

Community Safety Unit

All Crime per 1,000 population

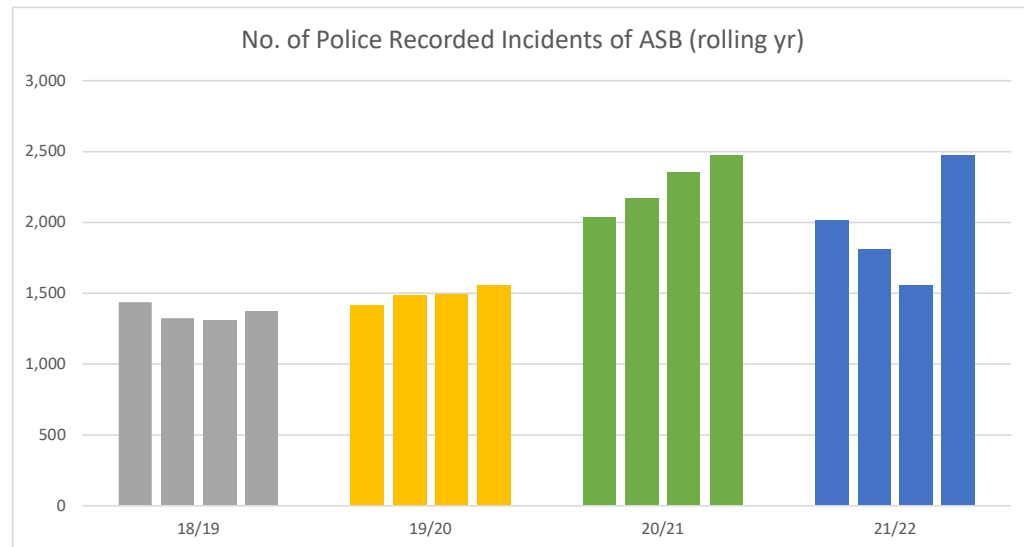
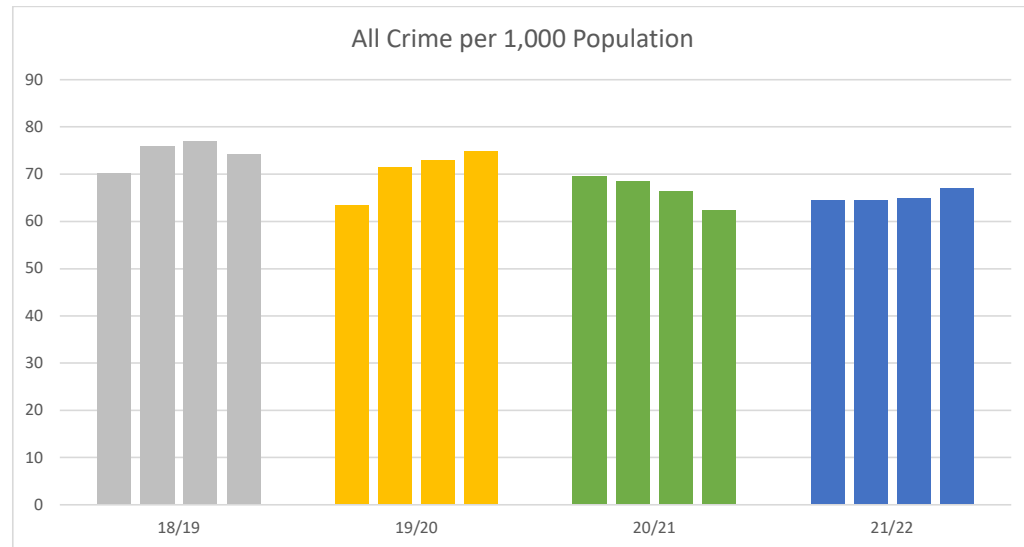
| Column1 | 16/17 | 17/18 | 18/19 | 19/20 | 20/21 | 21/22 |
|---------|-------|-------|-------|-------|-------|-------|
| Q1 | | 51 | 70.24 | 63.5 | 69.5 | 64.4 |
| Q2 | 45.5 | 52 | 75.93 | 71.5 | 68.5 | 64.4 |
| Q3 | 47.13 | 59.27 | 77.02 | 72.9 | 66.3 | 65 |
| Q4 | 48.31 | 64.83 | 74.3 | 74.8 | 62.3 | 67 |

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 | 2,476 |

NOTE:

These indicators do not have targets.



Community Safety Unit

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

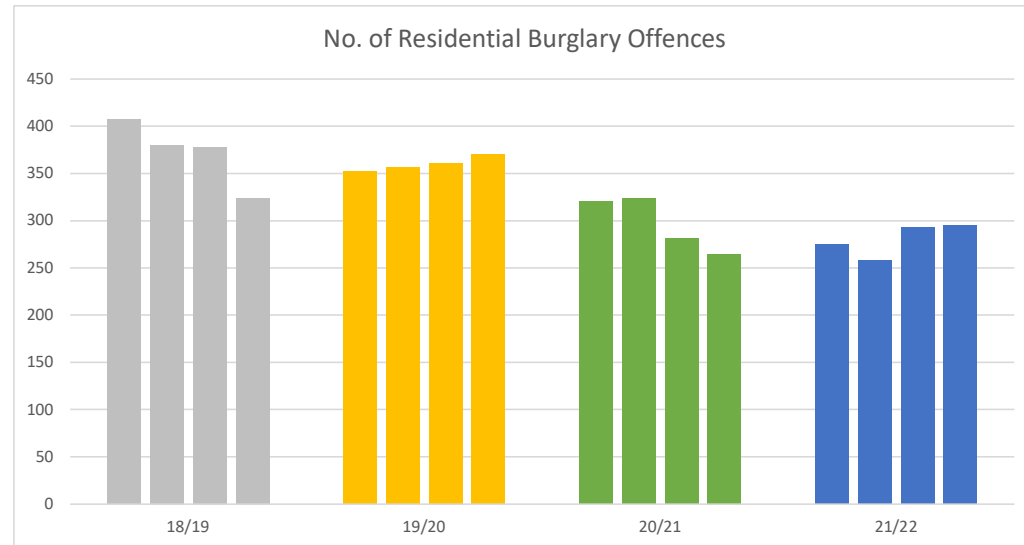
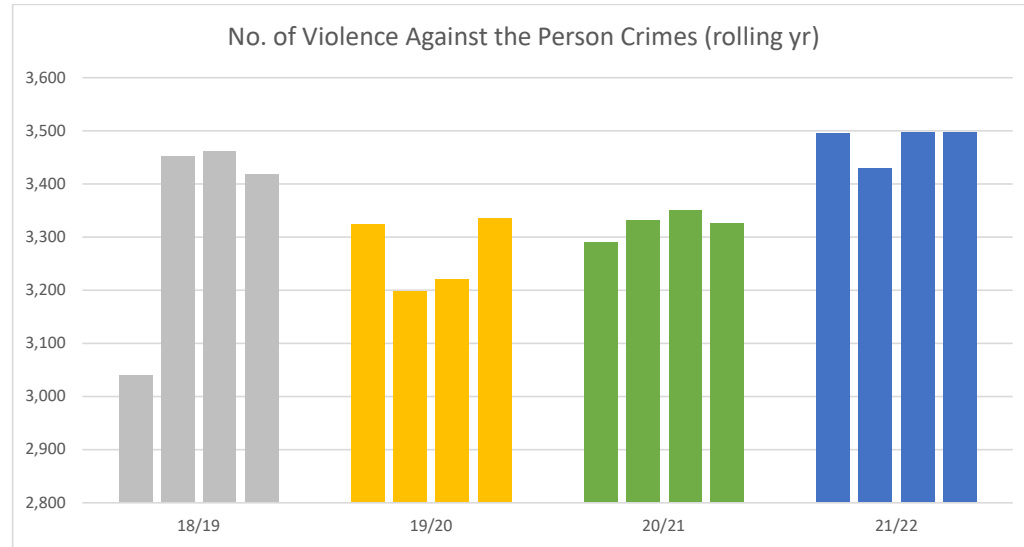
| Column1 | 16/17 | 17/18 | 18/19 | 19/20 | 20/21 | 21/22 |
|---------|-------|-------|-------|-------|-------|-------|
| Q1 | | 2,183 | 3,039 | 3,325 | 3,290 | 3,496 |
| Q2 | 1,723 | 2,311 | 3,453 | 3,198 | 3,331 | 3,430 |
| Q3 | 1,868 | 2,571 | 3,462 | 3,220 | 3,351 | 3,498 |
| Q4 | 1,971 | 2,824 | 3,418 | 3,336 | 3,326 | 3498 |

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 | 295 |

NOTE:

These indicators do not have targets.



Housing

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 | 71 |

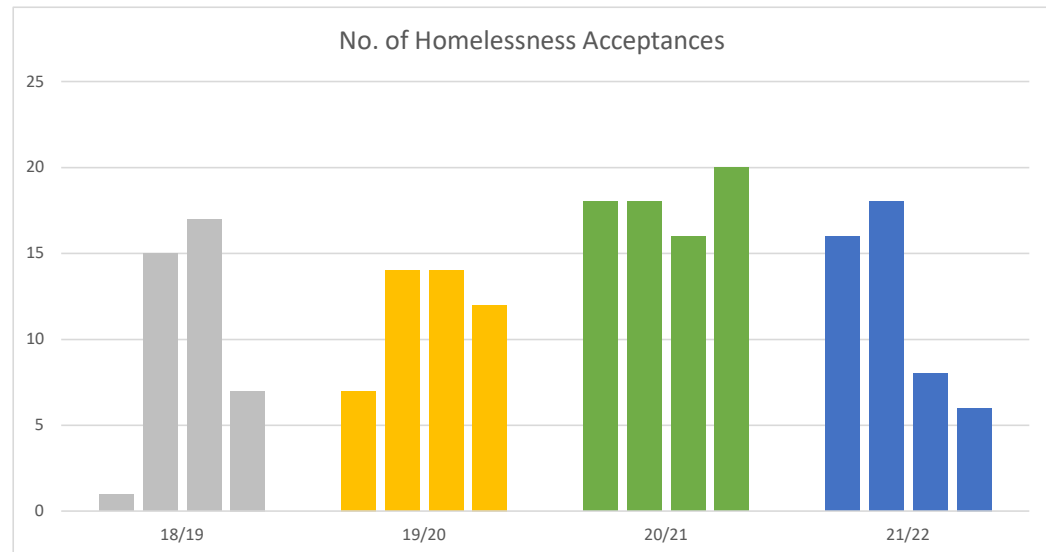
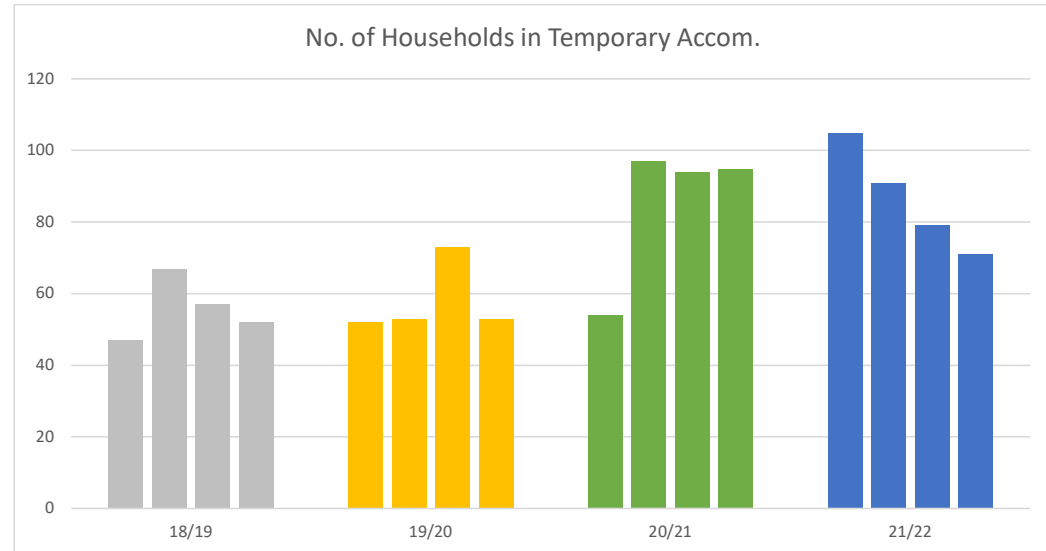
Number of homeless acceptances

| 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 | 6 |

NOTE:

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

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



Housing

Number of people approaching the Council for housing advice and assistance

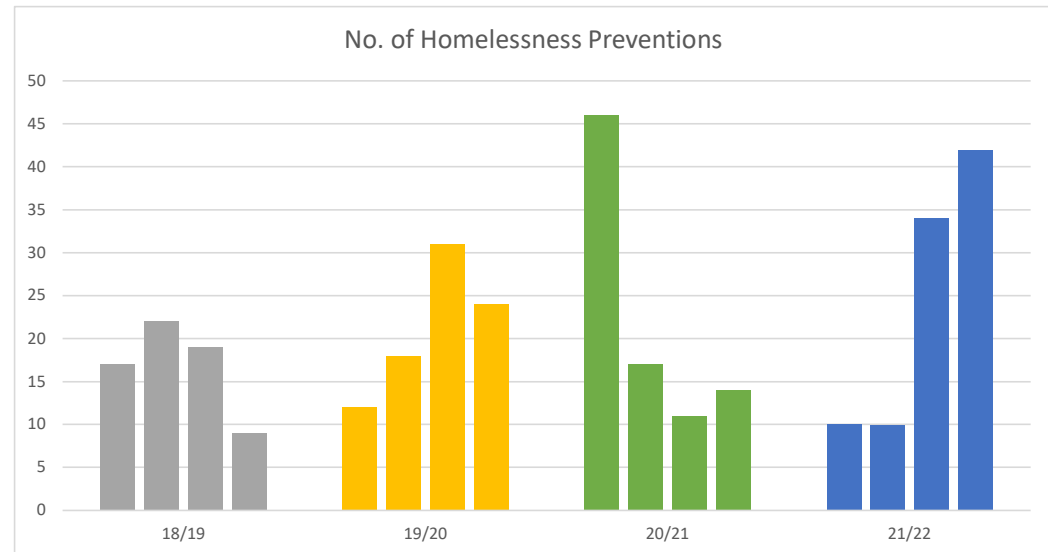
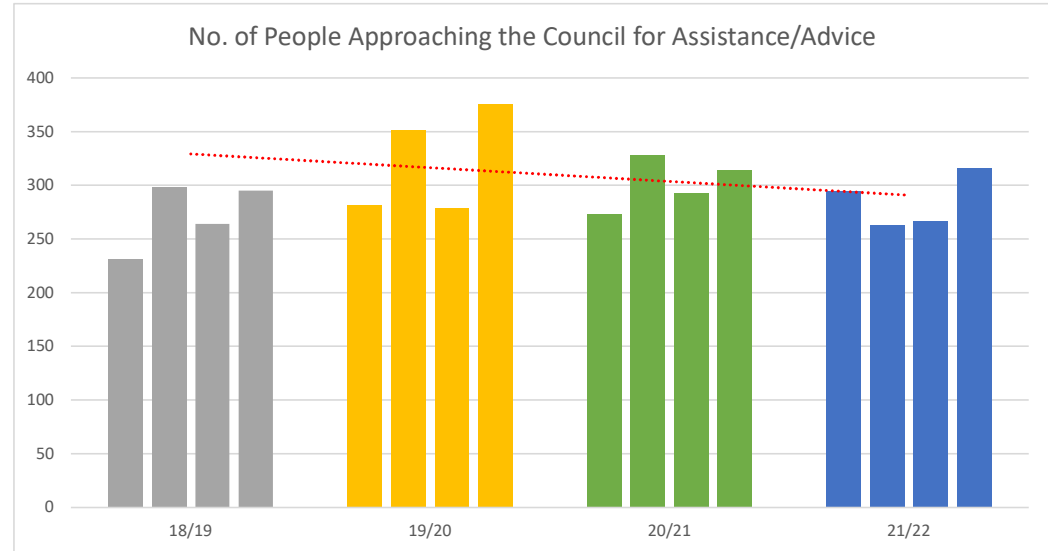
| Column1 | 16/17 | 17/18 | 18/19 | 19/20 | 20/21 | 21/22 |
|---------|-------|-------|-------|-------|-------|-------|
| Q1 | | 196 | 231 | 282 | 273 | 295 |
| Q2 | | 205 | 298 | 351 | 328 | 263 |
| Q3 | | 223 | 264 | 279 | 293 | 267 |
| Q4 | | 237 | 295 | 376 | 314 | 316 |

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 | 42 |

NOTE:

These indicators do not have targets.



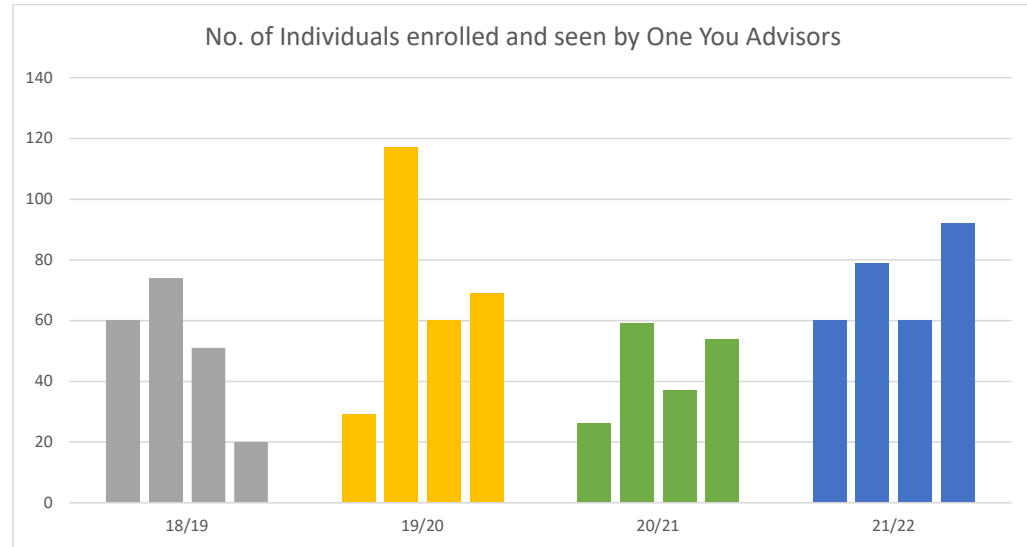
Health

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 | 92 |

NOTE:

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



Environment

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% | 47.27% |
| Q4 | 45.50% | 41.20% | 40.10% | 51.68% | 46.85% | |

Kilos of residual waste collected per household

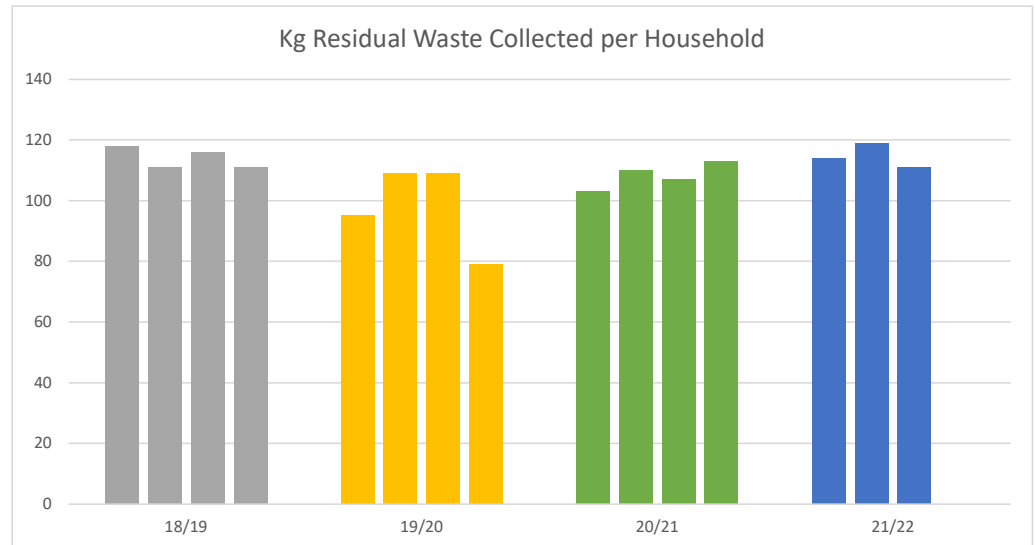
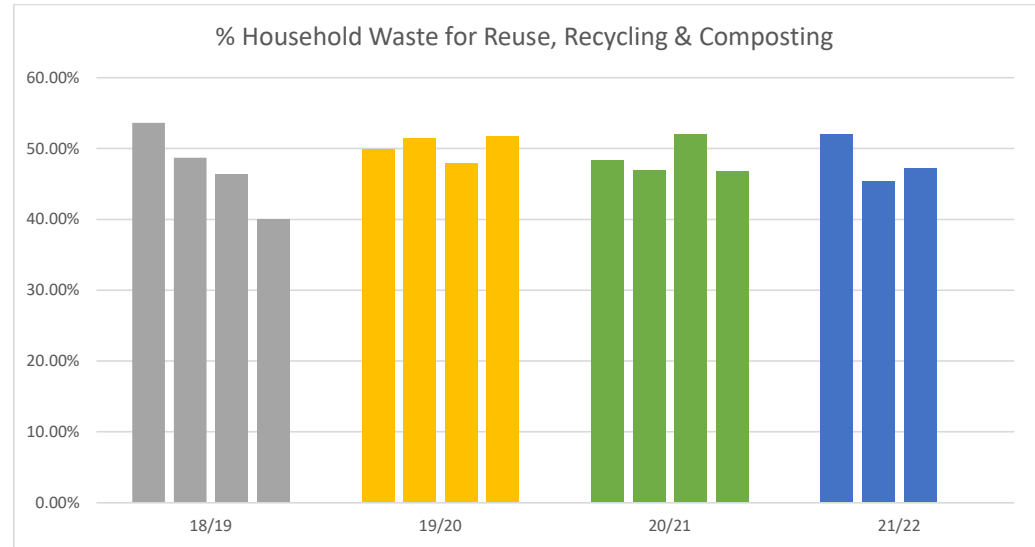
| Column1 | 16/17 | 17/18 | 18/19 | 19/20 | 20/21 | 21/22 |
|---------|-------|-------|-------|-------|-------|-------|
| Q1 | | 117 | 118 | 95 | 103 | 114 |
| Q2 | 117 | 115 | 111 | 109 | 110 | 119 |
| Q3 | 116 | 96 | 116 | 109 | 107 | 111 |
| Q4 | 115 | 83 | 111 | 79 | 113 | |

NOTE:

Percentage of household waste sent for reuse, recycling and composting: target is **48.00%** so the indicator is **under performing**. This is due to Quarter 3 covering the winter period and the garden waste being mostly suspended apart from a few one off collections.

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

Quarter 4 not yet available.



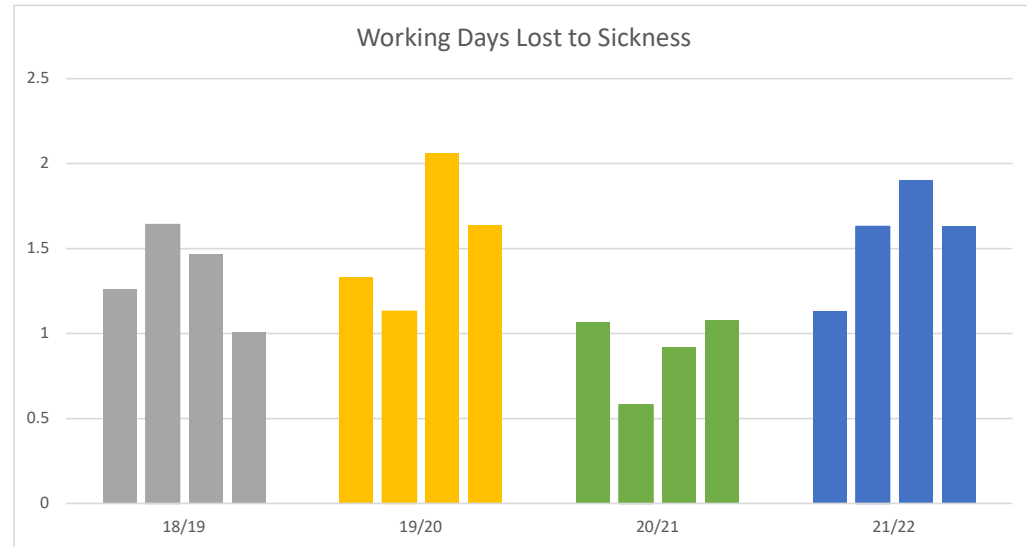
HR

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 | 1.63 |

NOTE:

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



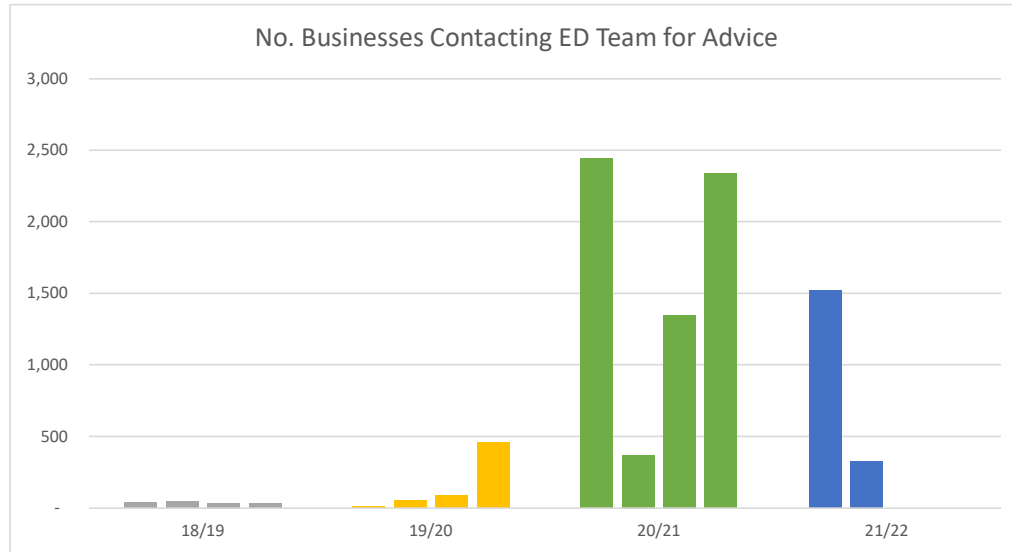
Economic Development

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 unavailable.



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% | 99.92% |

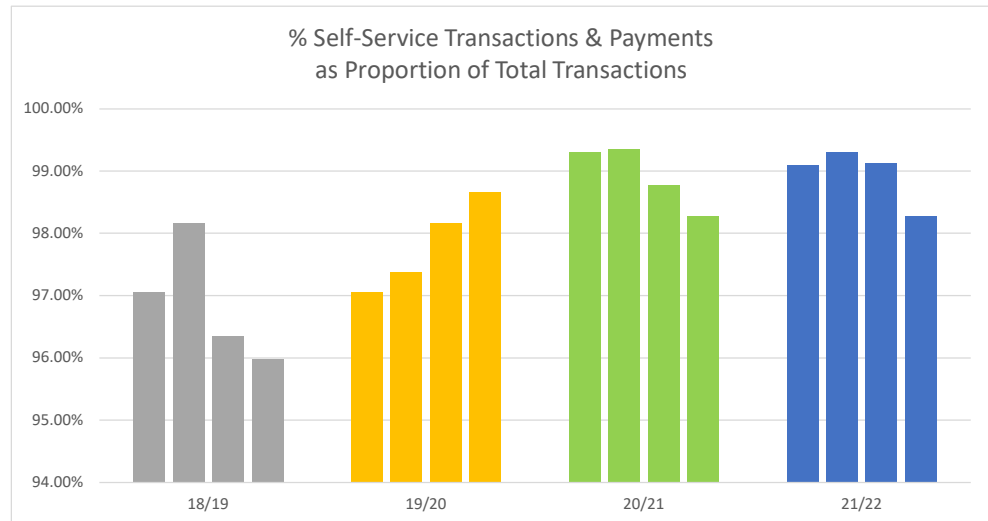
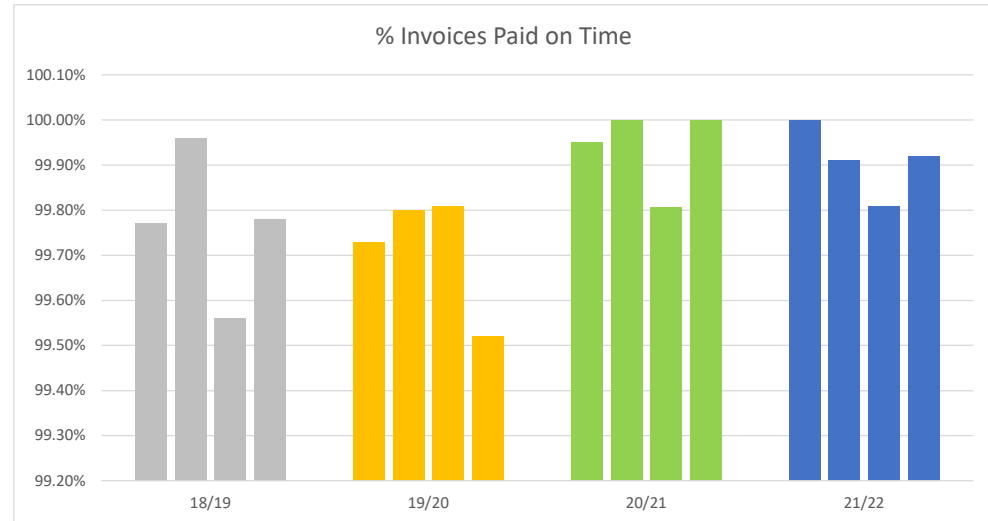
Percentage of self-service transactions and payments as a proportion of total transactions

| 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% | 98.27% |

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**.



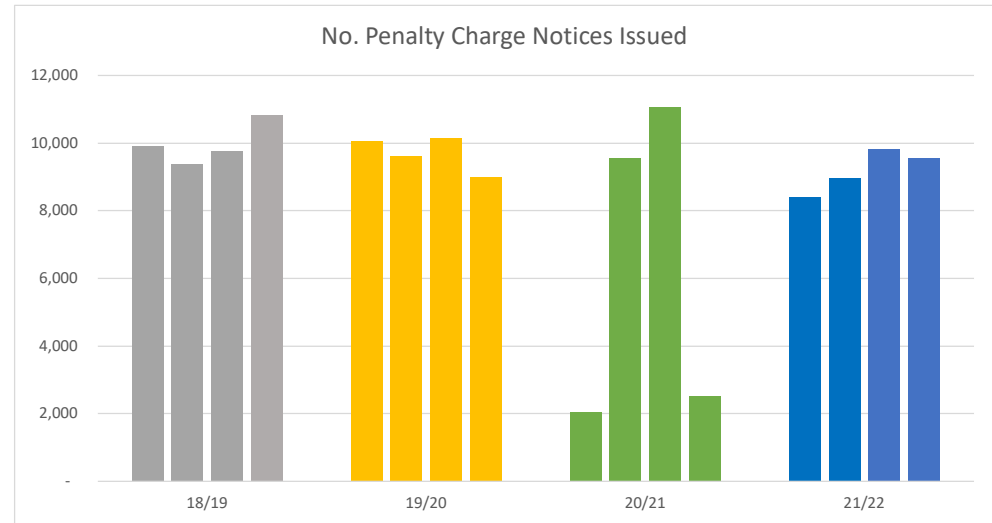
Parking

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 | 9,568 |

NOTE:

This indicator does not have a target.



Planning

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% | 96% |

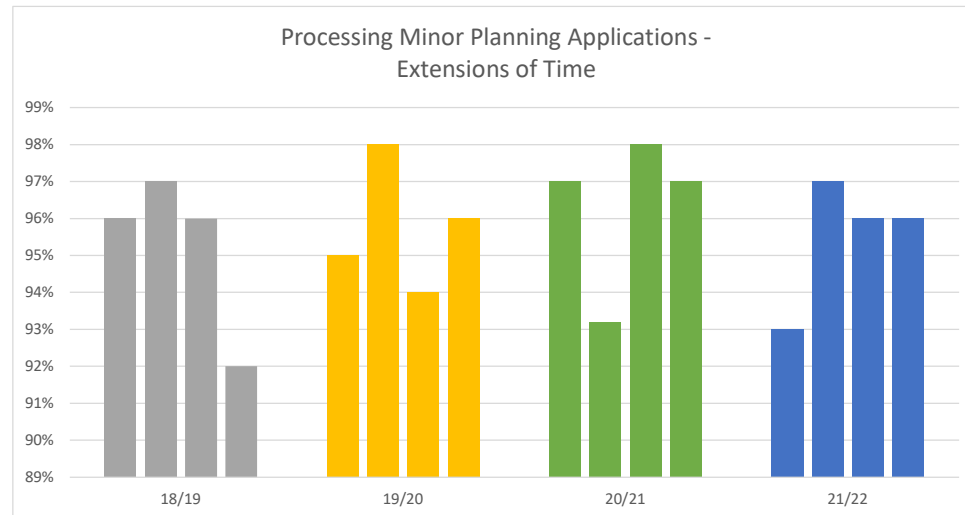
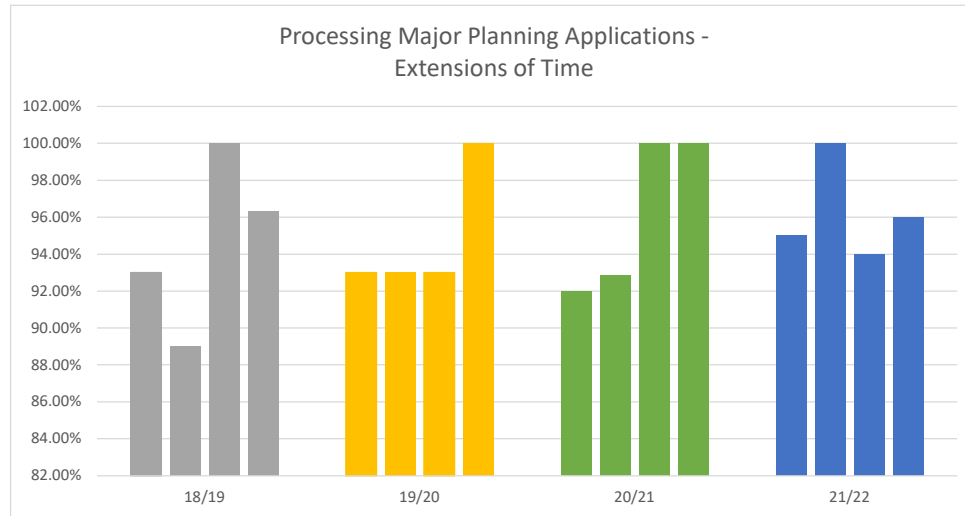
Processing of minor planning applications with extensions of time

| 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% | 96% |

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**.



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% | 97% |

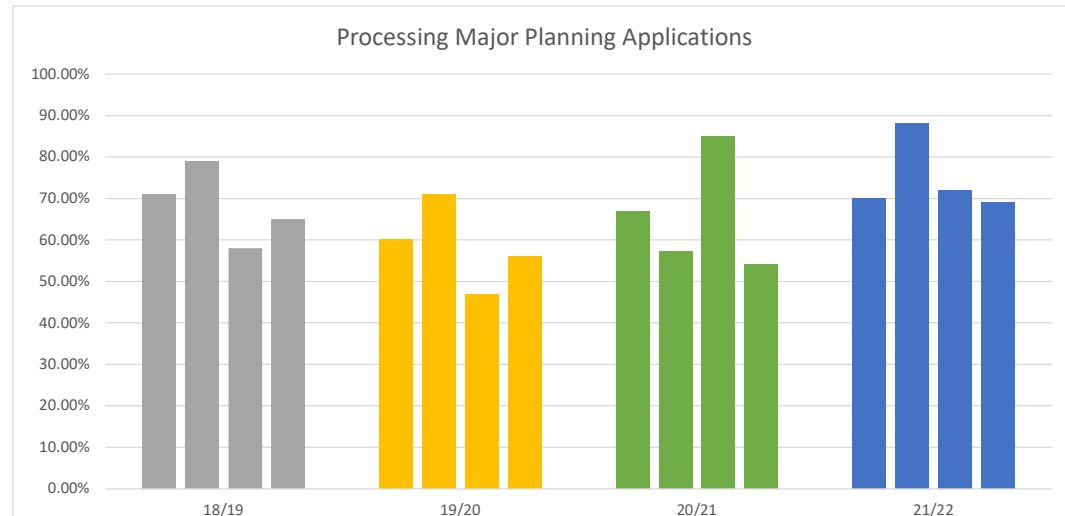
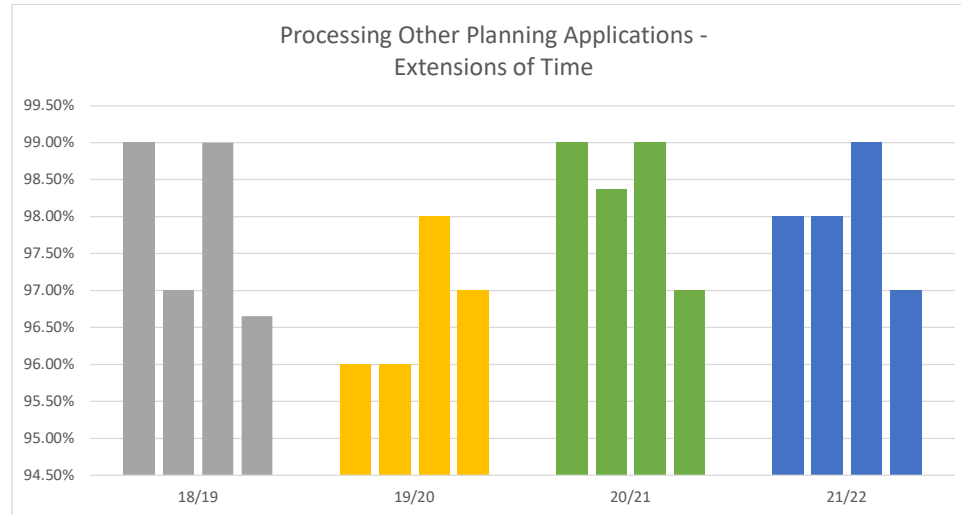
Processing of major planning applications within time

| 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% | 69% |

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**



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% | 61% |

Processing of other planning applications within time

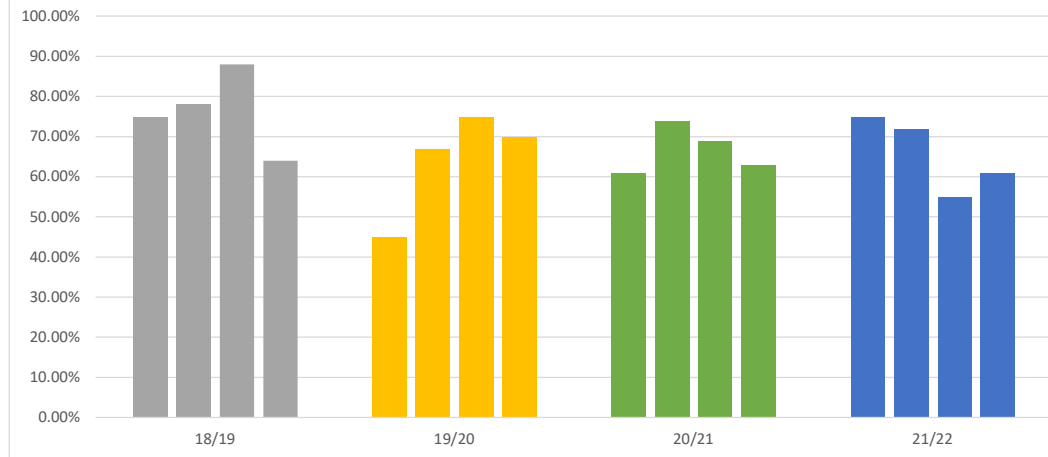
| Column1 | 16/17 | 17/18 | 18/19 | 19/20 | 20/21 | 21/22 |
|---------|-------|--------|--------|-------|--------|-------|
| Q1 | | 91.00% | 90.00% | 49% | 74% | 80% |
| Q2 | | 88.00% | 89.00% | 76% | 83.74% | 79% |
| Q3 | | 93.00% | 90.00% | 83% | 78% | 86% |
| Q4 | | 89.00% | 77.99% | 79% | 77% | 78%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

NOTE:

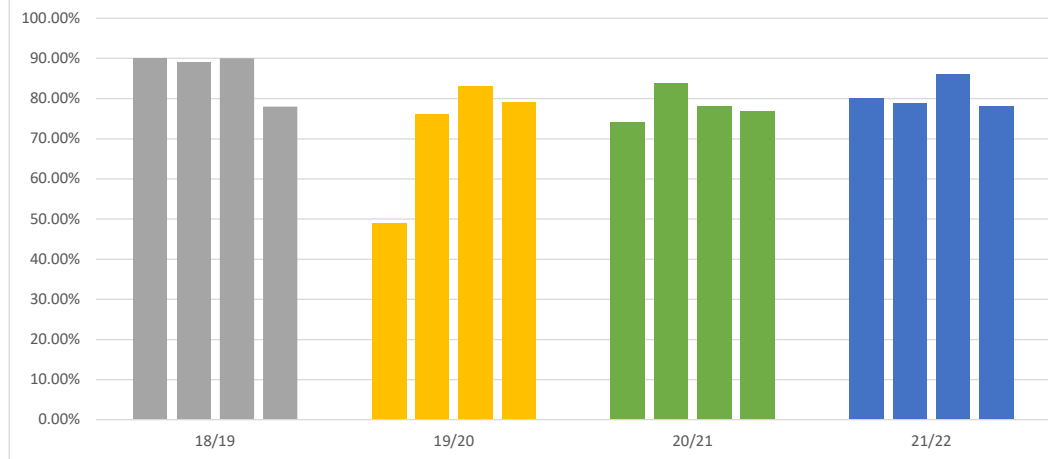
Processing of minor planning applications within time: target is **75%** so this indicator is **under-performing**.

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

Processing Minor Planning Applications



Processing Other Planning Applications



Planning

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% | 75% |

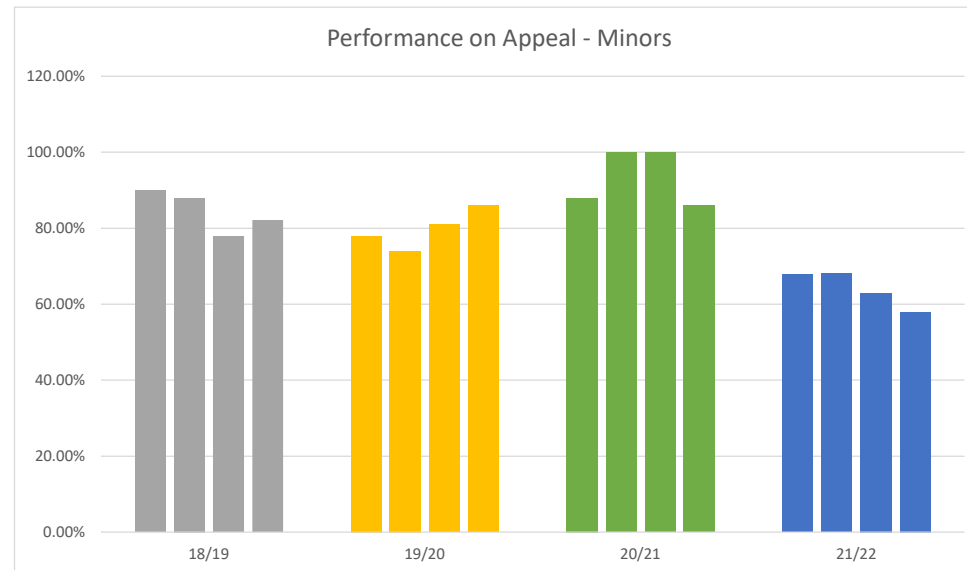
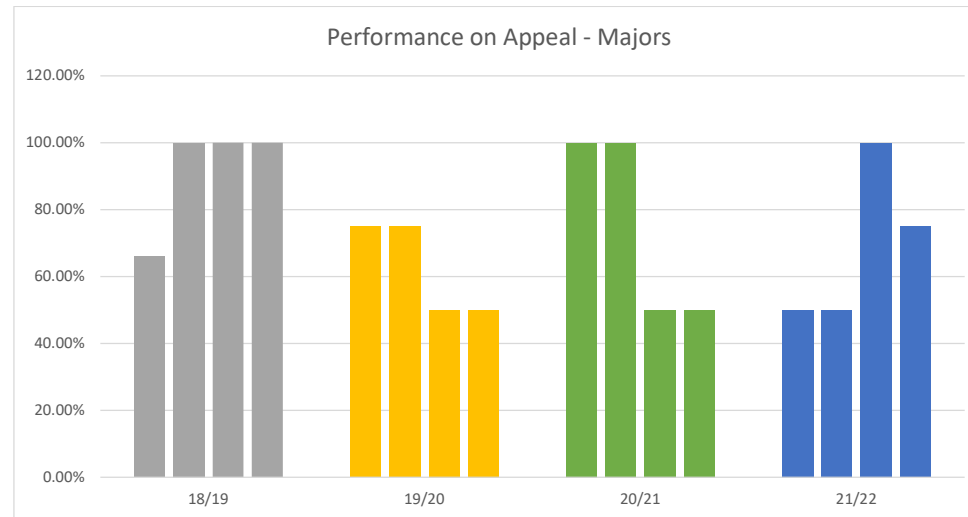
Performance on appeal – minor applications

| 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% | 58% |

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**.



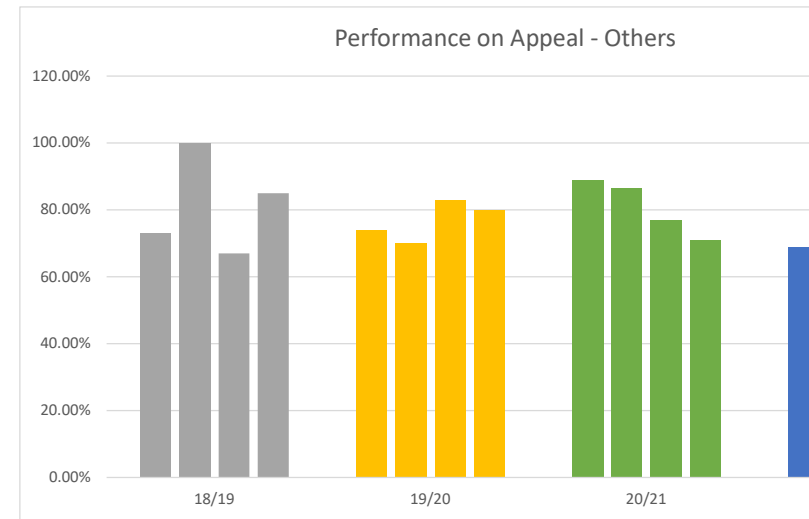
Planning

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% | 44% |

NOTE:

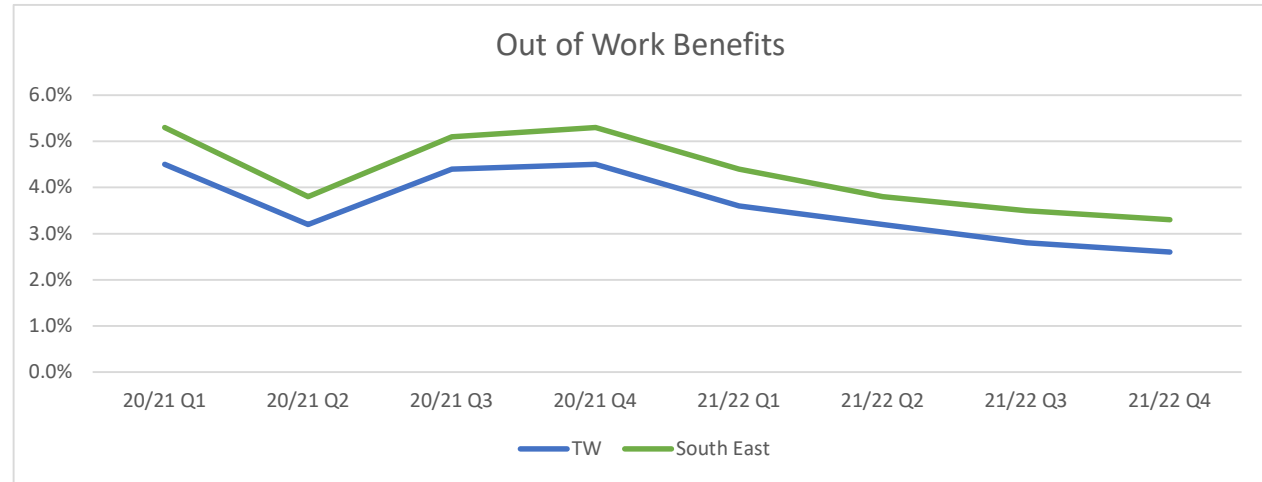
Performance on appeal - other applications: target is 65% so the indicator is **under performing**.



Policy

Percentage of population claiming Universal Credit

| Yr/Qtr | TW | South East |
|----------|------|------------|
| 20/21 Q1 | 4.5% | 5.3% |
| 20/21 Q2 | 3.2% | 3.8% |
| 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% |
| 21/22 Q4 | 2.6% | 3.3% |



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 | 2.26 |

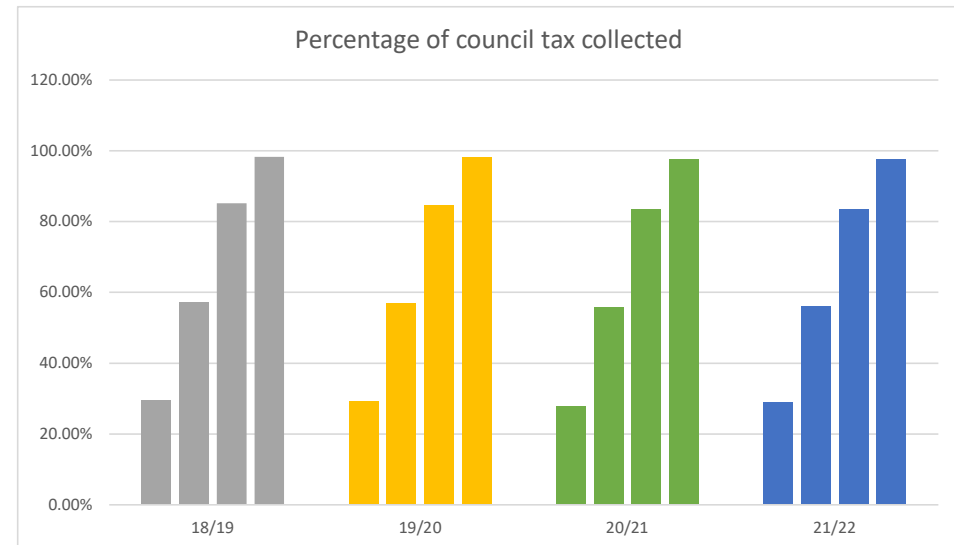
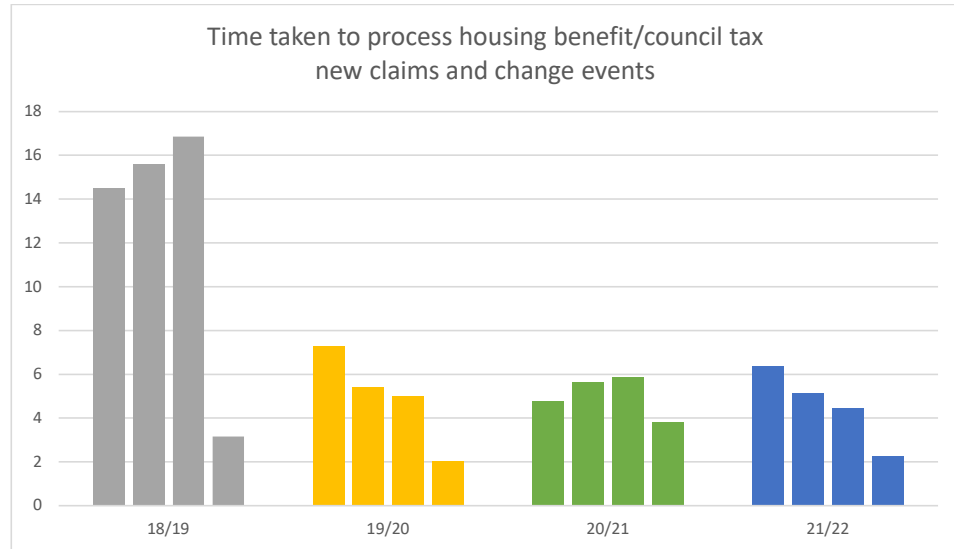
Percentage of council tax collected

| 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% | 97.6% |

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 **97.50%** so the indicator is **performing**.



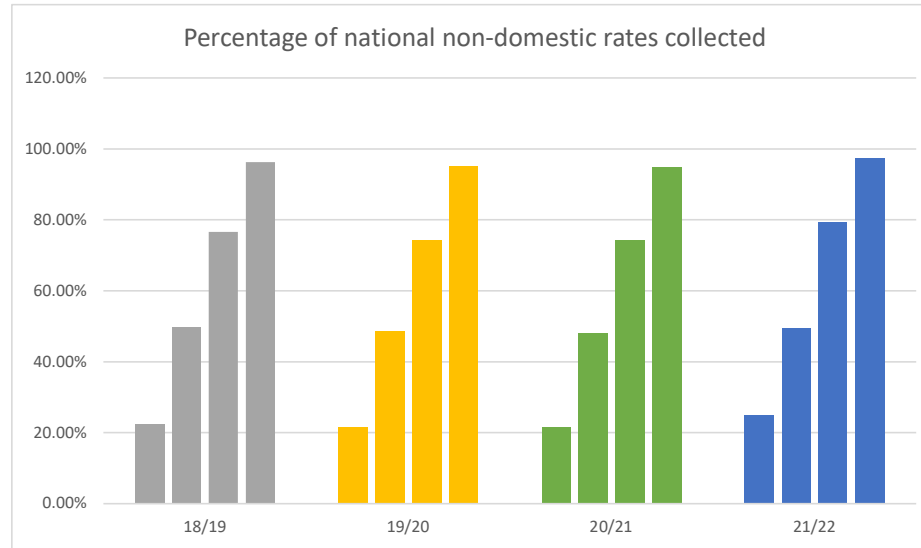
Revenues and Benefits

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% | 97.45% |

NOTE:

Percentage of national non-domestic rates collected: target is **96.61%** so the indicator is **performing**.



Culture

Percentage of online ticket sales

| Column1 | 16/17 | 17/18 | 18/19 | 19/20 | 20/21 | 21/22 |
|---------|--------|--------|--------|--------|-------|--------|
| Q1 | 56.00% | 80.00% | 75.00% | 81.10% | 0.00% | 0 |
| Q2 | 59.00% | 91.00% | 80.00% | 78.90% | 0.00% | 0 |
| Q3 | 60.00% | 75.00% | 75.70% | 76.50% | 0.00% | 0 |
| Q4 | 68.00% | 76.00% | 80.00% | 133% | 0.00% | 88.60% |

NOTE:

Data is not yet available for Q2.

Percentage of online ticket sales: target is **60** so this indicator is **performing**

