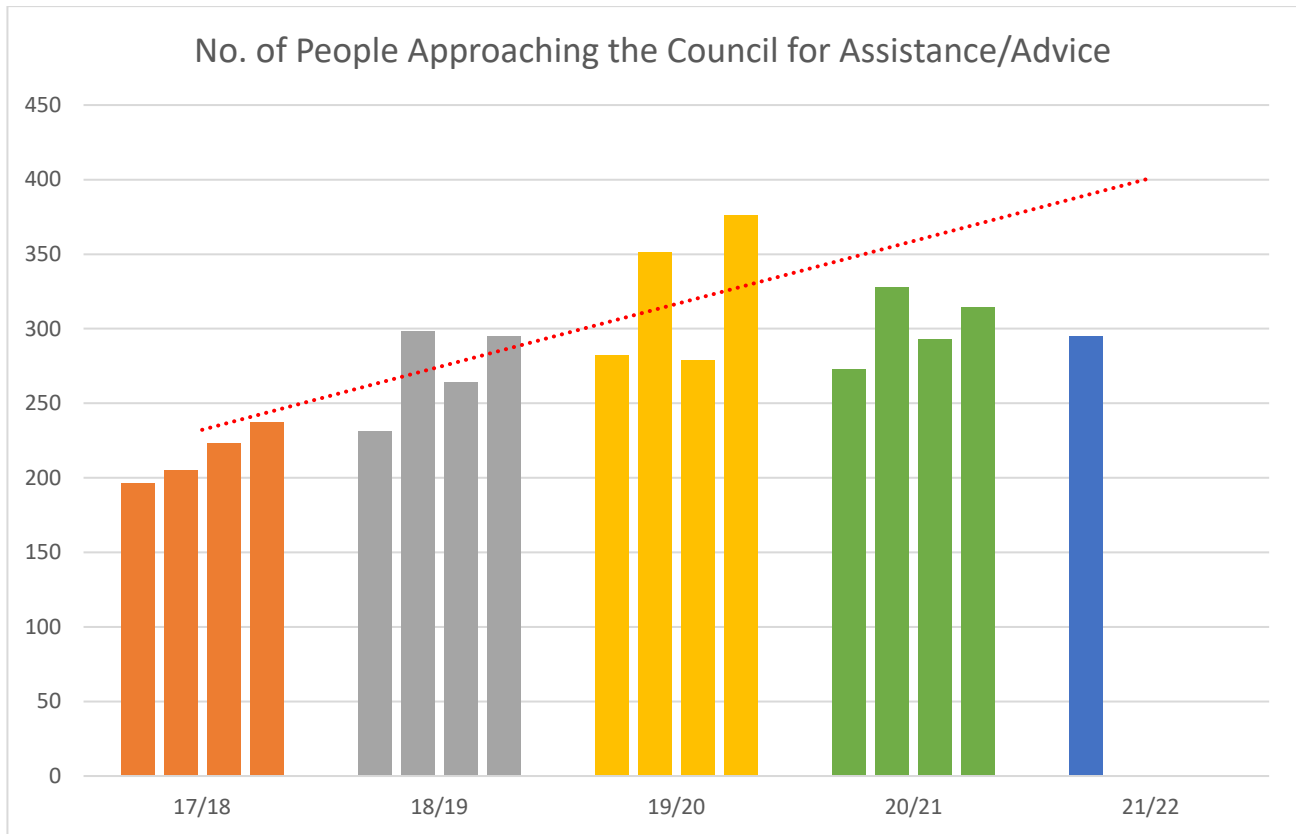
Performing or Underperforming Target

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 295 for this quarter, which is lower than the previous quarter at 314.

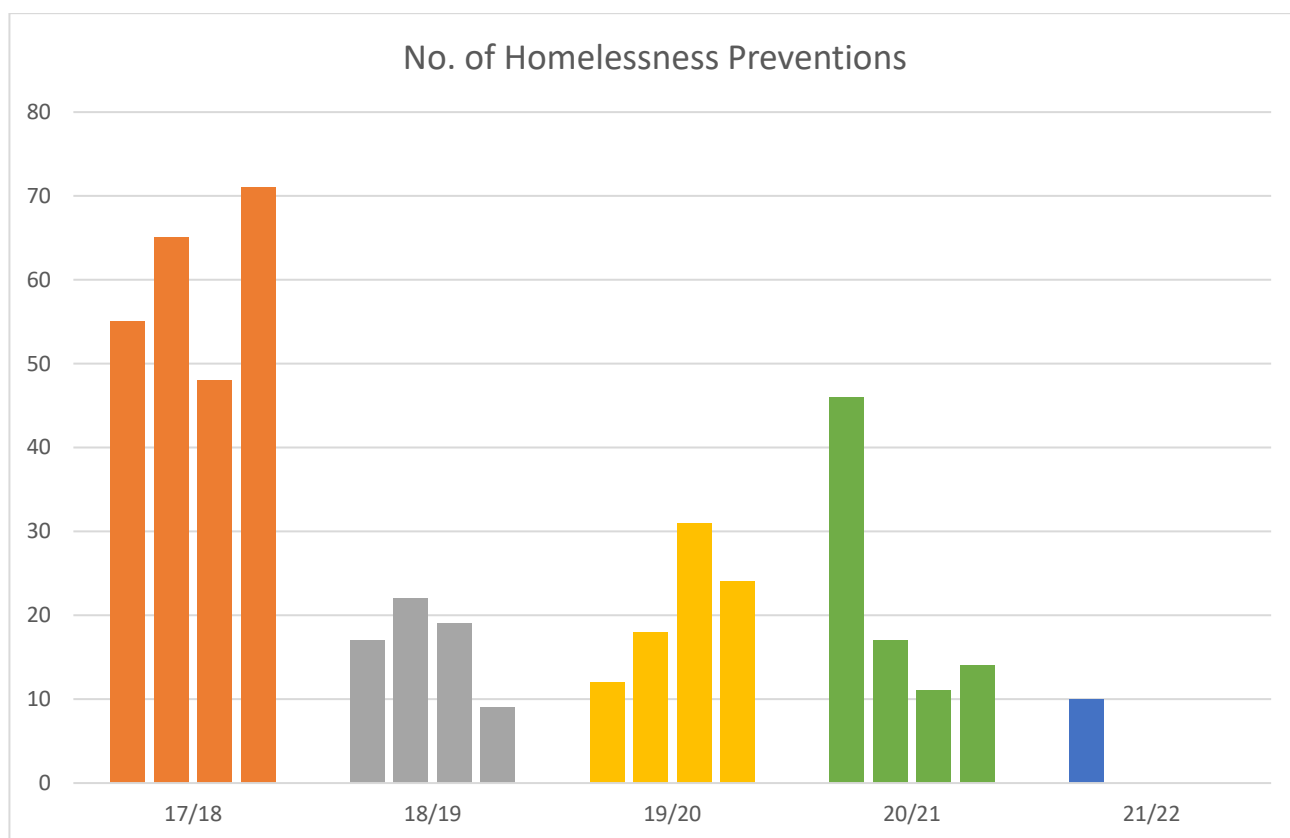


Performing or Underperforming Target

This performance indicator does not have a target.

Number of Homeless Preventions

The outturn for this indicator is 10 for this quarter, which is lower than the previous quarter at 14.



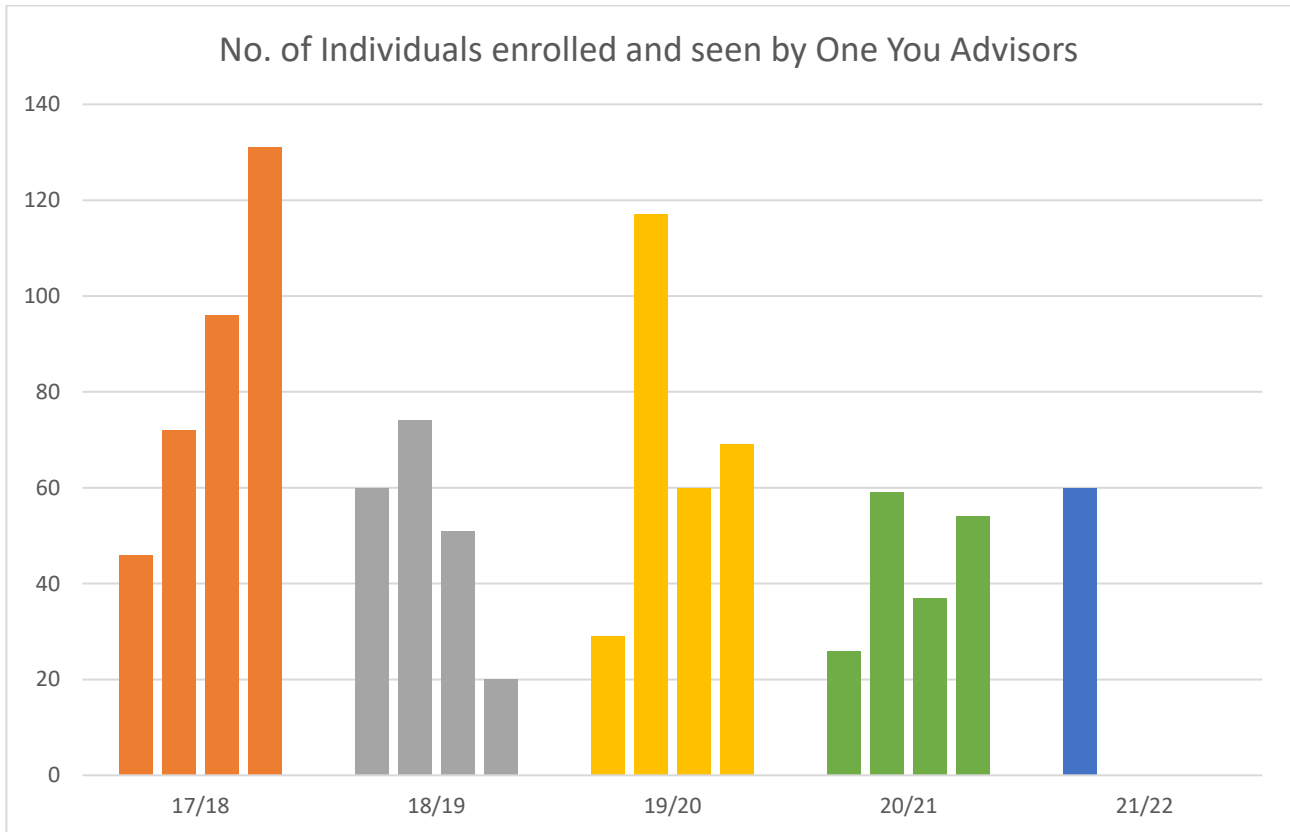
Performing or Underperforming Target

This performance indicator does not have a target.

Health

Number of People Engaged in Healthy Living Services

The outturn for this indicator is 60 for this quarter, which is higher than the previous quarter at 54.



Performing or Underperforming Target

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

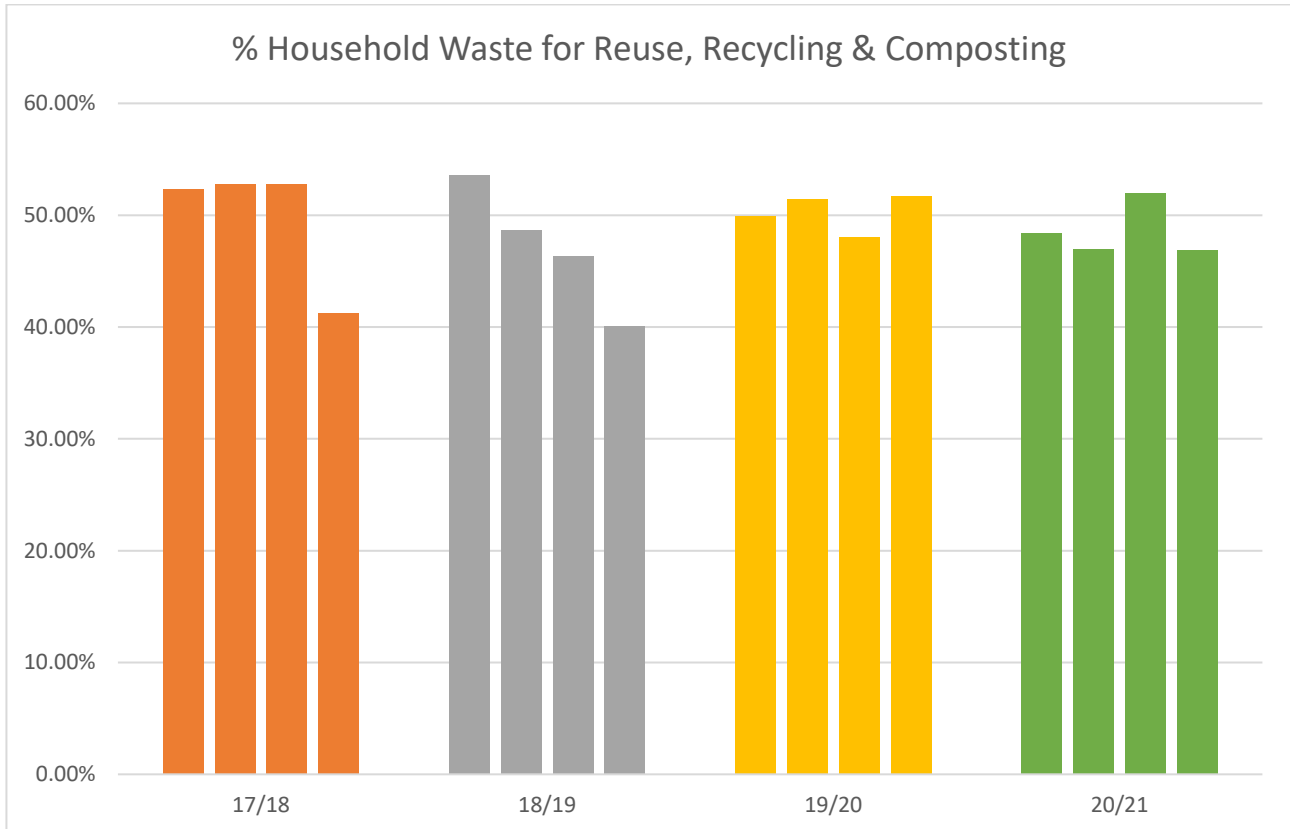
| *Performing*

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 46.85% for quarter **four**, which is lower than the previous quarter at 52%.



Performing or Underperforming Target

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

Performing

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 113 for quarter four, which is higher than the previous quarter at 107.



Performing or Underperforming Target

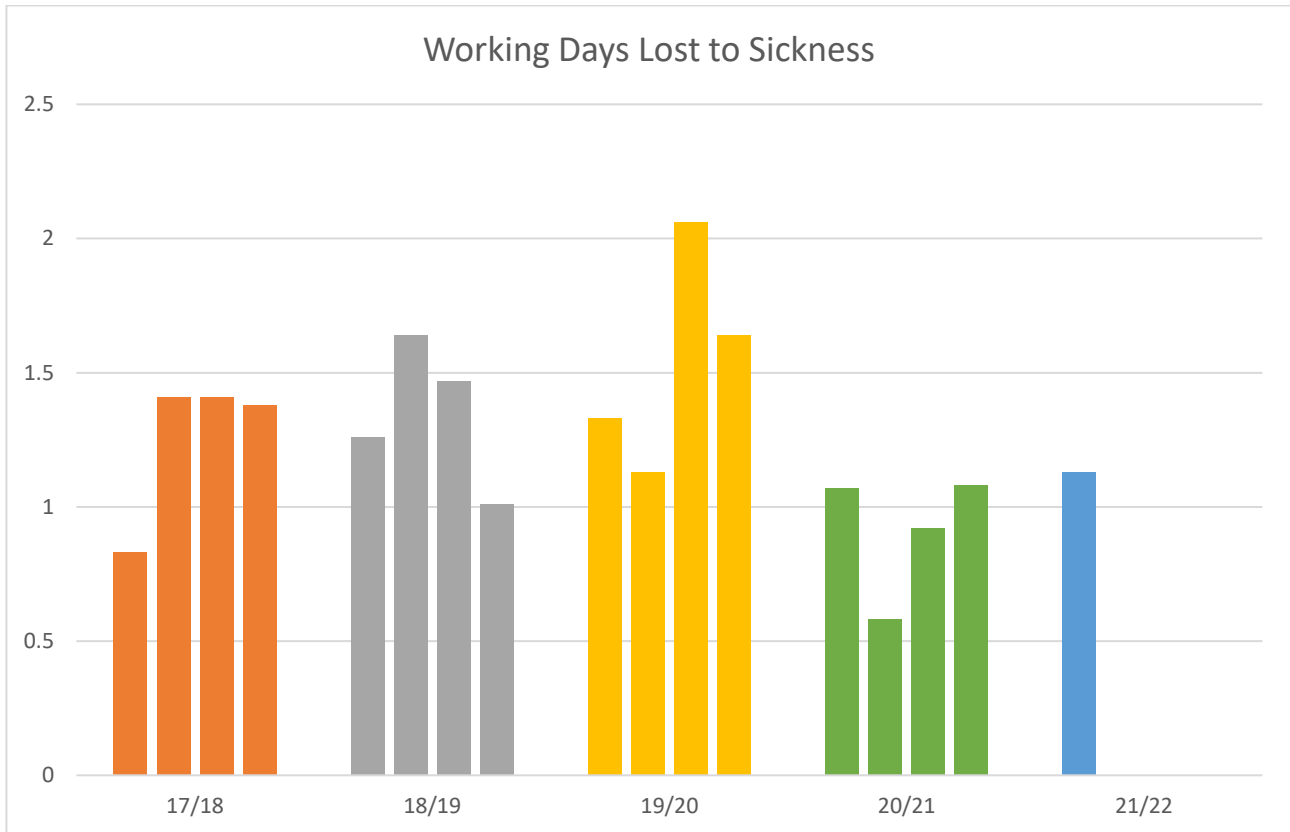
The target for this performance indicator is 127 or below, which means the indicator is:

█ *Performing*

HR

Working Days Lost Due to Sickness

The outturn for this indicator is 1.13 for this quarter, which is higher than the previous quarter at 1.08.



Performing or Underperforming Target

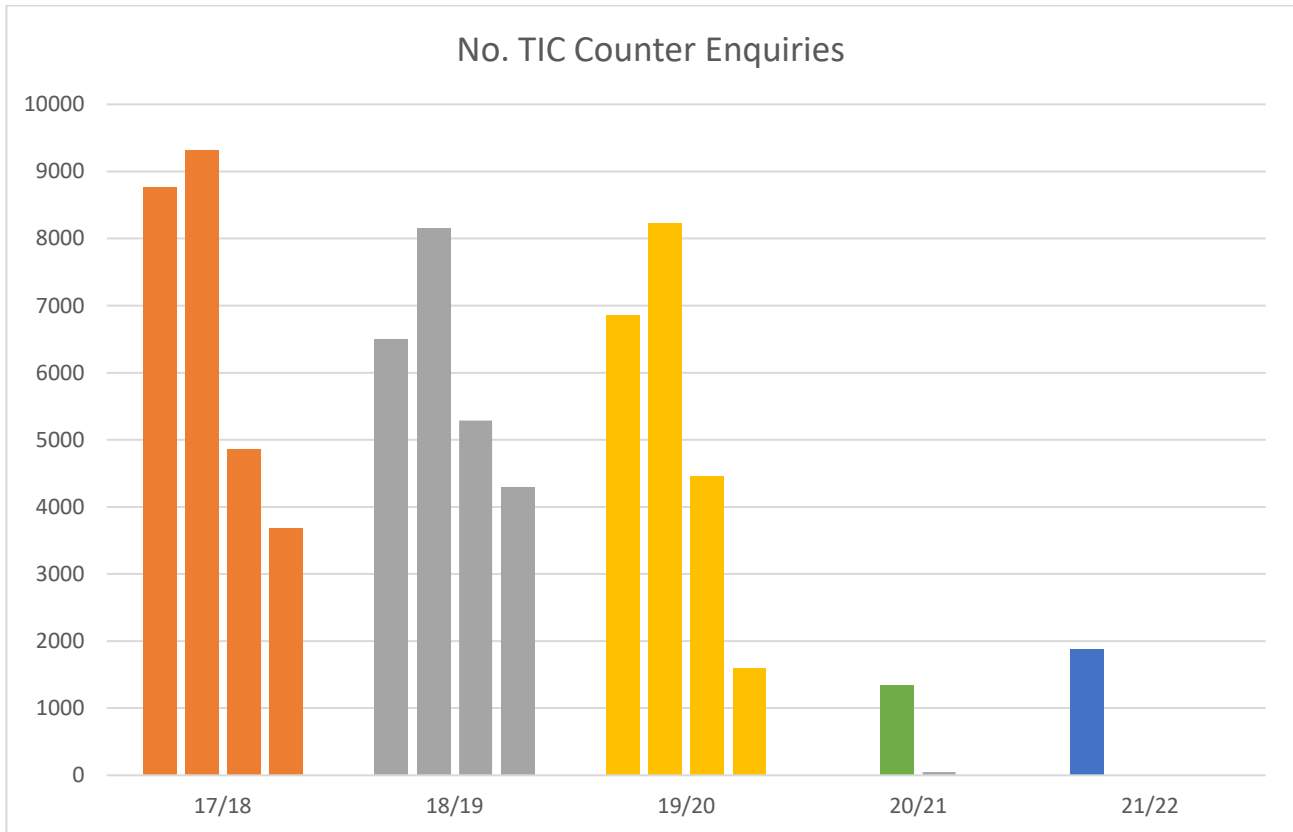
The target for this performance indicator is 1.375 or below, which means the indicator is:

| *Performing*

Economic Development

Number of Tourist Information Centre Counter Enquiries

The outturn for this indicator is 1,877 for this quarter, which is higher than the previous quarter at 0.



Performing or Underperforming Target

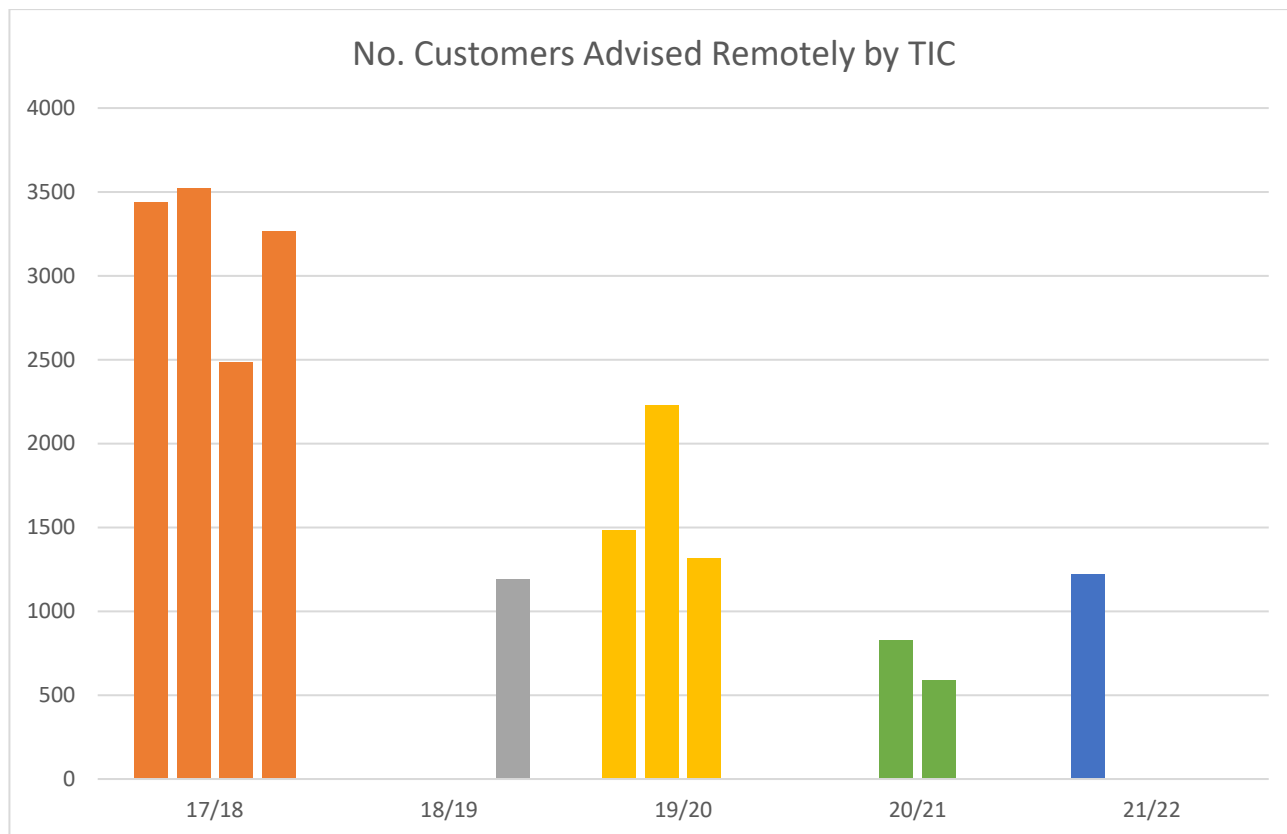
The target for this performance indicator is 6,500 or above, which means the indicator is:

Under Performing

Note:

Number of Customers Advised Remotely by Tourist Information Centre

The outturn for this indicator is 1,218 for this quarter, which is higher than the previous quarter at 0.



Performing or Underperforming Target

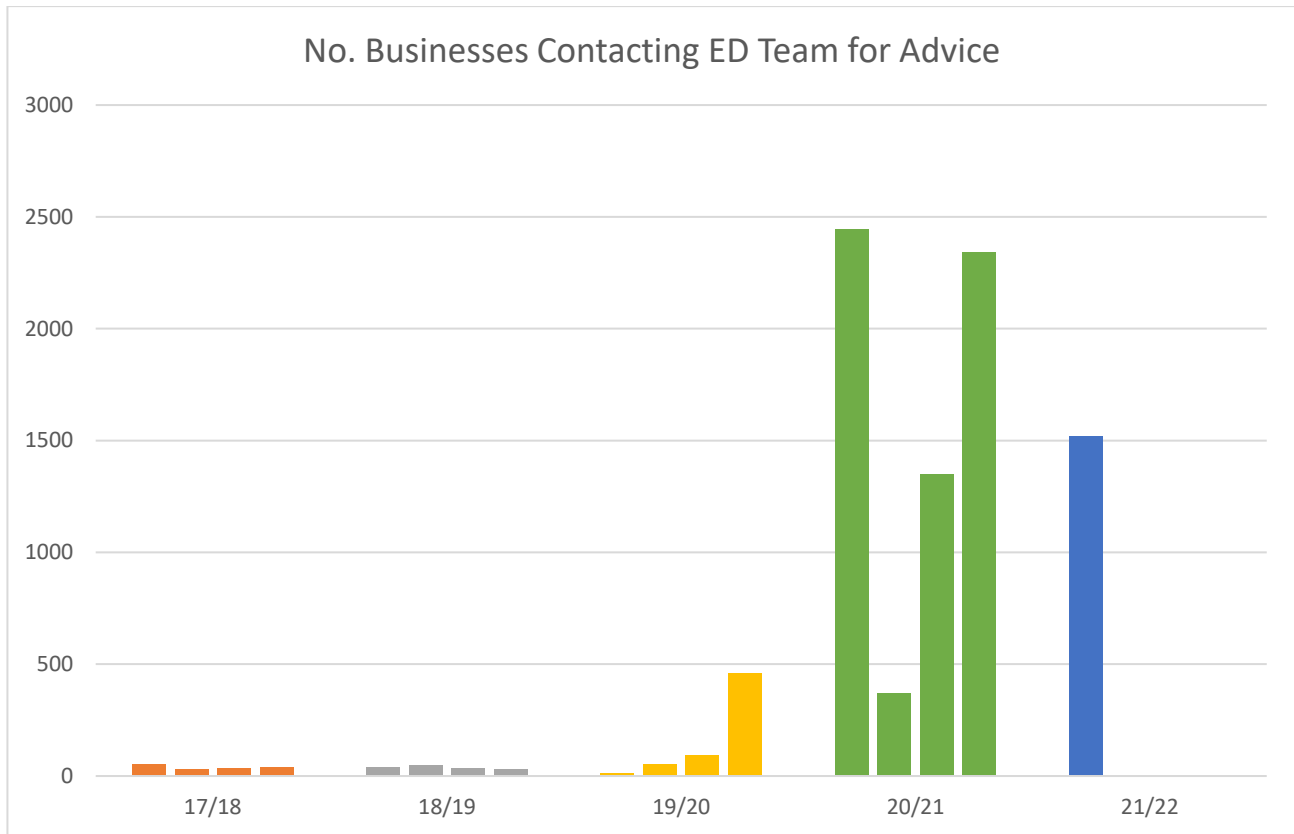
The target for this performance indicator is 3,300 or above, which means the indicator is:

Under Performing

Note:

Number of Businesses Contacting Economic Development Team for Advice

The outturn for this indicator is 1,519 for this quarter, which is lower than the previous quarter at 2,340.



Performing or Underperforming Target

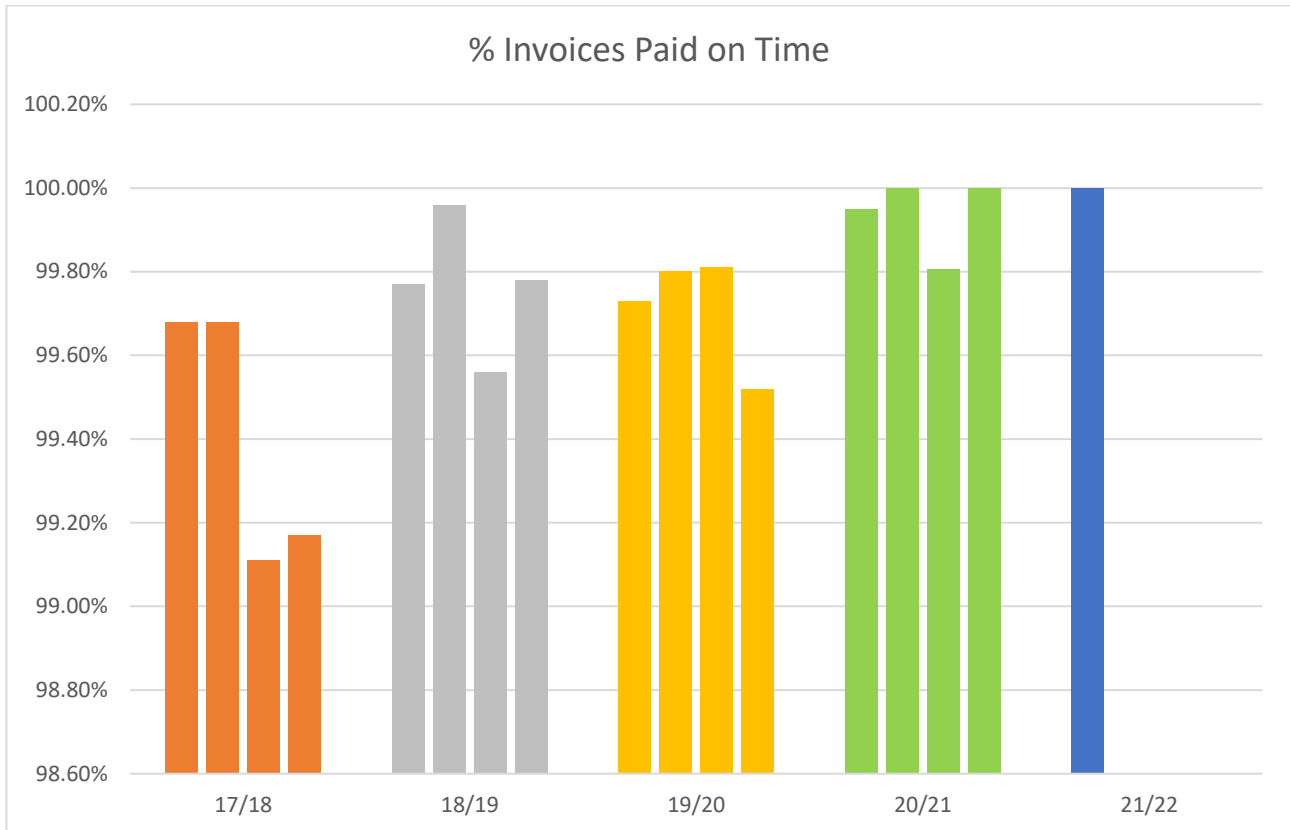
The target for this performance indicator is 30 or above, which means the indicator is:

█ *Performing*

Finance

Percentage of Invoices Paid on Time

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



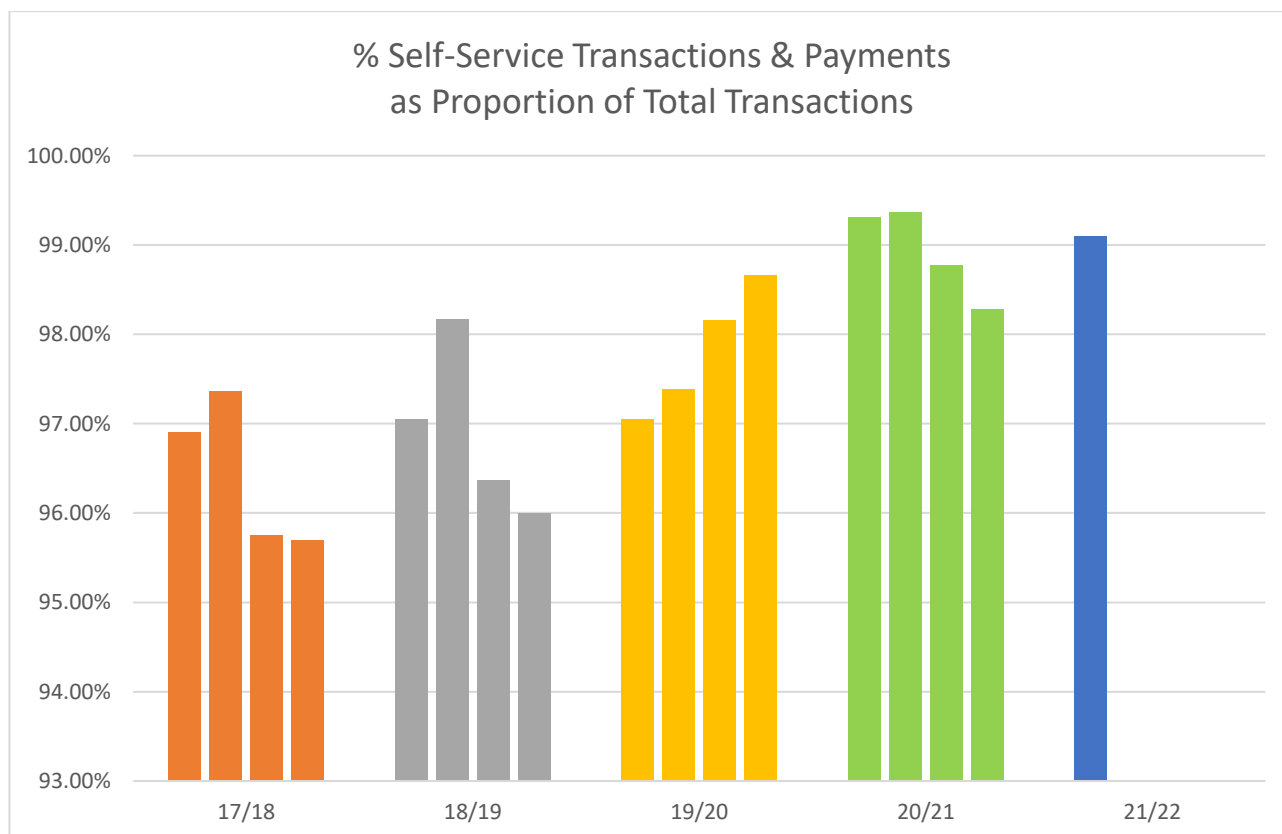
Performing or Underperforming Target

The target for this performance indicator is 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 99.10% for this quarter, which is higher than the previous quarter at 98.28%.



Performing or Underperforming Target

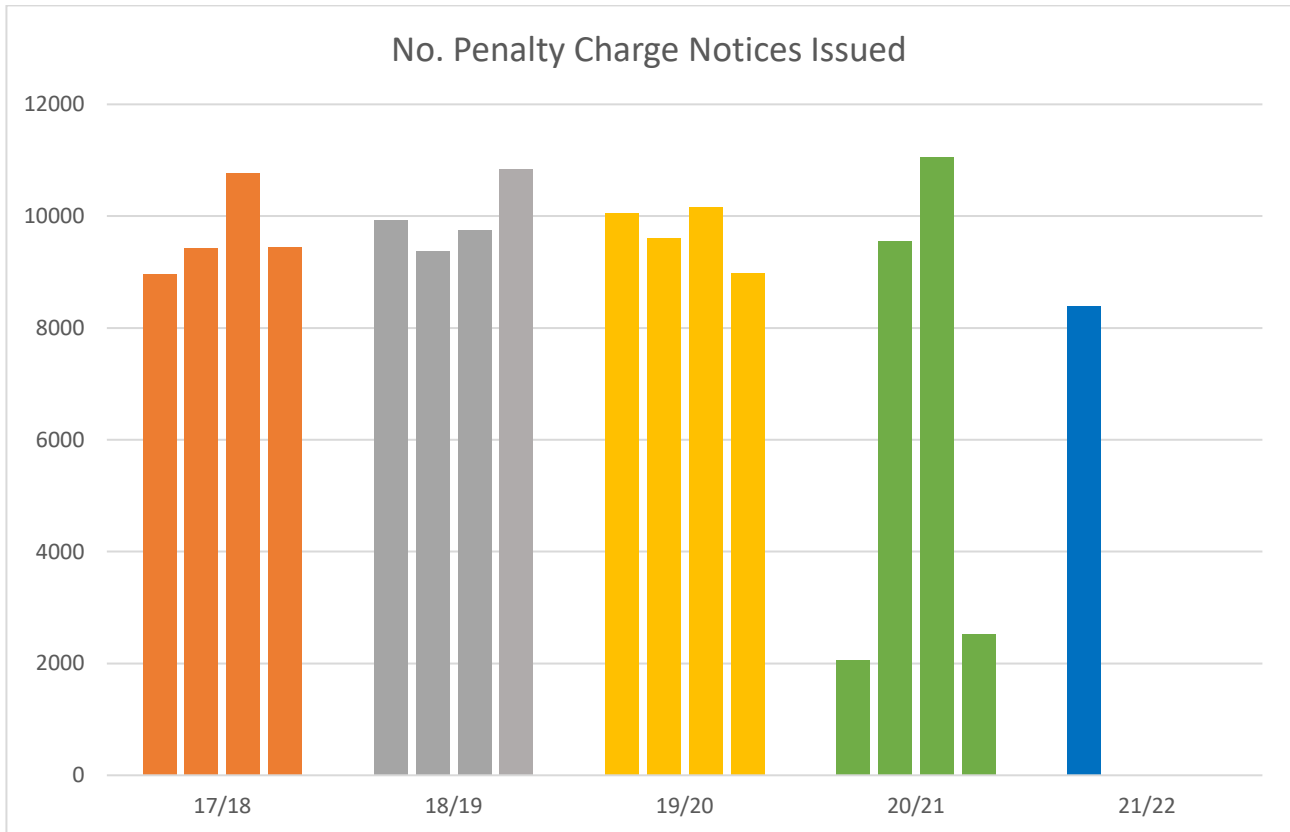
The target for this performance indicator is 94% or above, which means the indicator is:

█ **Performing**

Parking

Number of Penalty Charge Notices Issued

The outturn for this indicator is 8,396 for this quarter, which is higher than the previous quarter at 2,520.



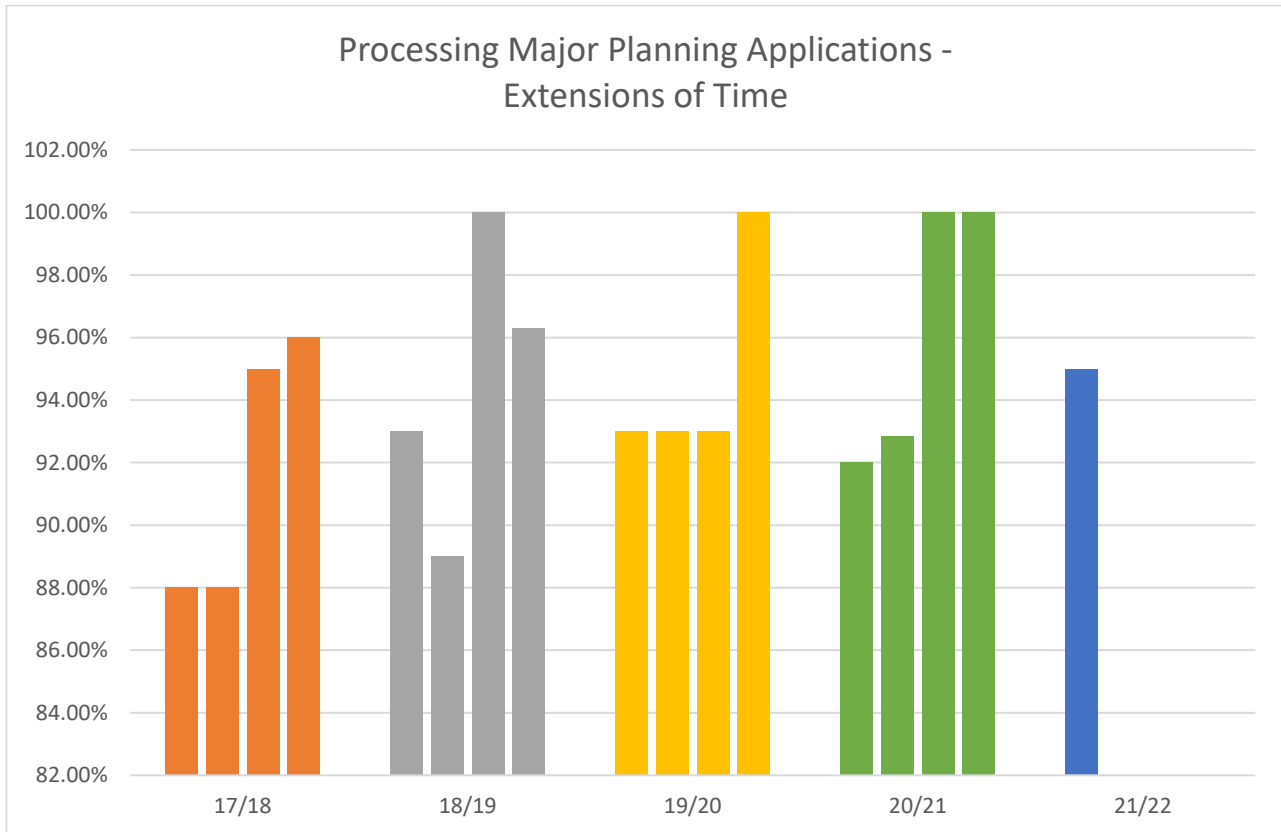
Performing or Underperforming Target

This performance indicator does not have a target.

Planning

Processing Major Planning Applications with Extensions of Time

The outturn for this indicator is 95% for this quarter, which is the lower than the previous quarter at 100%.



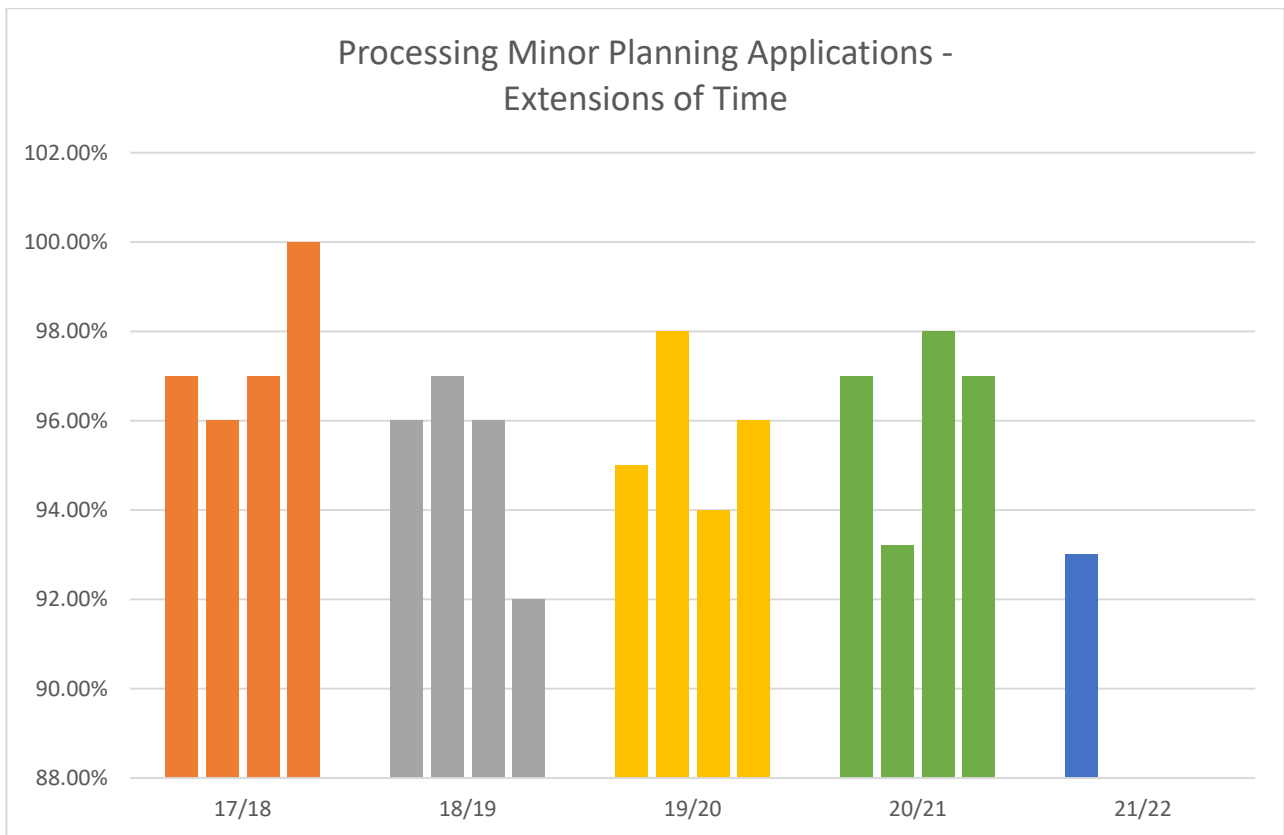
Performing or Underperforming Target

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 93% for this quarter, which is lower than the previous quarter at 97%.



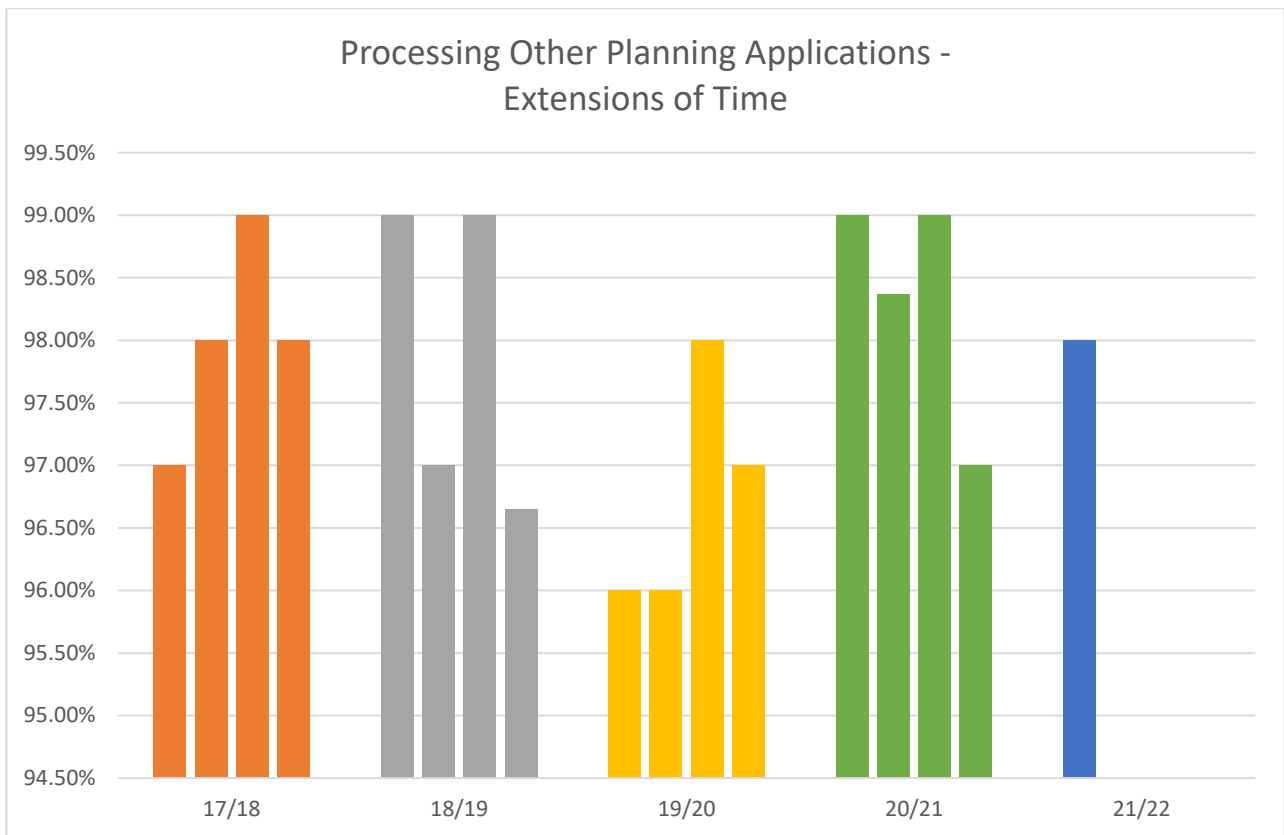
Performing or Underperforming Target

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



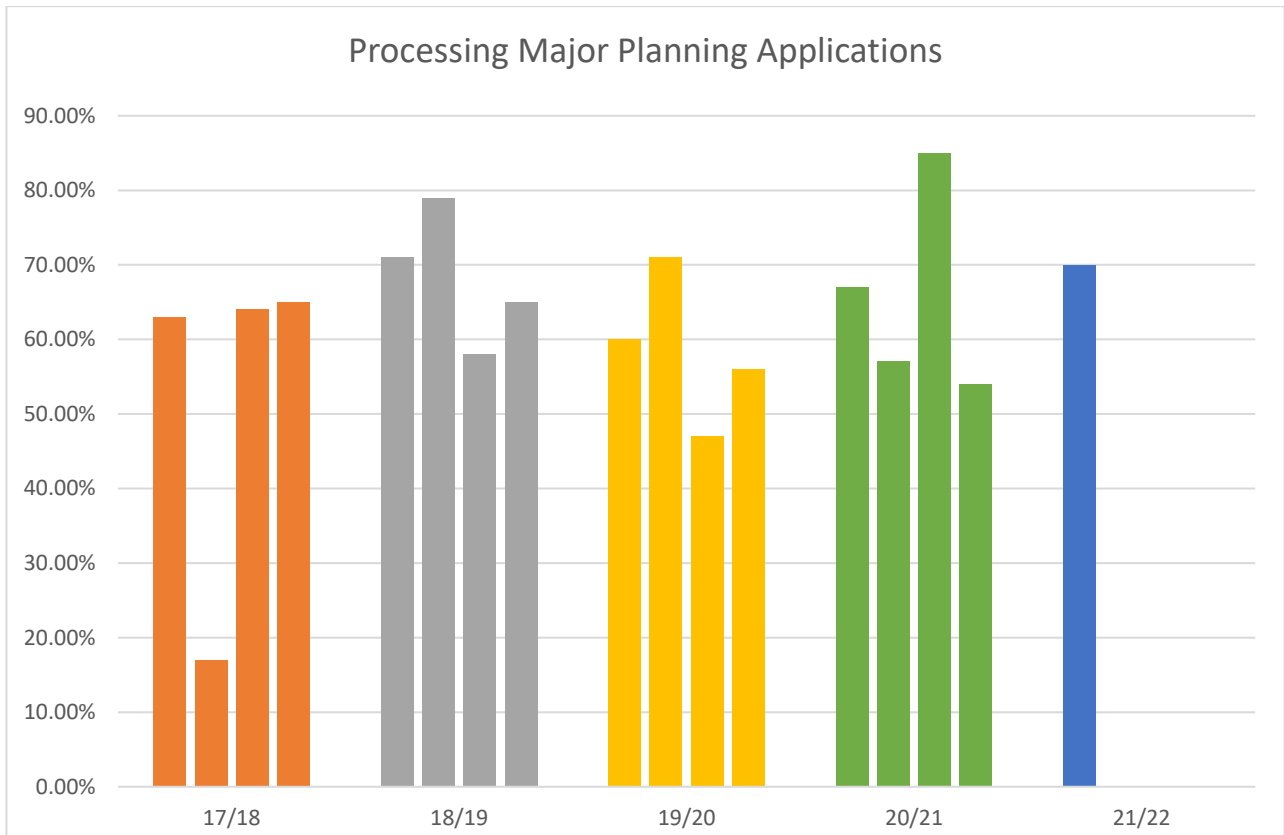
Performing or Underperforming Target

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 70% for this quarter, which is higher than the previous quarter at 54%.



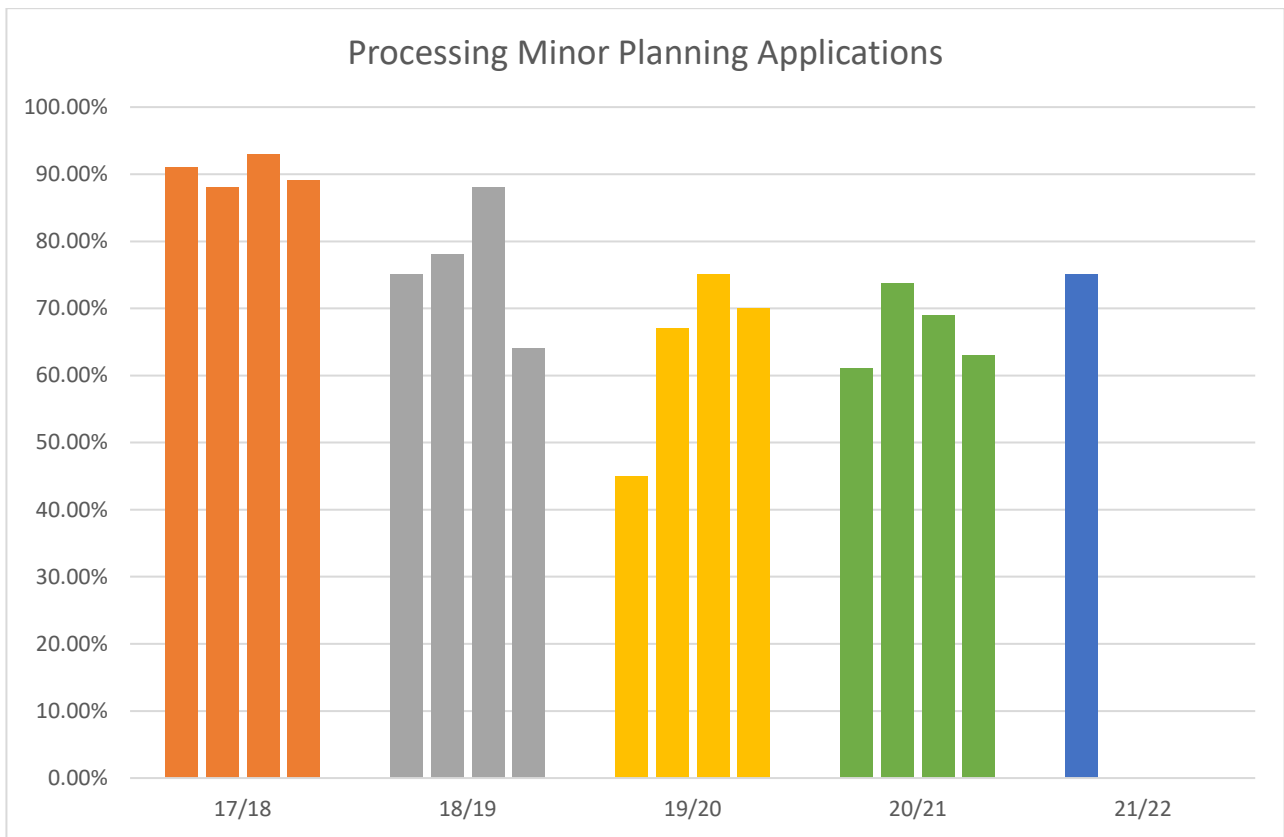
Performing or Underperforming Target

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 75% for this quarter, which is higher than the previous quarter at 63%.



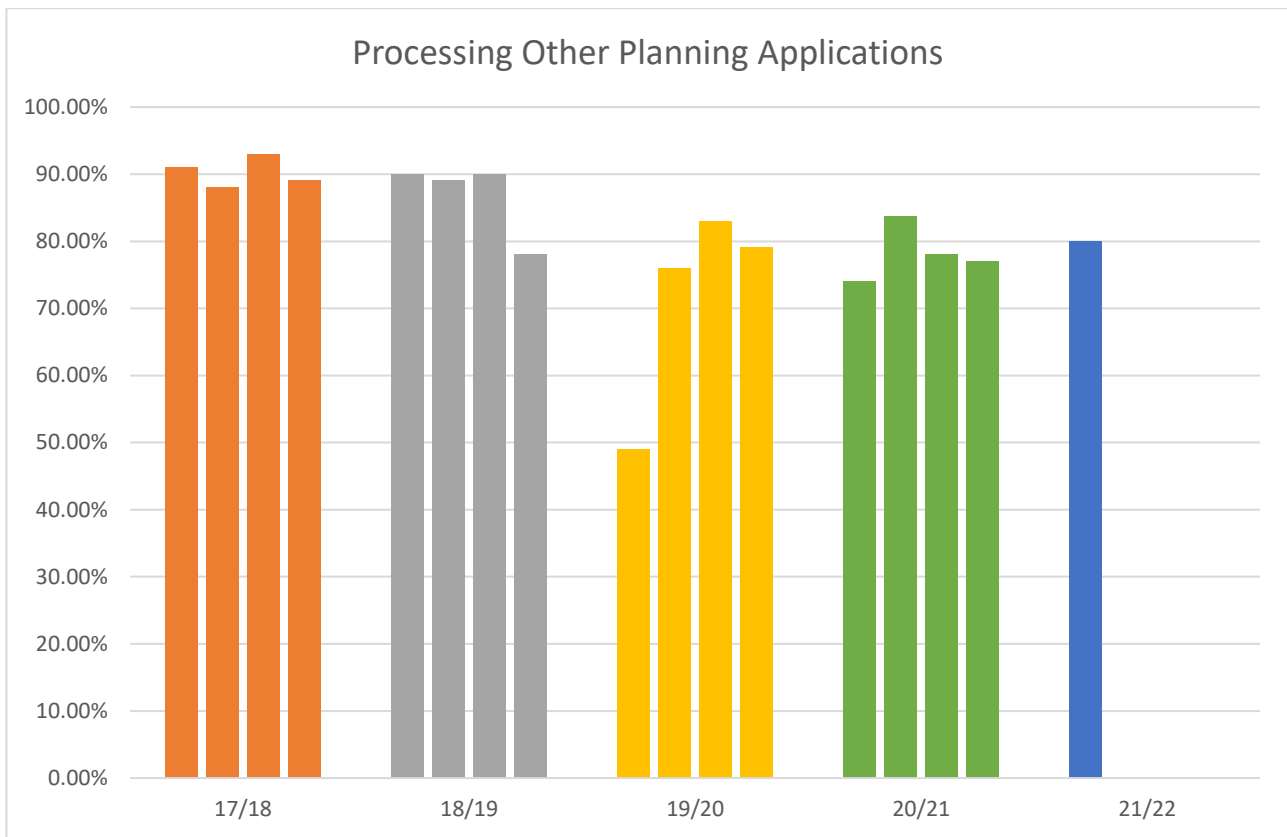
Performing or Underperforming Target

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

Performing

Processing Other Planning Applications

The outturn for this indicator is 80% for this quarter, which is higher than the previous quarter at 77%.



Performing or Underperforming Target

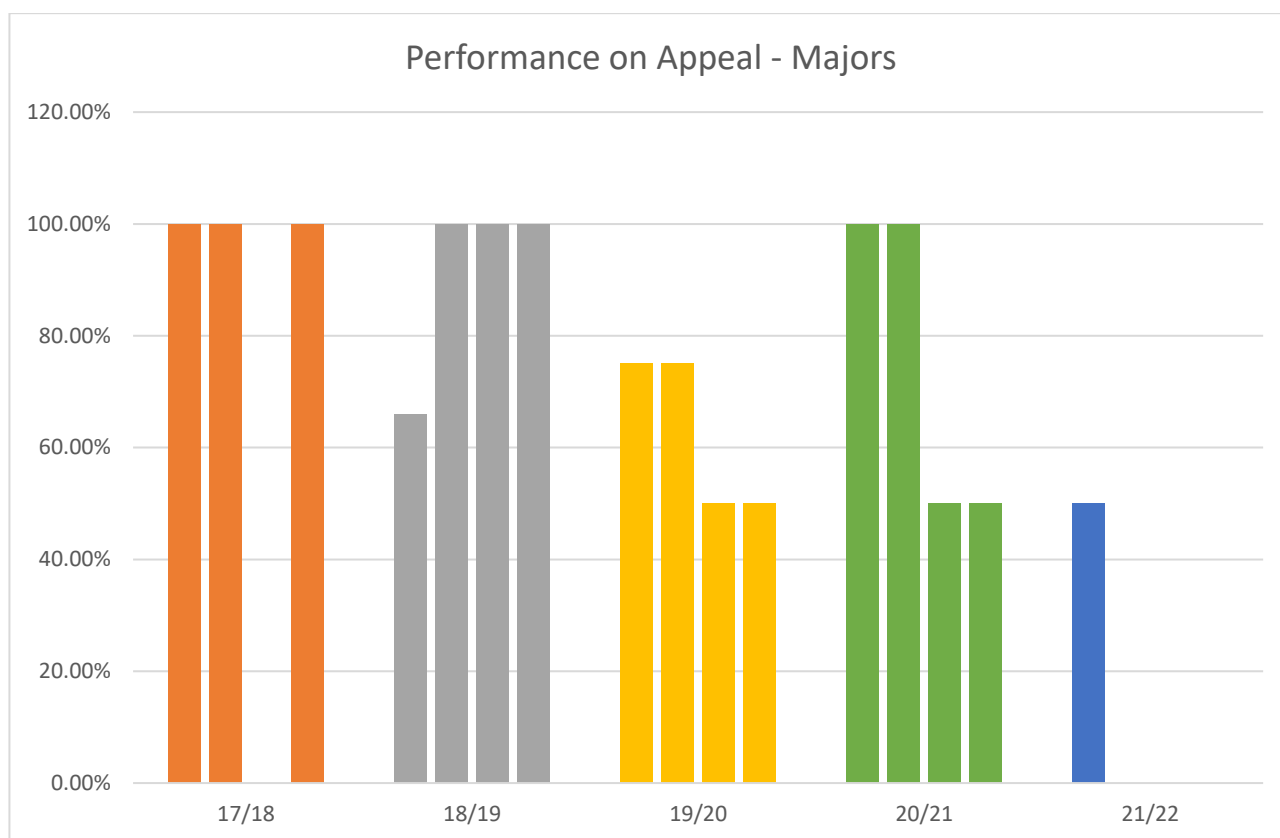
The target for this performance indicator is 88% or above, which means the indicator is:

Underperforming

NOTE:

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

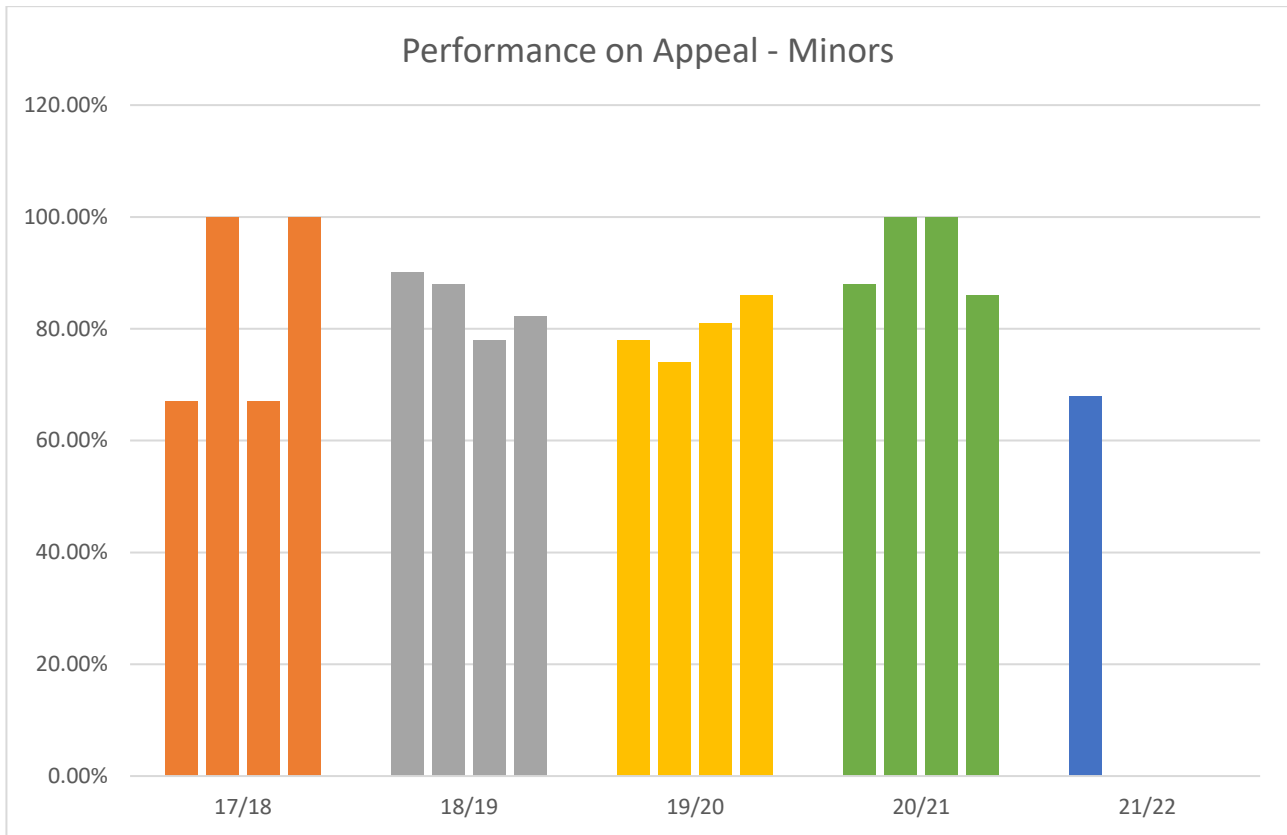
The target for this performance indicator is 65% or above, which means the indicator is:

Underperforming

NOTE:

Performance on Appeal - Minors

The outturn for this indicator is 68% for this quarter, which is lower than the previous quarter at 86%.



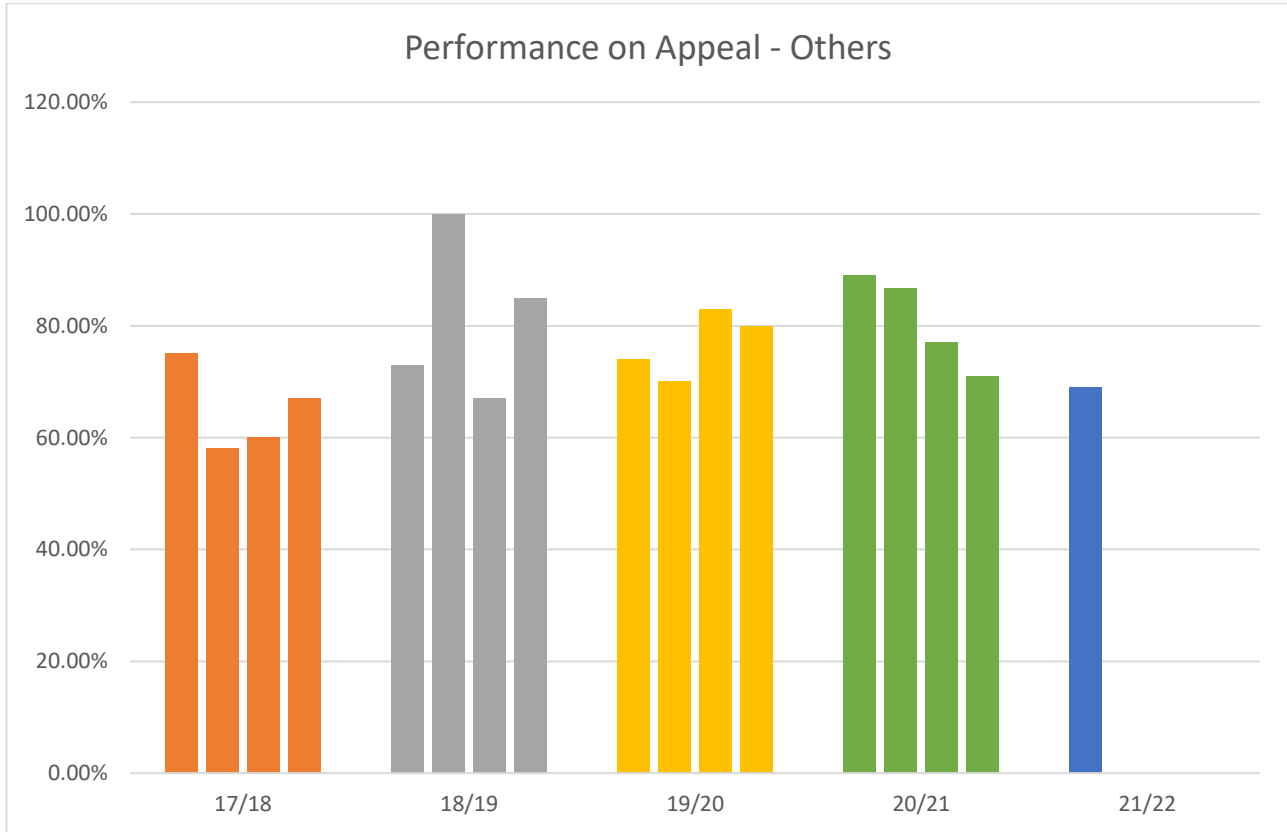
Performing or Underperforming Target

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 69% for this quarter, which is lower than the previous quarter at 71%.



Performing or Underperforming Target

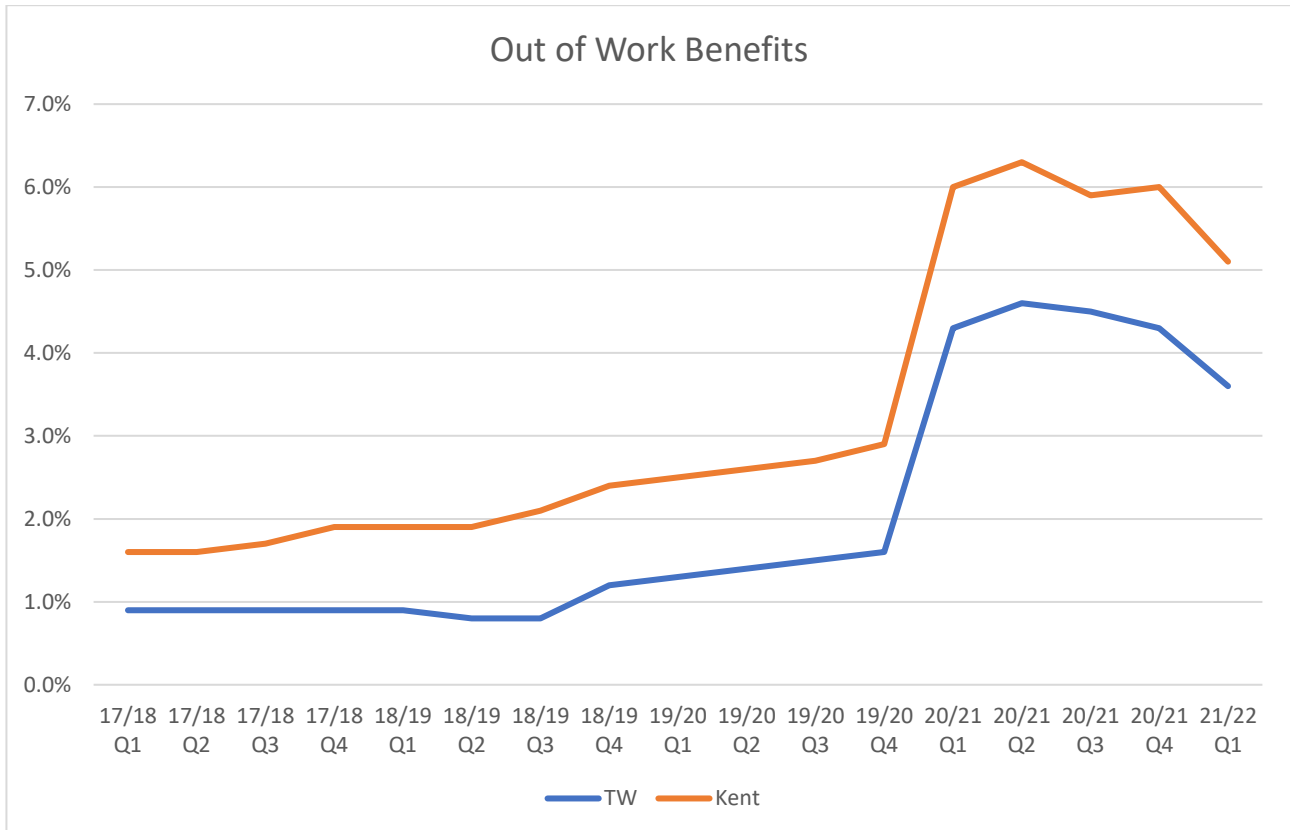
The target for this performance indicator is 65% or above, which means the indicator is:

Performing

Policy

Residents in Receipt of Out of Work Benefits

The percentage of residents in receipt of out of work benefits was 3.6% at the end of Q1, compared with 4.3% at the end of Q4. This is a snapshot figure for the last month in the quarter.



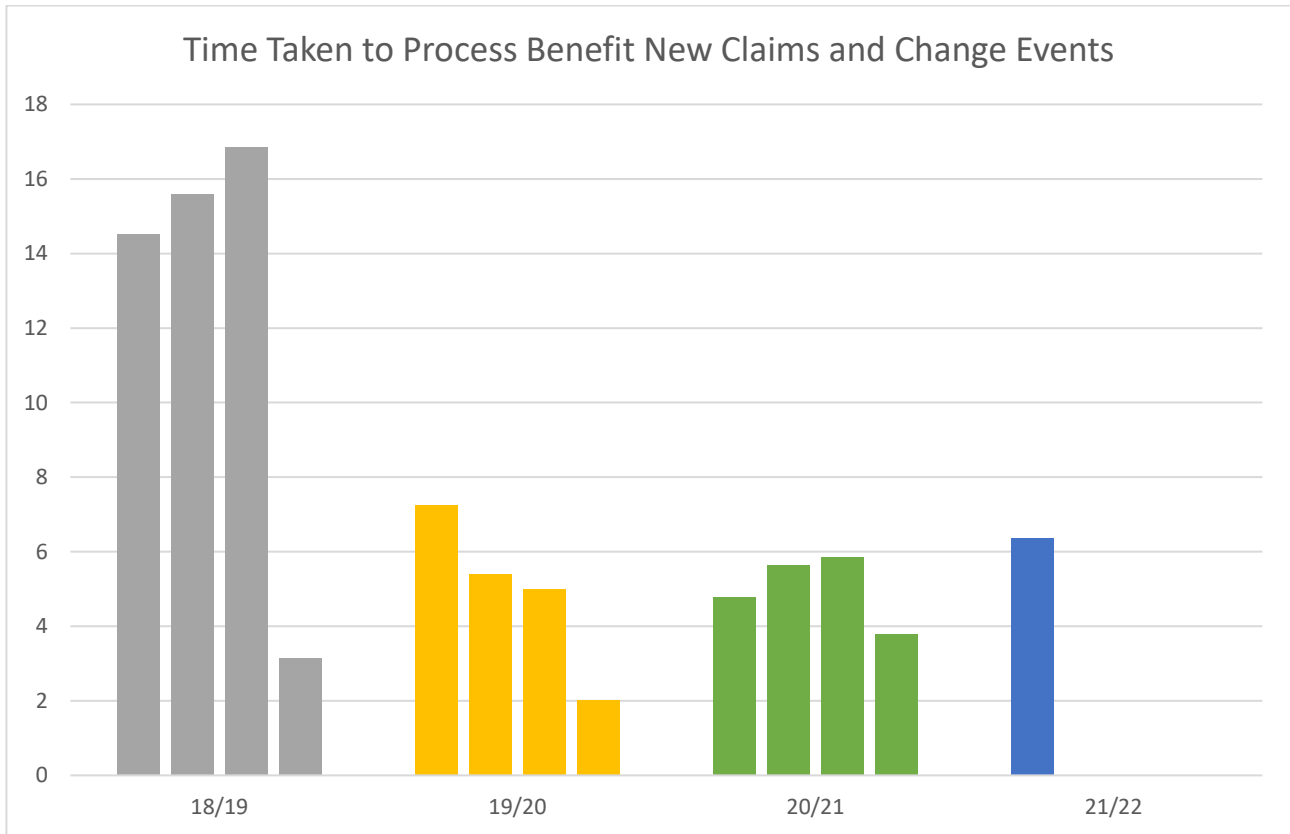
Performing or Underperforming Target

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 6.37 for this quarter, which is higher than the previous quarter at 3.79.



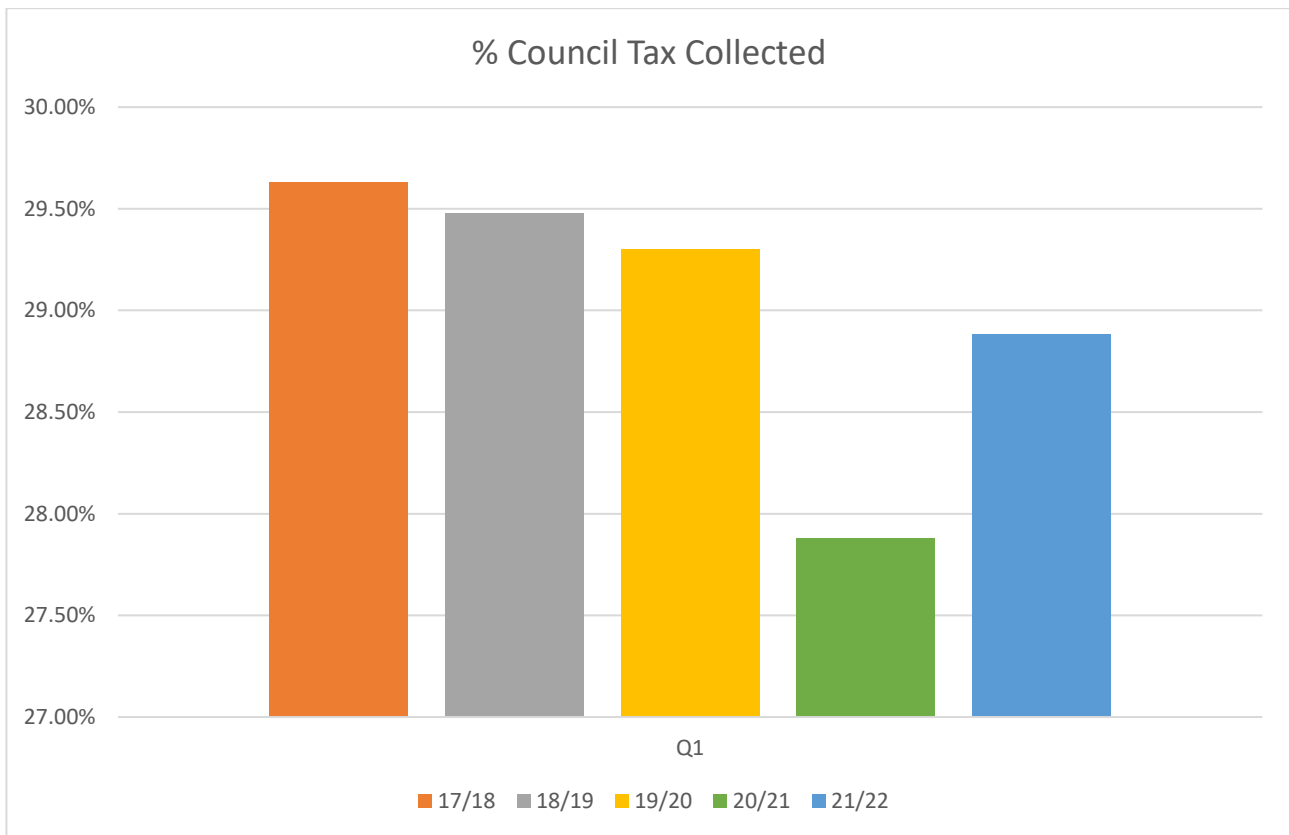
Performing or Underperforming Target

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 28.88% for quarter one, which is higher than the previous year in the same quarter at 27.88%.



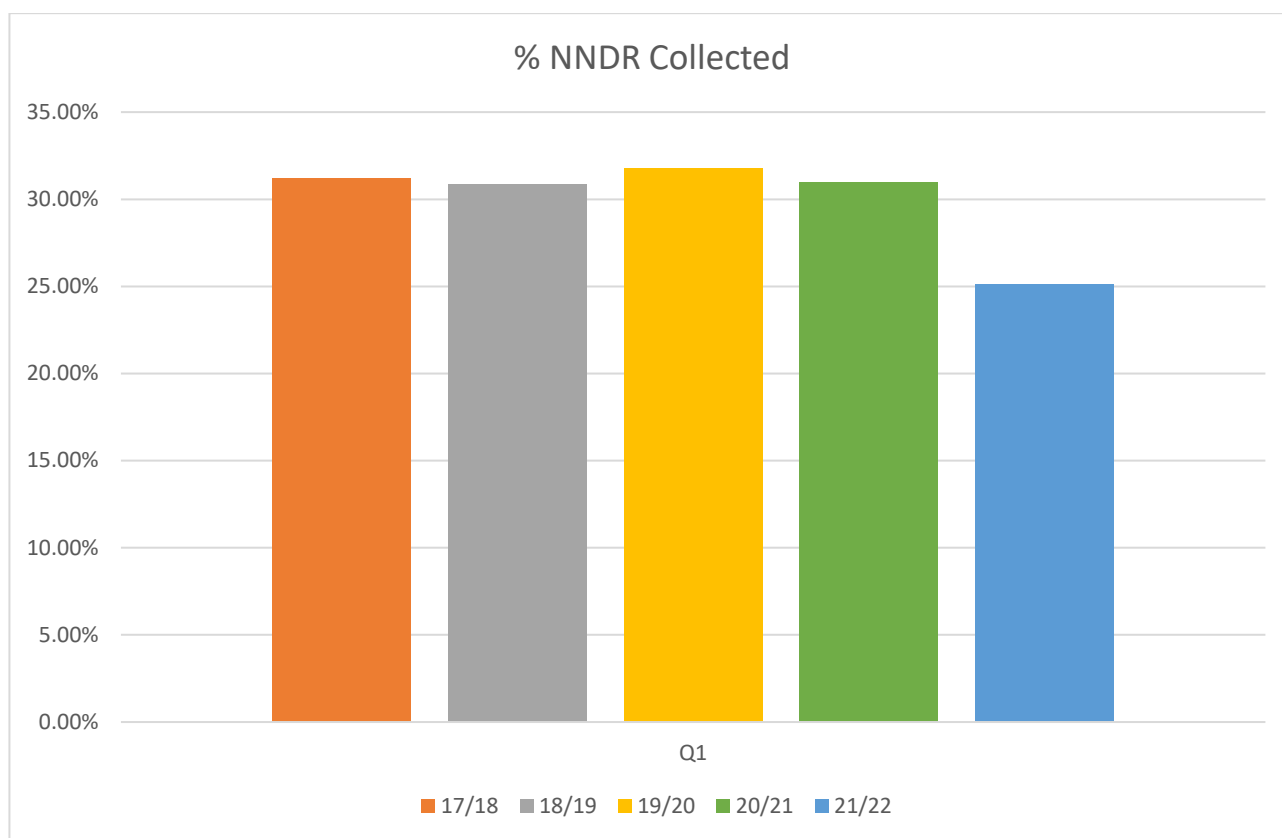
Performing or Underperforming Target

The target for this performance indicator is 27.88% or above, which means the indicator is:

Performing

Percentage of National Non-Domestic Rate Collected

The outturn for this indicator is 25.12% for quarter one, which is lower than the previous year for the same quarter at 30.99%.



Performing or Underperforming Target

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

Underperforming

NOTE: