Community Safety Unit

All Crime per 1,000 population
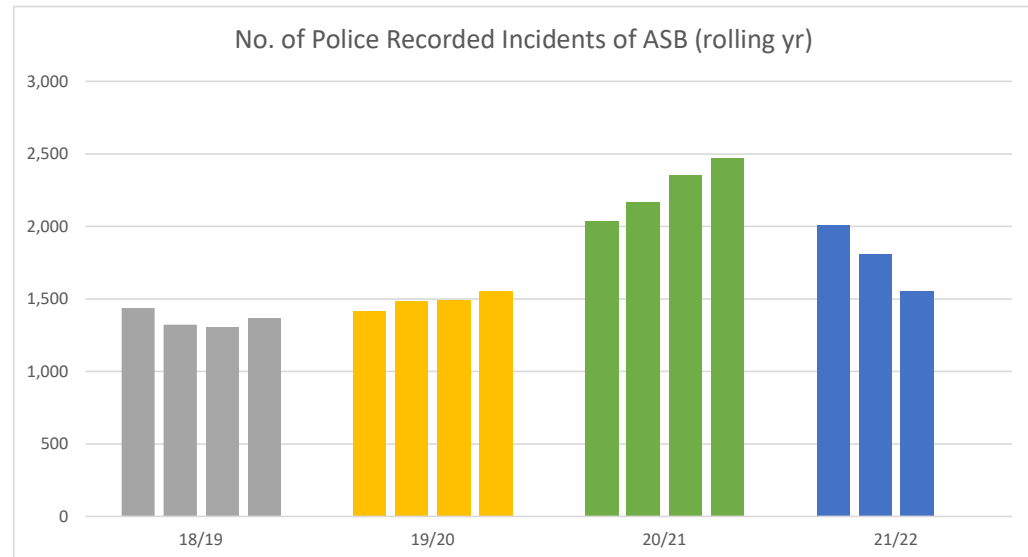
Column1	16/17	17/18	18/19	19/20	20/21	21/22
Q1		51	70.24	63.5	69.5	64.4
Q2	45.5	52	75.93	71.5	68.5	64.4
Q3	47.13	59.27	77.02	72.9	66.3	65
Q4	48.31	64.83	74.3	74.8	62.3	

Number of Police Recorded Incidents of anti-social behaviour (rolling year volumes)

Column1	16/17	17/18	18/19	19/20	20/21	21/22
Q1			1,437	1,414	2,036	2,012
Q2			1,324	1,487	2,169	1,812
Q3			1,308	1,490	2,354	1,554
Q4			1,372	1,557	2,476	

NOTE:
These indicators do not have targets.

All Crime per 1,000 Population

No. of Police Recorded Incidents of ASB (rolling yr)

Number of violence against the person crimes (rolling year figures)

Column1	16/17	17/18	18/19	19/20	20/21	21/22
Q1		2,183	3,039	3,325	3,290	3,496
Q2	1,723	2,311	3,453	3,198	3,331	3,430
Q3	1,868	2,571	3,462	3,220	3,351	3,498
Q4	1,971	2,824	3,418	3,336	3,326	

Number of residential burglary offences

Column1	16/17	17/18	18/19	19/20	20/21	21/22
Q1		127	407	352	320	275
Q2	155	169	380	356	323	258
Q3	151	265	378	361	281	293
Q4	156	387	324	370	265	

NOTE:

These indicators do not have targets.

The Borough is second lowest in Kent (behind Sevenoaks) for violence against the person crimes.

The Borough is the third lowest in Kent for residential burglary offences, but the only district to see a rise for this quarter in Kent.

No. of Violence Against the Person Crimes (rolling yr)

No. of Residential Burglary Offences
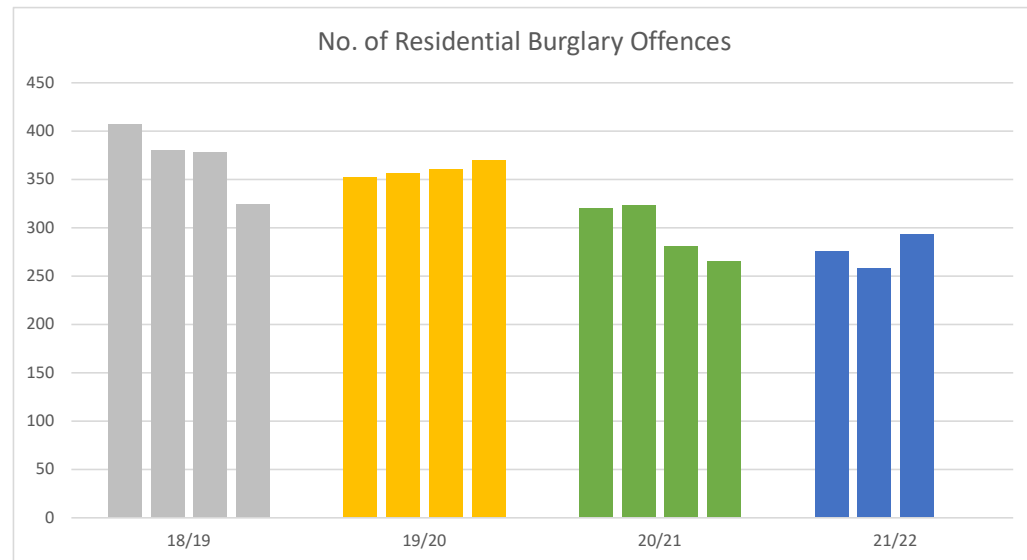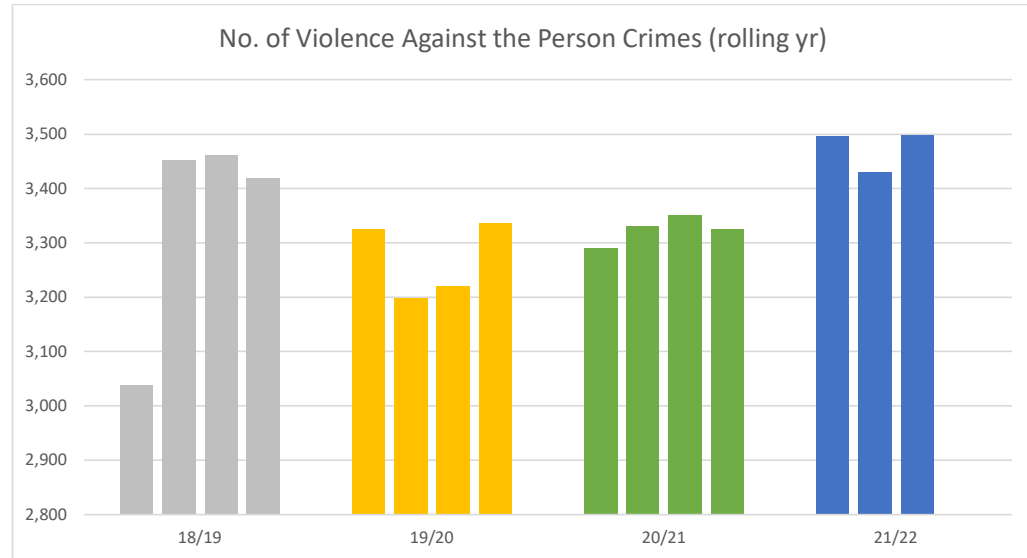
Number of households in temporary accommodation

Column1	16/17	17/18	18/19	19/20	20/21	21/22
Q1			41	47	52	54	105
Q2		42	47	67	53	97	91
Q3		35	41	57	73	94	79
Q4		43	47	52	53	95	

Number of homeless acceptances

Column1	16/17	17/18	18/19	19/20	20/21	21/22
Q1			11	1	7	18	16
Q2		12	12	15	14	18	18
Q3		11	10	17	14	16	8
Q4		9	12	7	12	20	

NOTE:

Number of households in temporary accomodation: target is **70** so the indicator is **under performing.**

Number of homeless acceptances: target is **12** so the indicator is **performing.**

No. of Households in Temporary Accom.

No. of Homelessness Acceptances
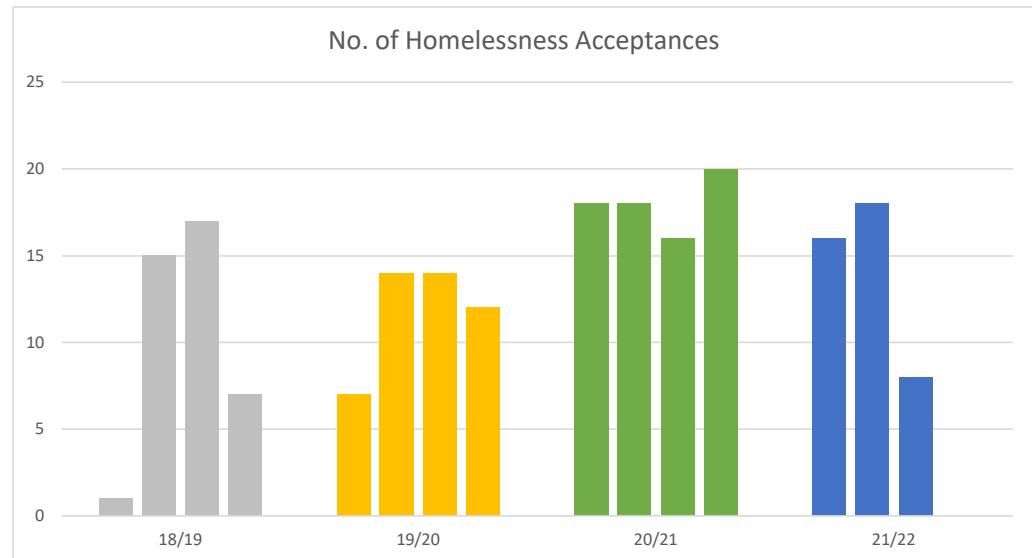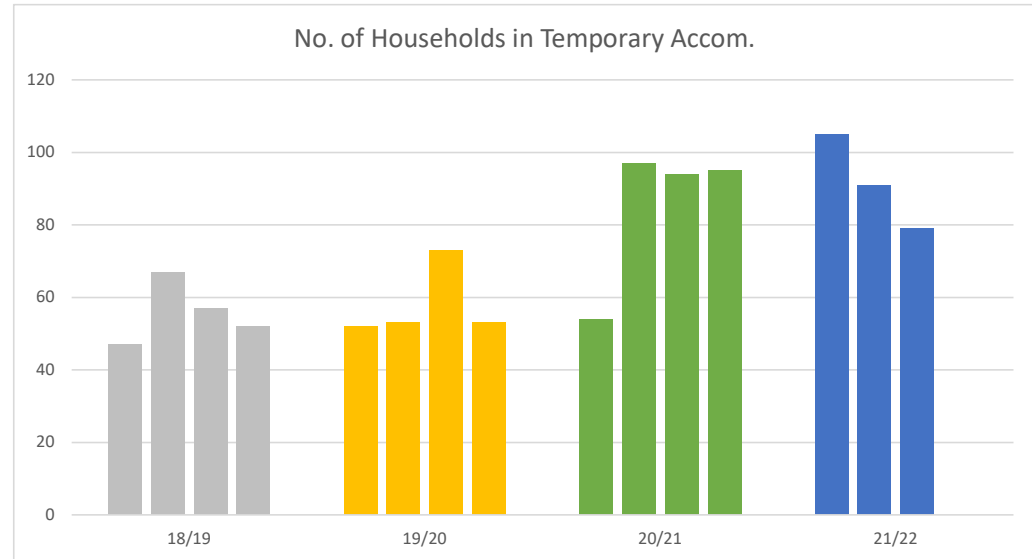
Number of people approaching the Council for housing advice and assistance

Column1	16/17	17/18	18/19	19/20	20/21	21/22
Q1		196	231	282	273	295
Q2		205	298	351	328	263
Q3		223	264	279	293	267
Q4		237	295	376	314	

Number of homelessness preventions

Column1	16/17	17/18	18/19	19/20	20/21	21/22
Q1		55	17	12	46	10
Q2		65	22	18	17	10
Q3		48	19	31	11	34
Q4		71	9	24	14	

NOTE:
These indicators do not have targets.

No. of People Approaching the Council for Assistance/Advice

No. of Homelessness Preventions
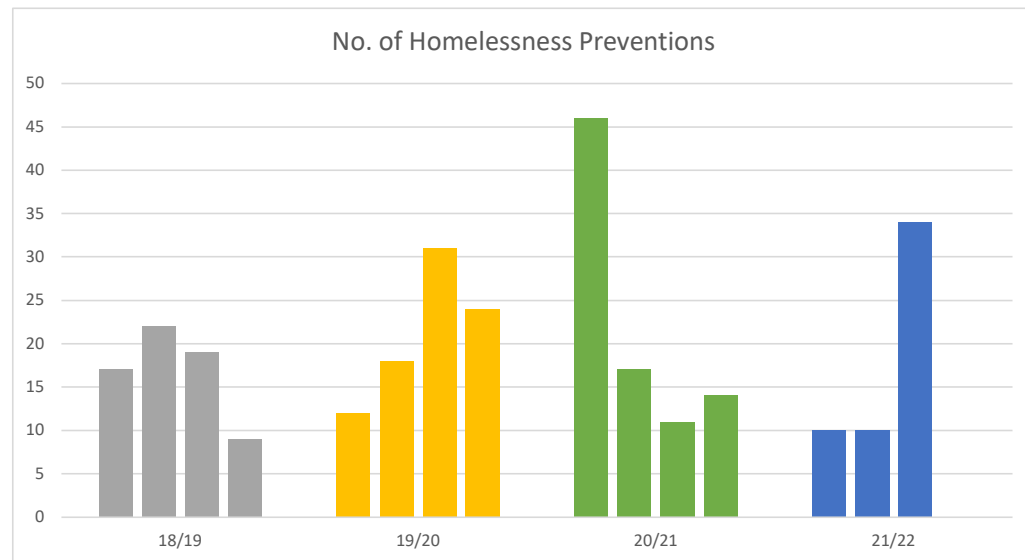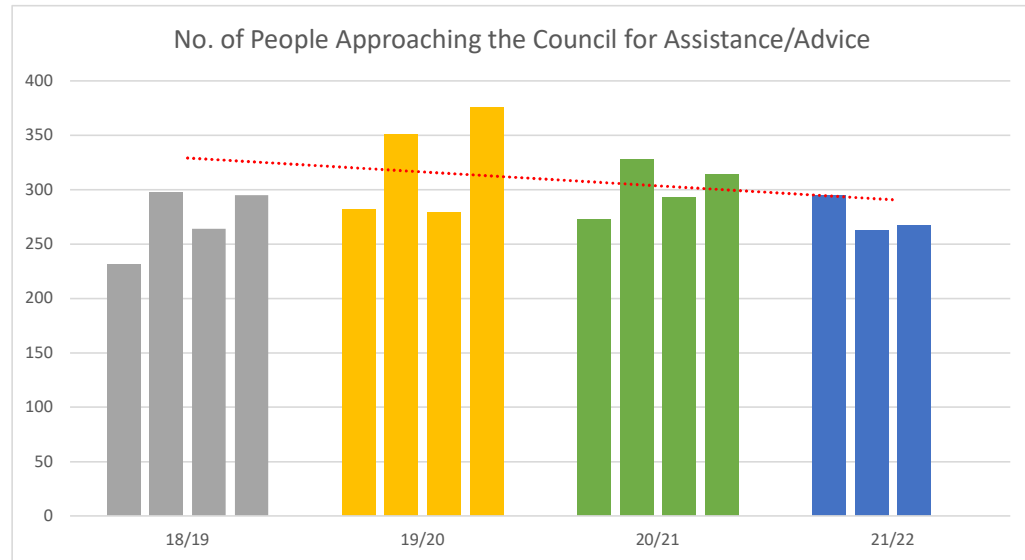
Number of individuals enrolled and seen by One You Advisors

Column1	16/17	17/18	18/19	19/20	20/21	21/22
Q1			46	60	29	26	60
Q2			72	74	117	59	79
Q3			96	51	60	37	60
Q4			131	20	69	54	

NOTE:

Number of individuals enrolled and seen by One You Advisors: target is **52.5** so the indicator is **performing.**

No. of Individuals enrolled and seen by One You Advisors
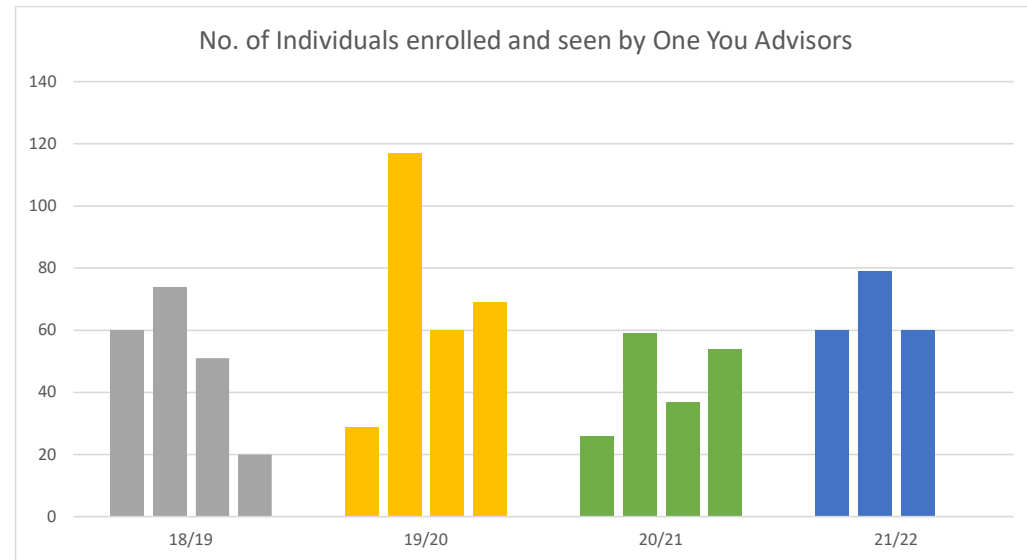
Percentage of household waste sent for reuse, recycling and composting

Column1	16/17	17/18	18/19	19/20	20/21	21/22
Q1		52.30%	53.60%	49.94%	48.36%	52.00%
Q2	52.80%	52.80%	48.70%	51.40%	47%	45.42%
Q3	47.50%	52.80%	46.30%	47.99%	52%	
Q4	45.50%	41.20%	40.10%	51.68%	46.85%	

Kilos of residual waste collected per household

Column1	16/17	17/18	18/19	19/20	20/21	21/22
Q1		117	118	95	103	114
Q2	117	115	111	109	110	119
Q3	116	96	116	109	107	
Q4	115	83	111	79	113	

NOTE:

Percentage of household waste sent for reuse, recycling and composting: target is **48.00%** so the indicator is **under performing.**

Kilos of residual waste collected per household: target is **127** kg so the indicator is **performing.**


% Household Waste for Reuse, Recycling & Composting

Kg Residual Waste Collected per Household
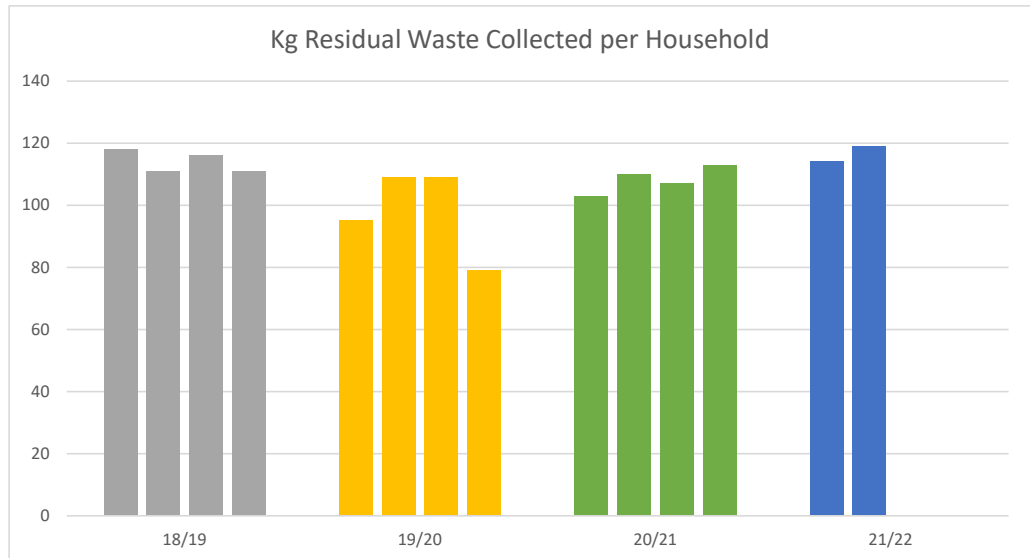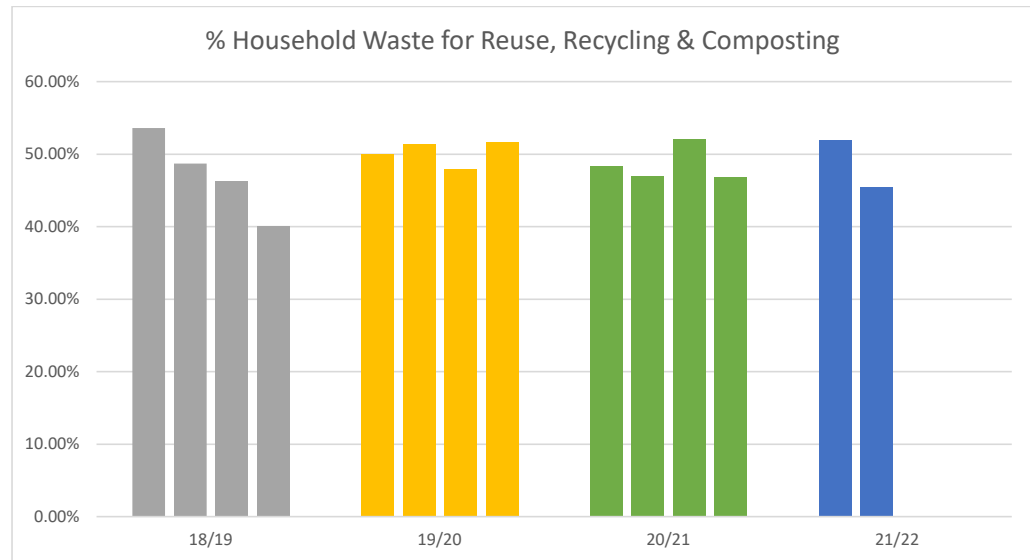
Working days lost to sickness absence

Column1	16/17	17/18	18/19	19/20	20/21	21/22
Q1		0.83	1.26	1.33	1.07	1.13
Q2		1.41	1.64	1.13	0.58	1.63
Q3		1.41	1.47	2.06	0.92	1.9
Q4		1.38	1.01	1.64	1.08	

NOTE:

Working days lost to sickness absence: target is **1.375** so the indicator is **under performing.**

Working Days Lost to Sickness
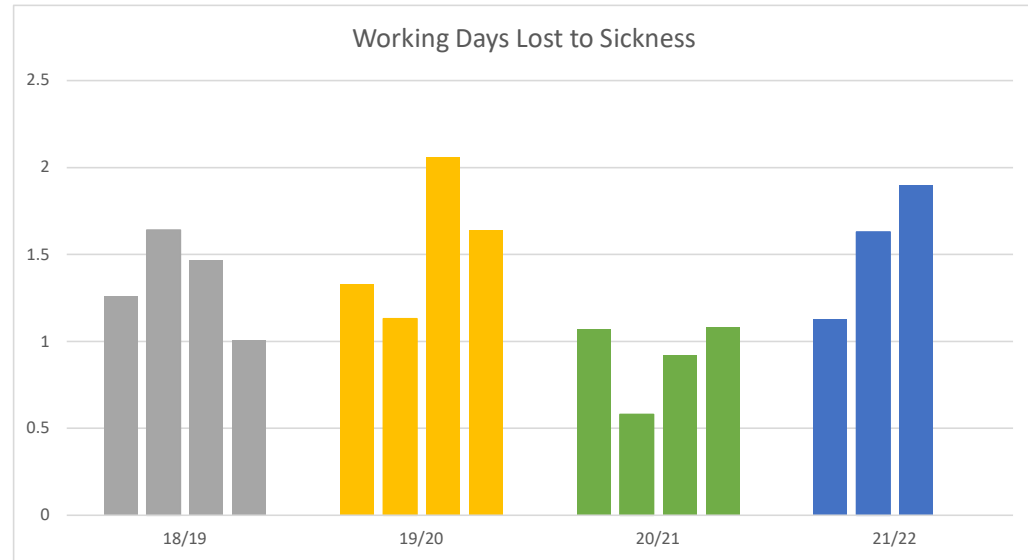
Number of tourist information centre counter enquiries

Column1	16/17	17/18	18/19	19/20	20/21	21/22
Q1	7,407	8,760	6,500	6,852		1,877
Q2	8,913	9,321	8,158	8,226	1,347	
Q3	4,953	4,859	5,287	4,463	50	
Q4	4,560	3,676	4,294	1,598		

Number of customers advised remotely by tourist information centre

Column1	16/17	17/18	18/19	19/20	20/21	21/22
Q1	3,745	3,438		1,480		1,218
Q2	3,793	3,523		2,225	827	
Q3	2,630	2,486		1,313	590	
Q4	3,543	3,266	1,192			

NOTE:

Data is not yet available for Q2 or Q3.

Number of touris information centre counter enquiries: target is **6,500** so the indicator is

Number of customers advised remotely by tourist information centre: target is **3,300** so the indicator is
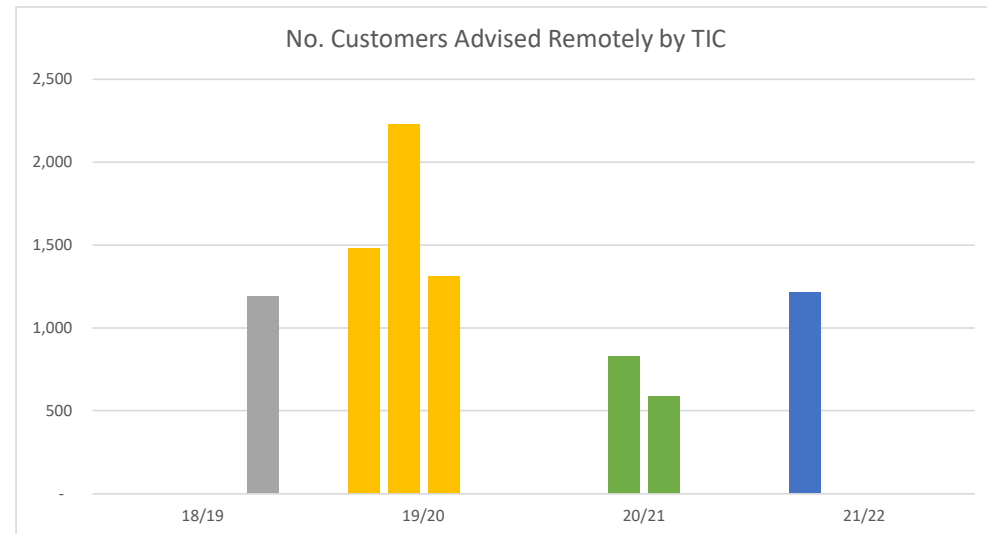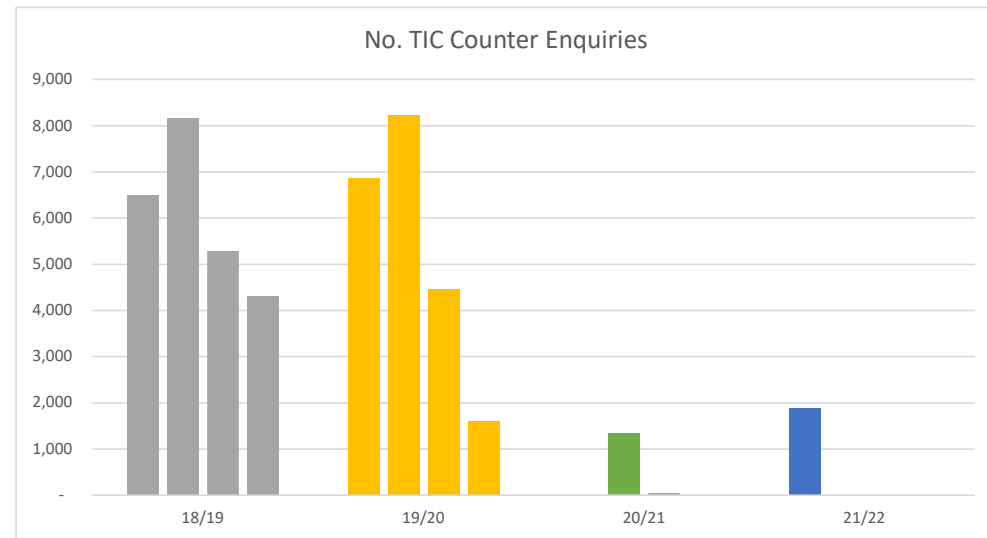
No. TIC Counter Enquiries

No. Customers Advised Remotely by TIC

Total number of businesses contacting Economic Development for advice

Column1	16/17	17/18	18/19	19/20	20/21	21/22
Q1			50	37	13	2,445	1,519
Q2	31	30	45	50	370	328
Q3	47	34	36	90	1,348	
Q4	92	38	30	460	2,340	

NOTE:

Total number of businesses contacting Economic Development for advice:
target is **30** so the indicator is **performing.**

No. Businesses Contacting ED Team for Advice
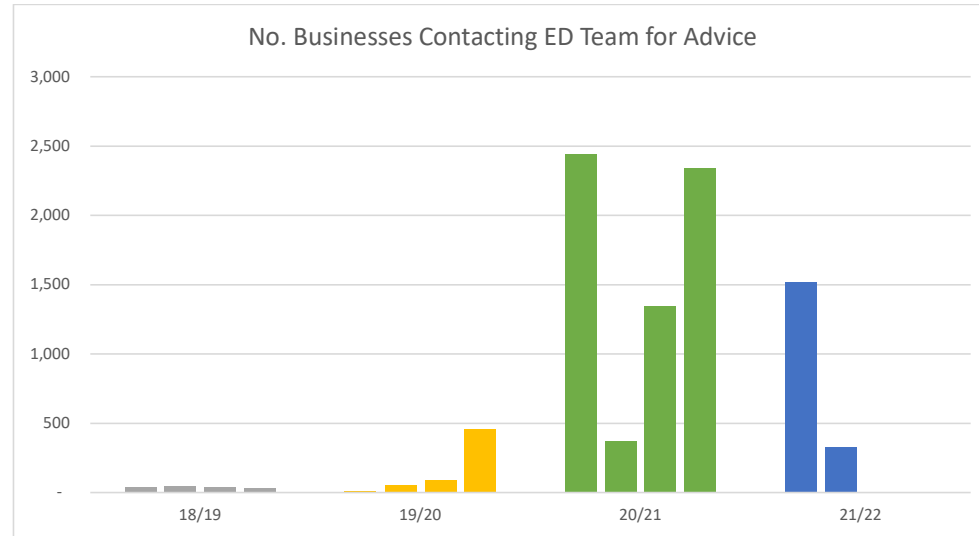
Finance

Percentage of invoices paid on time

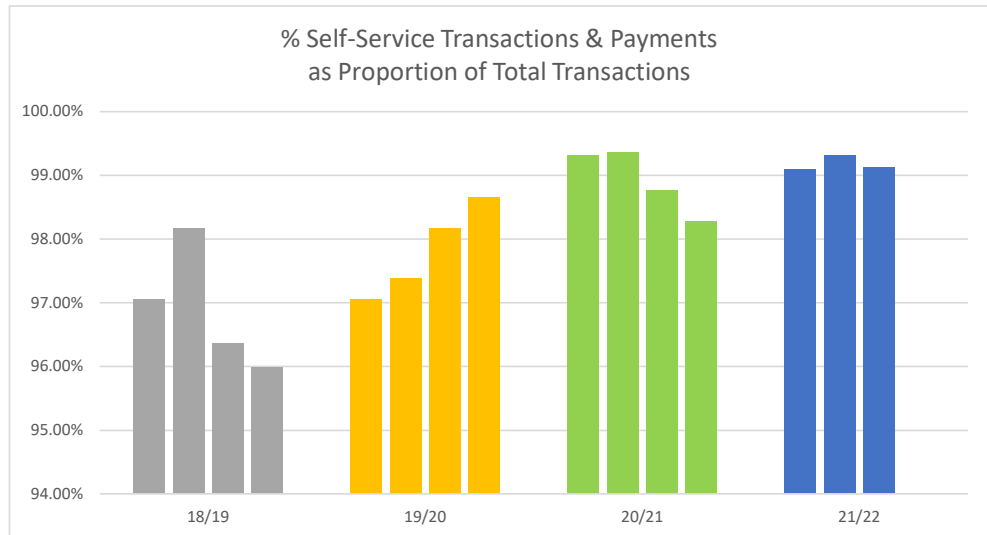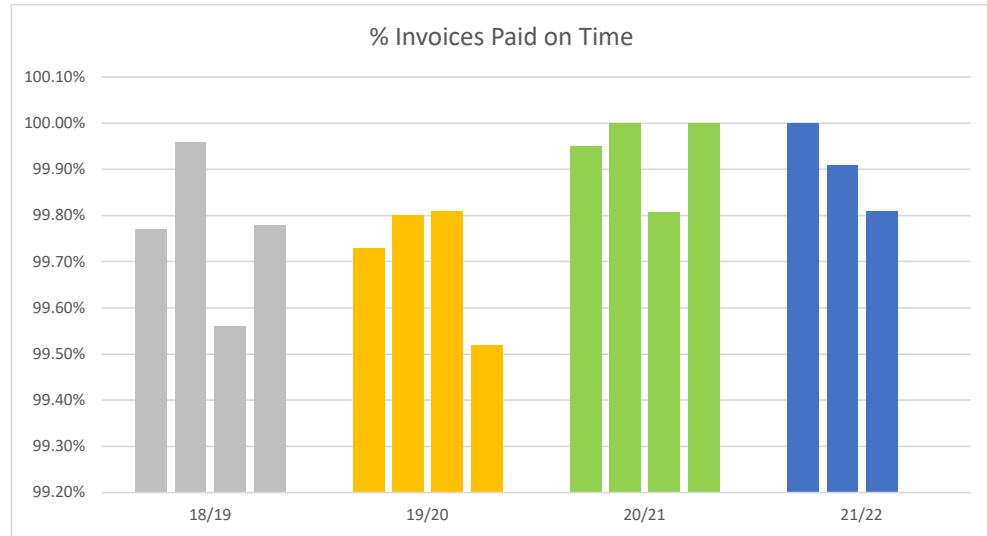| Column1	16/17	17/18	18/19	19/20	20/21	21/22
Q1		99.68%	99.77%	99.73%	99.95%	100.00%
Q2		99.68%	99.96%	99.80%	100%	99.91%
Q3	99.71%	99.11%	99.56%	99.81%	99.81%	99.81%
Q4	99.71%	99.17%	99.78%	99.52%	100%	

Percentage of self-service transactions and payments as a proportion of total transactions

Column1	16/17	17/18	18/19	19/20	20/21	21/22
Q1		96.90%	97.05%	97.05%	99.31%	99.10%
Q2		97.36%	98.17%	97.38%	99.36%	99.31%
Q3	88.80%	95.75%	96.36%	98.16%	98.77%	99.13%
Q4	94.52%	95.69%	95.99%	98.66%	98.28%	

NOTE:

Percentage of invoices paid on time: target is **99.80%** so the indicator is **performing.**

Percentage of self-service transactions and payments as a proportion of total transactions: target is **92%** so the indicator is **performing.**
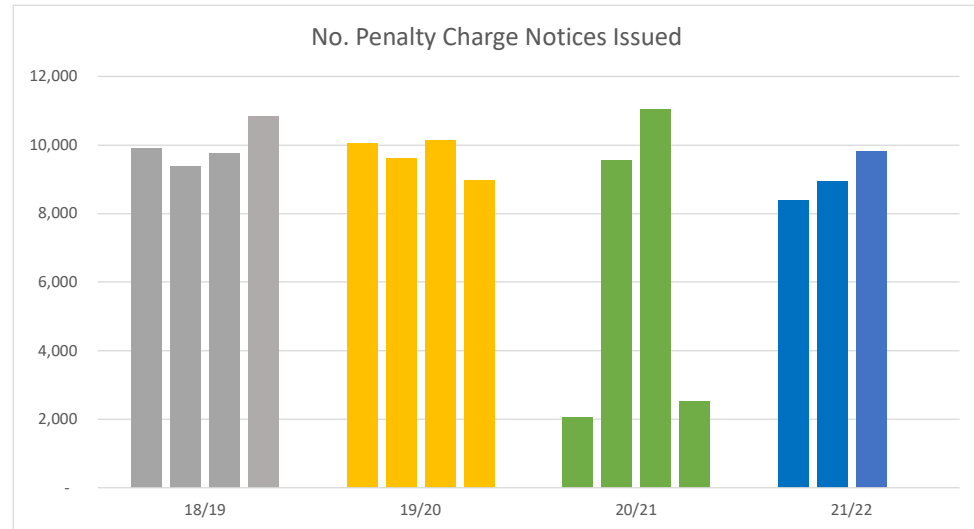

% Invoices Paid on Time

% Self-Service Transactions & Payments as Proportion of Total Transactions

Number of penalty charge notices issued (PCNs)

Column1	16/17	17/18	18/19	19/20	20/21	21/22
Q1		8,966	9,923	10,056	2,059	8,396
Q2		9,423	9,381	9,607	9,558	8,955
Q3	10,827	10,773	9,750	10,154	11,061	9,814
Q4	9,874	9,452	10,839	8,988	2,520	

NOTE:
This indicator does not have a target.

No. Penalty Charge Notices Issued

Processing of major planning applications with extensions of time

Column1	16/17	17/18	18/19	19/20	20/21	21/22
Q1		88.00%	93.00%	93%	92%	95%
Q2		88.00%	89.00%	93%	92.85%	100%
Q3		95.00%	100.00%	93%	100%	94%
Q4		96.00%	96.30%	100%	100%	

Processing of minor planning applications with extensions of time

Column1	16/17	17/18	18/19	19/20	20/21	21/22
Q1		97.00%	96%	95%	97%	93%
Q2		96.00%	97%	98%	93.20%	97%
Q3		97.00%	96%	94%	98%	96%
Q4		100.00%	92%	96%	97%	

NOTE:

Processing of major planning applications with extensions of time: target is **80%** so this indicator is **performing.**

Processing of minor planning applications with extensions of time: target is **85%** so this indicator is **performing.**
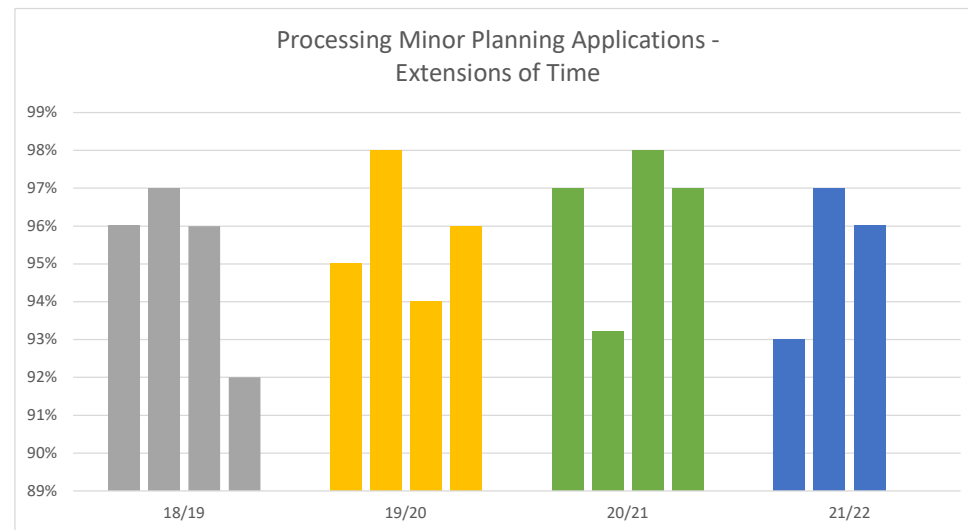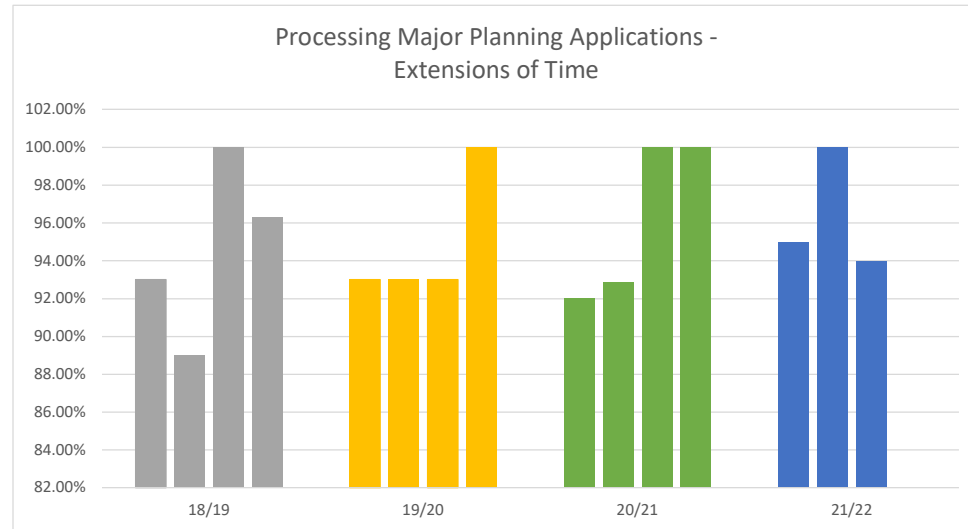
Processing Major Planning Applications - Extensions of Time

Processing Minor Planning Applications - Extensions of Time

Planning

Processing of other planning applications with extensions of time

Column1	16/17	17/18	18/19	19/20	20/21	21/22
Q1		97.00%	99.00%	96%	99%	98%
Q2		98.00%	97.00%	96%	98.37%	98%
Q3		99.00%	99.00%	98%	99%	99%
Q4		98.00%	96.65%	97%	97%	

Processing of major planning applications within time

Column1	16/17	17/18	18/19	19/20	20/21	21/22
Q1		63.00%	71.00%	60%	67%	70%
Q2		17.00%	79.00%	71%	57.14%	88%
Q3		64.00%	58.00%	47%	85%	72%
Q4		65.00%	65.00%	56%	54%	

NOTE:

Processing of other planning applications with extensions of time: target is **90%** so the indicator is **performing.**

Processing of major planning applications within time: target is **65%** so the indicator is **performing**
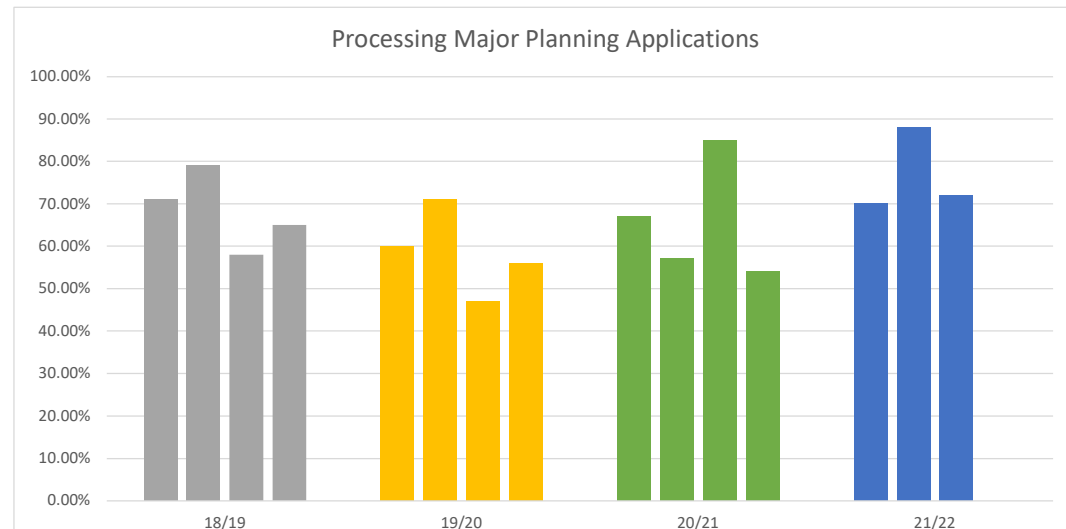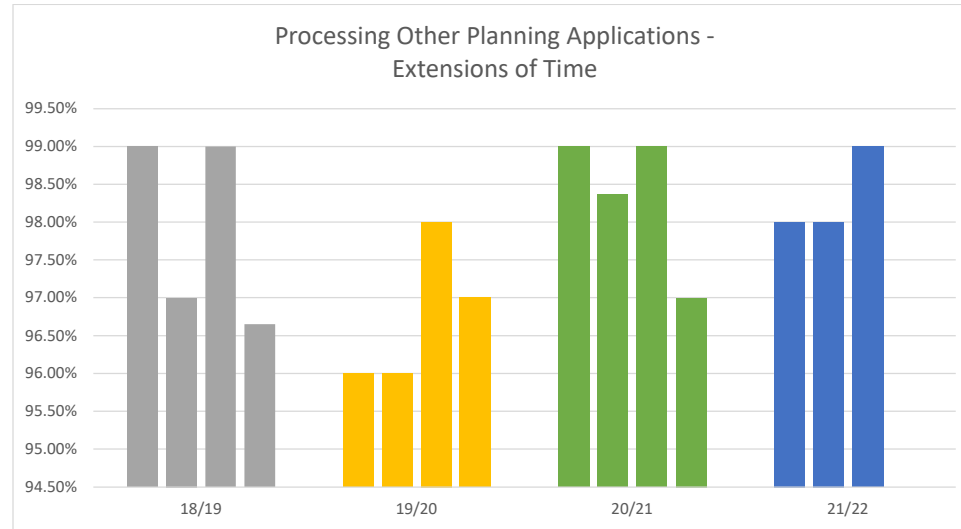
Processing Other Planning Applications - Extensions of Time

Processing Major Planning Applications

Planning

Processing of minor planning applications within time

Column1	16/17	17/18	18/19	19/20	20/21	21/22
Q1		91.00%	75.00%	45%	61%	75%
Q2		88.00%	78.00%	67%	73.78%	72%
Q3		93.00%	88.00%	75%	69%	55%
Q4		89.00%	64.00%	70%	63%	

Processing of other planning applications within time

Column1	16/17	17/18	18/19	19/20	20/21	21/22
Q1		91.00%	90.00%	49%	74%	80%
Q2		88.00%	89.00%	76%	83.74%	79%
Q3		93.00%	90.00%	83%	78%	86%
Q4		89.00%	77.99%	79%	77%	

NOTE:

Processing of minor planning applications within time: target is **75%** so this indicator is **under-performing.**

Processing of other planning applications within time: target is **88%** so this indicator is **under performing.**

Processing Minor Planning Applications

Processing Other Planning Applications
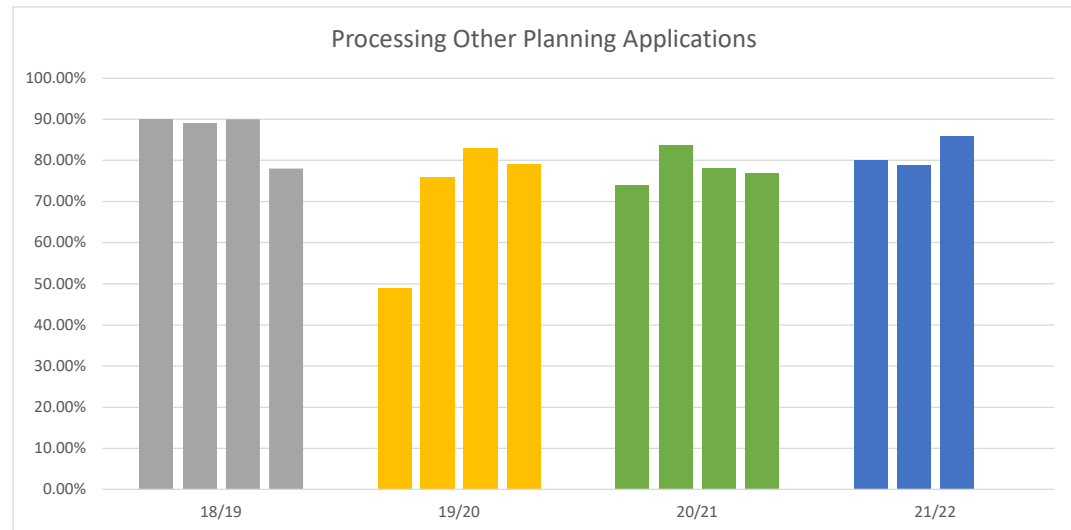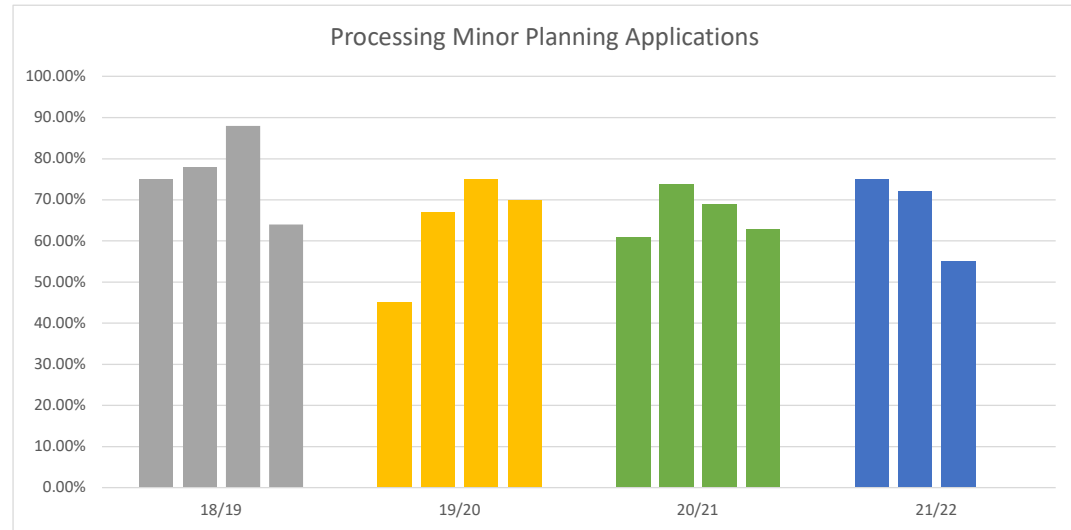
Performance on appeal – major applications

Column1	16/17	17/18	18/19	19/20	20/21	21/22
Q1		100.00%	66.00%	75%	100.00%	50.00%
Q2		100.00%	100.00%	75%	100%	50%
Q3		0.00%	100.00%	50%	50%	100%
Q4		100.00%	100.00%	50%	50%	

Performance on appeal – minor applications

Column1	16/17	17/18	18/19	19/20	20/21	21/22
Q1		67.00%	90.00%	78%	88%	68%
Q2		100.00%	88.00%	74%	100%	68%
Q3		67.00%	78.00%	81%	100%	63%
Q4		100.00%	82.14%	86%	86%	

NOTE:

Performance on appeal - major applications: target is **65%** so the indicator is **performing.**

Performance on appeal - minor applications: target is **65%** so the indicator is **under-performing.**

Performance on Appeal - Majors

Performance on Appeal - Minors
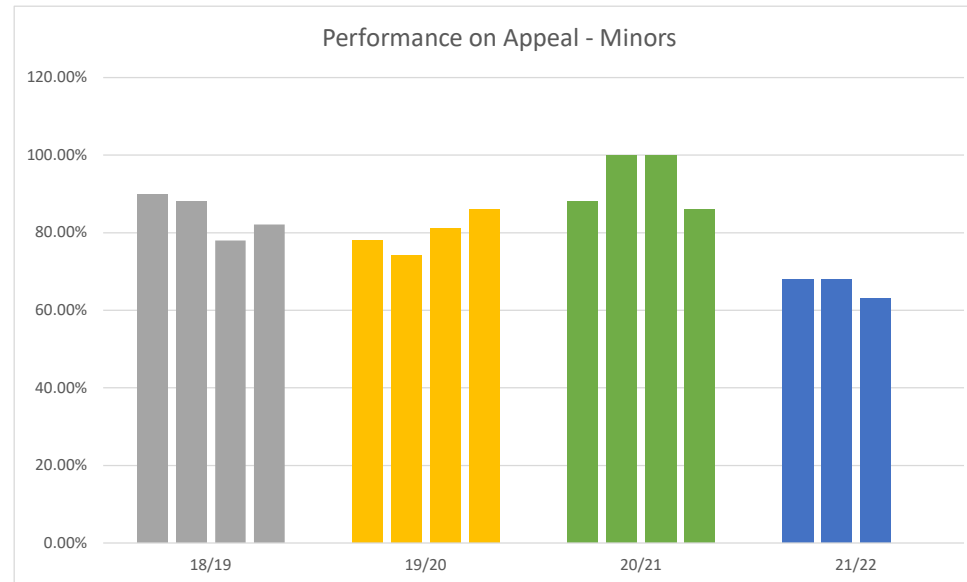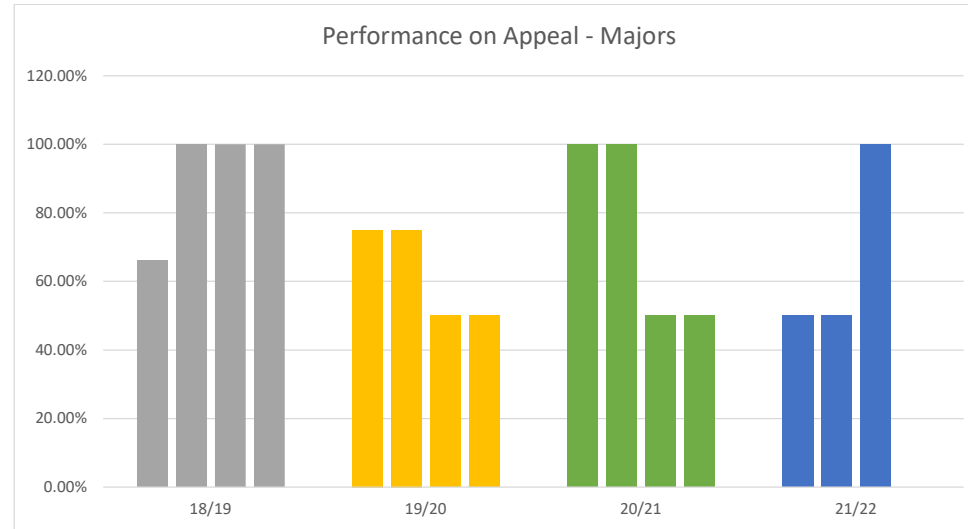
Performance on appeal – other applications

Column1	16/17	17/18	18/19	19/20	20/21	21/22
Q1		75.00%	73.00%	74%	89%	69%
Q2		58.00%	100.00%	70%	86.66%	71%
Q3		60.00%	67.00%	83%	77%	58%
Q4		67.00%	85.00%	80%	71%	

NOTE:

Performance on appeal - other applications: target is **65%** so the indicator is **under performing.**
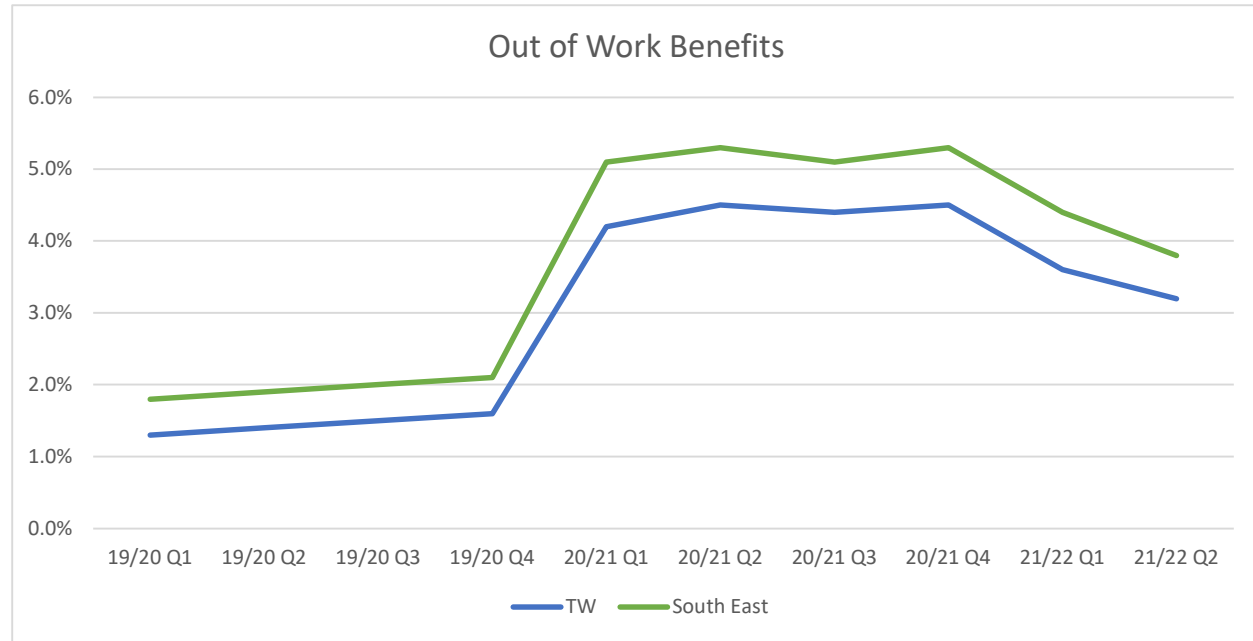

Performance on Appeal - Others
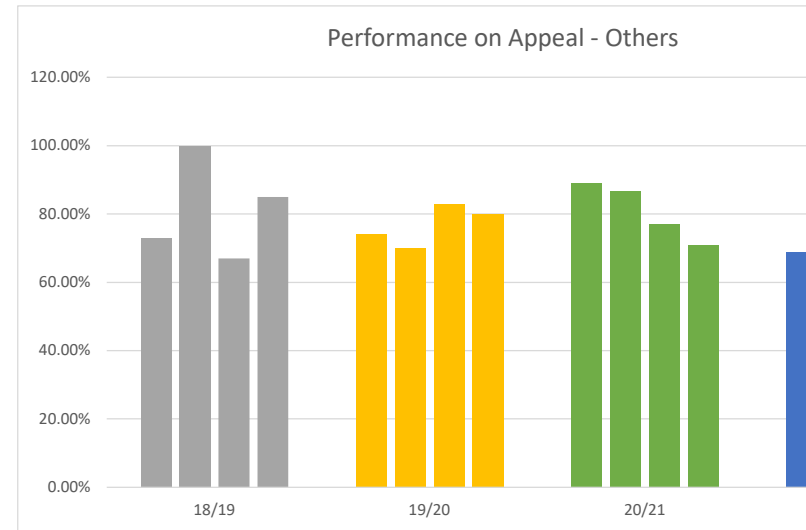
Policy

Percentage of population claiming Universal Credit

Yr/Qtr	TW	South East
19/20 Q1	1.3%	1.8%
19/20 Q2	1.4%	1.9%
19/20 Q3	1.5%	2.0%
19/20 Q4	1.6%	2.1%
20/21 Q1	4.2%	5.1%
20/21 Q2	4.5%	5.3%
20/21 Q3	4.4%	5.1%
20/21 Q4	4.5%	5.3%
21/22 Q1	3.6%	4.4%
21/22 Q2	3.2%	3.8%
21/22 Q3	2.8%	3.5%

Out of Work Benefits

NOTE:

This indicator does not have a target.

Revenues and Benefits

Time taken to process housing benefit/council tax benefit new claims and change events

Column1	16/17	17/18	18/19	19/20	20/21	21/22
Q1		9.20	14.52	7.26	4.79	6.37
Q2		13	15.58	5.4	5.63	5.12
Q3		14.8	16.86	5	5.85	4.45
Q4		32	3.15	2.01	3.79	

Percentage of council tax collected

Column1	16/17	17/18	18/19	19/20	20/21	21/22
Q1		29.63%	29.48%	29.30%	27.88%	28.88%
Q2		57.31%	57.15%	56.80%	55.80%	56.10%
Q3		76.20%	85.15%	84.62%	83.52%	83.56%
Q4		98.30%	98.30%	98.09%	97.50%	

NOTE:

Time taken to process housing benefit/council tax benefit new claims and change events: target is **10** so the indicator is **performing.**

Percentage of council tax collected: target is **83.52%** so the indicator is **performing.**

Time taken to process housing benefit/council tax new claims and change events

Percentage of council tax collected
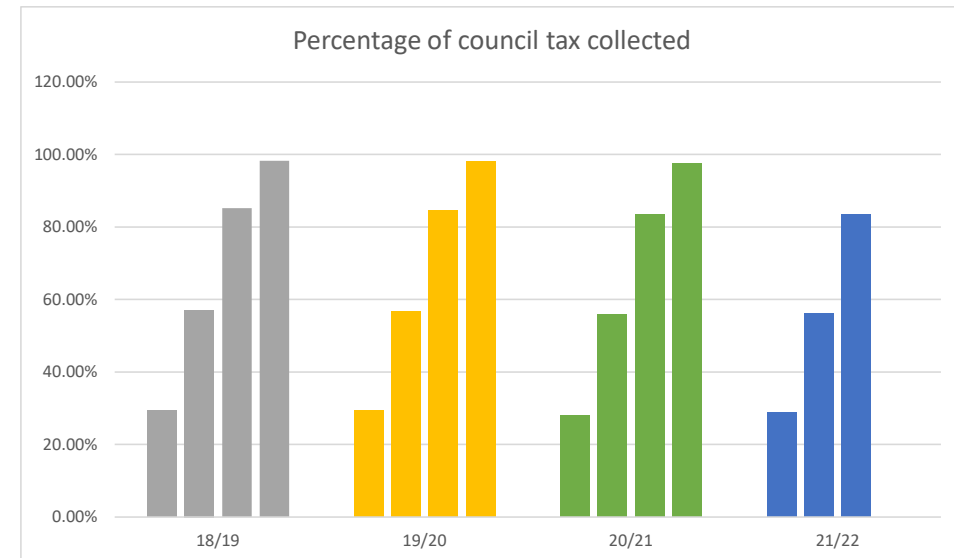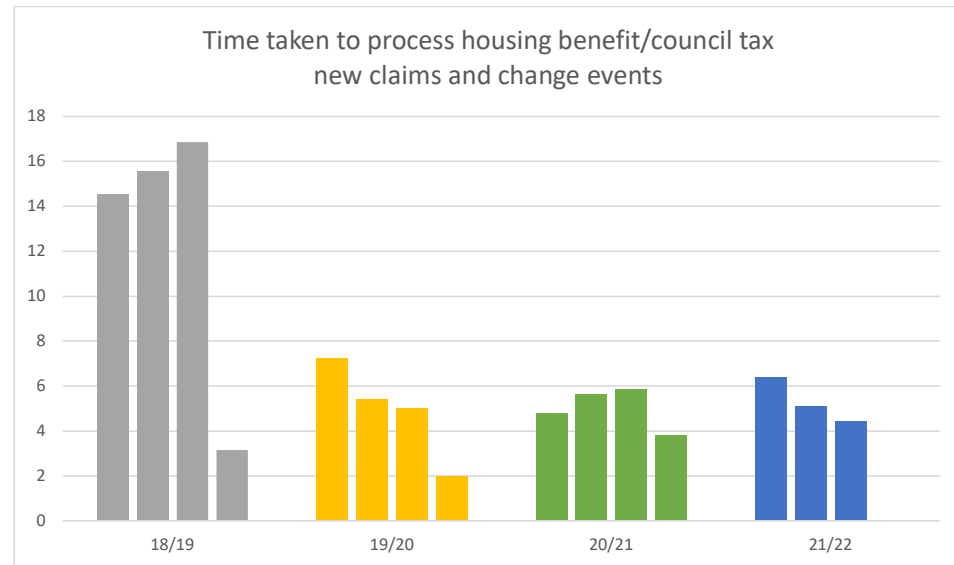
Revenues and Benefits

Percentage of national non-domestic rates collected

Column1	16/17	17/18	18/19	19/20	20/21	21/22
Q1		31.19%	22.25%	21.68%	21.52%	25.12%
Q2		56.88%	49.83%	48.75%	48.10%	49.35%
Q3		75.05%	76.63%	74.20%	74.12%	79.28%
Q4		98.50%	96.26%	94.99%	94.71%	

NOTE:
Percentage of national non-domestic rates collected: target is **82%** so the indicator is **under performing.**

Percentage of national non-domestic rates collected