

Tunbridge Wells Borough Council

# Performance Report

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## Council Service Performance Q2 (July-Sept 2022)

Published October 2022

For Cabinet 8 December 2022

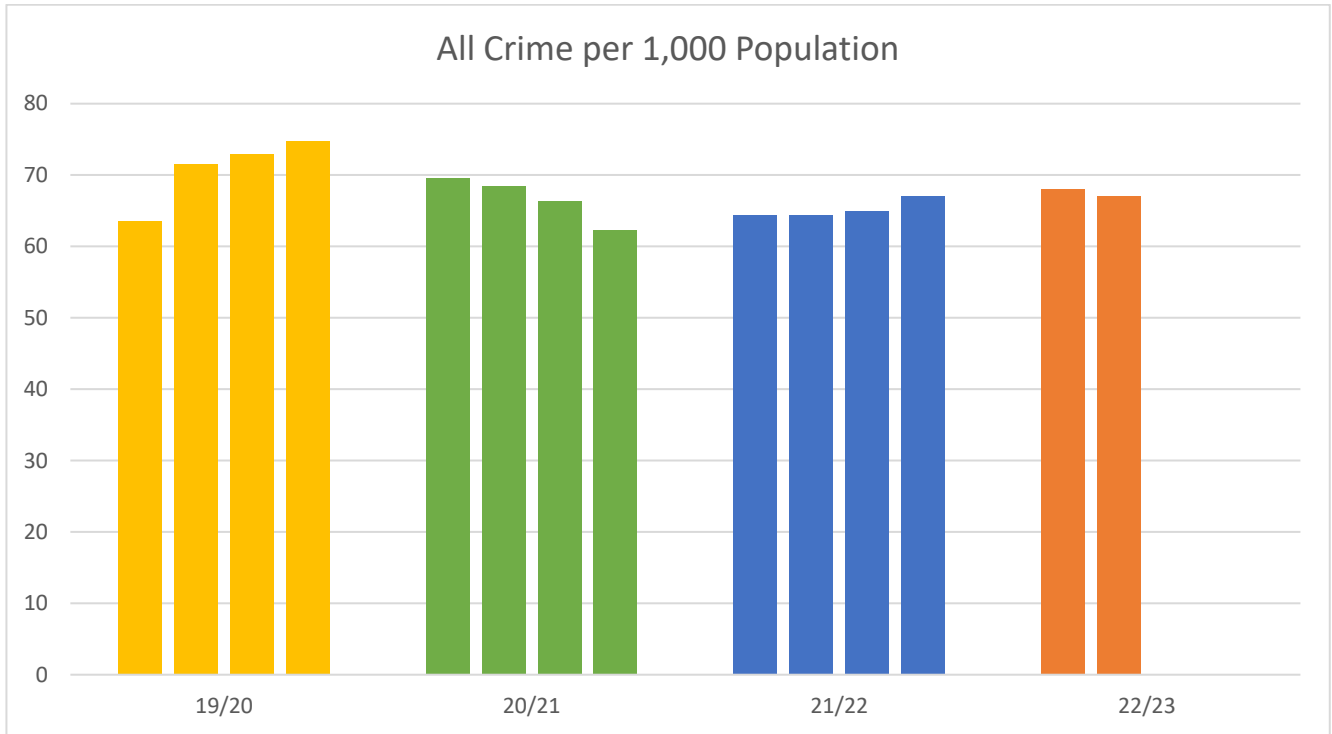


# Indicator Results

## Community Safety Unit

### All Crimes per 1,000 Population

The outturn for this indicator is 67 for this quarter, which is consistent with the last 2 quarters.

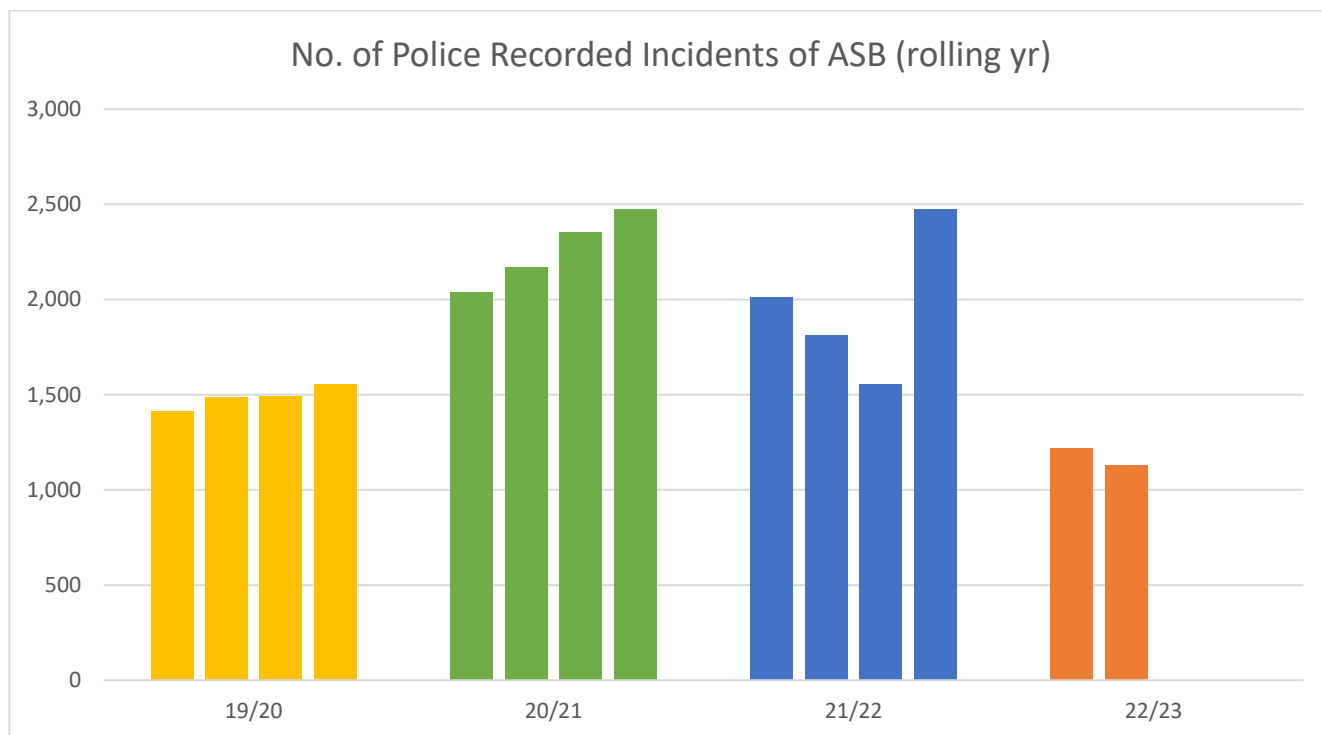


#### ***Performing or Underperforming Target***

This performance indicator does not have a target.

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

The outturn for this indicator is 1,131 for this quarter, which is lower than the previous quarter at 1,217.

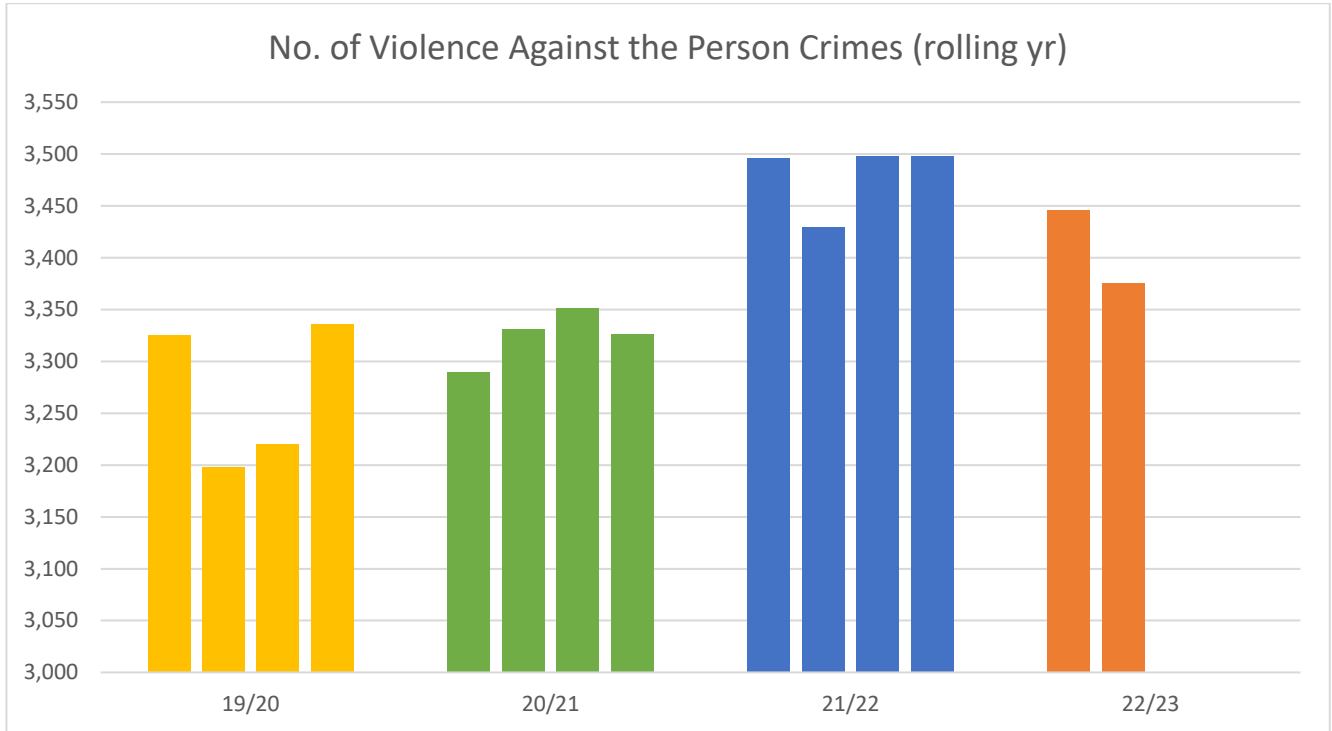


### ***Performing or Underperforming Target***

This performance indicator does not have a target.

## Number of 'Violence Against the Person' Crimes

The outturn for this indicator is 3,376 for this quarter, which is slightly lower than the previous quarter at 3,446.

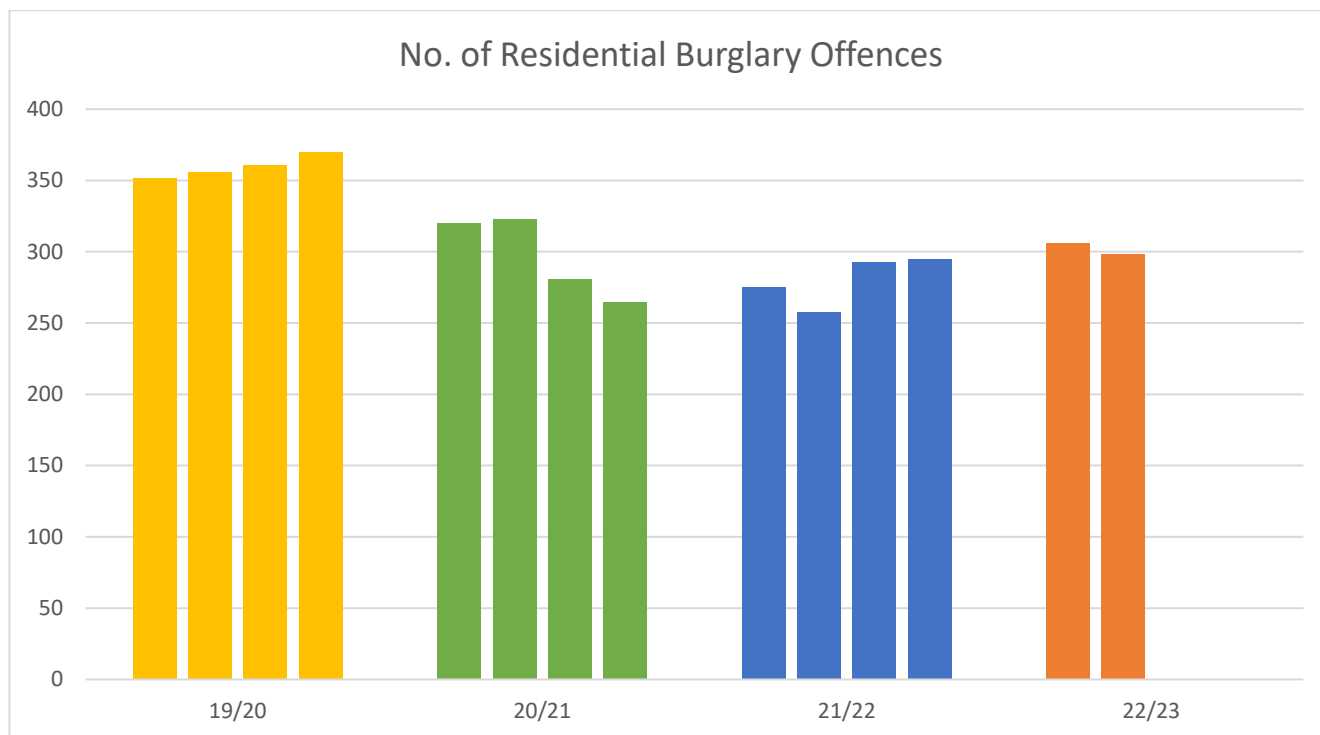


### ***Performing or Underperforming Target***

This performance indicator does not have a target.

## Number of Residential Burglary Offences

The outturn for this indicator is 306 for this quarter, which is higher than the previous quarter at 298.



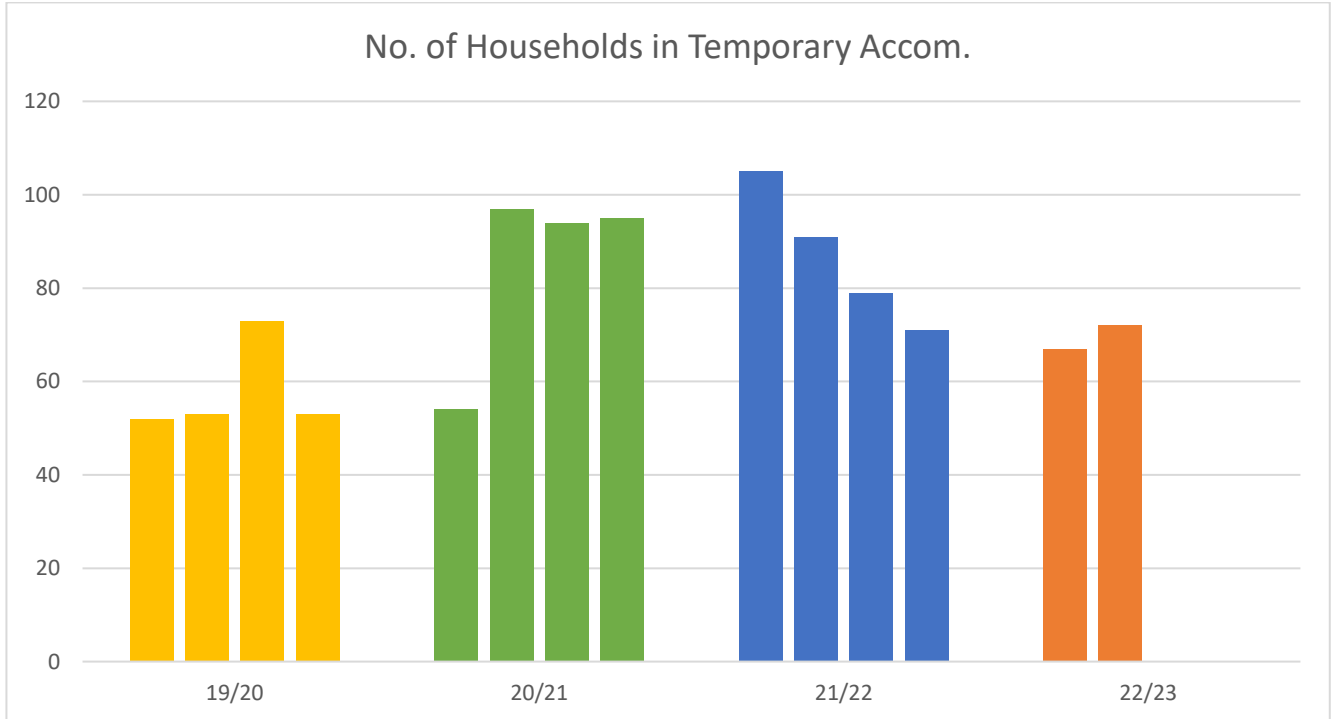
### ***Performing or Underperforming Target***

This performance indicator does not have a target.

# Housing

## Number of Households in Temporary Accommodation

The outturn for this indicator is 72 for this quarter, which is higher than the previous quarter at 67.



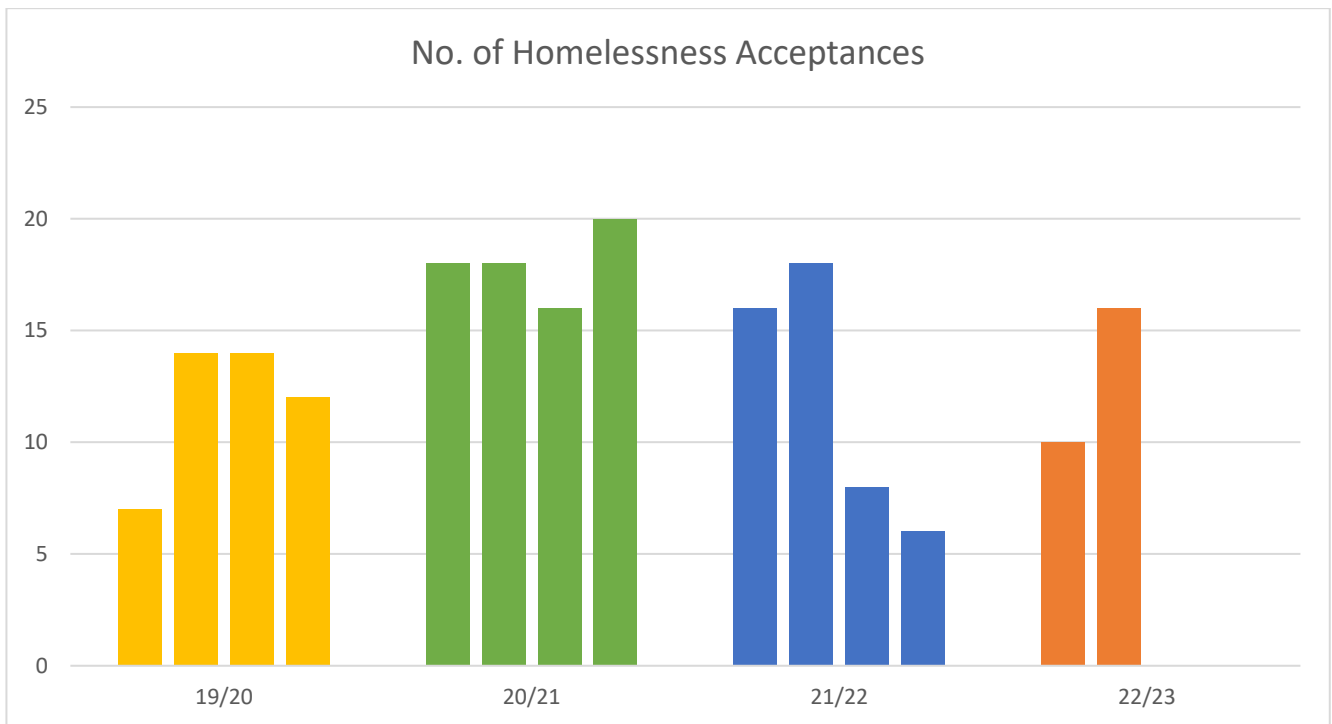
### ***Performing or Underperforming Target***

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

***Under Performing***

## Number of Homelessness Acceptances

The outturn for this indicator is 16 for this quarter, which is higher than the previous quarter at 10.



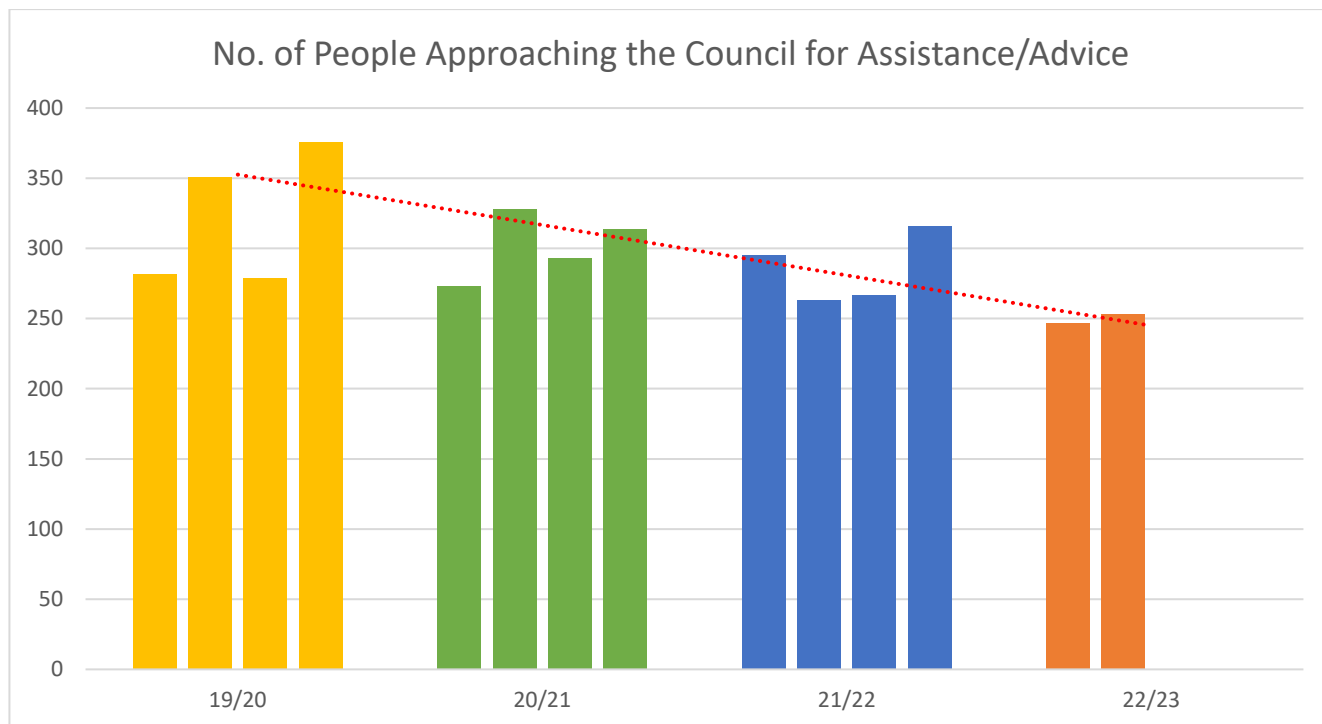
### ***Performing or Underperforming Target***

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 253 for this quarter, which is slightly higher than the last quarter at 247.



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

This performance indicator does not have a target.



## Number of Homeless Preventions

The outturn for this indicator is 52 for this quarter, which is slightly higher than the previous quarter at 45.



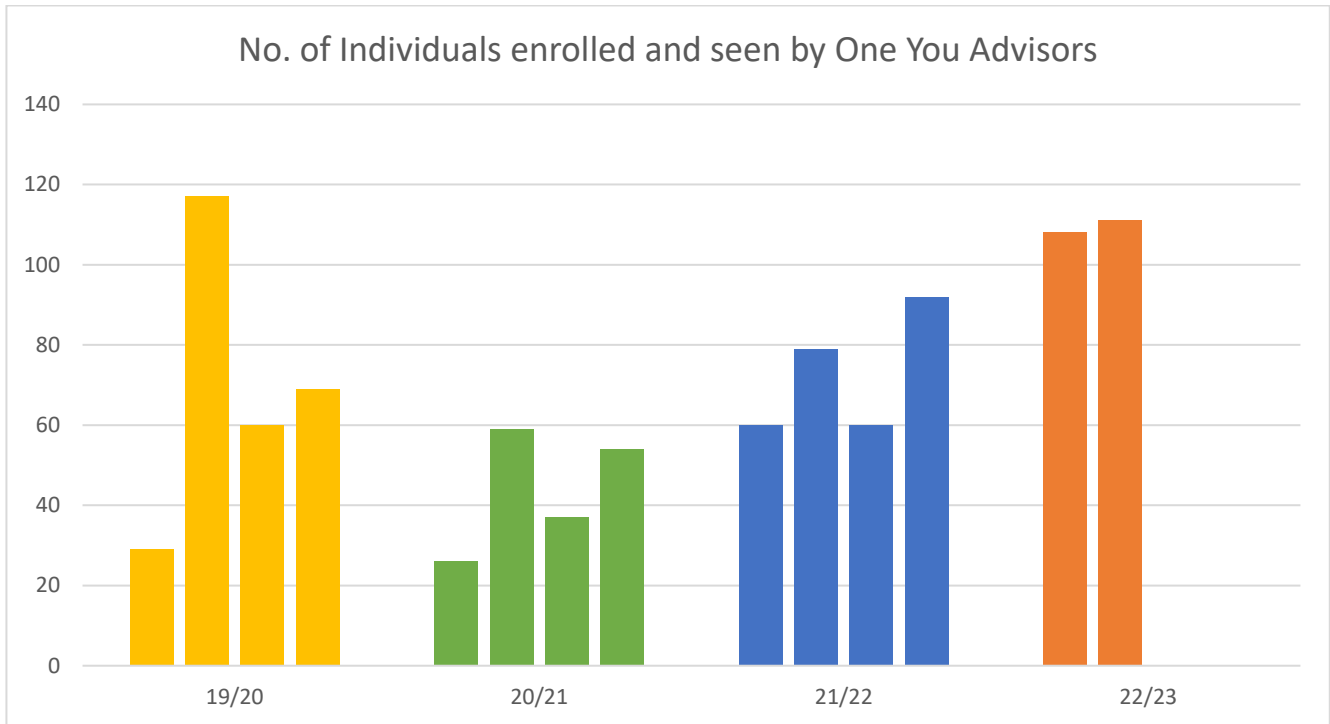
### ***Performing or Underperforming Target***

This performance indicator does not have a target.

# Health

## Number of People Engaged in Healthy Living Services

The outturn for this indicator is 111 for this quarter, which is higher than the previous quarter at 108.



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

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

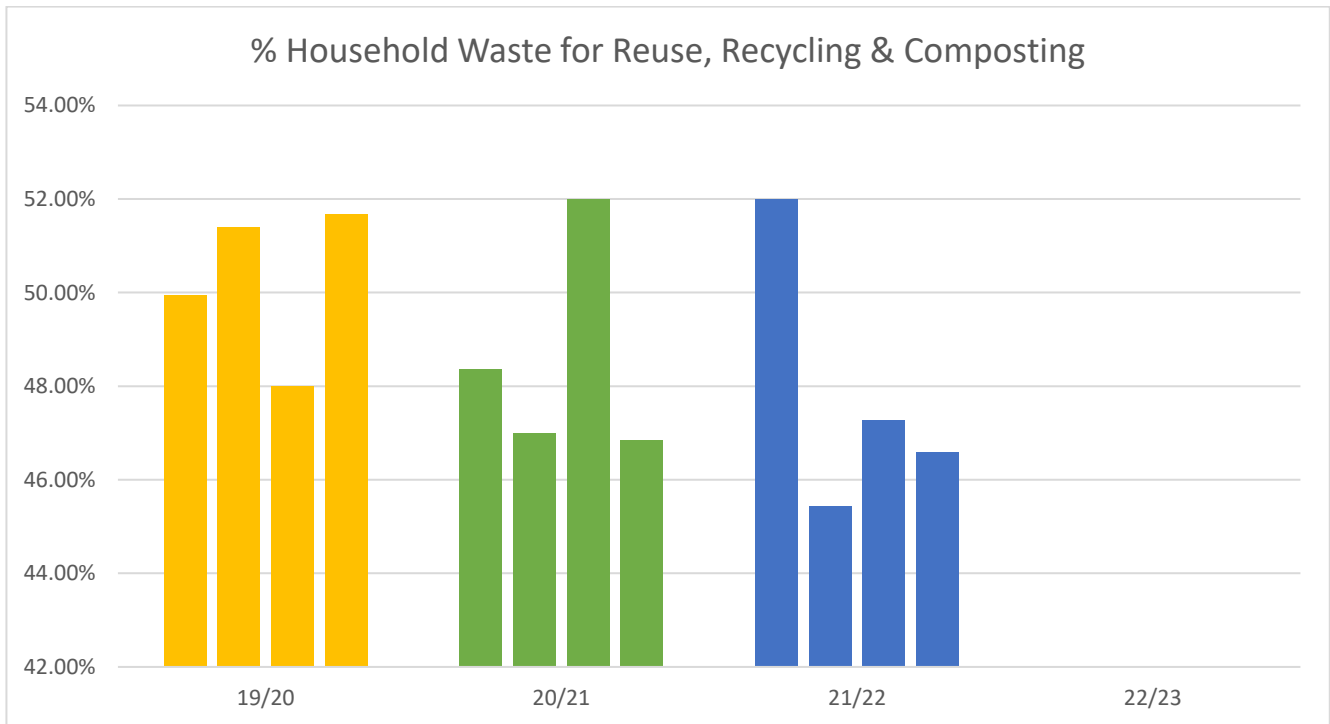
**Performing**

# Environment

## Percentage of Household Waste for Reuse, Recycling and Composting

Data for this indicator is assessed on the previous quarter's data. Q1 data is unavailable as at the date of this report's publication.

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

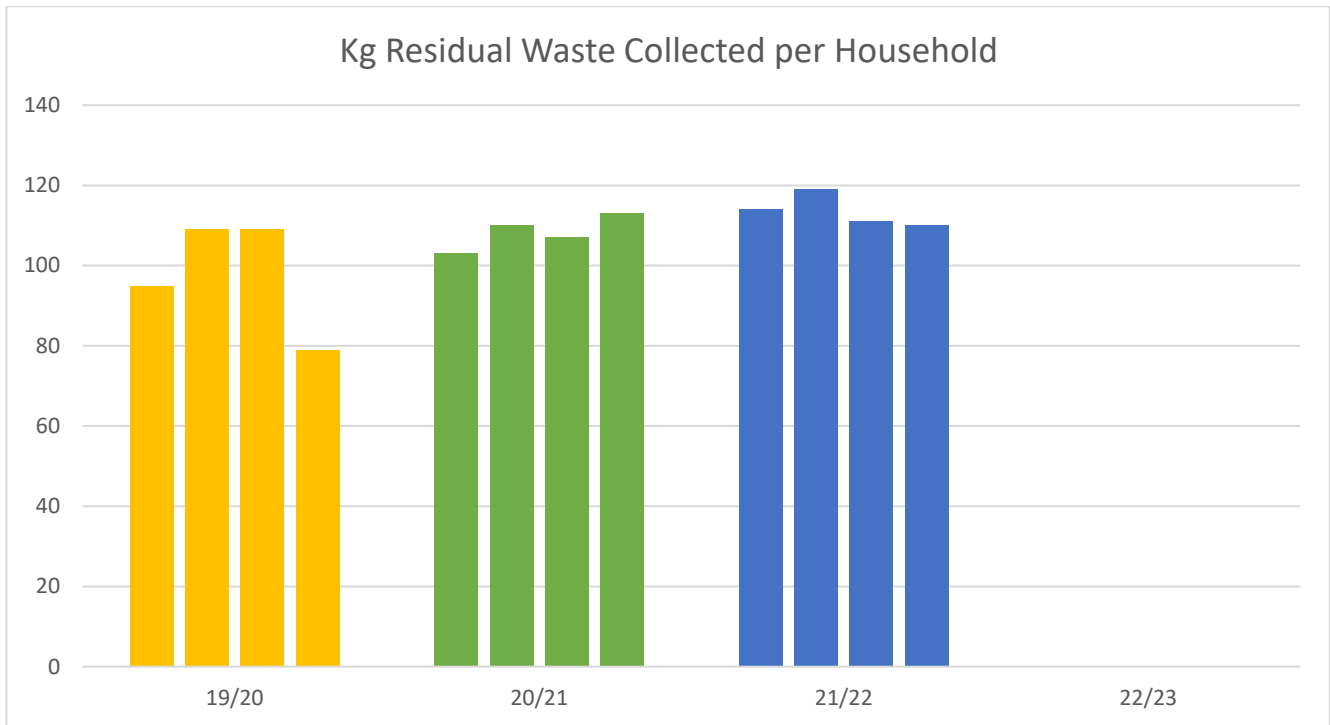
The target for this performance indicator is 48% or above, which means the indicator is:

**Under Performing**

## Kilograms of Residual Waste Collected per Household

Data for this indicator is assessed on the previous quarter's data. Q1 data is unavailable as at the date of this report's publication.

The outturn for this indicator is 110 for quarter four, which is lower than the previous quarter at 111.



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

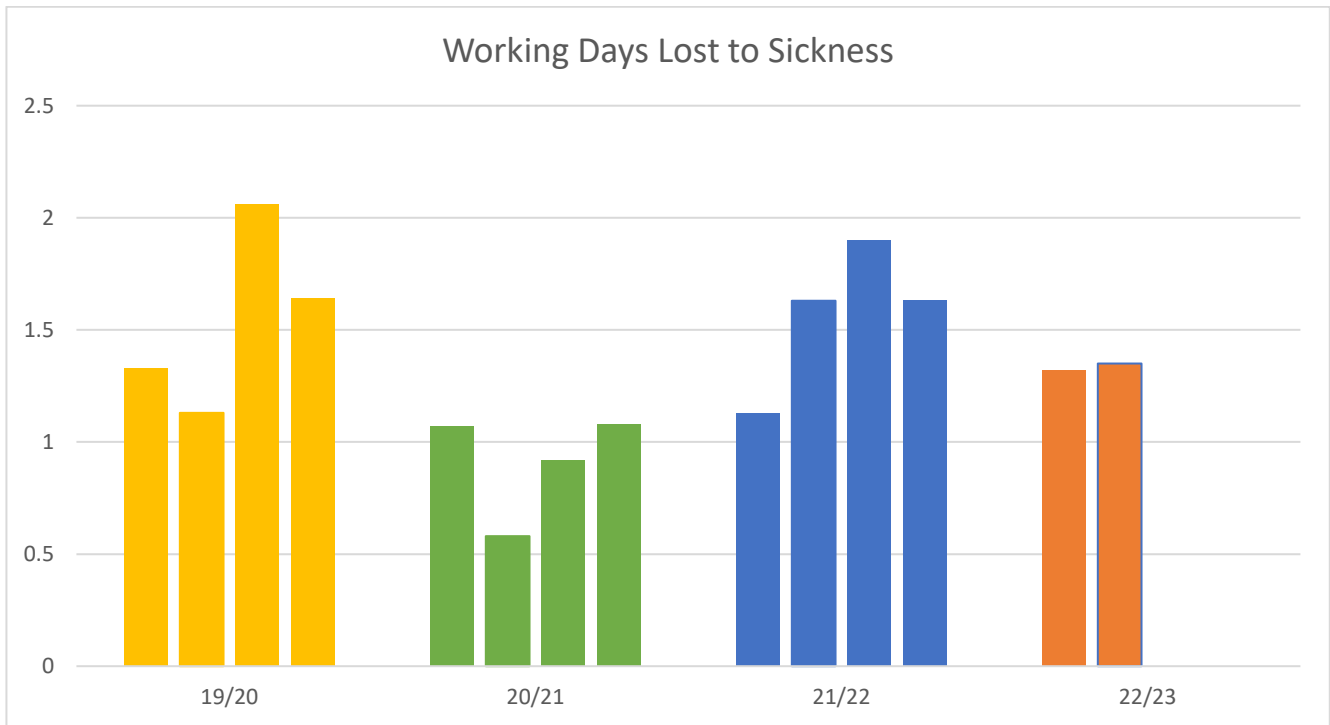
The target for this performance indicator is 127 or below, which means the indicator is:

**| *Performing***

# HR

## Working Days Lost Due to Sickness

The outturn for this indicator is 1.35 for this quarter, consistent with the previous quarter.



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

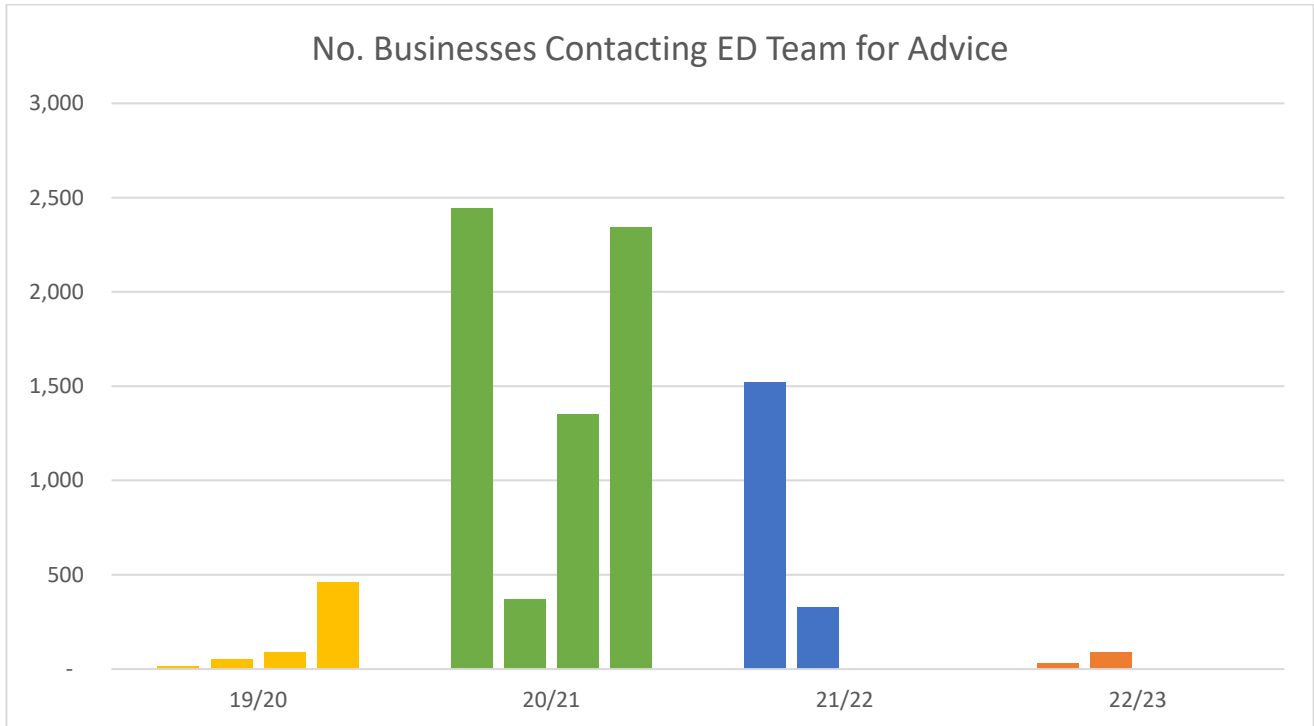
The target for this performance indicator is 1.375 or below, which means the indicator is:

**Performing**

# Economic Development

## Number of Businesses Contacting Economic Development Team for Advice

The outturn for this indicator is 90 for this quarter, which is higher than the previous quarter's figure of 30.



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

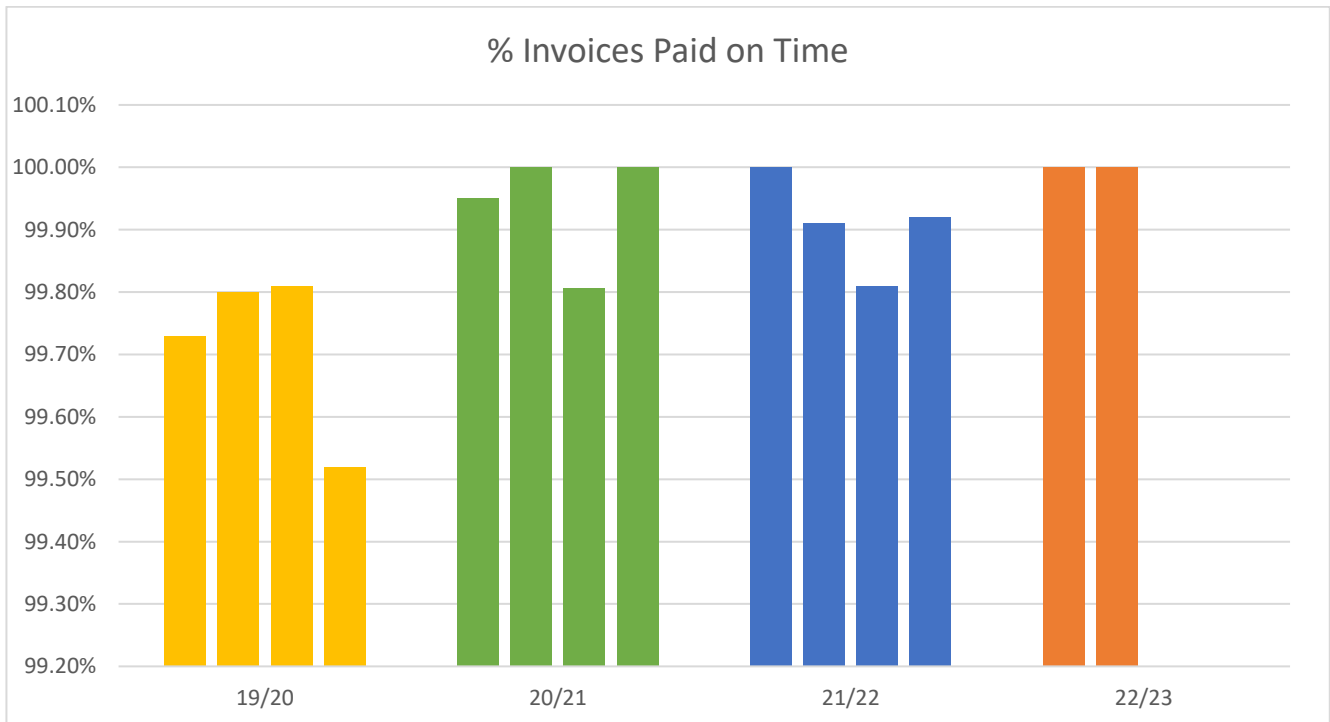
The target for this performance indicator is 30 or above, which means the indicator is:

**Performing**

# Finance

## Percentage of invoices paid on time

The outturn for this indicator is 100% for the second quarter running.



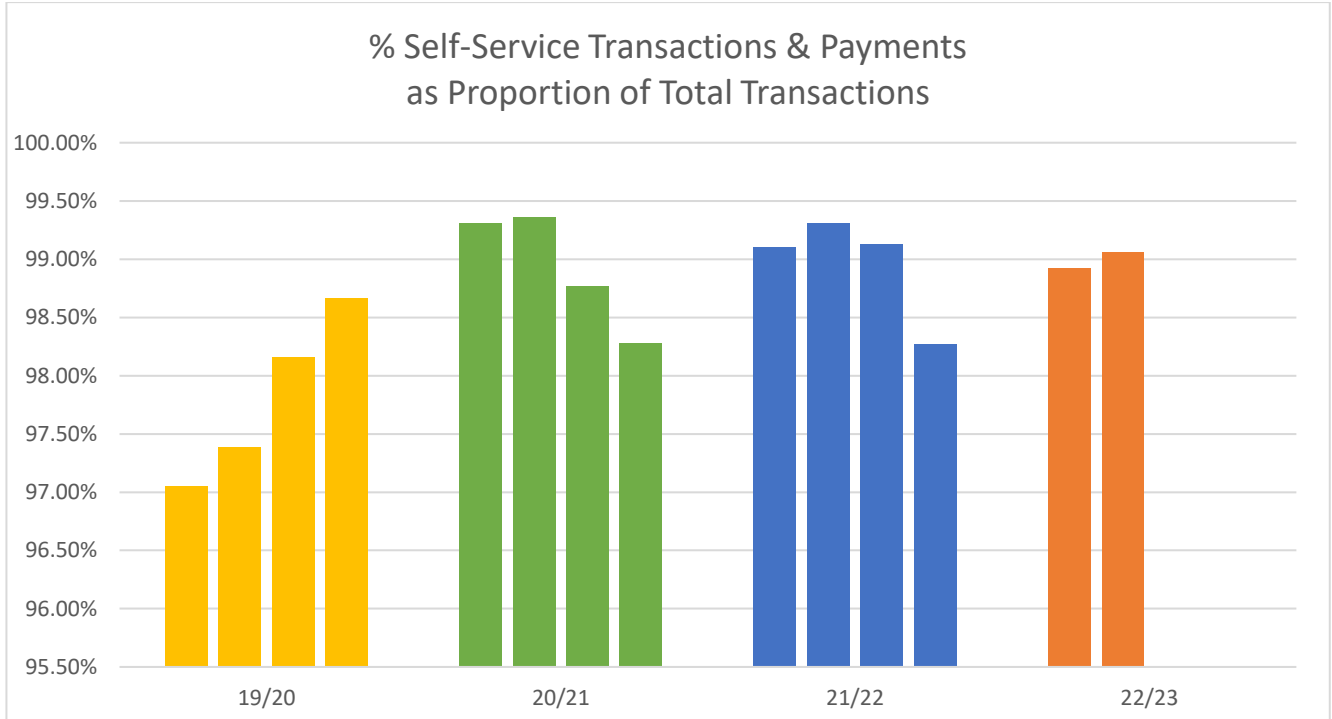
### ***Performing or Underperforming Target***

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 99.06% for this quarter, which is higher than the previous quarter at 98.92%.



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

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

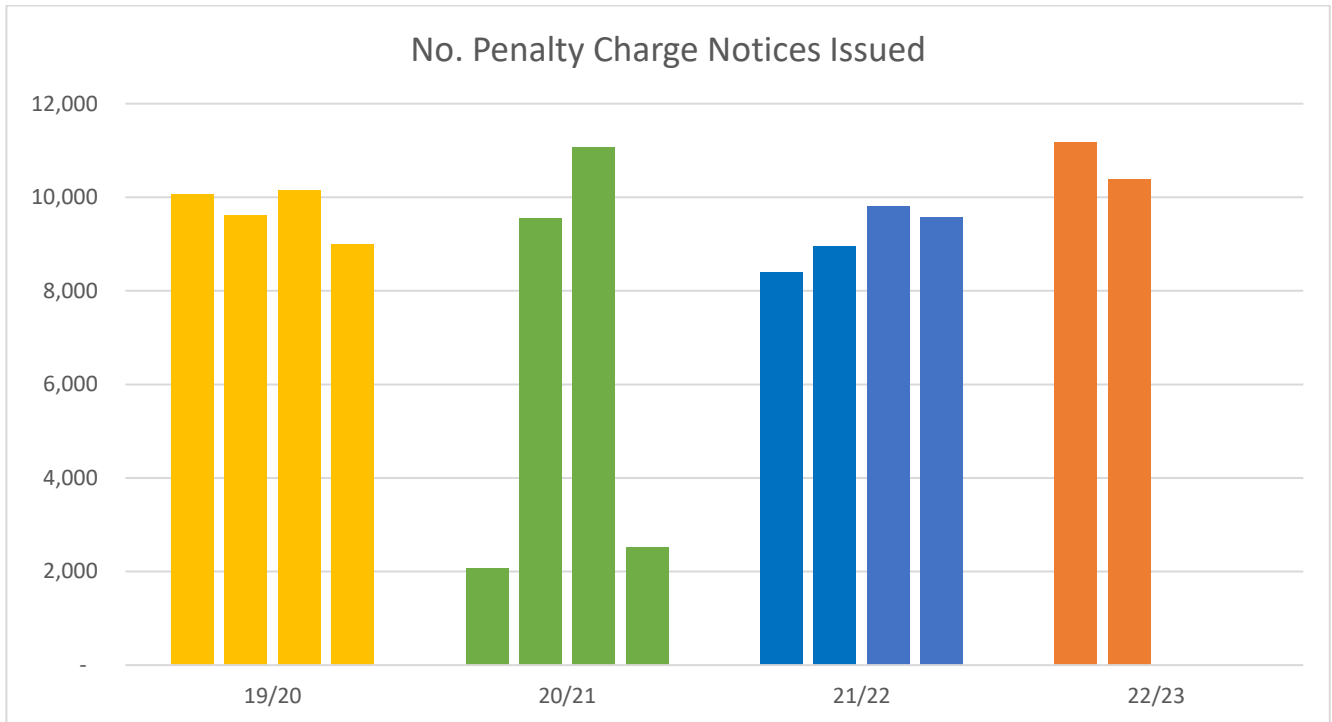
**Performing**



# Parking

## Number of Penalty Charge Notices Issued

The outturn for this indicator is 10,383 for this quarter, which is lower than the previous quarter at 11,172.



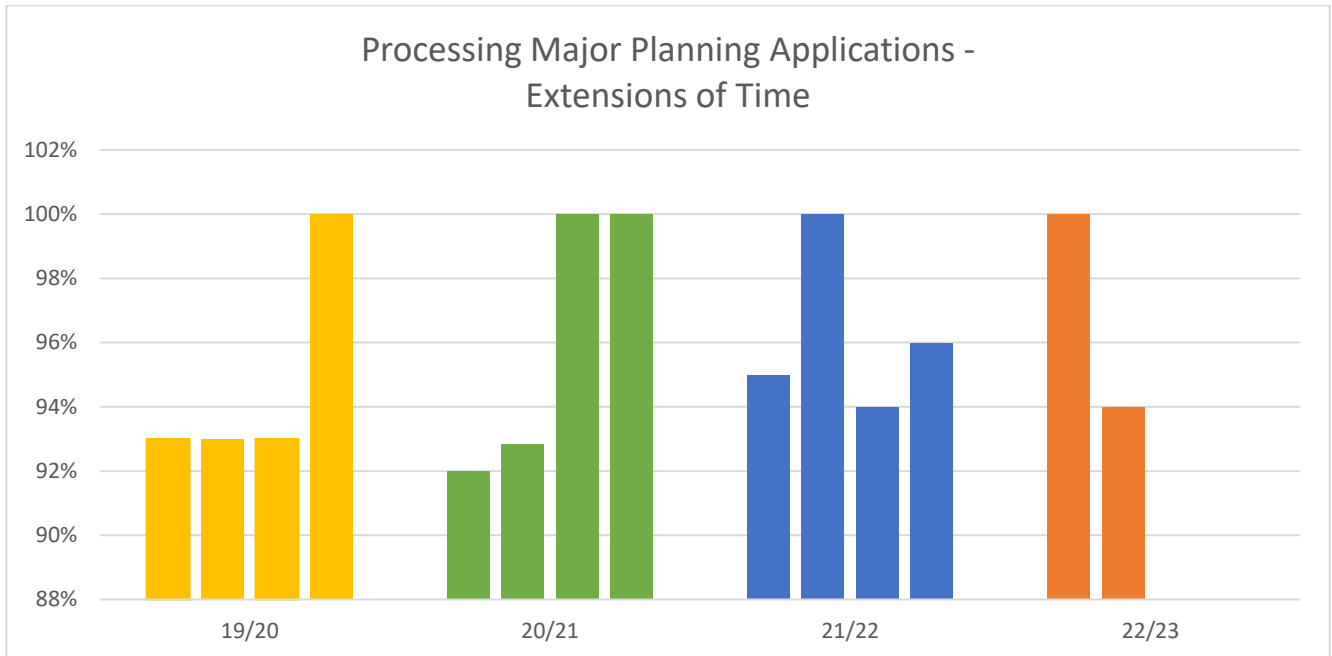
### ***Performing or Underperforming Target***

This performance indicator does not have a target.

# Planning

## Processing Major Planning Applications with Extensions of Time

The outturn for this indicator is 94% for this quarter, which is lower than the previous quarter at 100%.



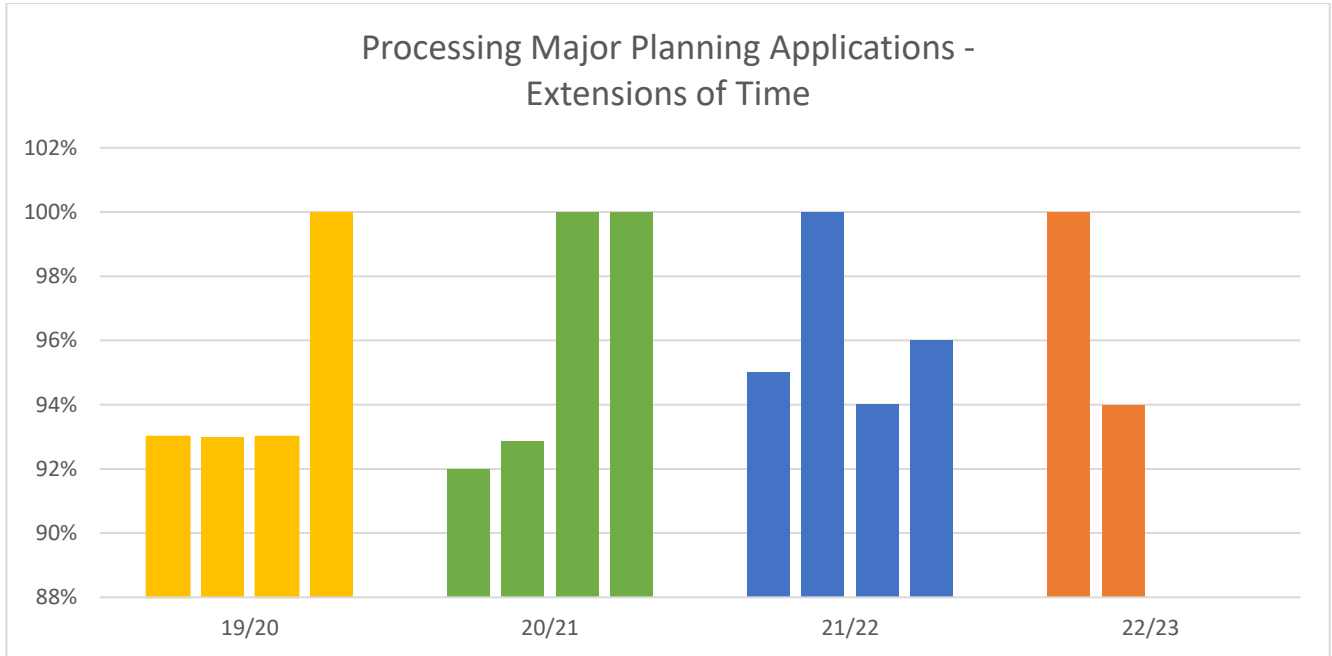
### ***Performing or Underperforming Target***

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 94% for this quarter, compared to 96% in the previous quarter.



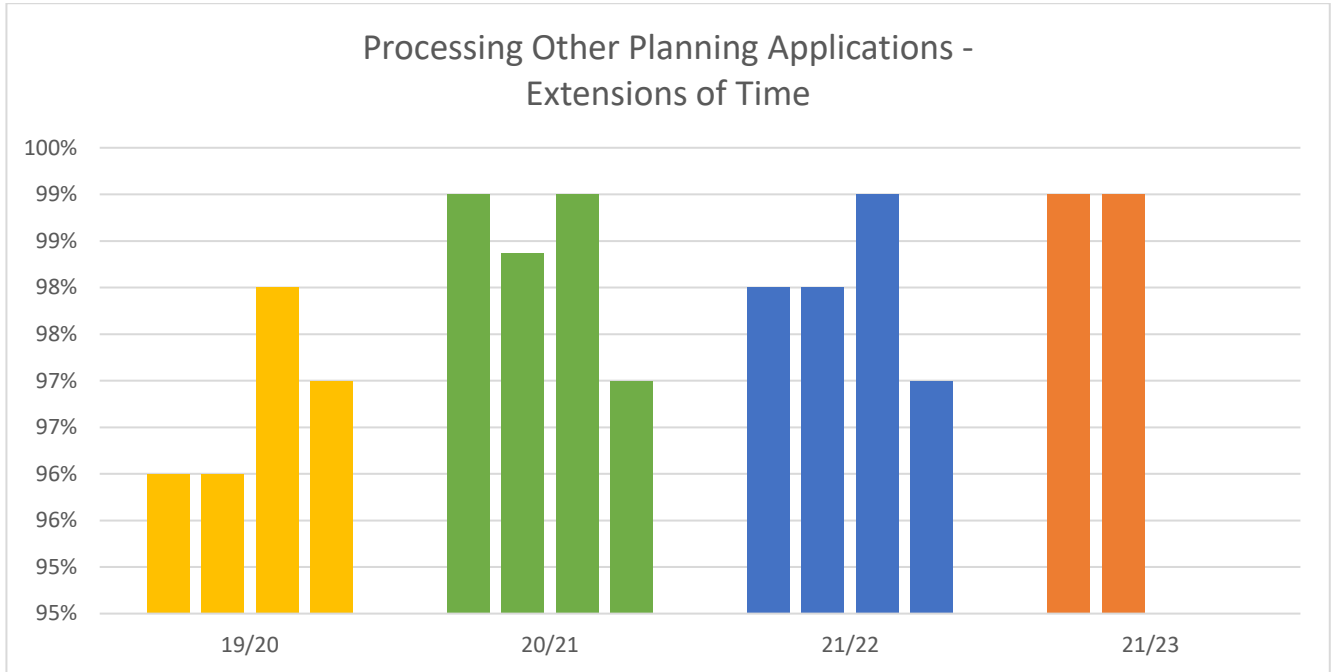
### ***Performing or Underperforming Target***

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 the same as the previous quarter.



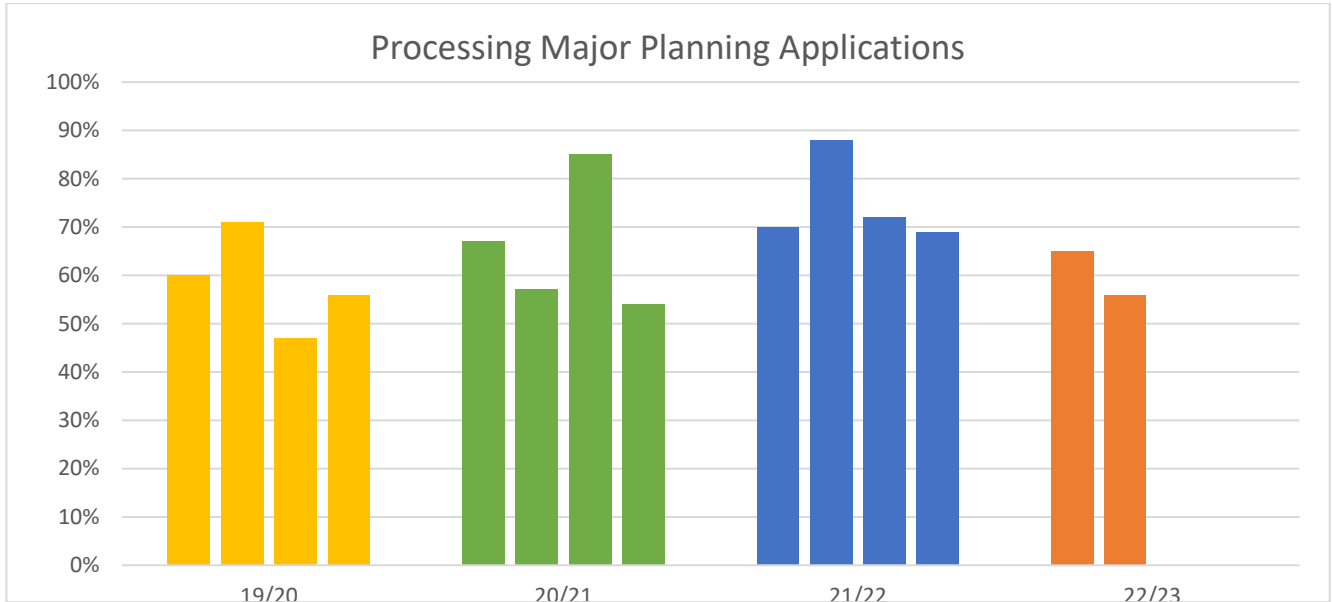
### ***Performing or Underperforming Target***

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 56% for this quarter, which is less than the previous quarter at 65%.



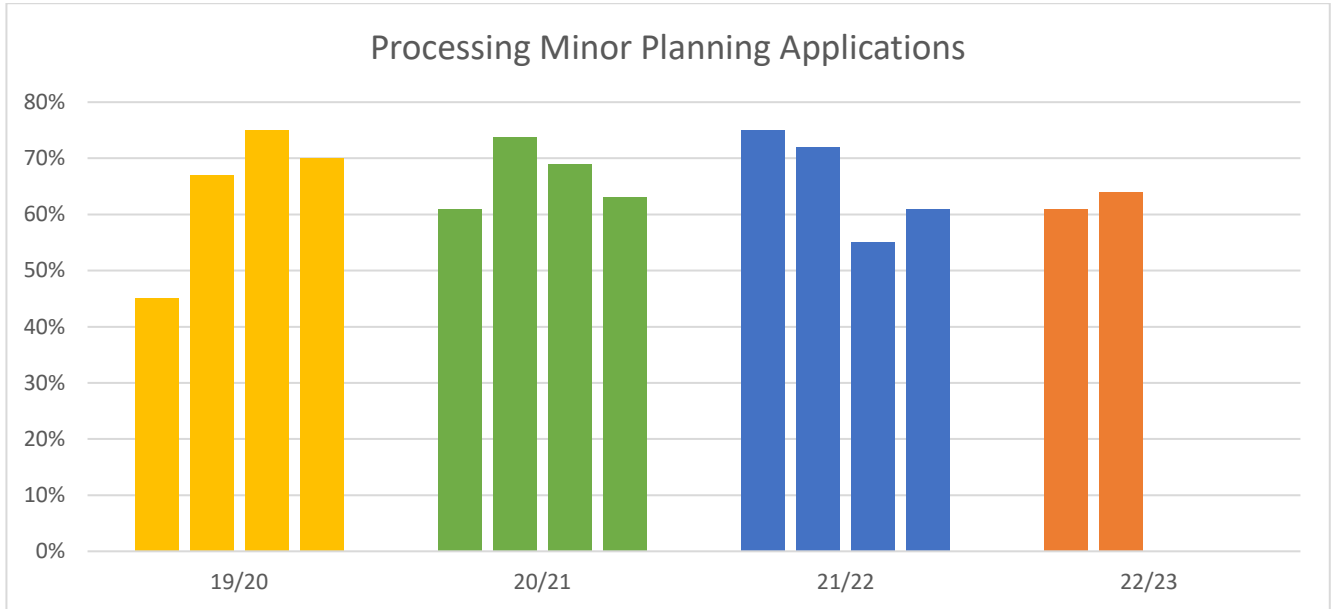
### ***Performing or Underperforming Target***

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 64% for this quarter, which is higher as the previous quarter at 61%..



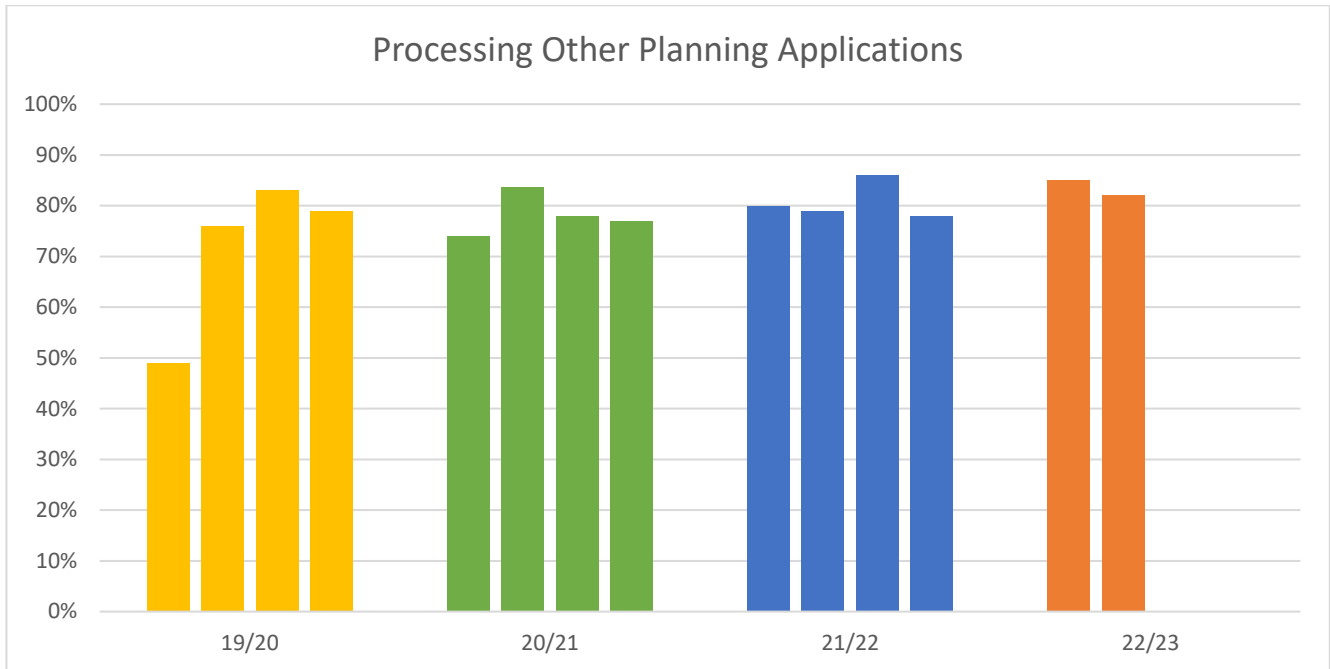
### ***Performing or Underperforming Target***

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 82% for this quarter, which is slightly lower than the previous quarter at 85%.



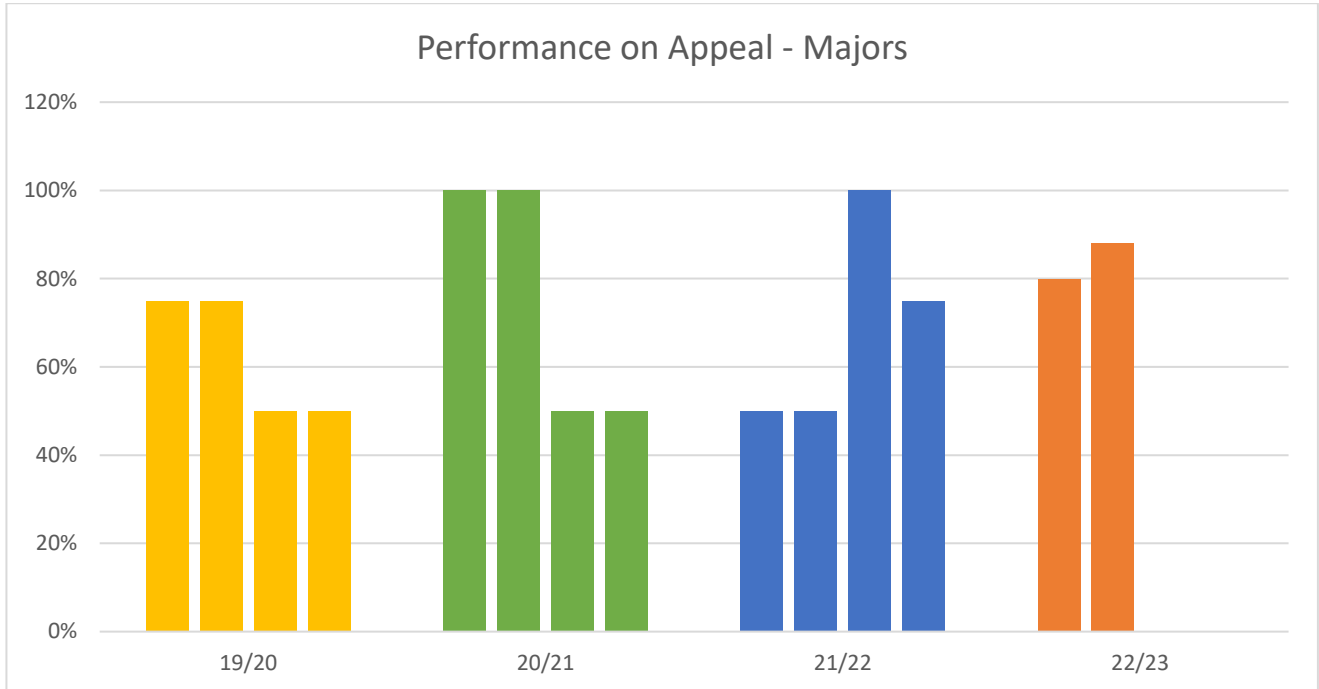
### ***Performing or Underperforming Target***

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 88% for this quarter, which is higher than the previous quarter at 80%.



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

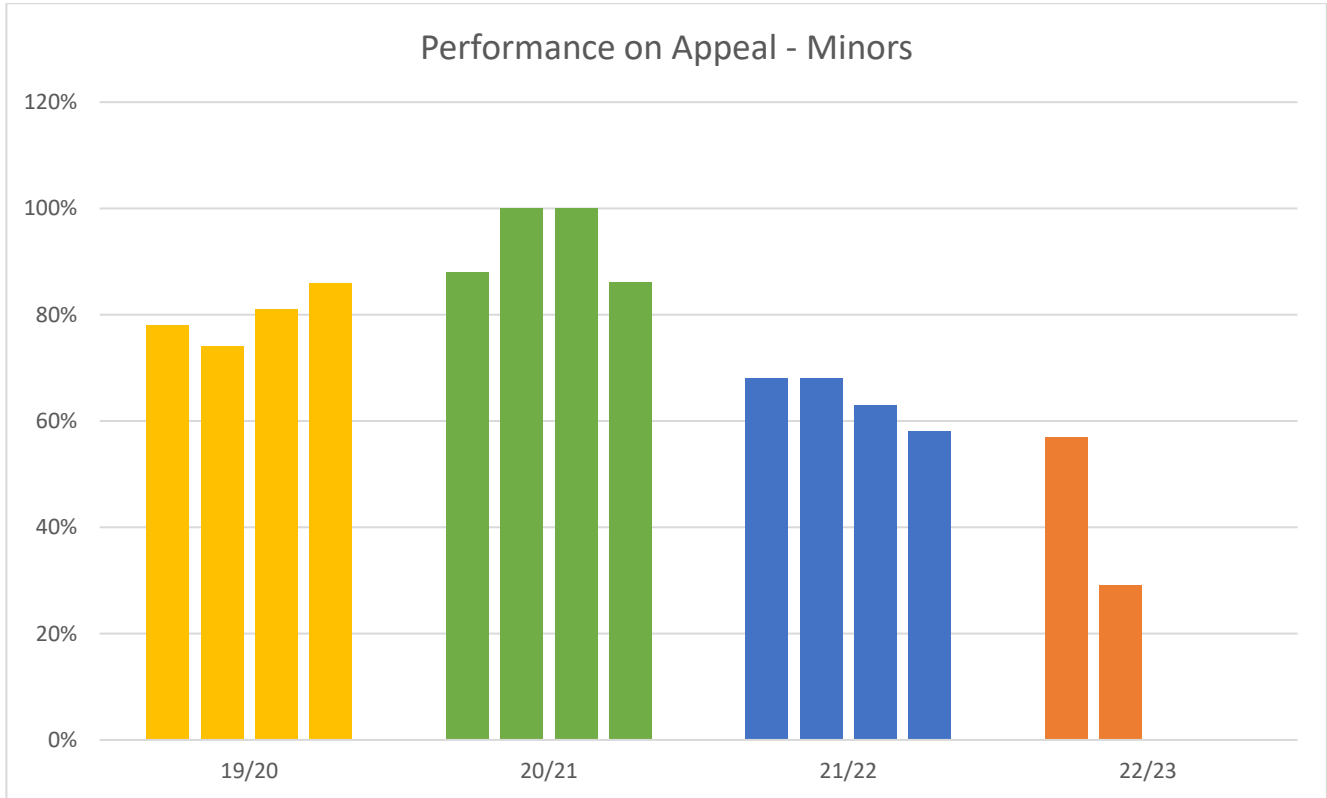
The target for this performance indicator is 65% or above, which means the indicator is:

**Performing**



## Performance on Appeal - Minors

The outturn for this indicator is 29% for this quarter, which is lower than the previous quarter at 57%.



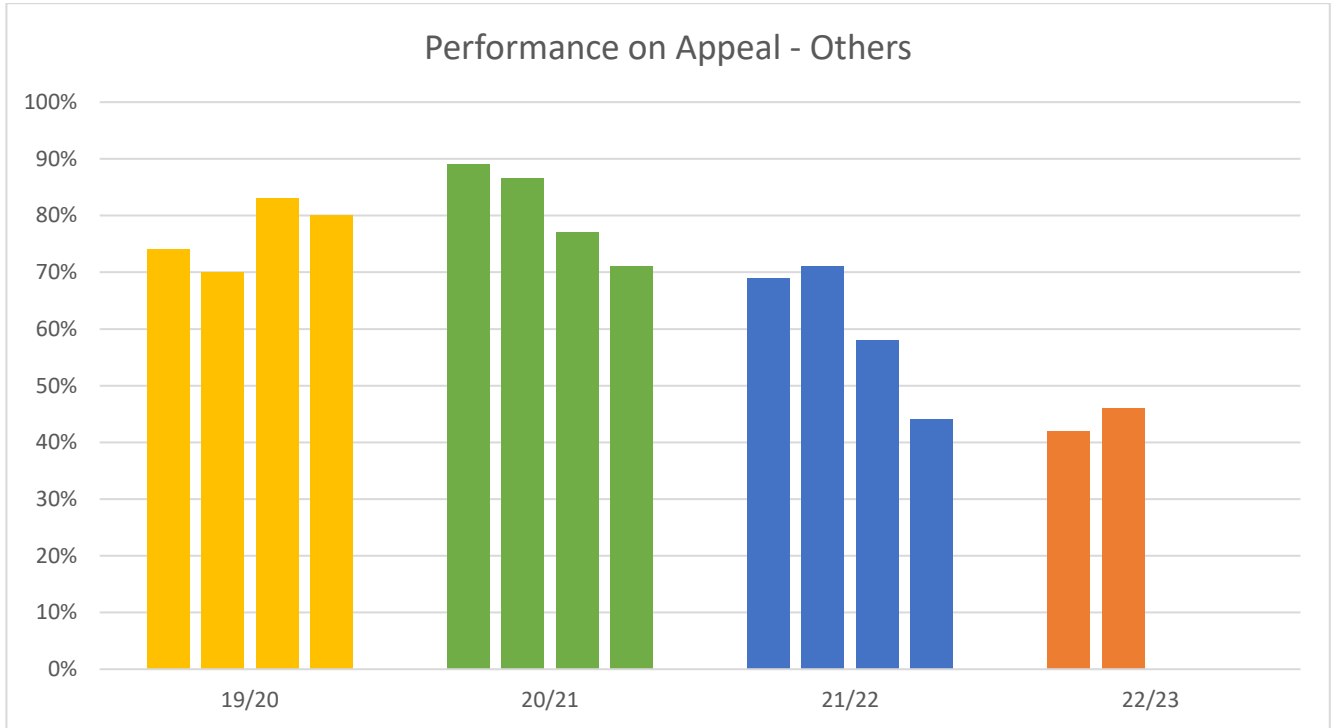
### ***Performing or Underperforming Target***

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 46% for this quarter, which is higher than the previous quarter at 42%.



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

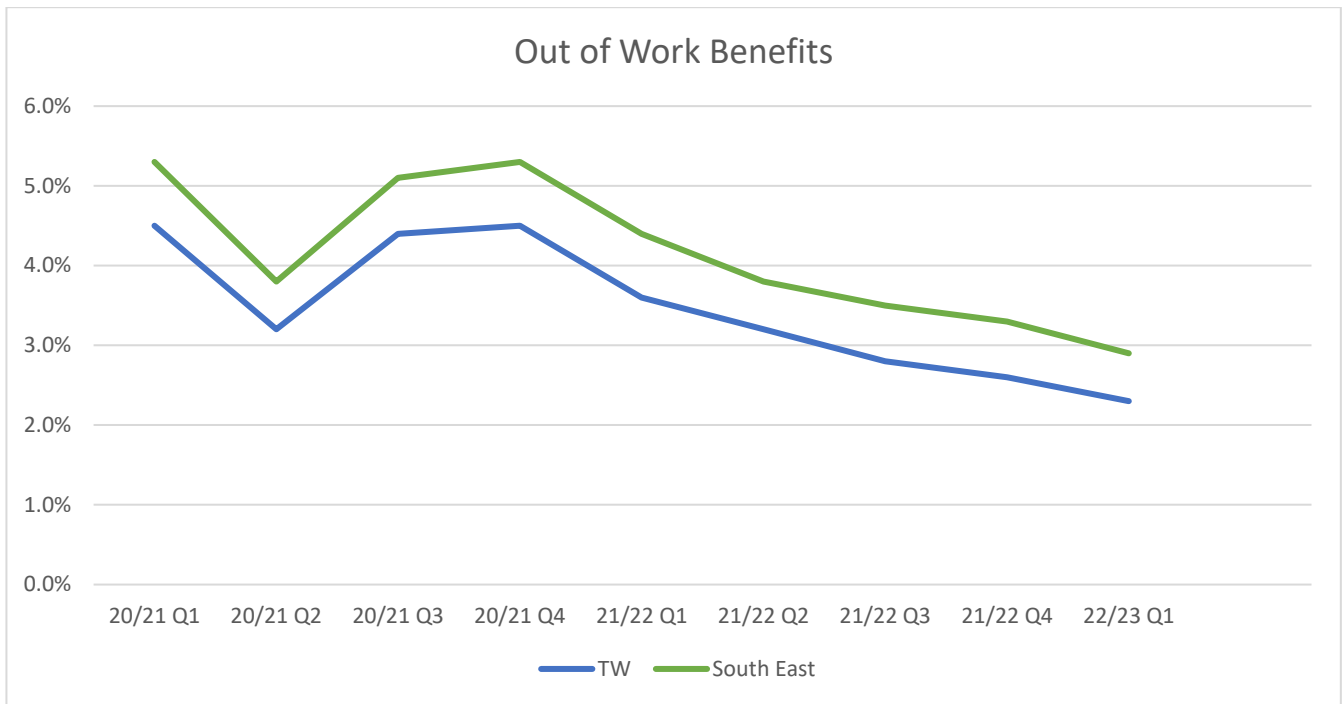
The target for this performance indicator is 65% or above, which means the indicator is:

***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 2.9% for the Southeast. This is a snapshot figure for the last month in the quarter.



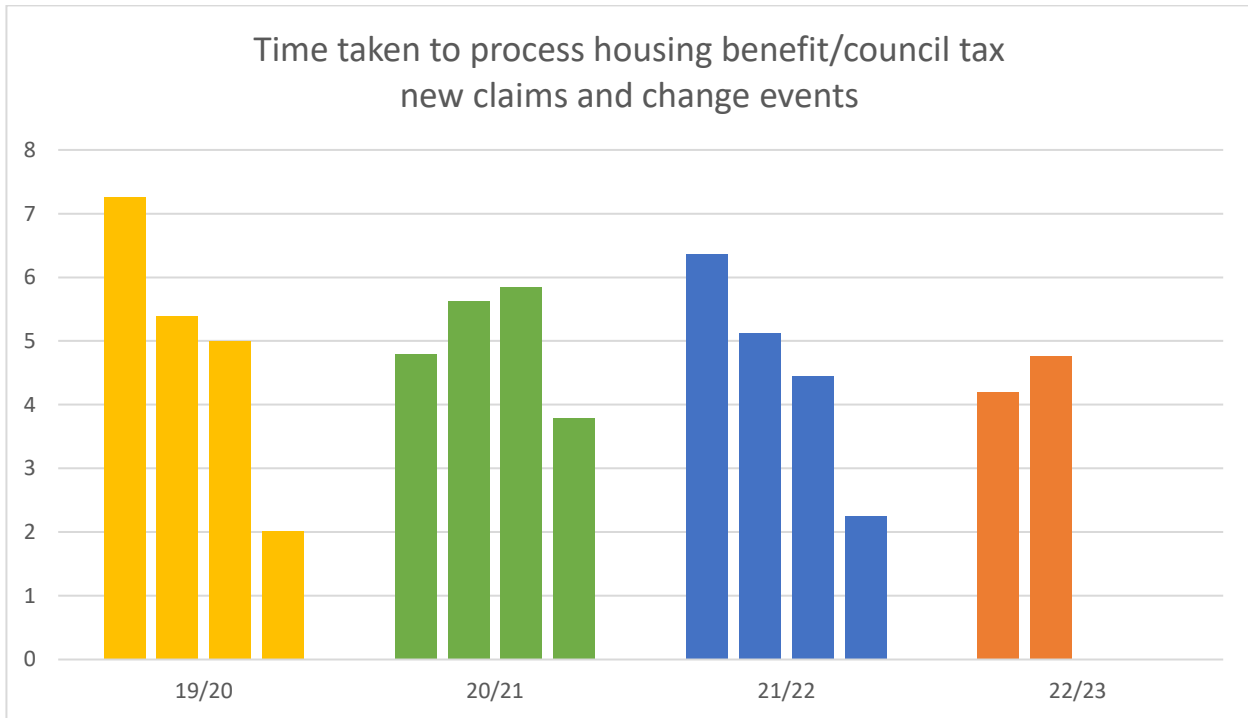
### ***Performing or Underperforming Target***

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



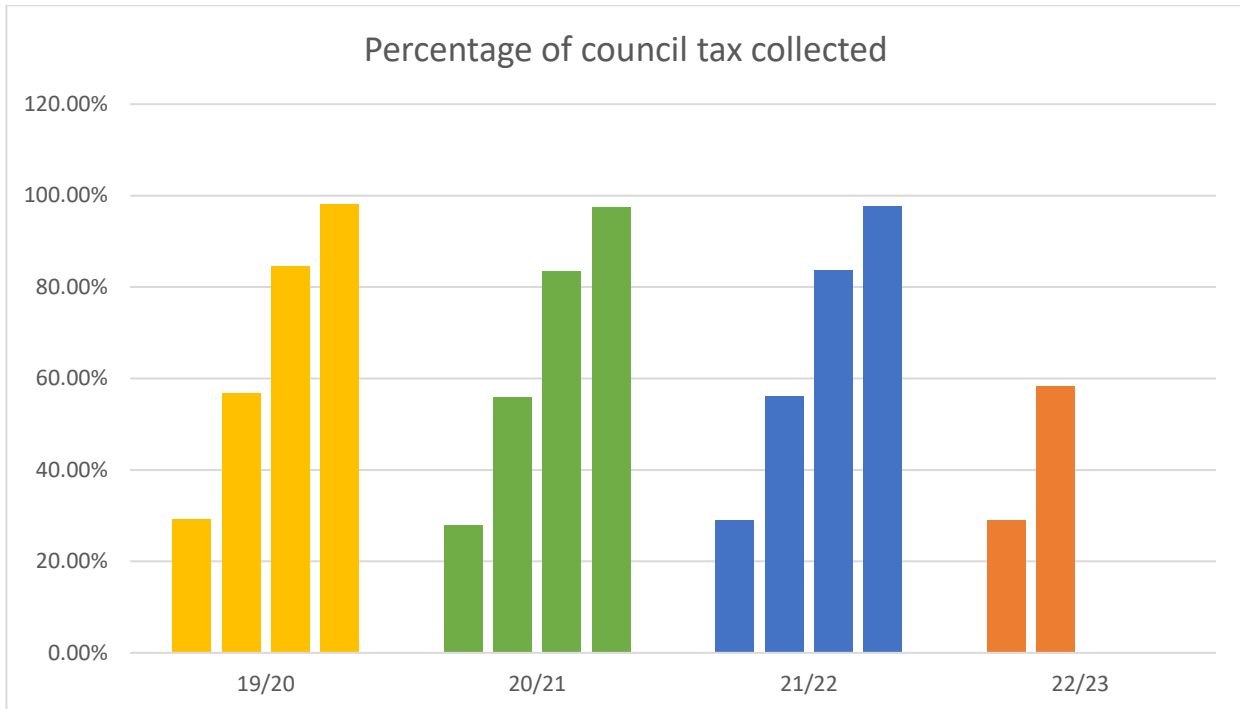
### ***Performing or Underperforming Target***

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 58.29% for quarter two, which is higher than the previous year in the same quarter at 56.10%.



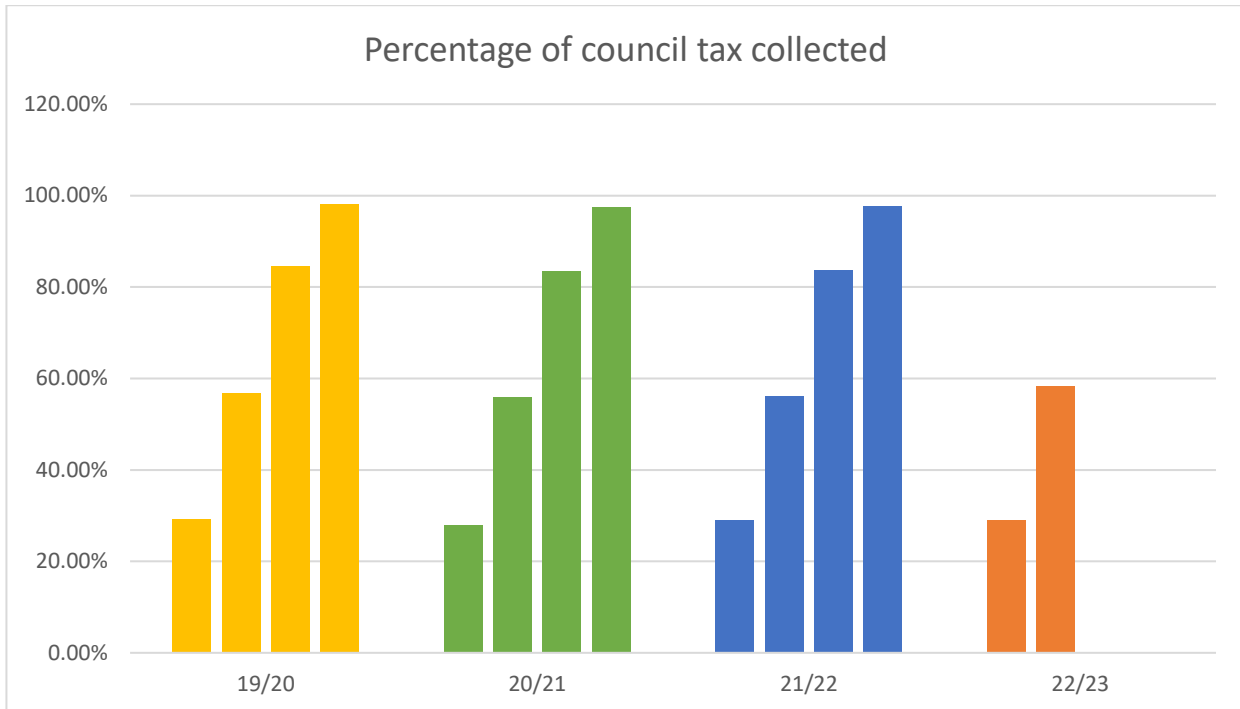
### ***Performing or Underperforming Target***

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 55.97% for quarter two, which is higher than the previous year for the same quarter at 49.35%.



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

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

**Performing**