

Tunbridge Wells Borough Council

# Performance Report

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## Council Service Performance Q1 (Apr-Jun 2022)

Published August 2022

For Cabinet 22 September 2022

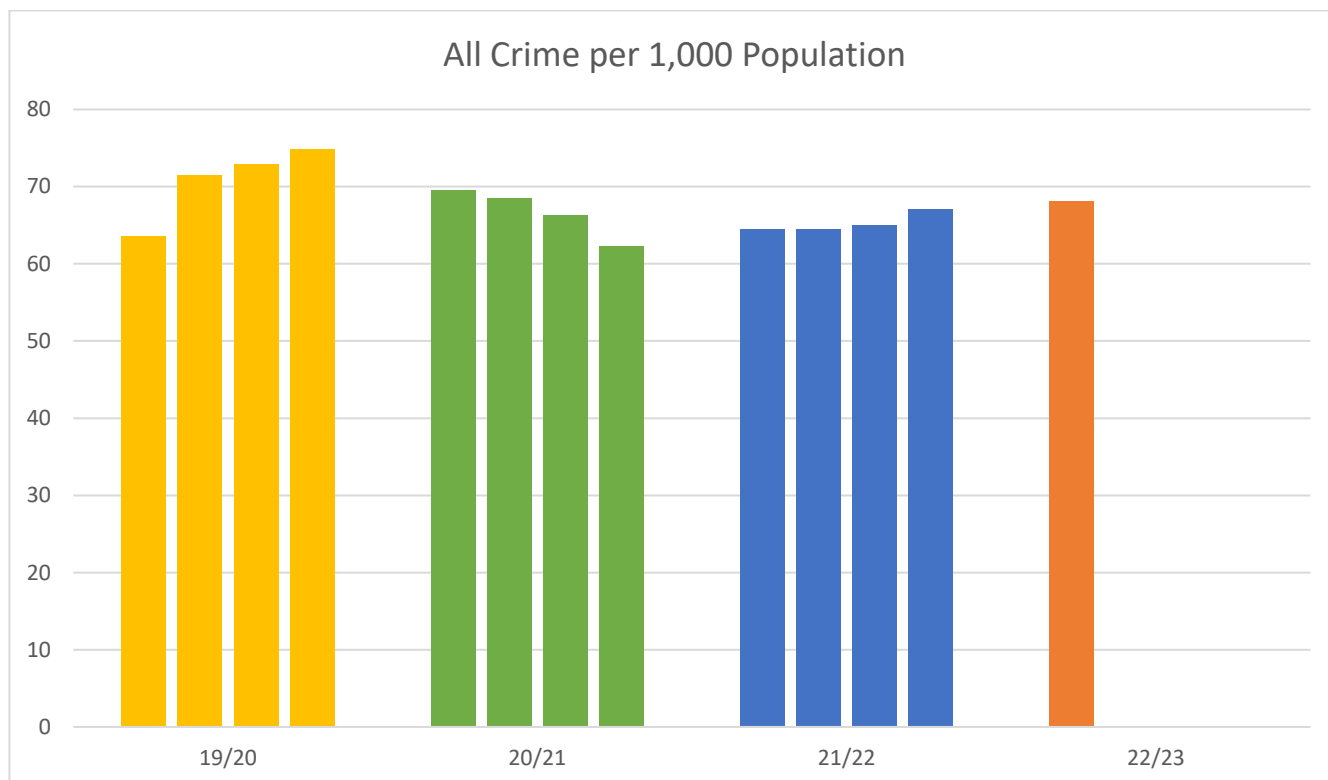


# Indicator Results

## Community Safety Unit

### All Crimes per 1,000 Population

The outturn for this indicator is 68 for this quarter, which is slightly higher than the previous quarter at 67.

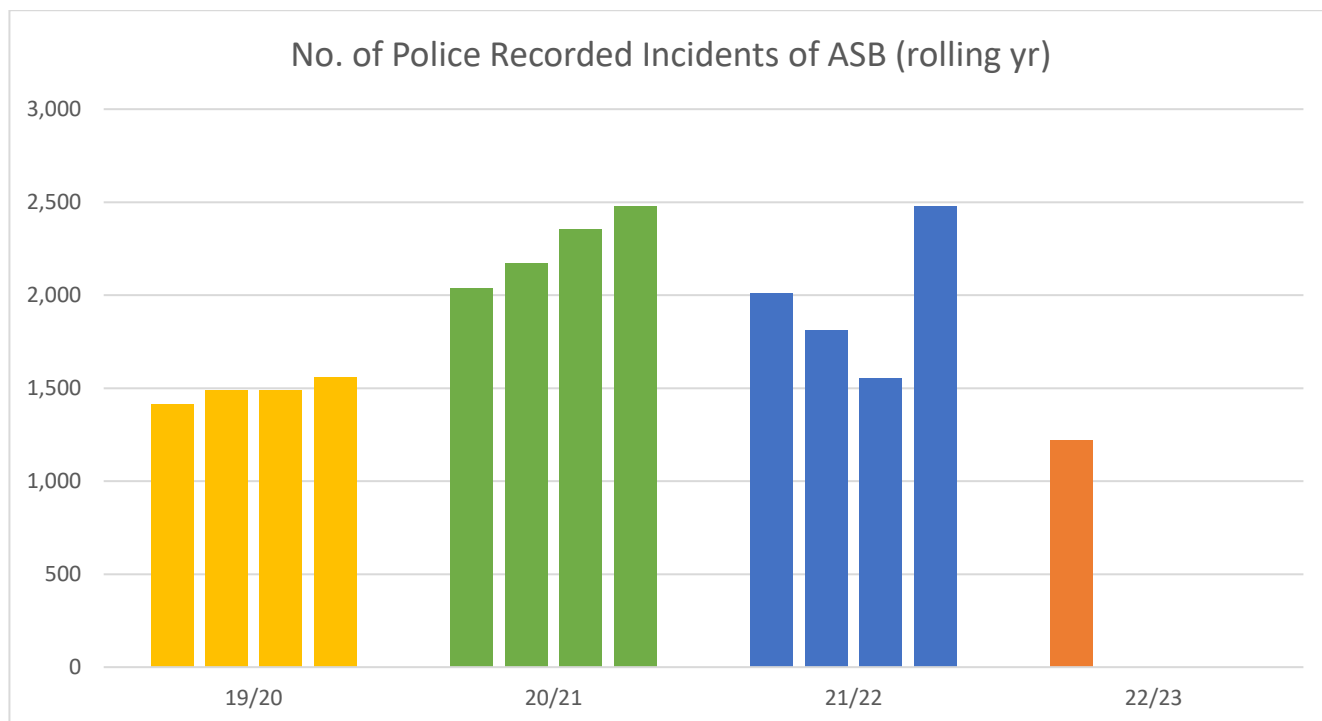


#### ***Performing or Underperforming Target***

This performance indicator does not have a target.

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

The outturn for this indicator is 1,217 for this quarter, which is lower than the previous quarter at 2,476.

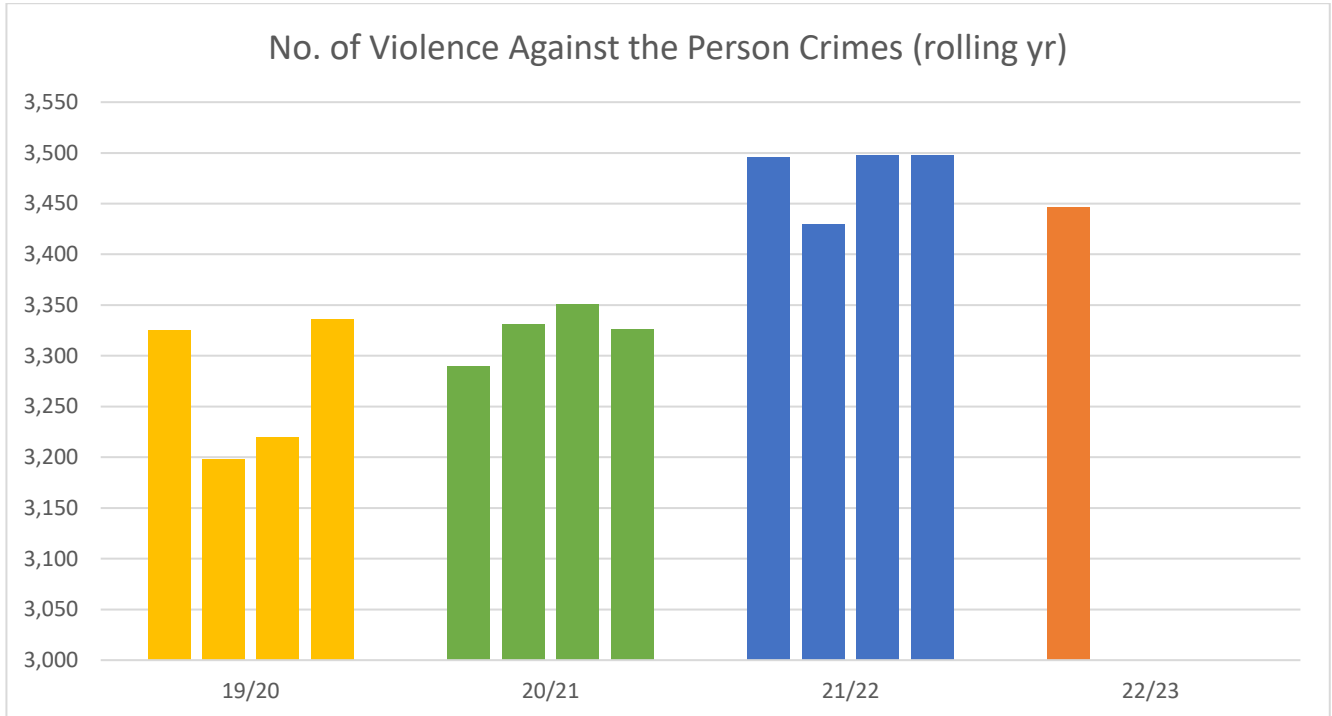


### ***Performing or Underperforming Target***

This performance indicator does not have a target.

## Number of 'Violence Against the Person' Crimes

The outturn for this indicator is 3,446 for this quarter, which is slightly lower than the previous quarter at 3,498.

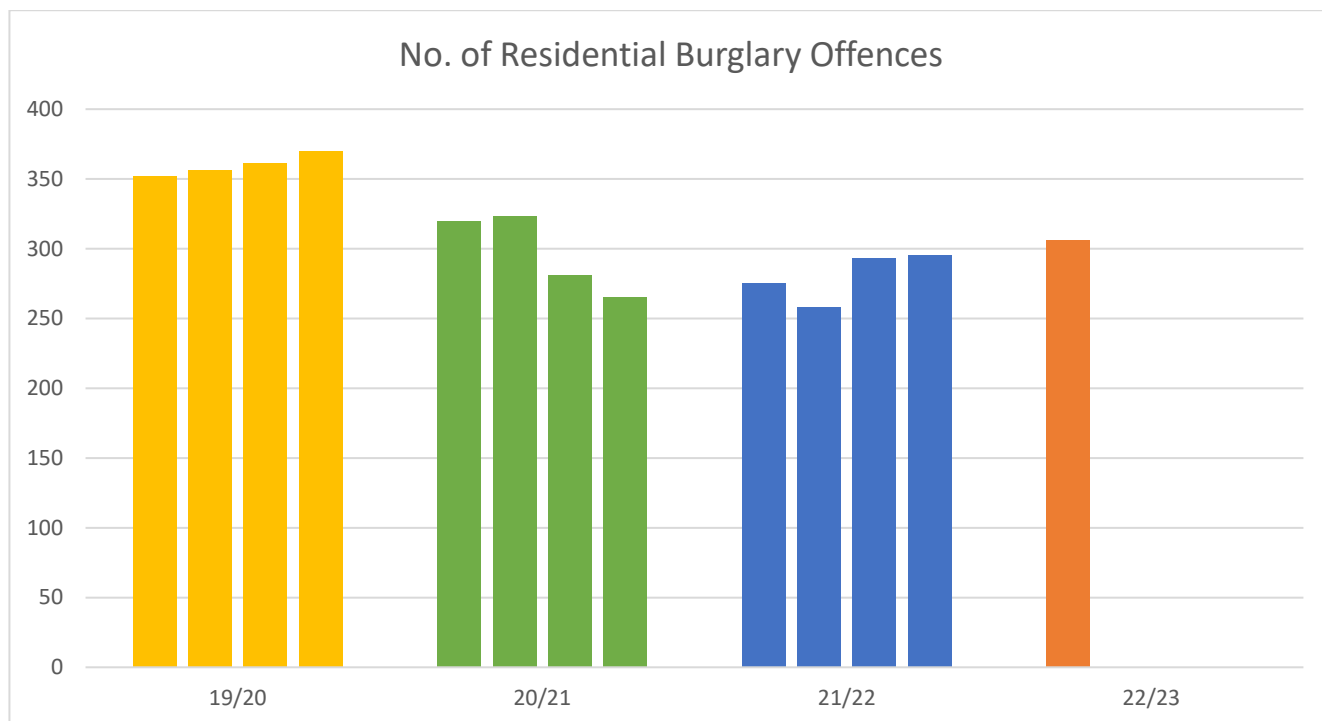


### ***Performing or Underperforming Target***

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.



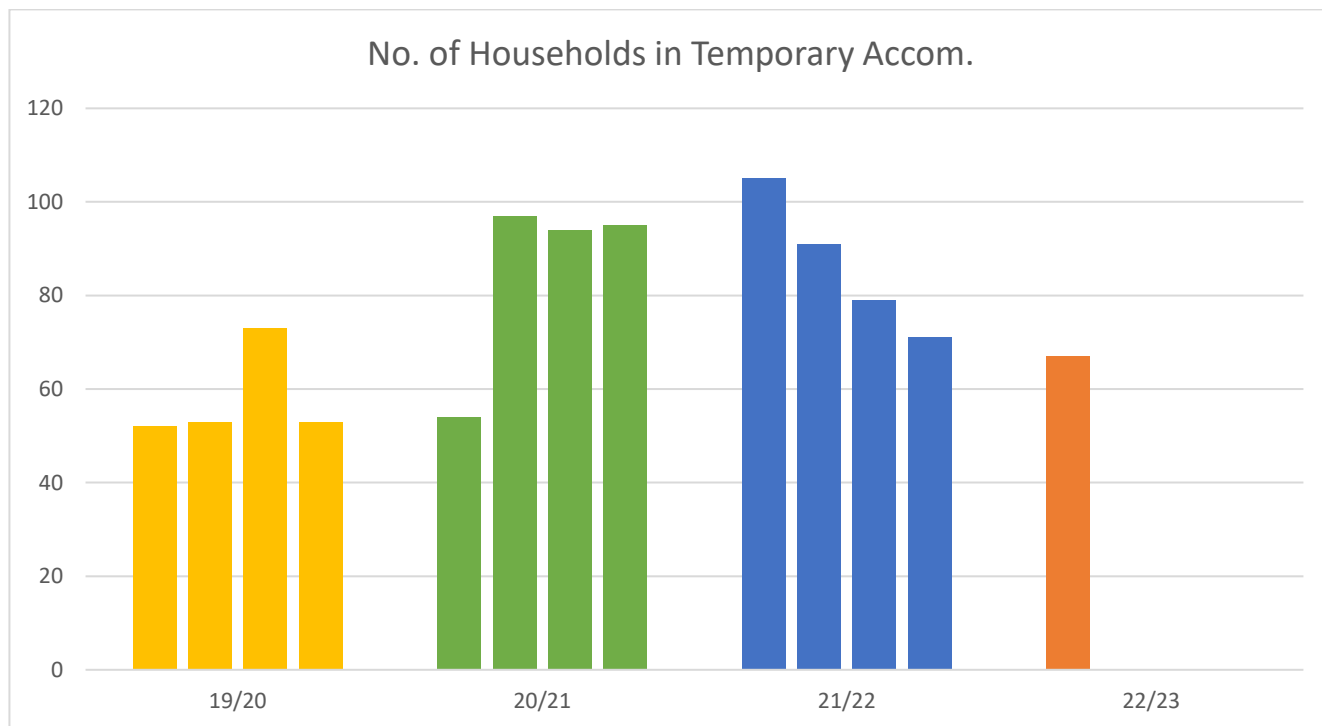
### ***Performing or Underperforming Target***

This performance indicator does not have a target.

# Housing

## Number of Households in Temporary Accommodation

The outturn for this indicator is 67 for this quarter, which is lower than the previous quarter at 71.



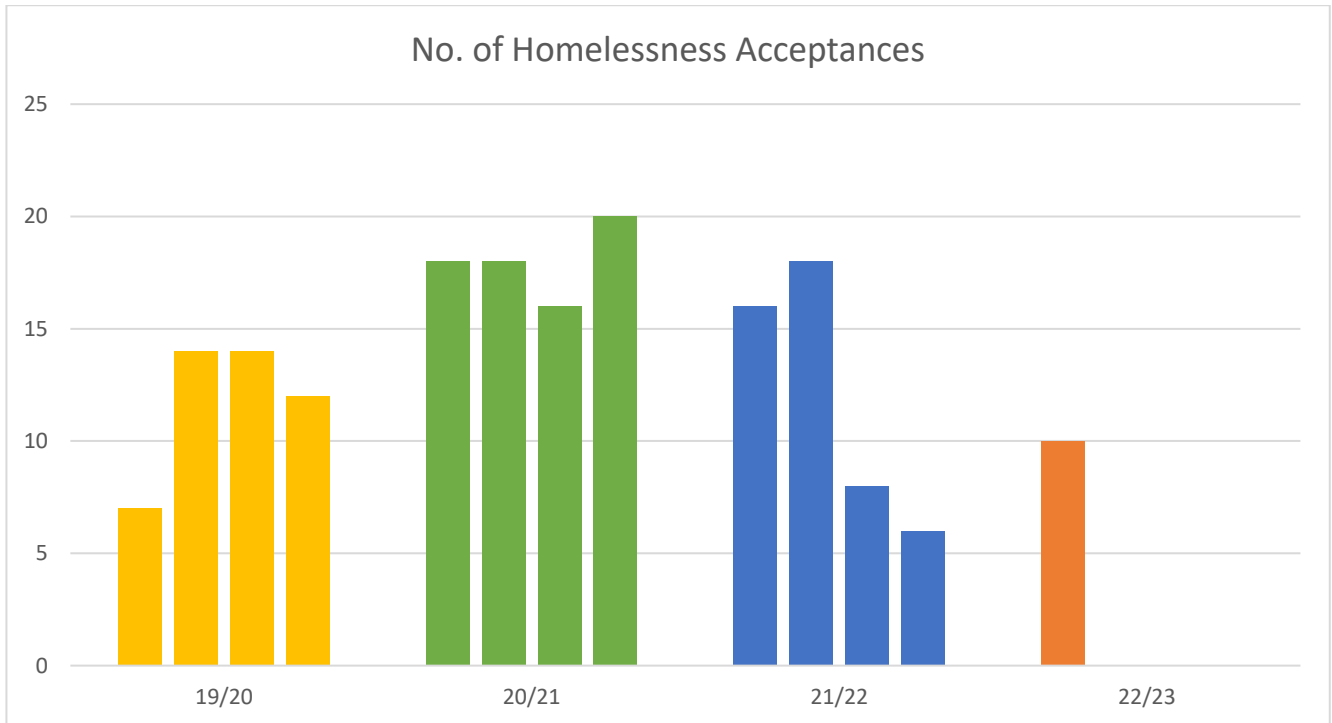
### ***Performing or Underperforming Target***

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

**| Performing**

## Number of Homelessness Acceptances

The outturn for this indicator is 10 for this quarter, which is higher than the previous quarter at 6.



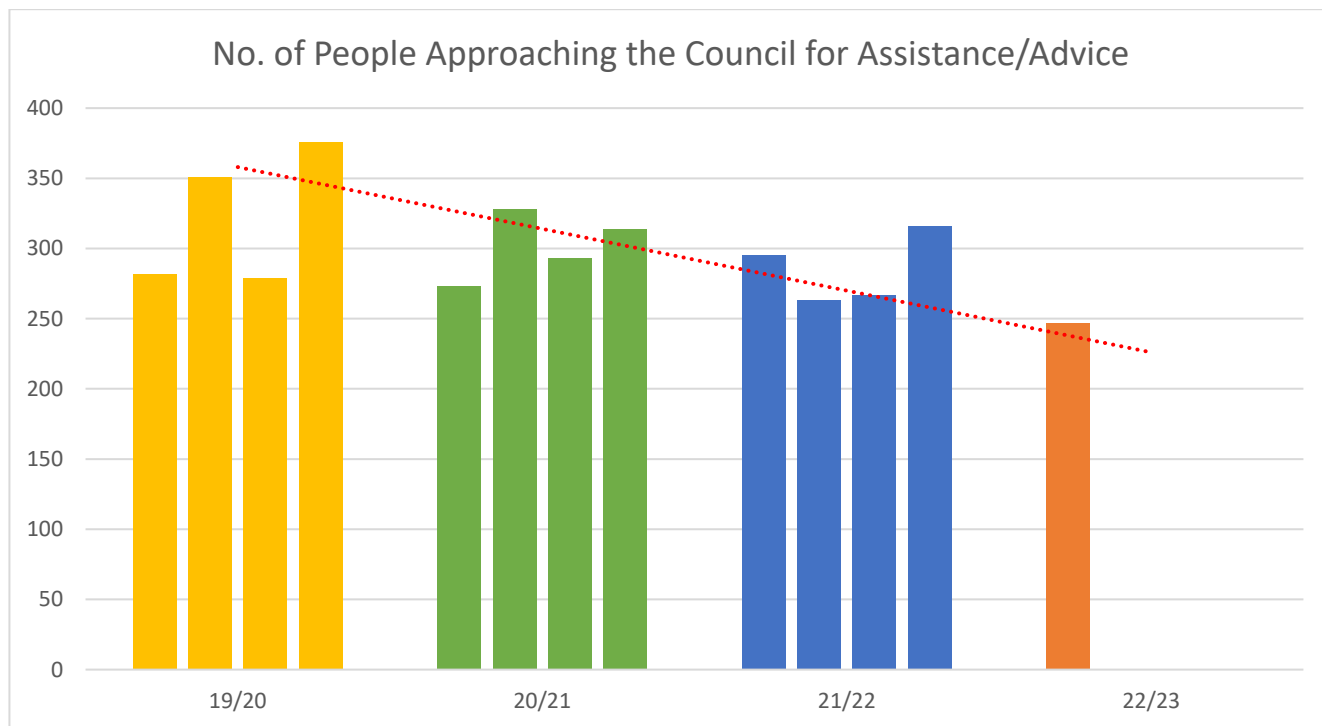
### ***Performing or Underperforming Target***

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 247 for this quarter, which is lower than the previous quarter at 316.



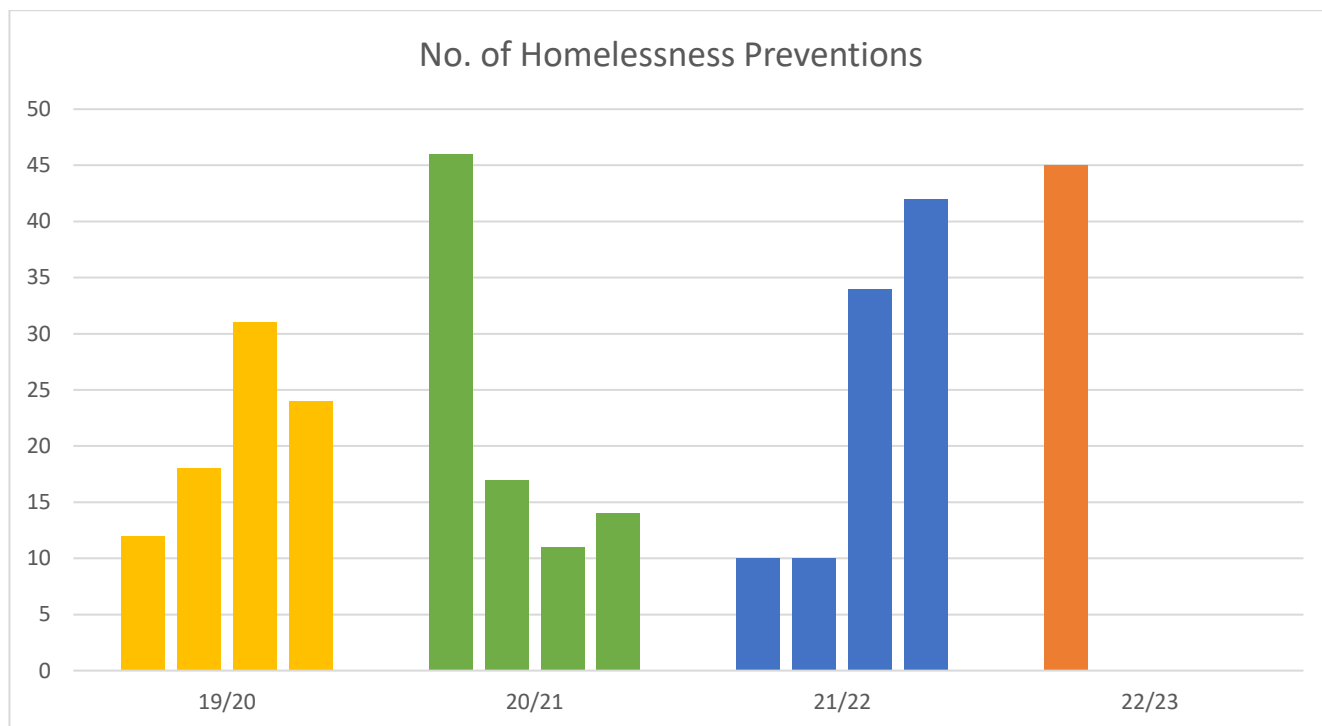
### ***Performing or Underperforming Target***

This performance indicator does not have a target.



## Number of Homeless Preventions

The outturn for this indicator is 45 for this quarter, which is lower than the previous quarter at 42.



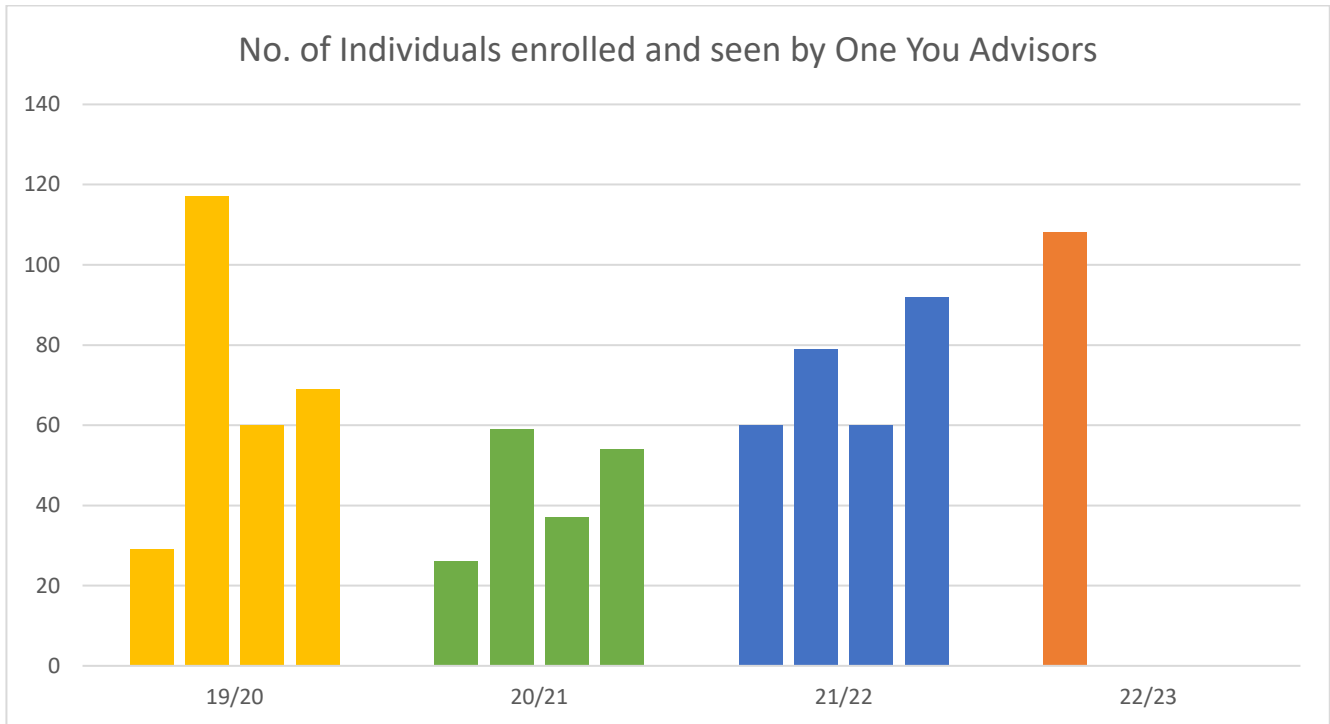
### ***Performing or Underperforming Target***

This performance indicator does not have a target.

# Health

## Number of People Engaged in Healthy Living Services

The outturn for this indicator is 108 for this quarter, which is higher than the previous quarter at 92.



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

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

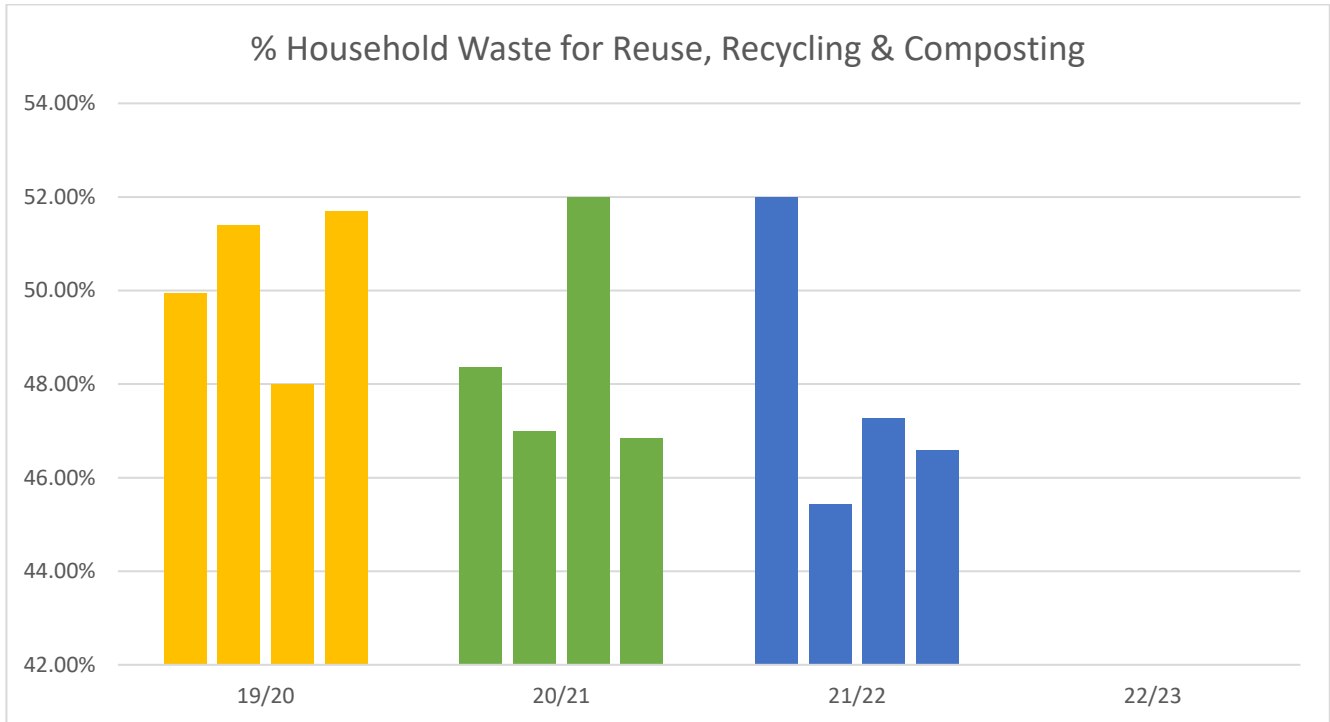
**Performing**

# 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 46.59% for quarter **four**, which is lower than the previous quarter at 47.27%.



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

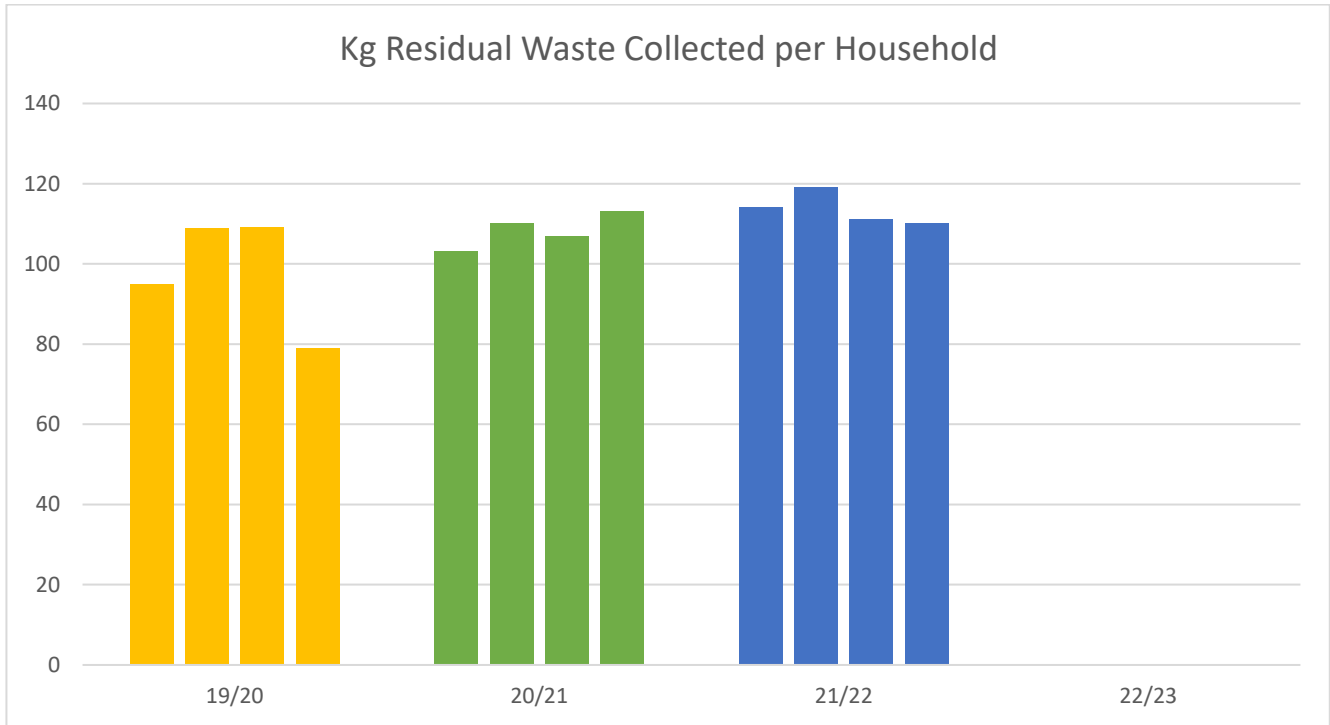
The target for this performance indicator is 48% or above, which means the indicator is:

***Under 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 110 for quarter four, which is lower than the previous quarter at 111.



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

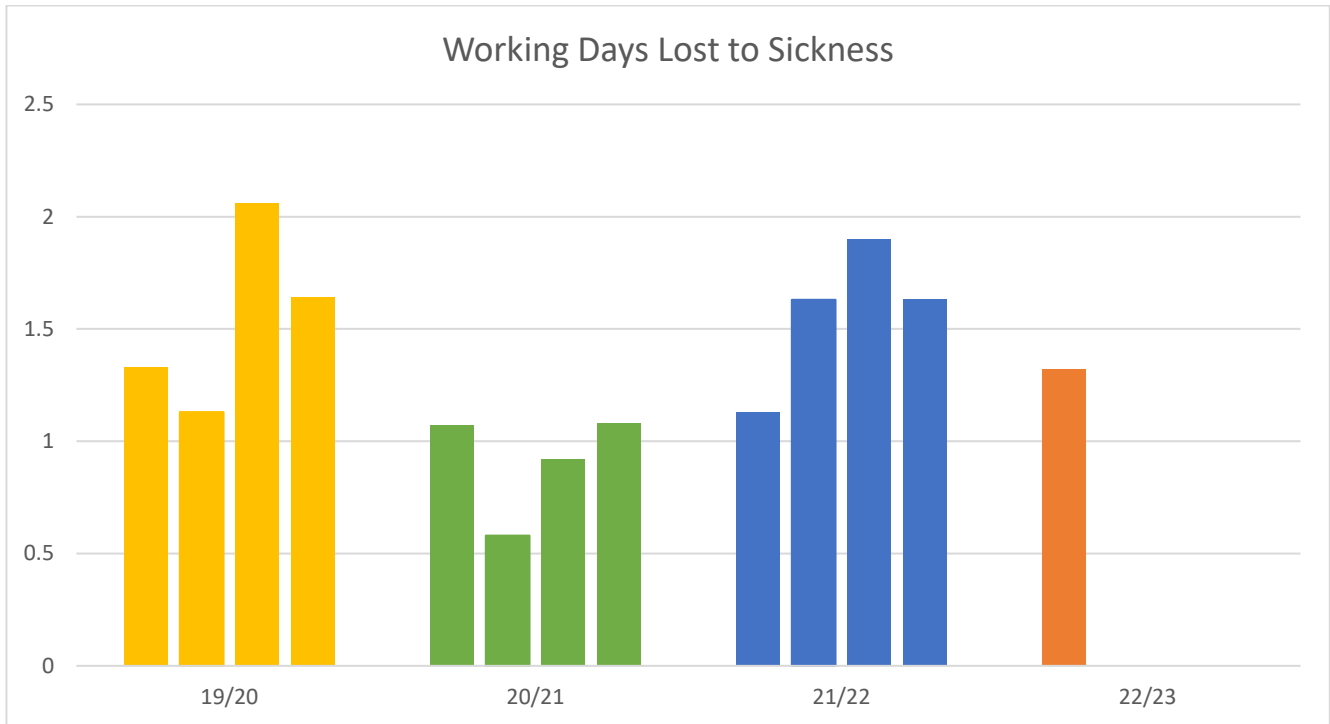
The target for this performance indicator is 127 or below, which means the indicator is:

**Performing**

# HR

## Working Days Lost Due to Sickness

The outturn for this indicator is 1.32 for this quarter, which is lower than the previous quarter at 1.63.



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

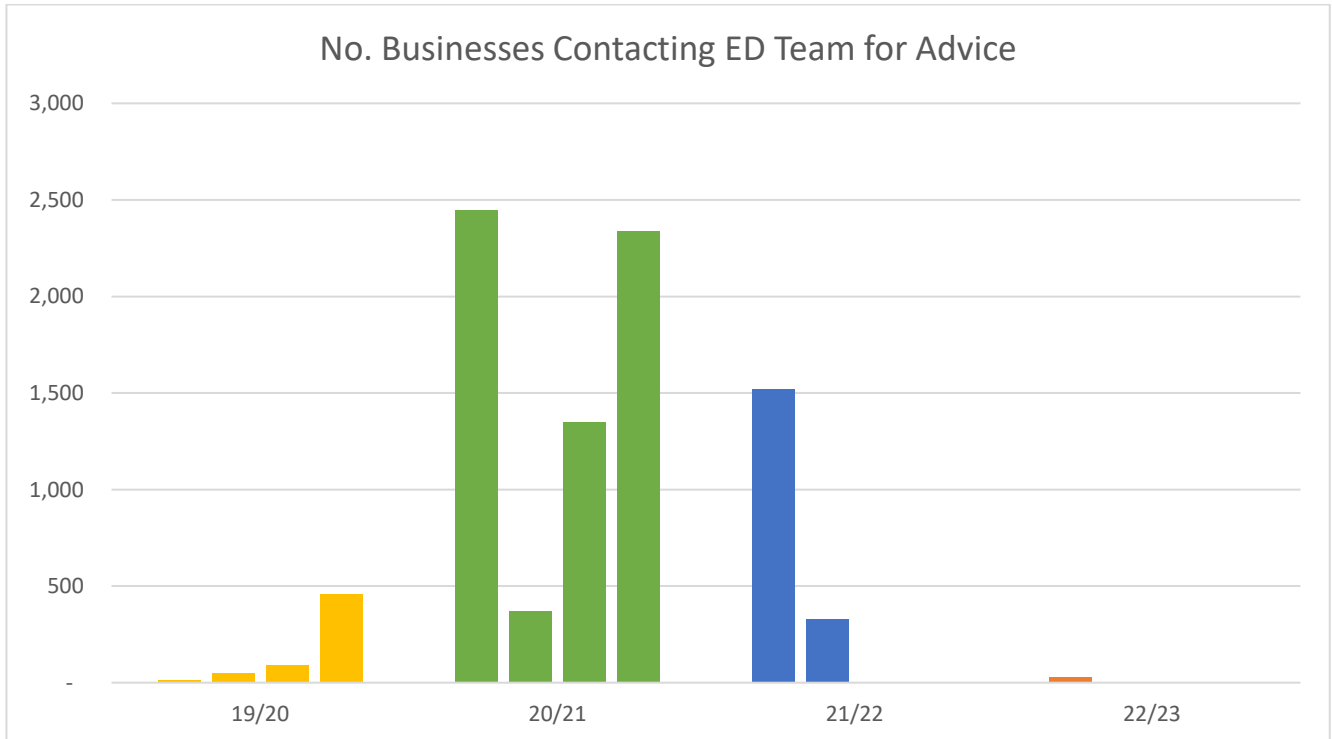
The target for this performance indicator is 1.375 or below, which means the indicator is:

**Performing**

# Economic Development

## Number of Businesses Contacting Economic Development Team for Advice

The outturn for this indicator is 30 for this quarter, which is lower than that reported for Q1 of 2021/22 of 328.



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

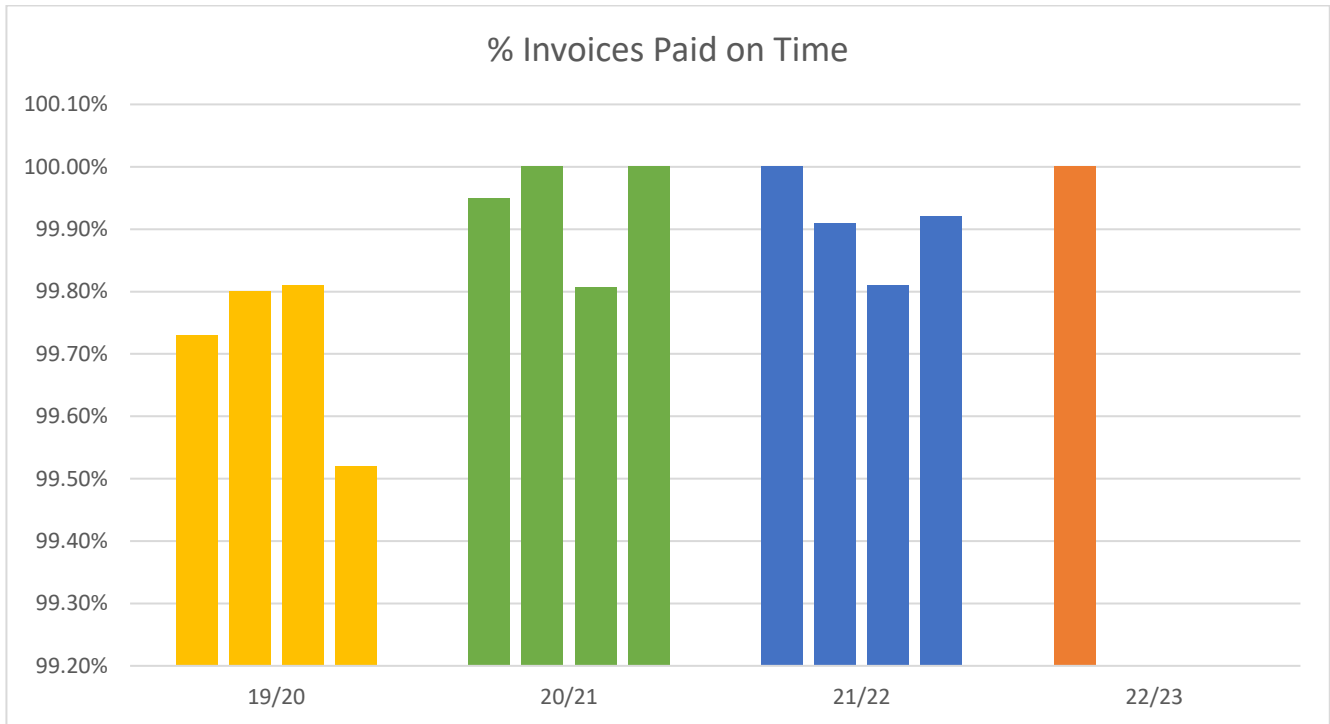
The target for this performance indicator is 30 or above, which means the indicator is:

**Performing**

# Finance

## Percentage of invoices paid on time

The outturn for this indicator is 100% for this quarter, which is higher than the previous quarter at 99.92%.



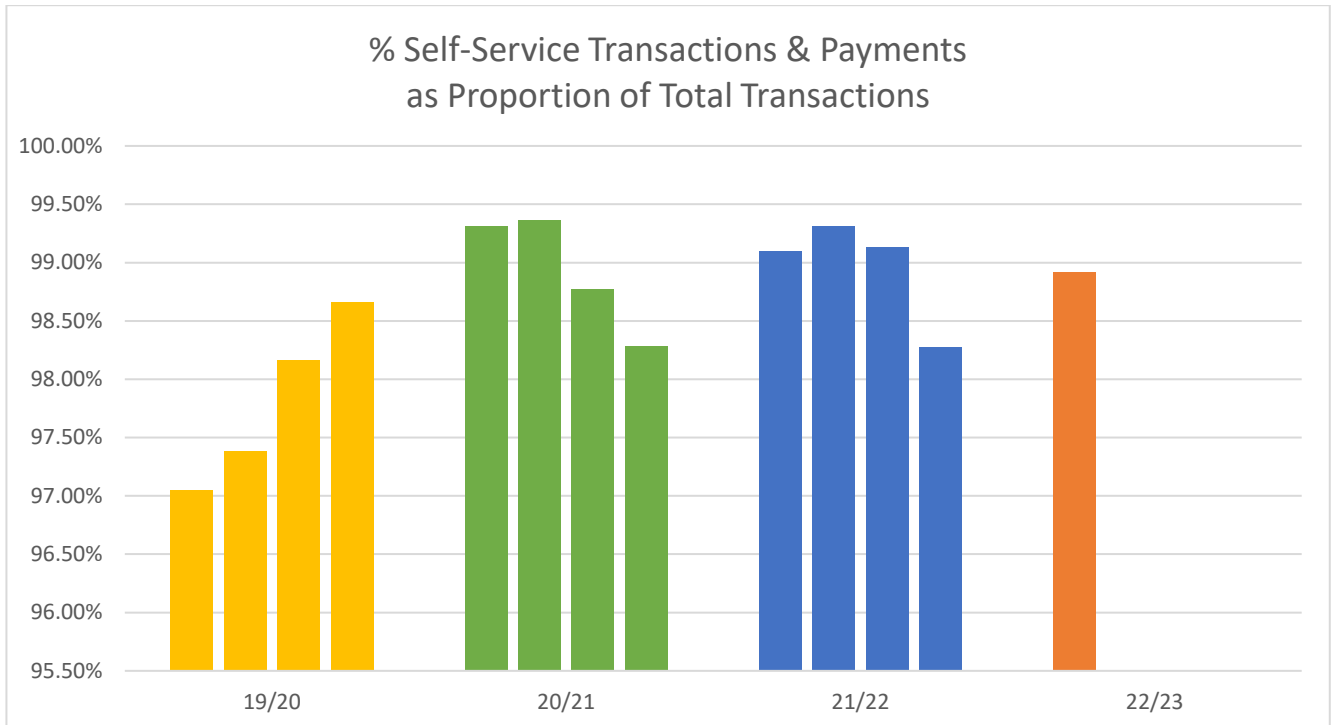
### ***Performing or Underperforming Target***

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 98.92% for this quarter, which is higher than the previous quarter at 98.27%.



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

The target for this performance indicator is 92% or above, which means the indicator is:

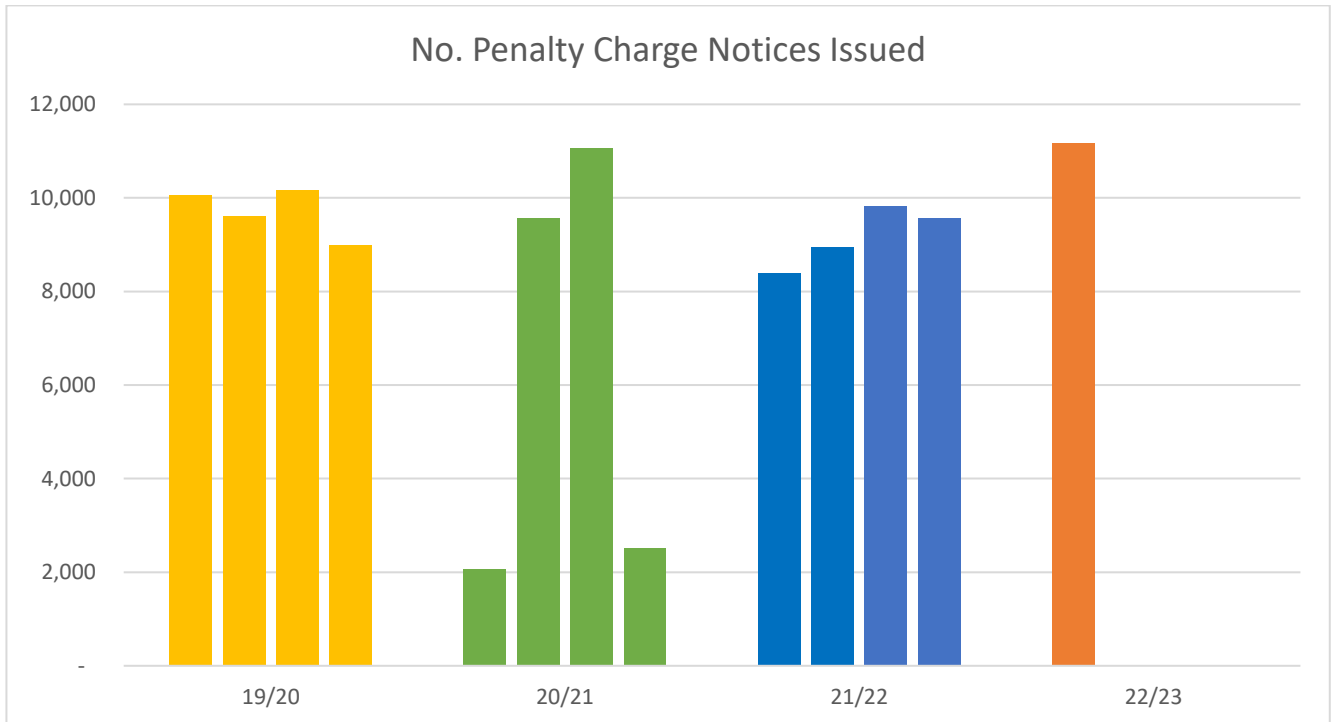
**Performing**



# Parking

## Number of Penalty Charge Notices Issued

The outturn for this indicator is 11,172 for this quarter, which is higher than the previous quarter at 9,568.



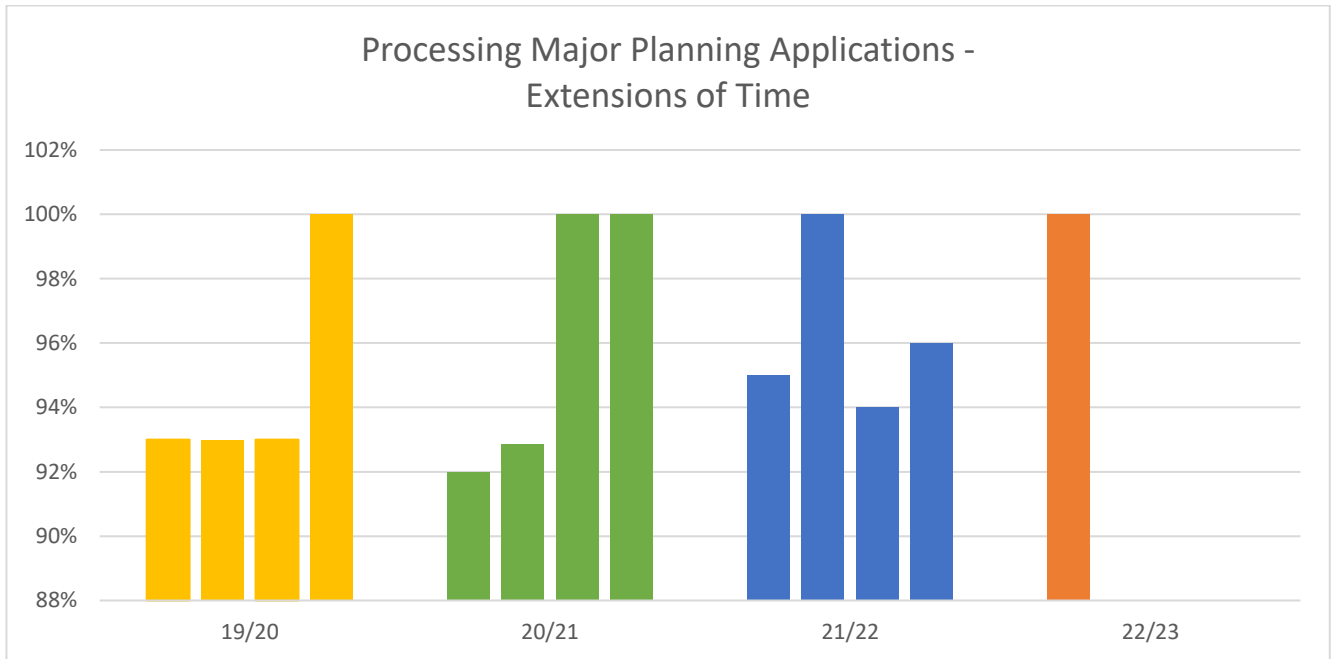
### ***Performing or Underperforming Target***

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 96%.



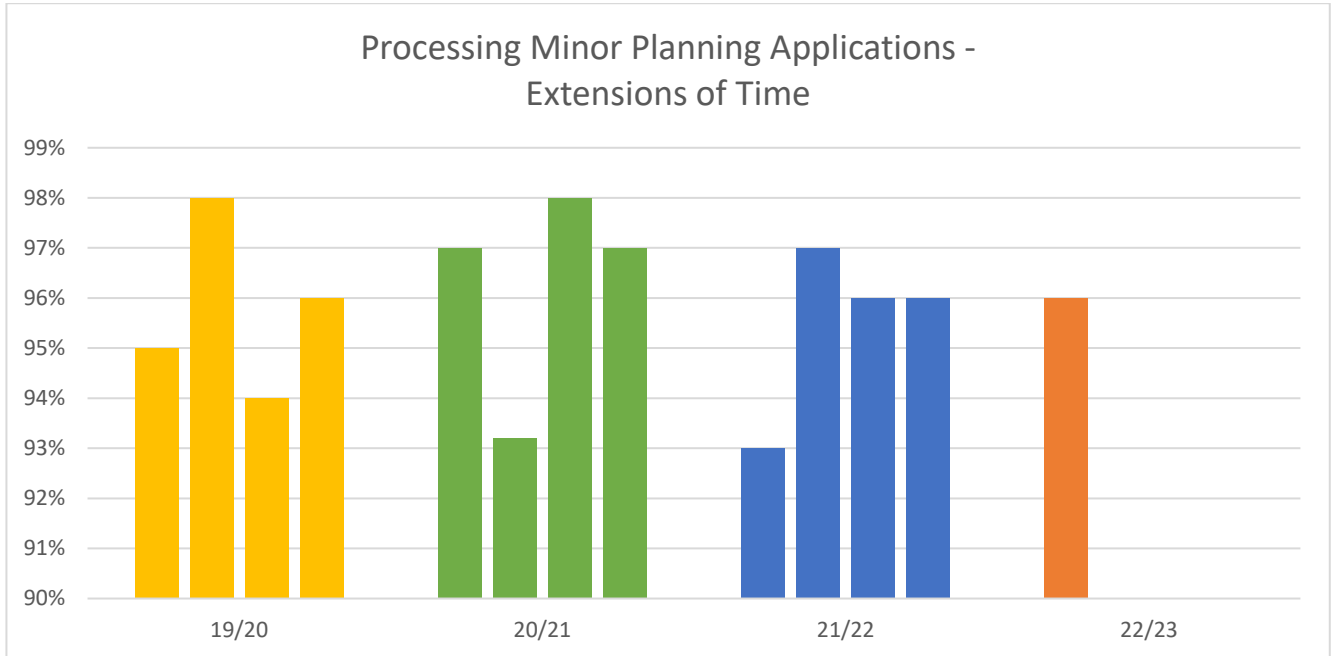
### ***Performing or Underperforming Target***

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 96% for this quarter, which is the same as the previous quarter.



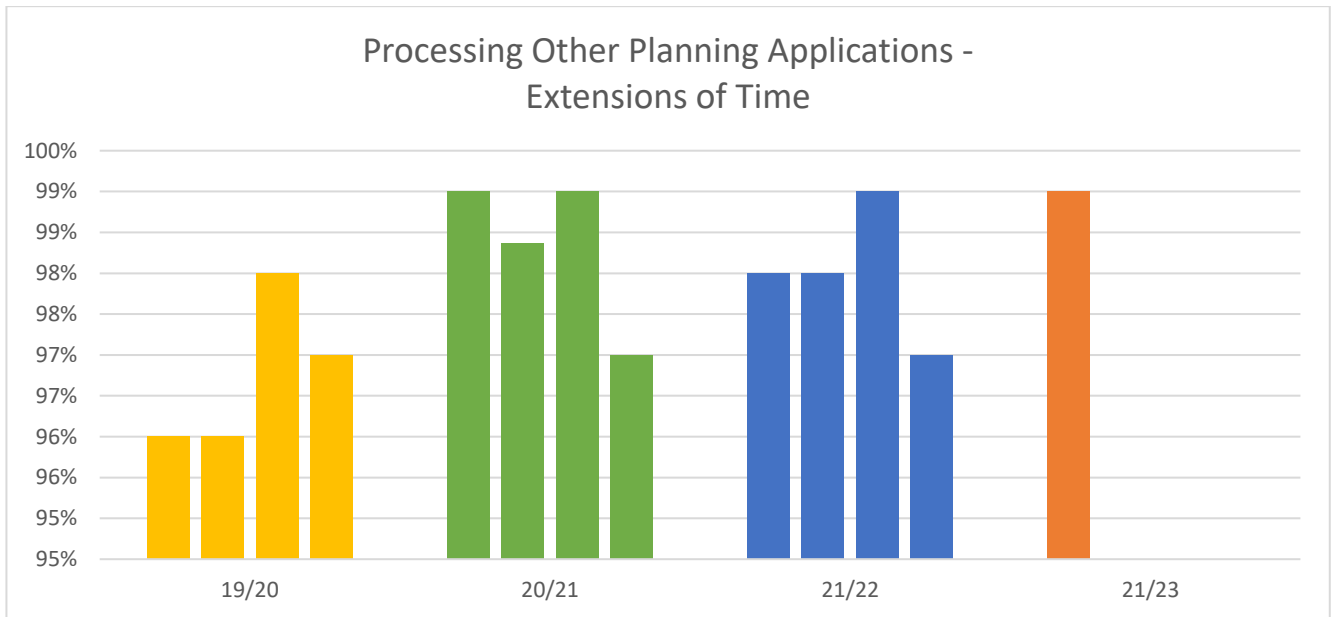
### ***Performing or Underperforming Target***

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 97%.



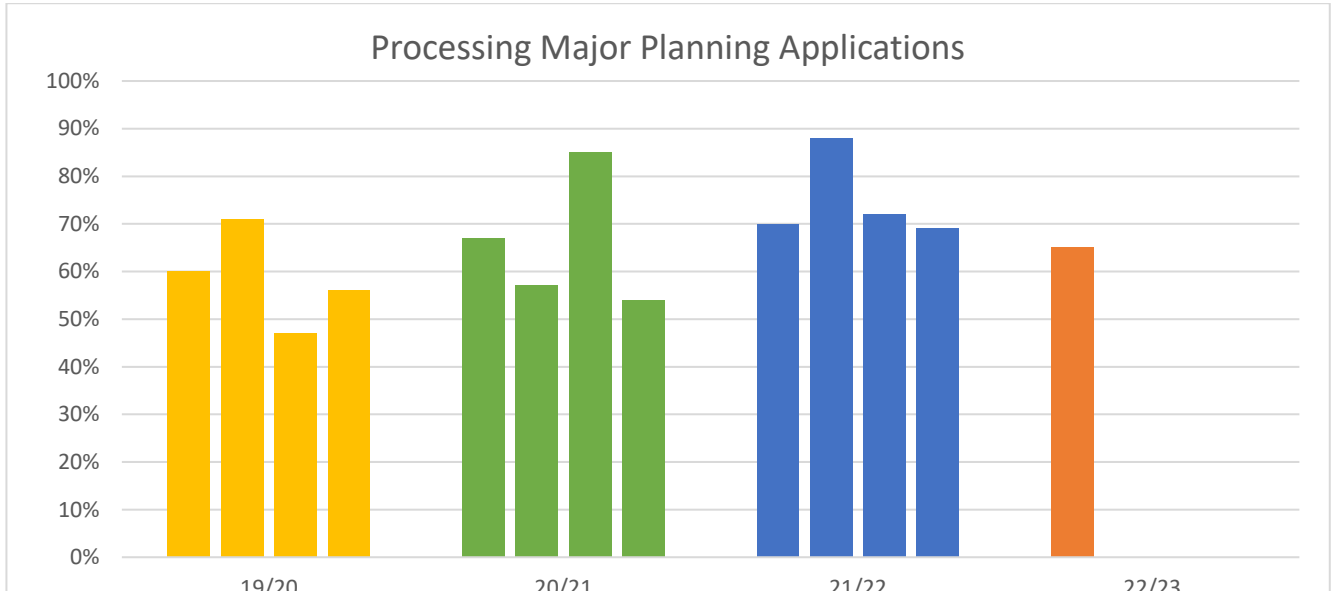
### ***Performing or Underperforming Target***

The target for this performance indicator is 90% or above, which means the indicator is:

**Performing**

## Processing Major Planning Applications

The outturn for this indicator is 65% for this quarter, which is less than the previous quarter at 69%.



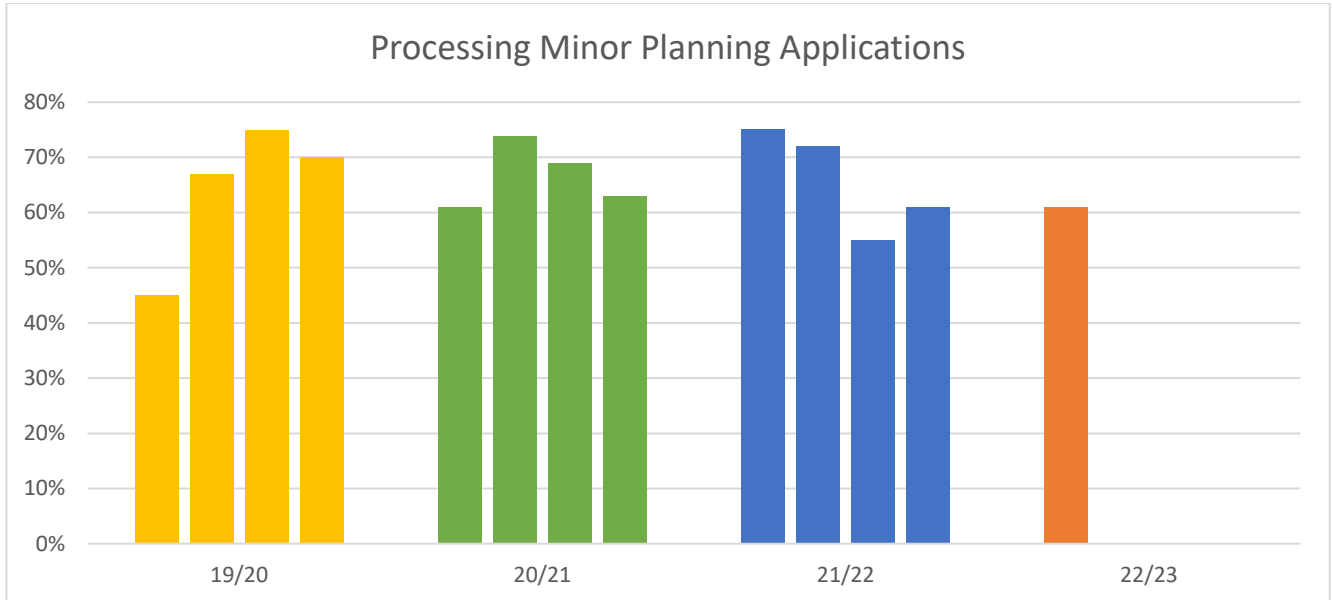
### ***Performing or Underperforming Target***

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 61% for this quarter, which is the same as the previous quarter.



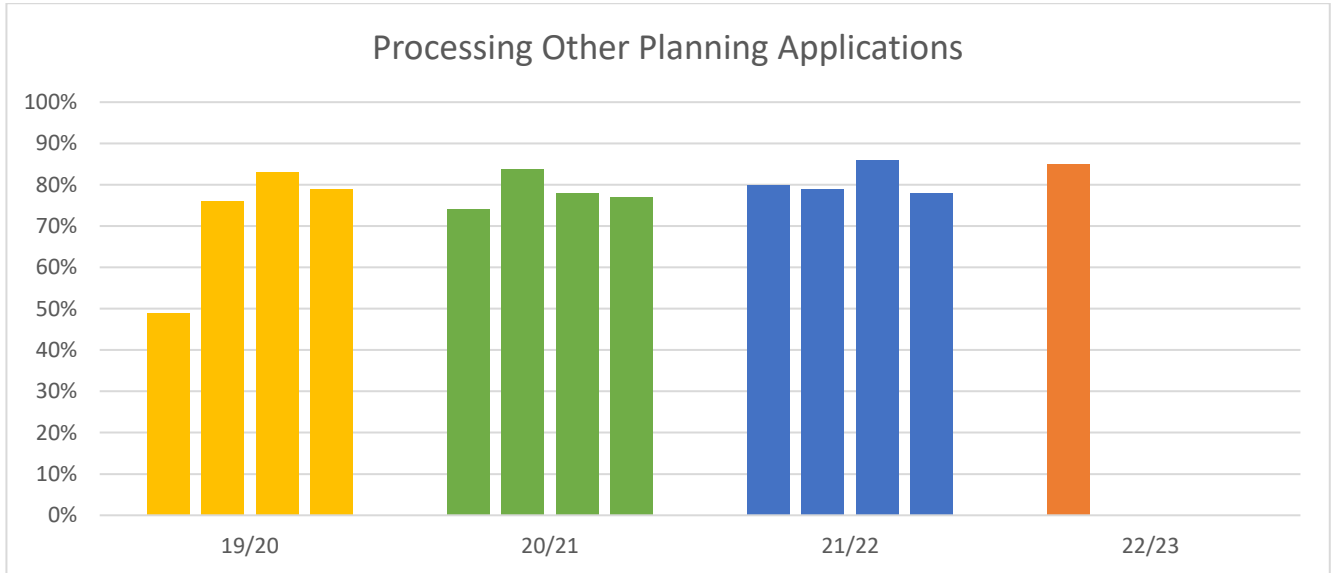
### ***Performing or Underperforming Target***

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

***Under Performing***

## Processing Other Planning Applications

The outturn for this indicator is 85% for this quarter, which is higher than the previous quarter at 78%.



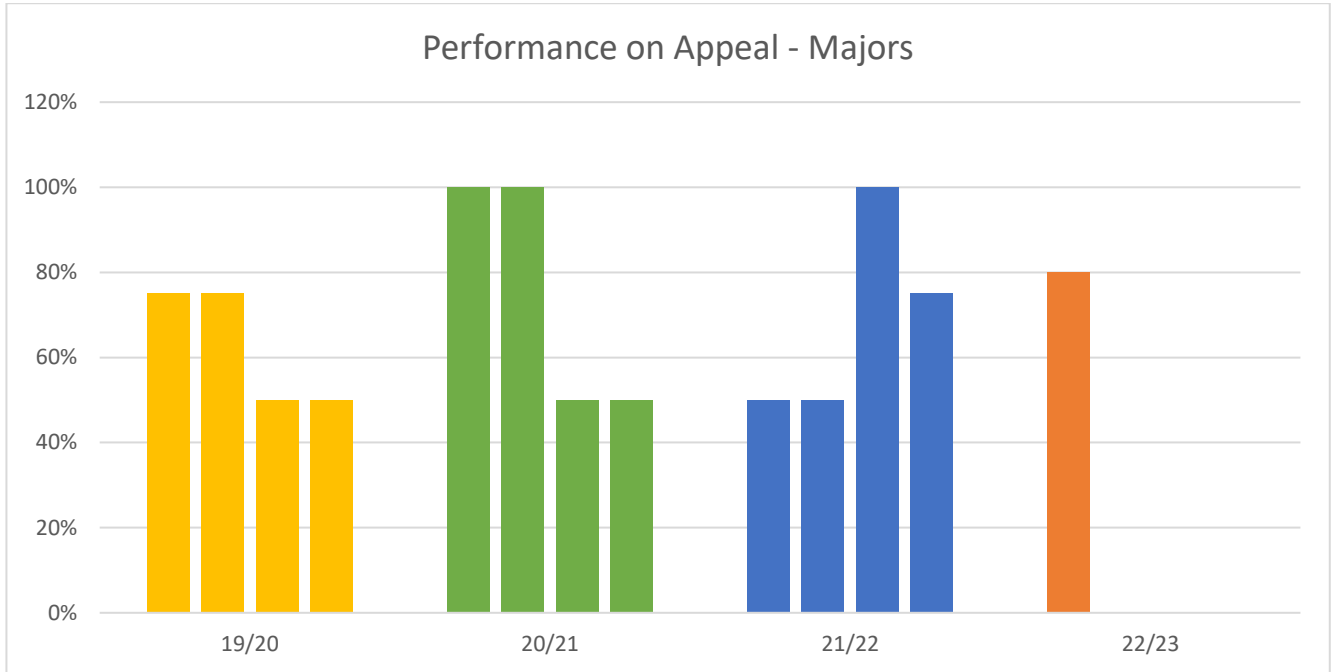
### ***Performing or Underperforming Target***

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

***Under performing***

## Performance on Appeals – Majors

The outturn for this indicator is 80% for this quarter, which is higher than the previous quarter at 75%.



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

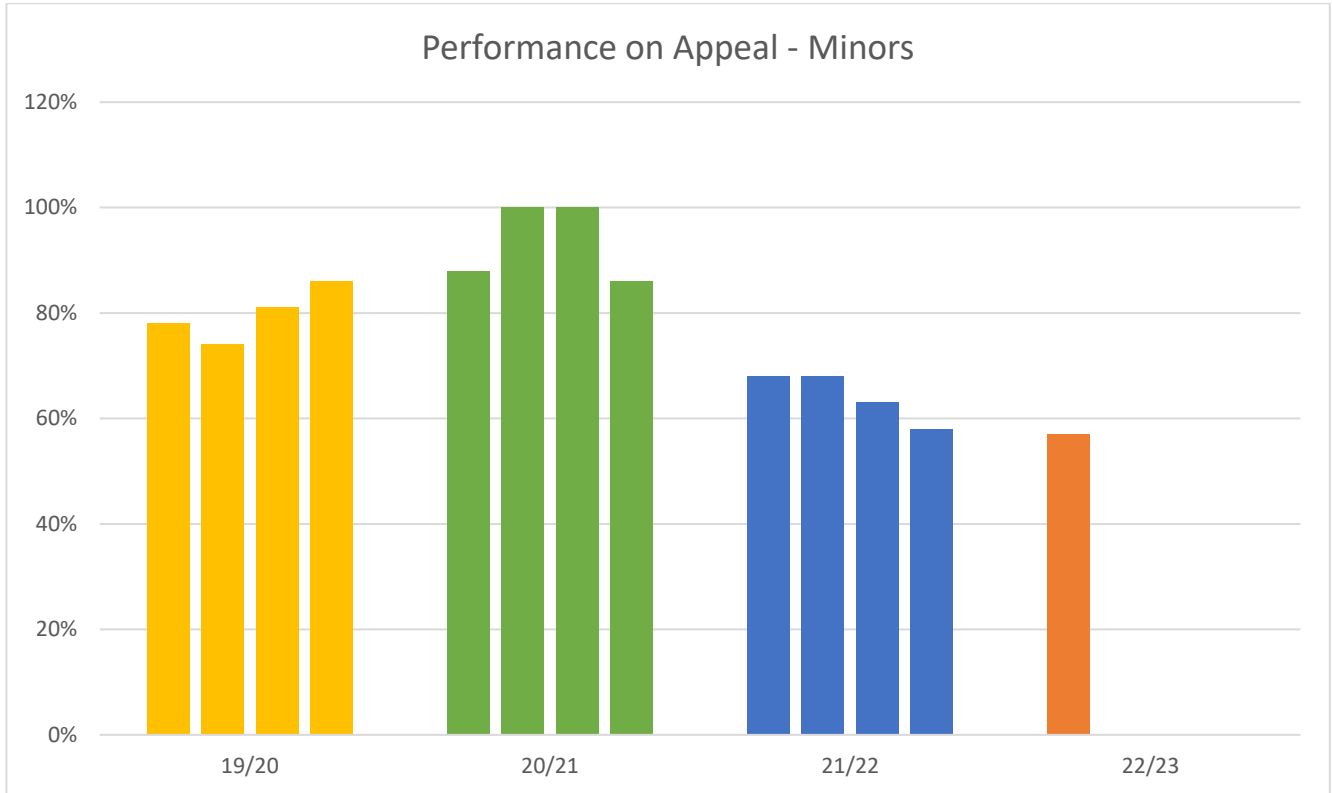
The target for this performance indicator is 65% or above, which means the indicator is:

**Performing**



## Performance on Appeal - Minors

The outturn for this indicator is 57% for this quarter, which is lower than the previous quarter at 58%.



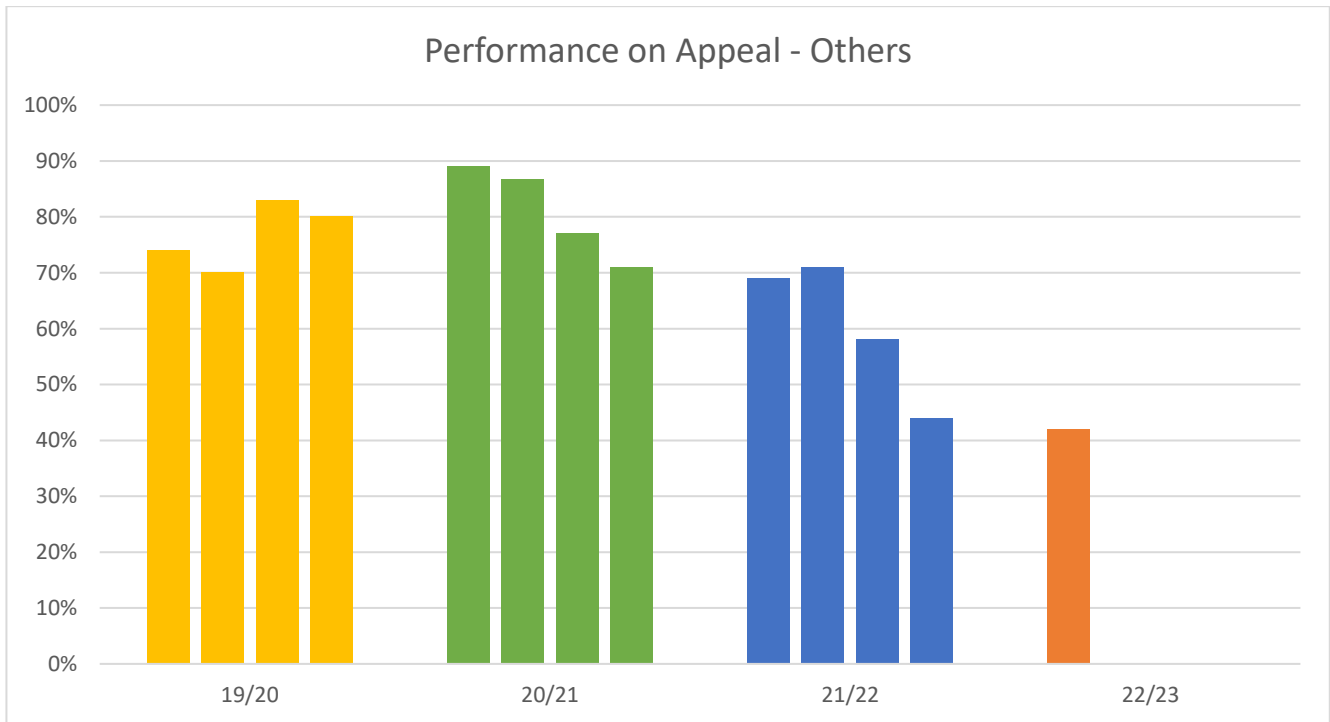
### ***Performing or Underperforming Target***

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

***Under performing***

## Performance on Appeal - Others

The outturn for this indicator is 42% for this quarter, which is lower than the previous quarter at 44%.



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

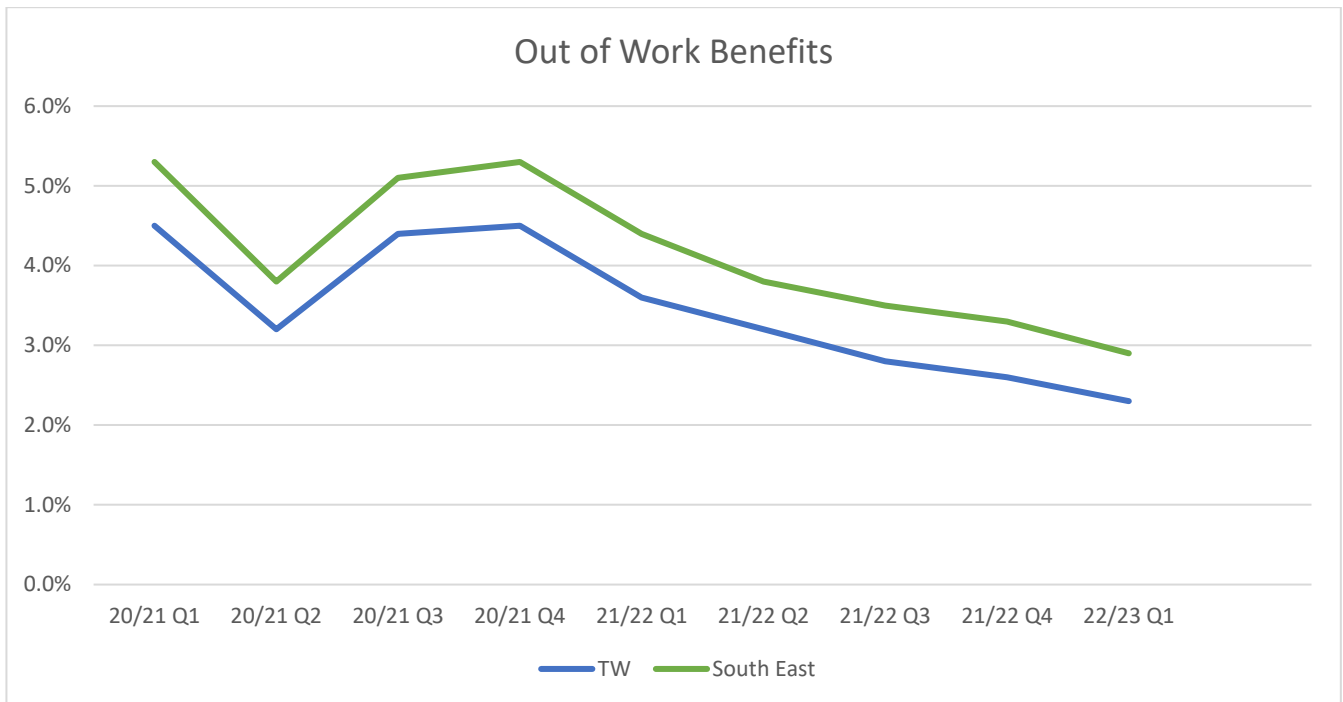
The target for this performance indicator is 65% or above, which means the indicator is:

***Under performing***

# Policy

## Residents in Receipt of Out of Work Benefits

The percentage of residents in receipt of out of work benefits was 2.3% at the end of Q1, compared with 2.6% at the end of Q1. This is a snapshot figure for the last month in the quarter.



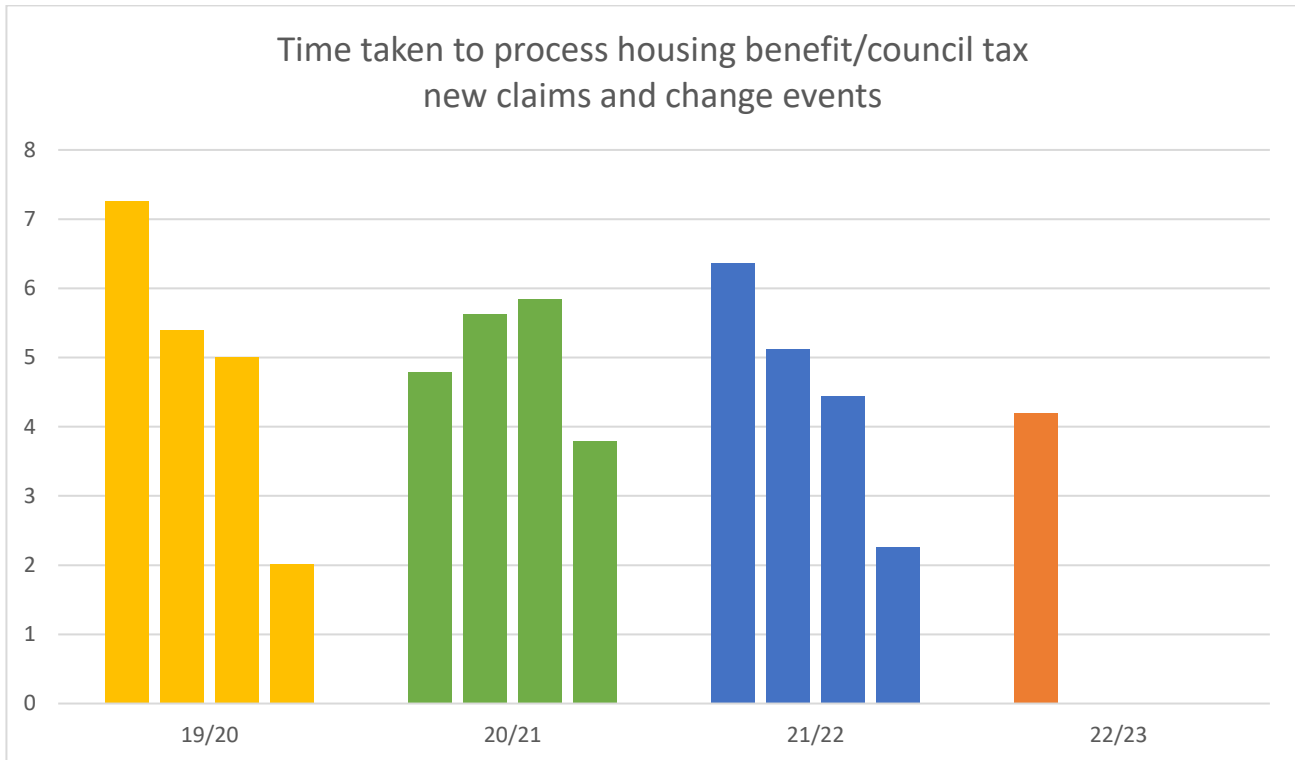
### ***Performing or Underperforming Target***

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 4.2 for this quarter, which is higher than the previous quarter at 2.26.



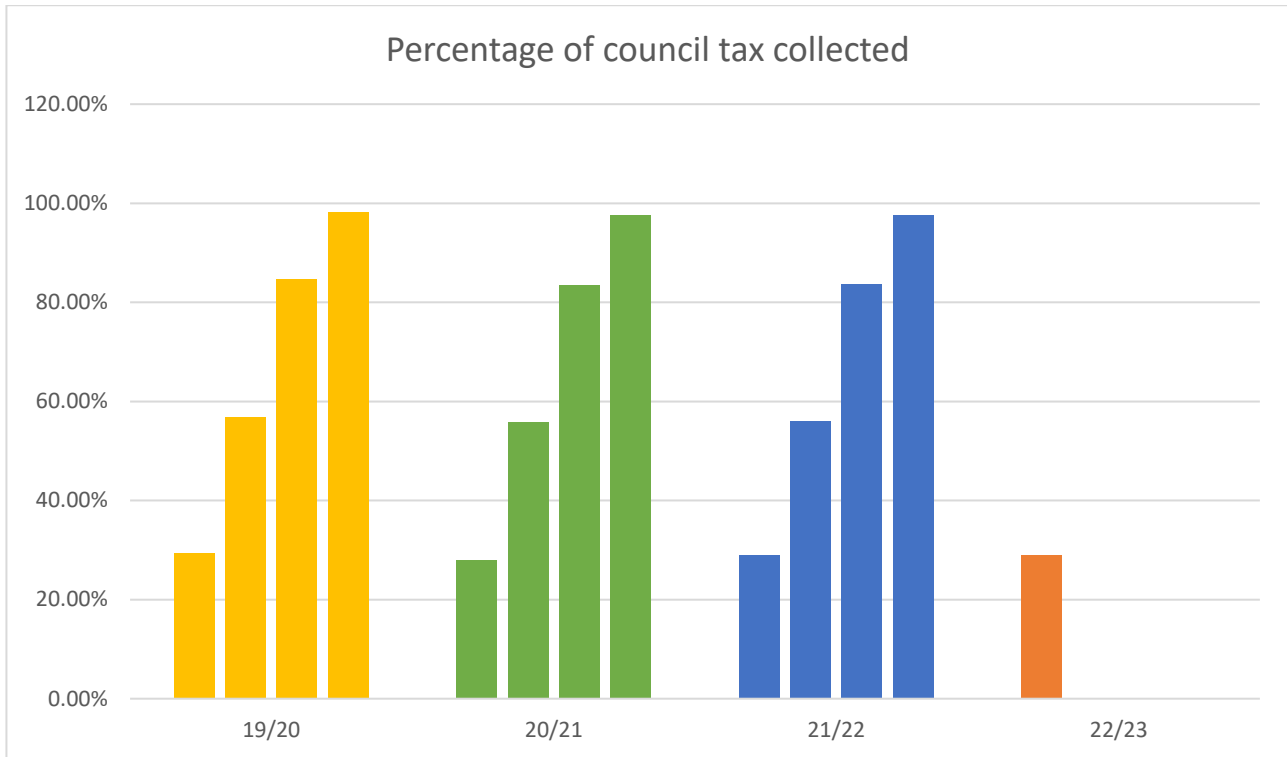
### ***Performing or Underperforming Target***

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 28.95% for quarter one, which is higher than the previous year in the same quarter at 28.88%.



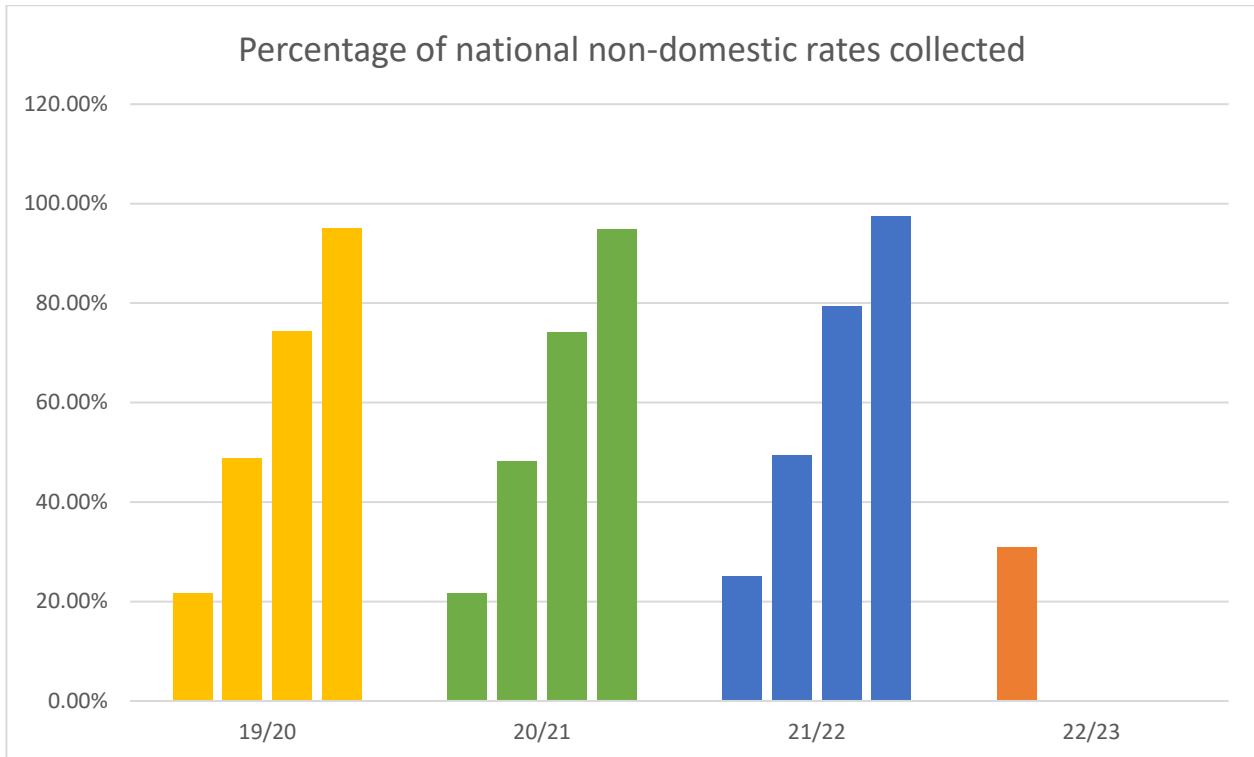
### ***Performing or Underperforming Target***

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 30.82% for quarter one, which is higher than the previous year for the same quarter at 25.12%.



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

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

**Performing**