

Tunbridge Wells Borough Council

Performance Report

Council Service Performance Q4 (Jan-Mar 2023)

Published June 2023

For Cabinet 22 June 2023

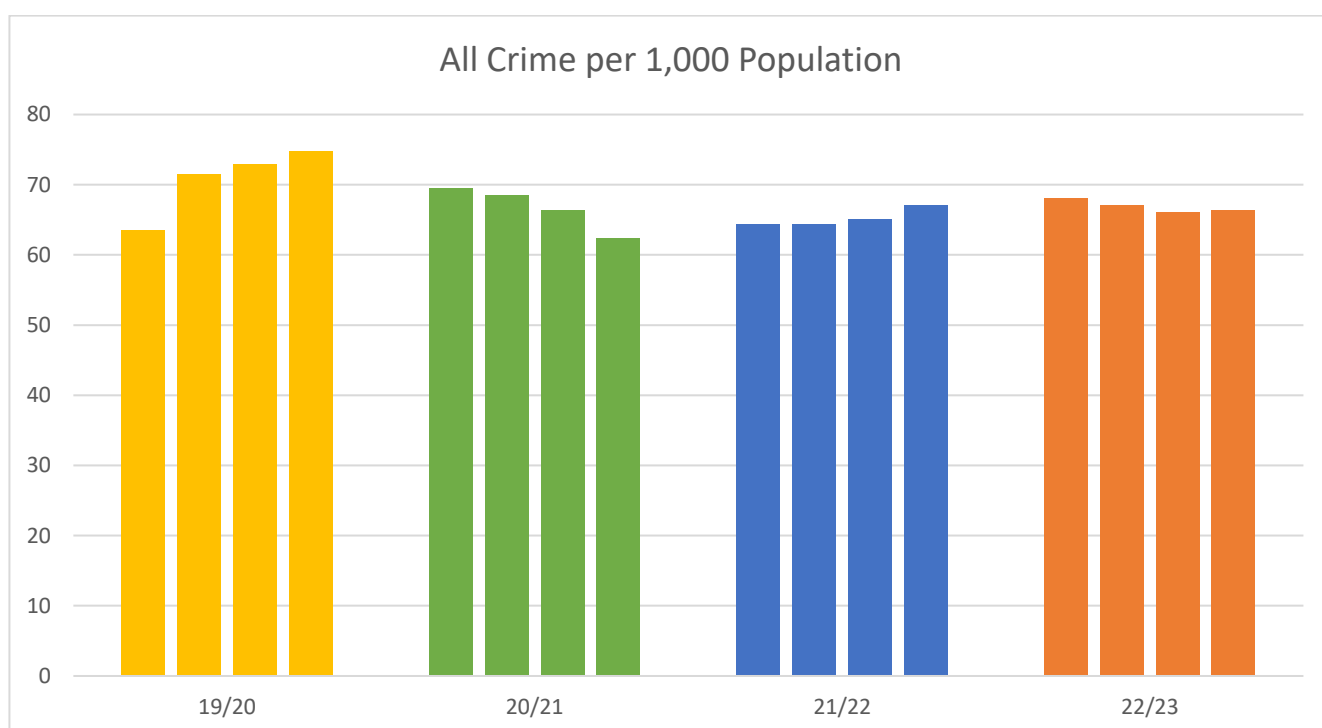


Indicator Results

Community Safety Unit

All Crimes per 1,000 Population

The outturn for this indicator is 66.3 for this quarter, which is consistent with the last 3 quarters.

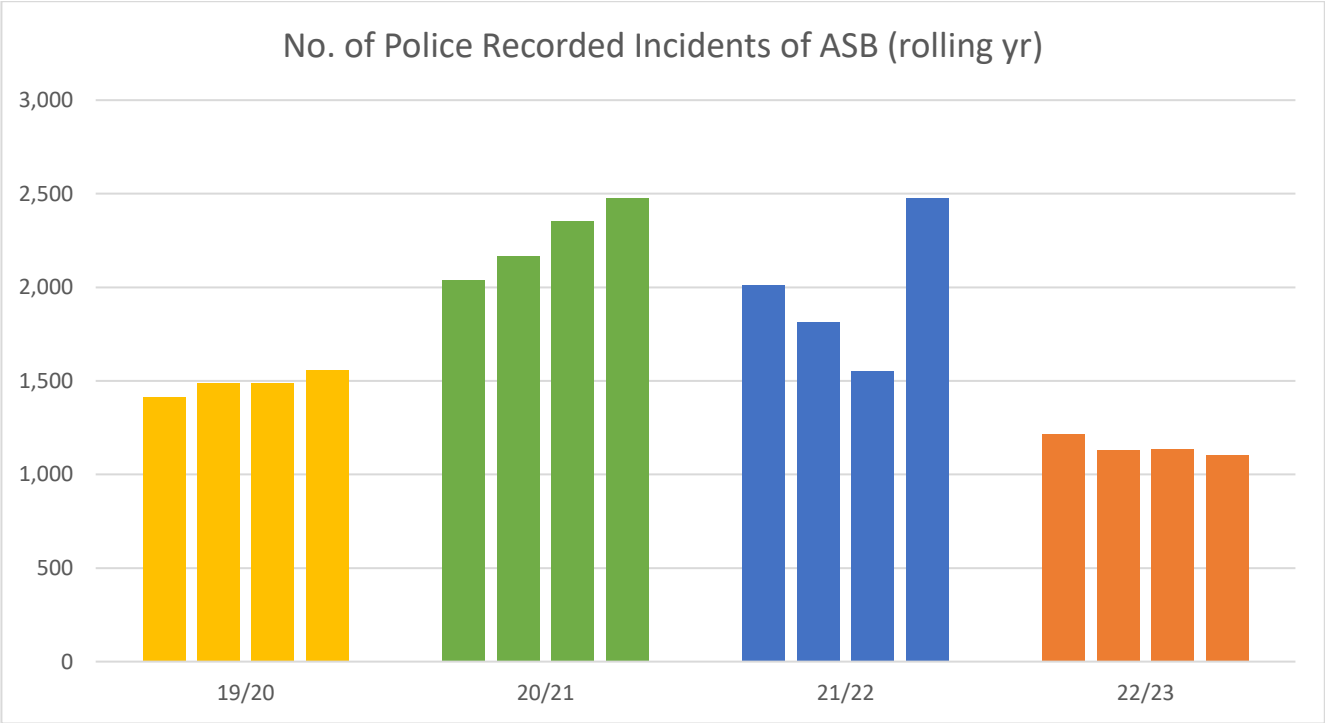


Performing or Underperforming Target

This performance indicator does not have a target.

Number of Police Recorded Incidents of Anti-Social Behaviour

The outturn for this indicator is 1,102 for this quarter, which is a decrease from the previous quarter at 1,138.

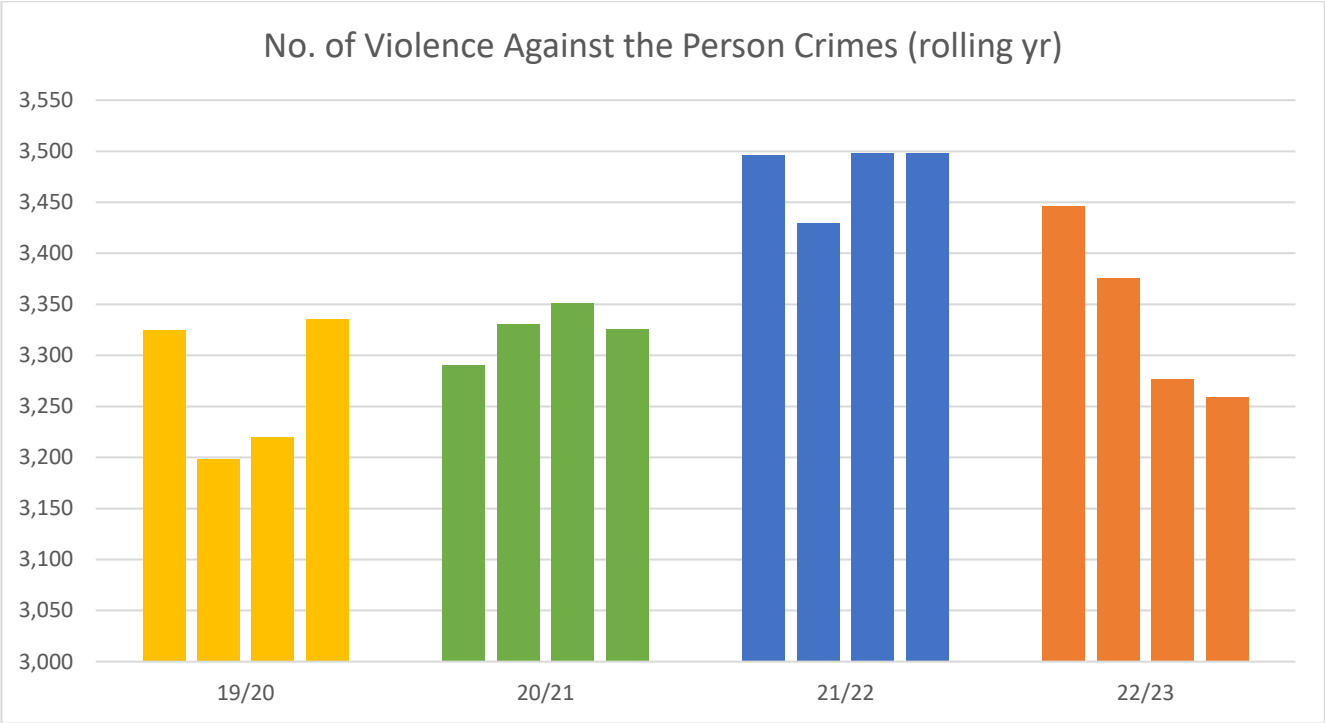


Performing or Underperforming Target

This performance indicator does not have a target.

Number of ‘Violence Against the Person’ Crimes

The outturn for this indicator is 3,259 for this quarter, which is lower than the previous three quarters at 3,446 3,376 and 3,777 respectively.

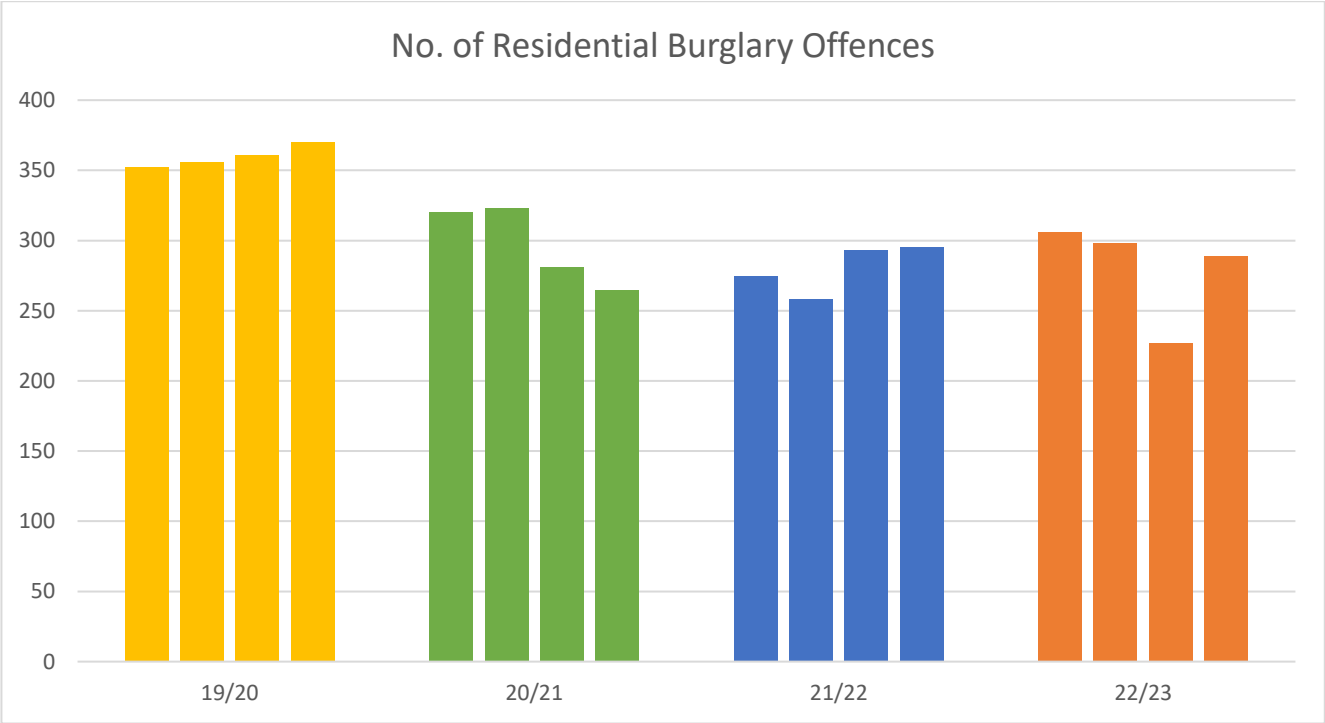


Performing or Underperforming Target

This performance indicator does not have a target.

Number of Residential Burglary Offences

The outturn for this indicator is 289 for this quarter, which is higher than the previous quarter at 227.



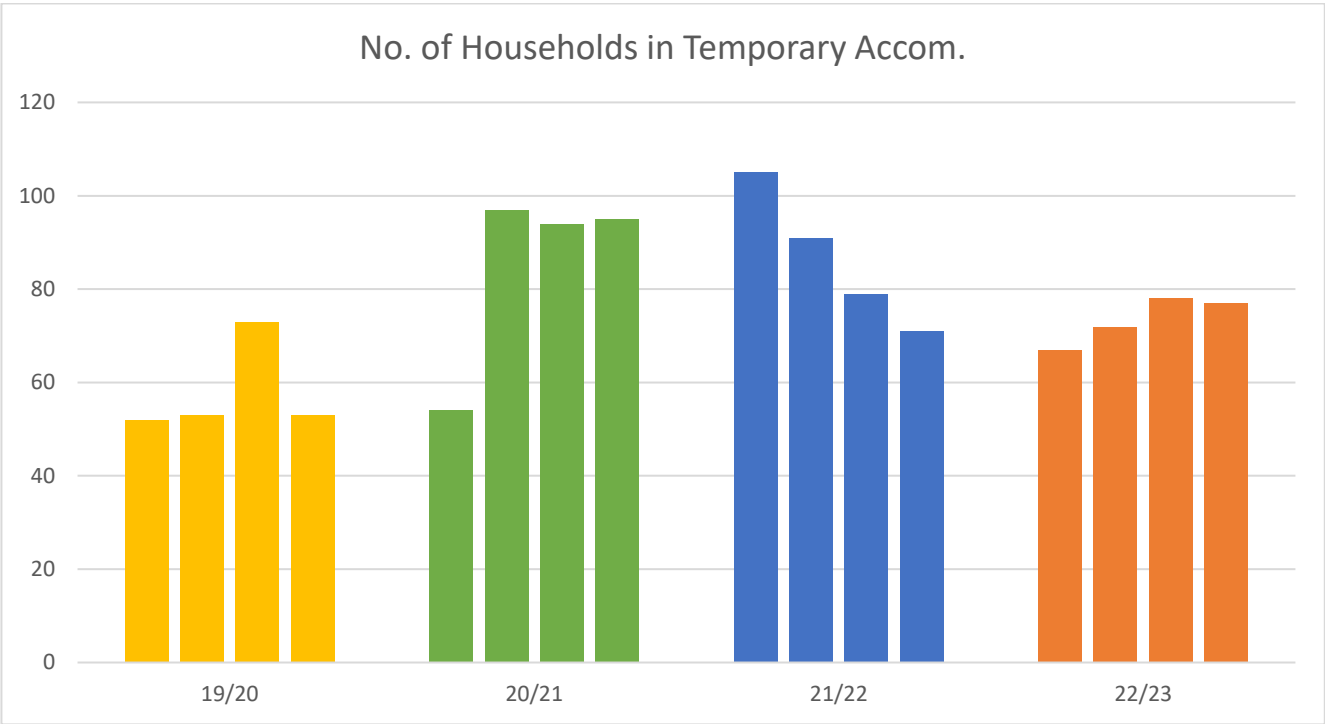
Performing or Underperforming Target

This performance indicator does not have a target.

Housing

Number of Households in Temporary Accommodation

The outturn for this indicator is 77 for this quarter, which is lower than the previous quarter at 78.



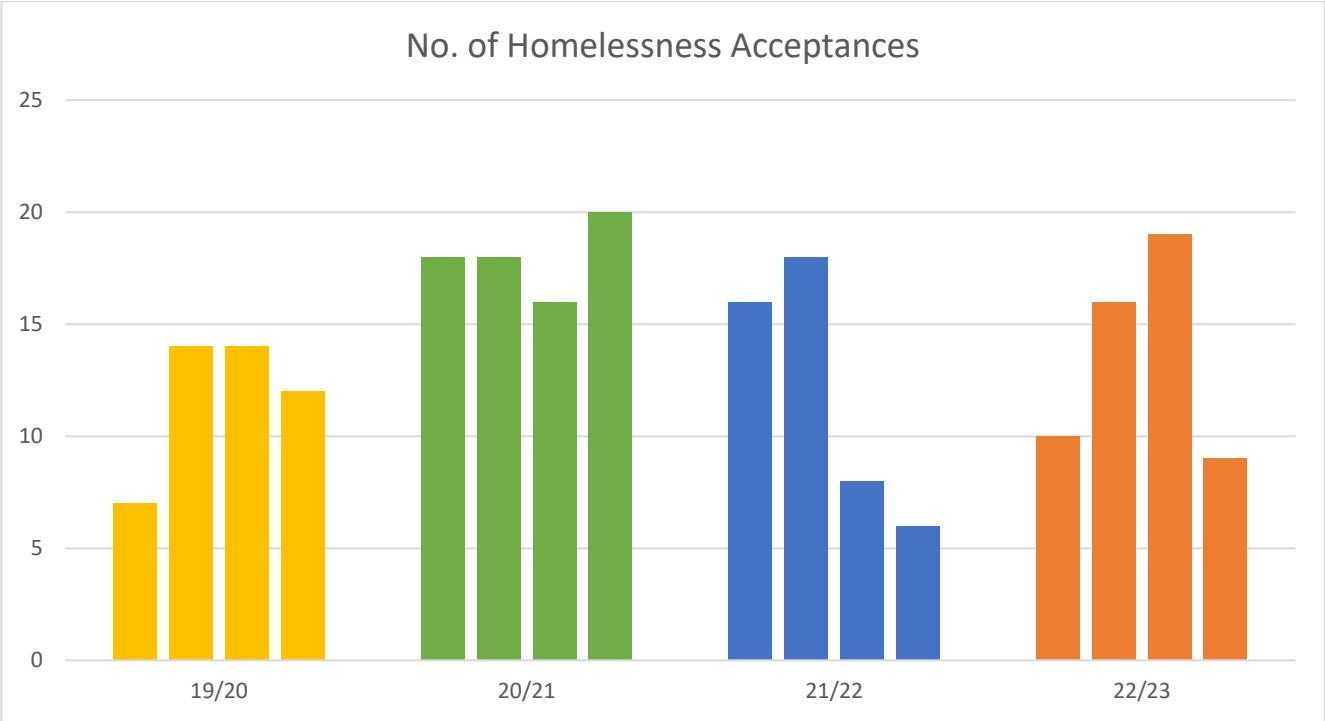
Performing or Underperforming Target

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 9 for this quarter, which is lower than the previous quarter at 19.



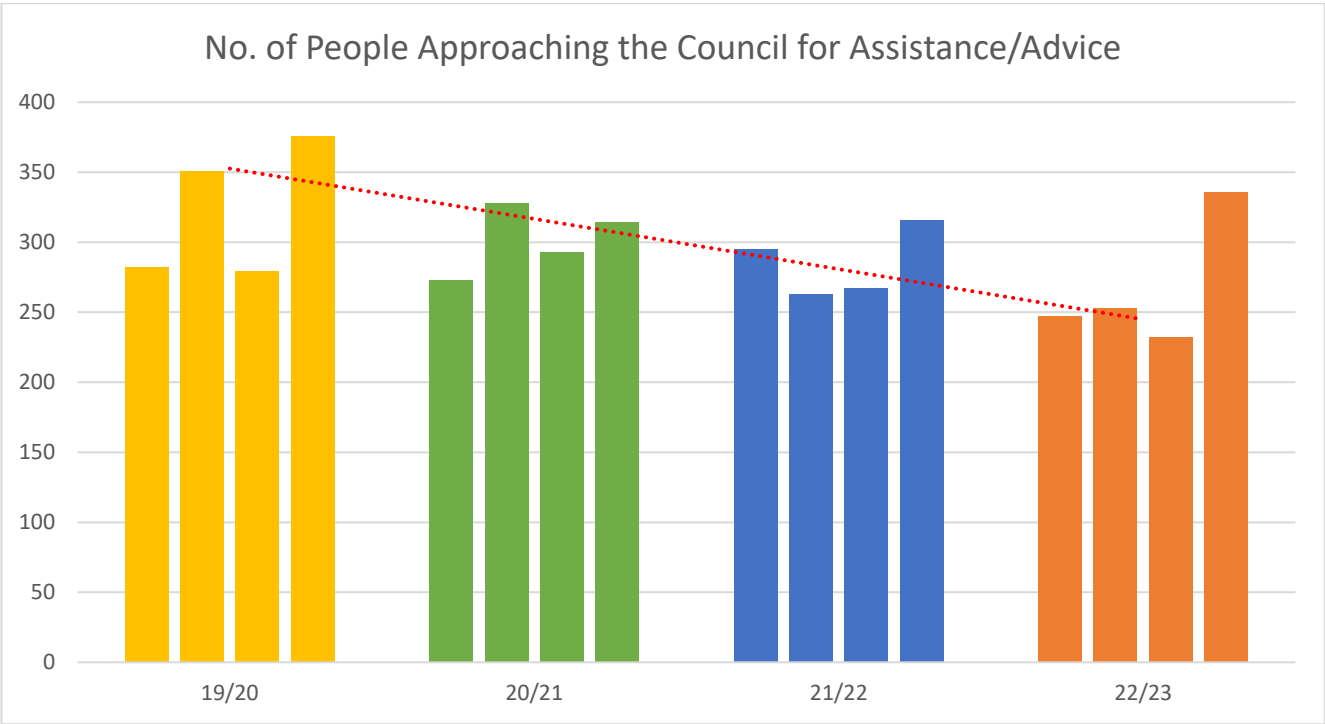
Performing or Underperforming Target

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 336 for this quarter, which is higher than the last quarter at 232.

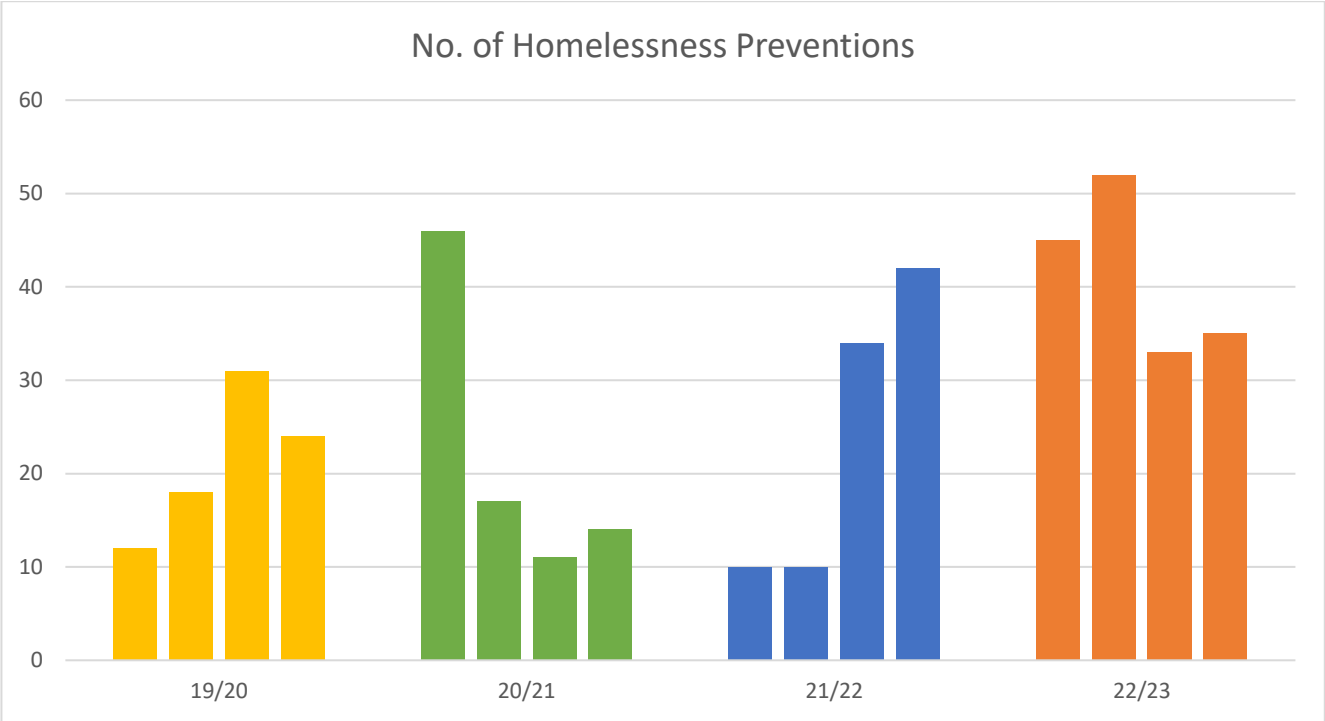


Performing or Underperforming Target

This performance indicator does not have a target.

Number of Homeless Preventions

The outturn for this indicator is 35 for this quarter, which is consistent with the previous quarter at 33.



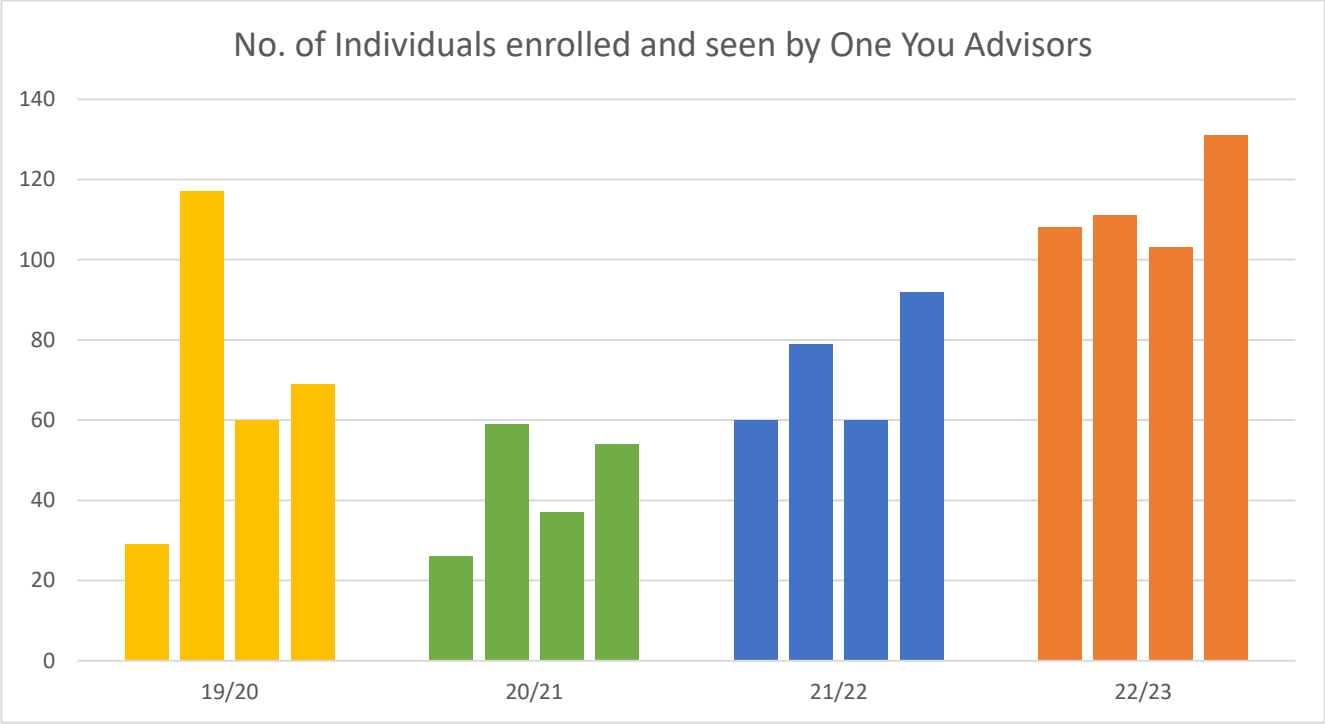
Performing or Underperforming Target

This performance indicator does not have a target.

Health

Number of People Engaged in Healthy Living Services

The outturn for this indicator is 131 for this quarter, which is higher than the previous quarter at 103.



Performing or Underperforming Target

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

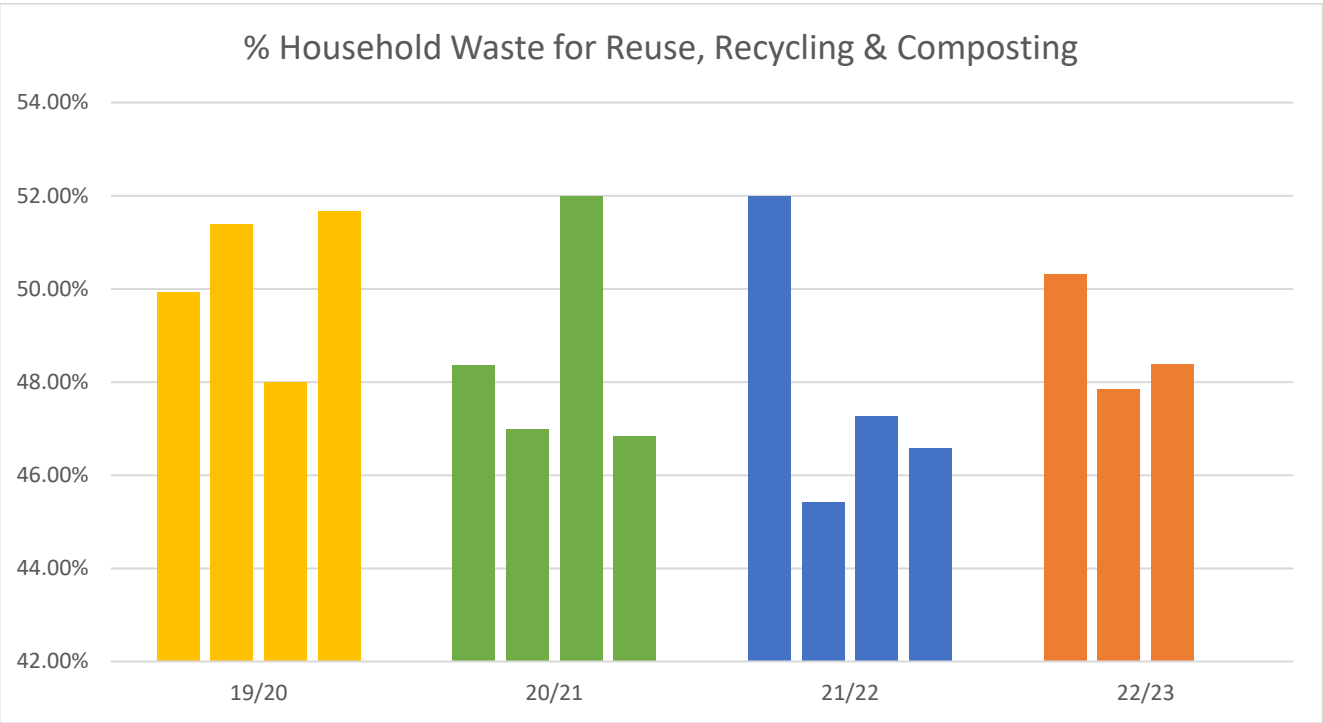
Performing

Environment

Percentage of Household Waste for Reuse, Recycling and Composting

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

The outturn for this indicator is 48.39% for quarter three, which is higher than quarter two at 47.84%.



Performing or Underperforming Target

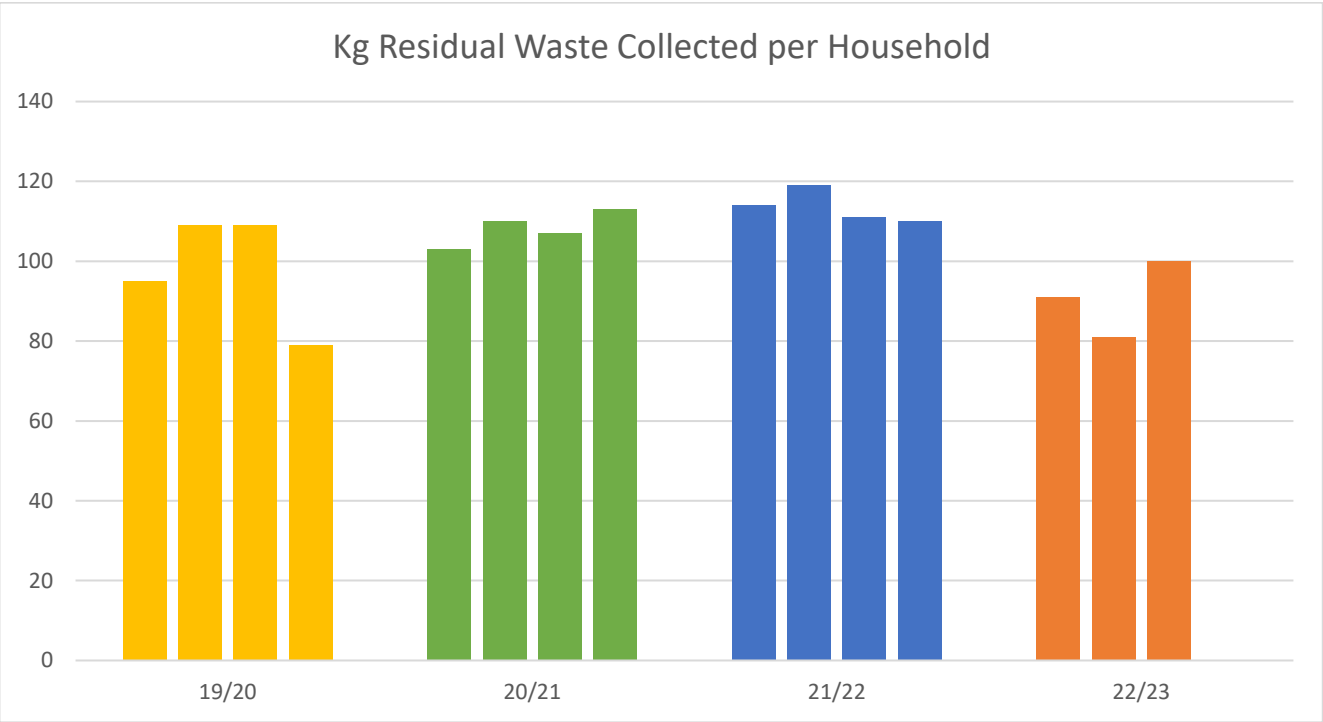
The target for this performance indicator is 48% or above, which means the indicator is:

Performing

Kilograms of Residual Waste Collected per Household

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

The outturn for this indicator is 100 for quarter three, compared to 81 for quarter two.



Performing or Underperforming Target

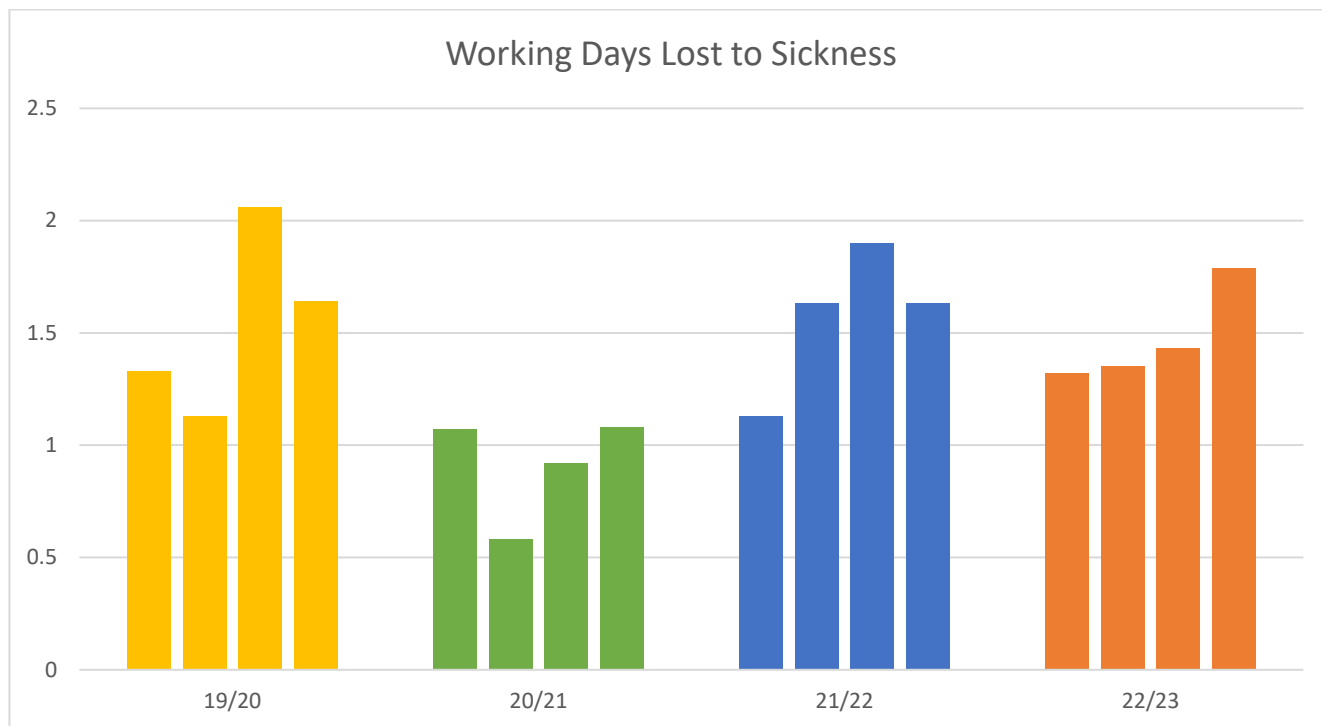
The target for this performance indicator is 127 or below, which means the indicator is:

Performing

HR

Working Days Lost Due to Sickness

The outturn for this indicator is 1.79 for this quarter, which is higher than the previous quarter at 1.43.



Performing or Underperforming Target

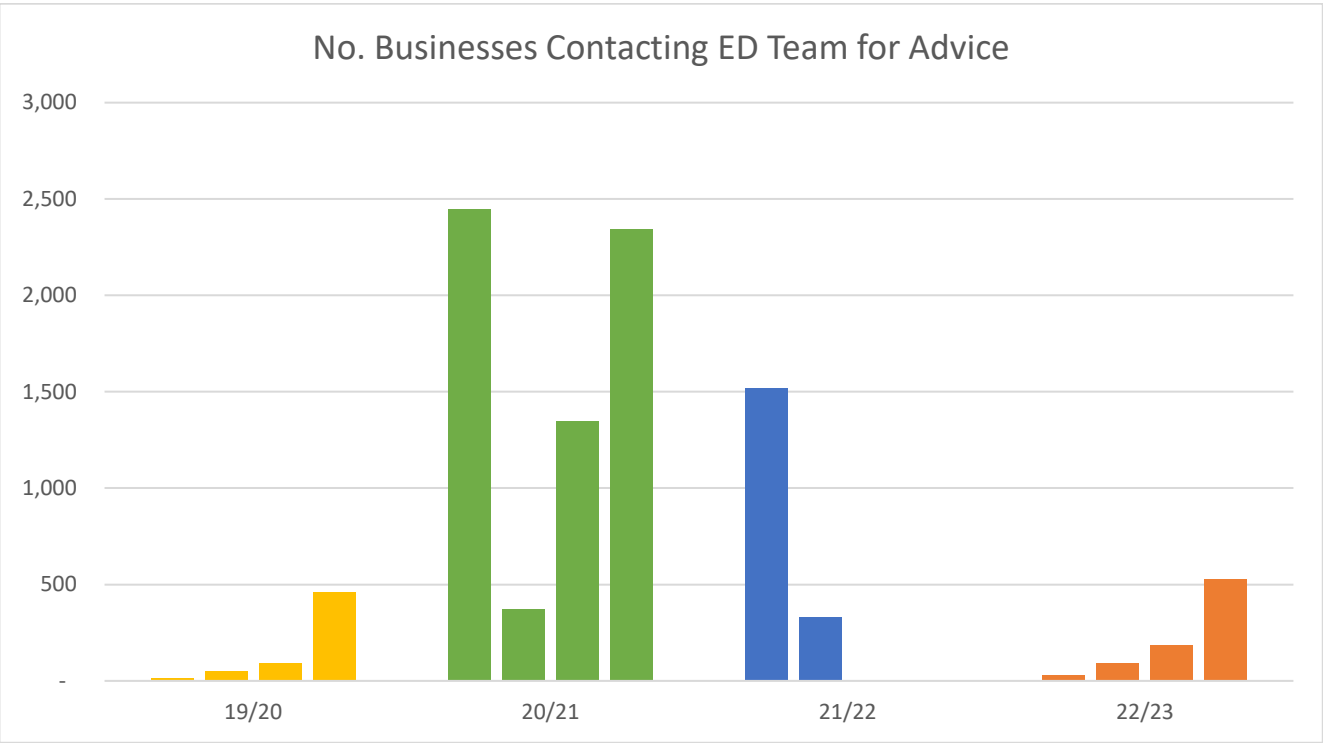
The target for this performance indicator is 1.375 or below, which means the indicator is:

Under Performing

Economic Development

Number of Businesses Contacting Economic Development Team for Advice

The outturn for this indicator is 524 for this quarter, which is higher than last quarter at 182.



Performing or Underperforming Target

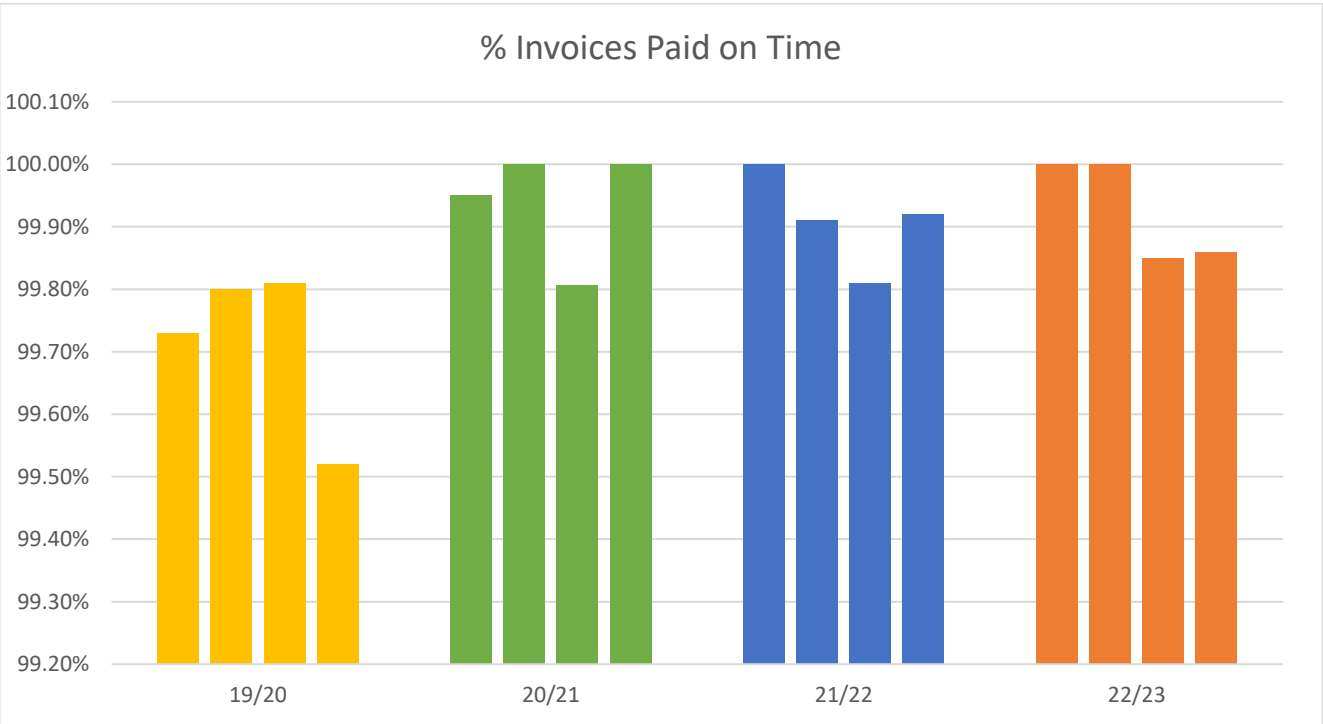
The target for this performance indicator is 30 or above, which means the indicator is:

Performing

Finance

Percentage of invoices paid on time

This quarter’s outturn for this indicator is 99.86% which is consistent with the previous quarter.



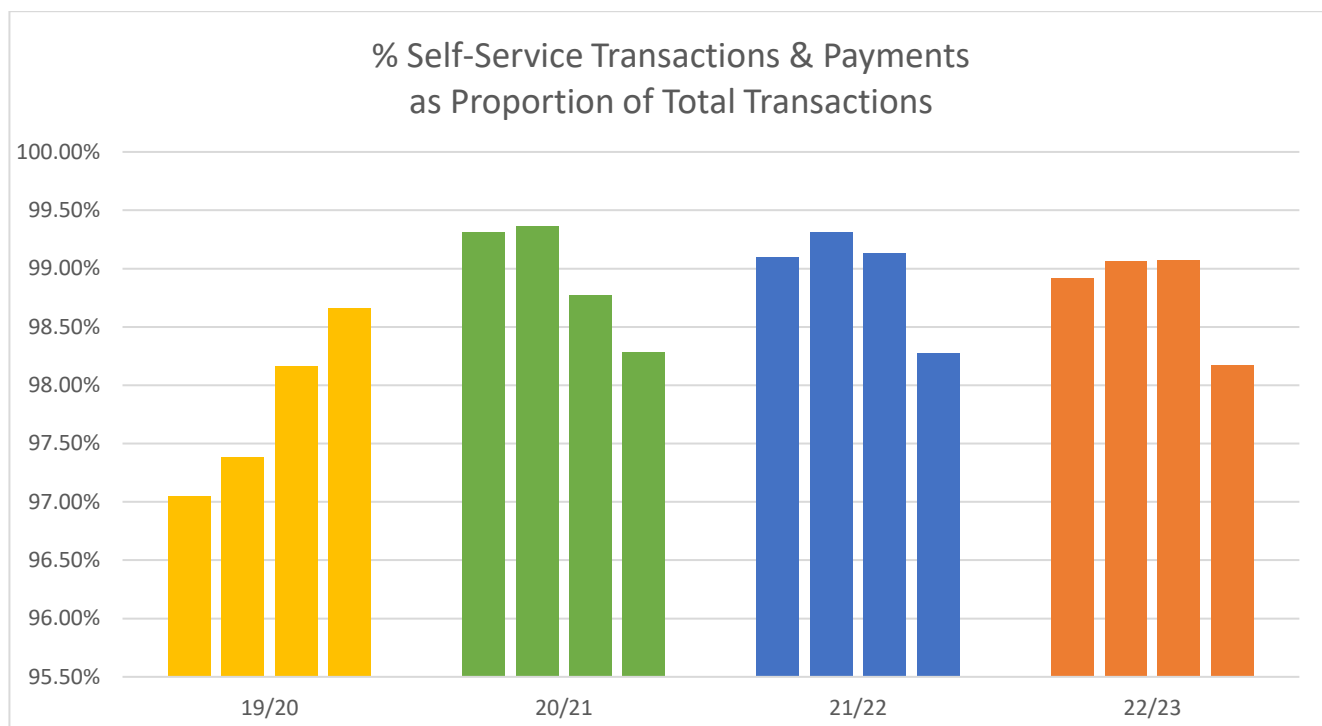
Performing or Underperforming Target

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 98.17% for this quarter, which is lower than the previous quarter at 99.07%.



Performing or Underperforming Target

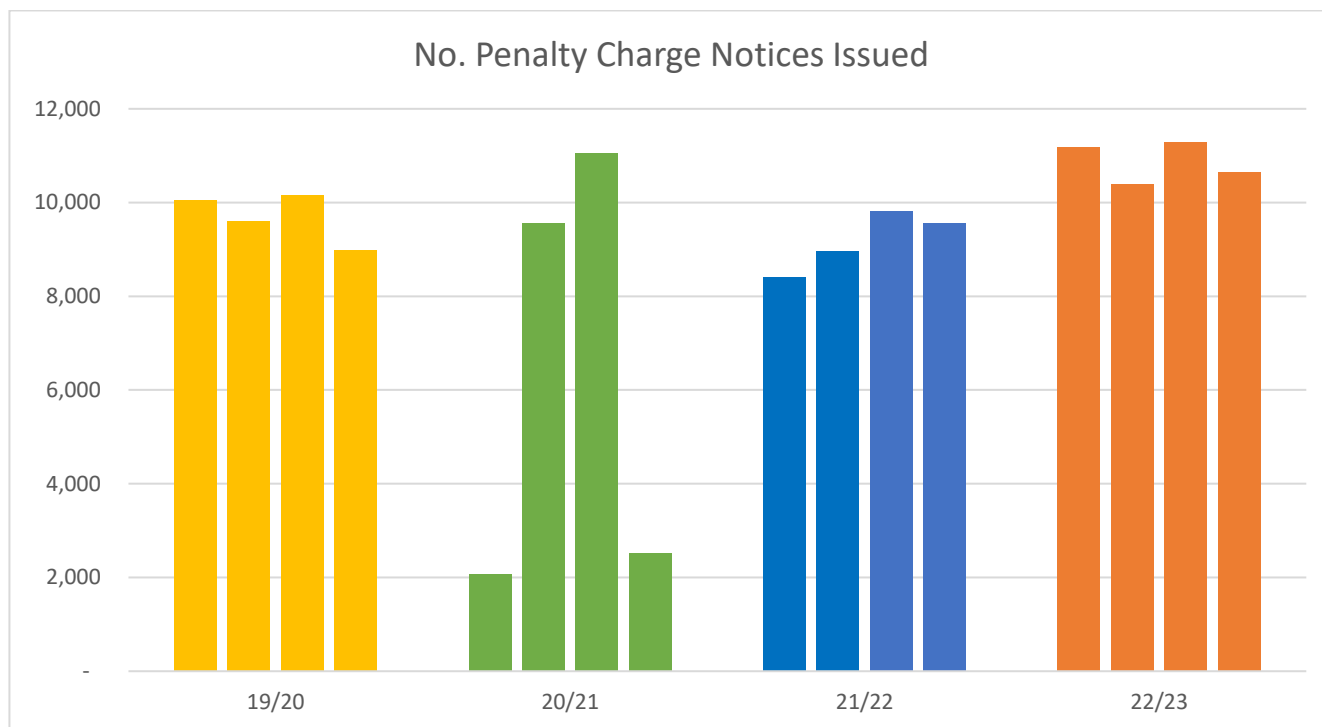
The target for this performance indicator is 92% or above, which means the indicator is:

Performing

Parking

Number of Penalty Charge Notices Issued

The outturn for this indicator is 10,639 for this quarter, which is lower than the previous quarter at 11,290.



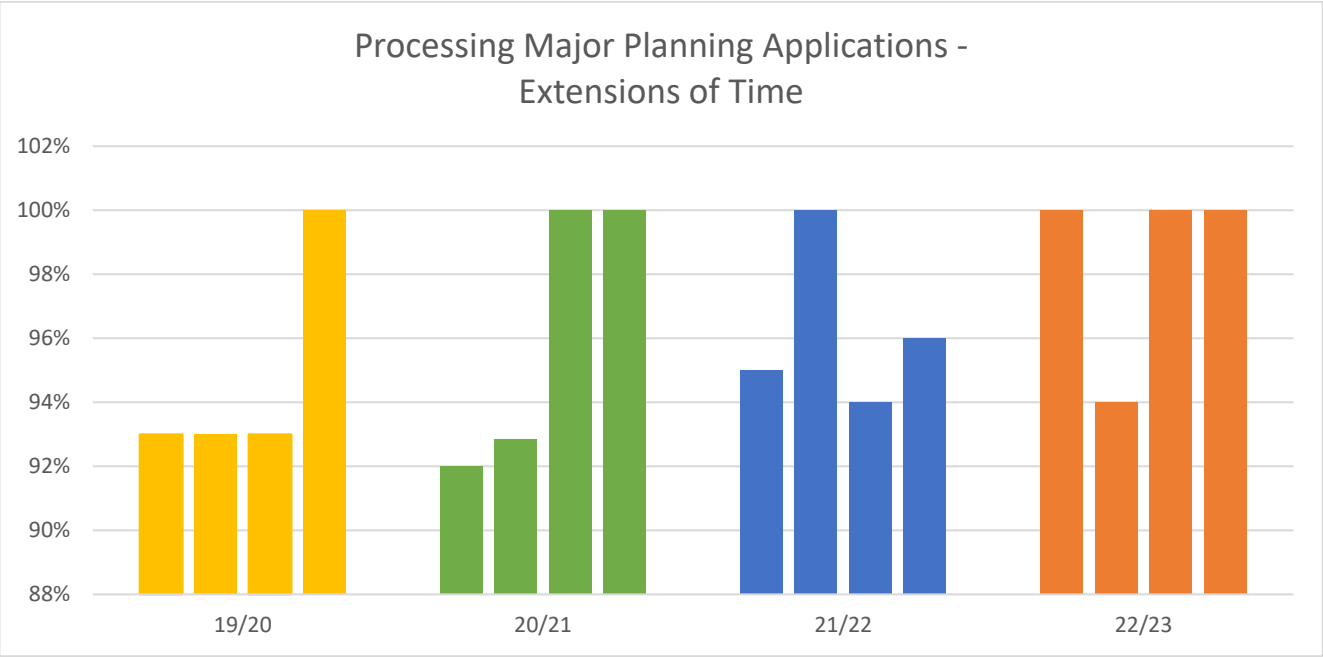
Performing or Underperforming Target

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, as it was in the previous quarter.



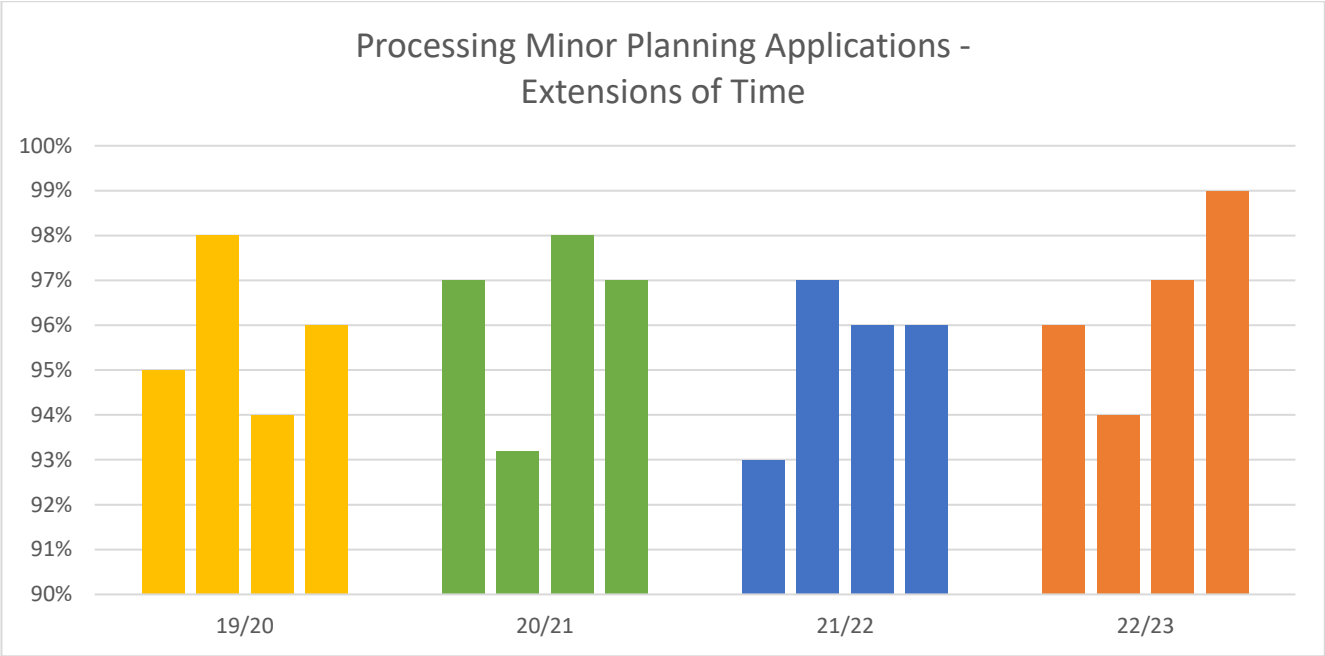
Performing or Underperforming Target

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 99% for this quarter, compared to 97% in the previous quarter.



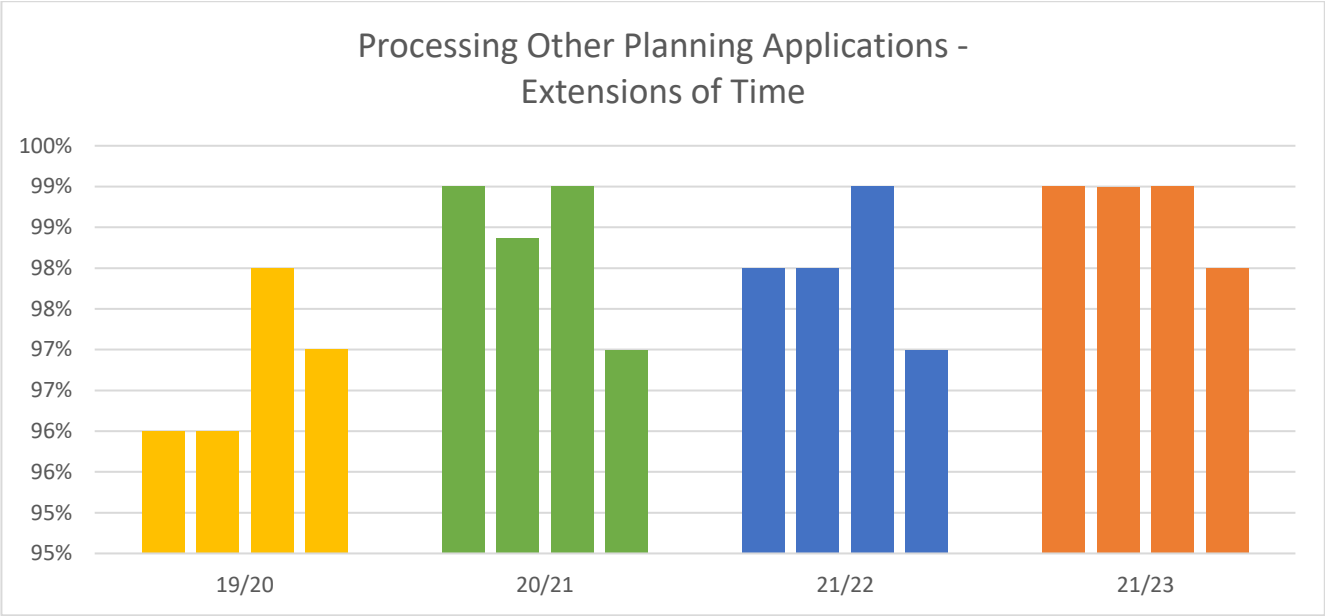
Performing or Underperforming Target

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 98% for this quarter, which is higher than the previous quarter at 99.



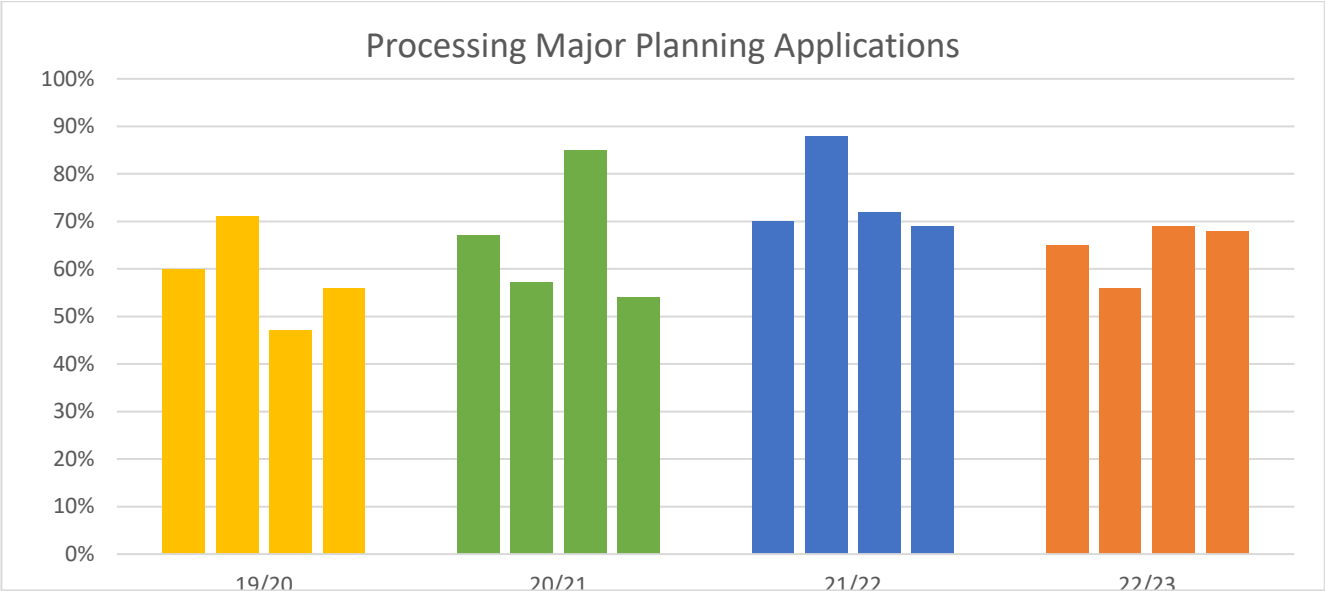
Performing or Underperforming Target

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 68% for this quarter, which is less than the previous quarter at 69%.



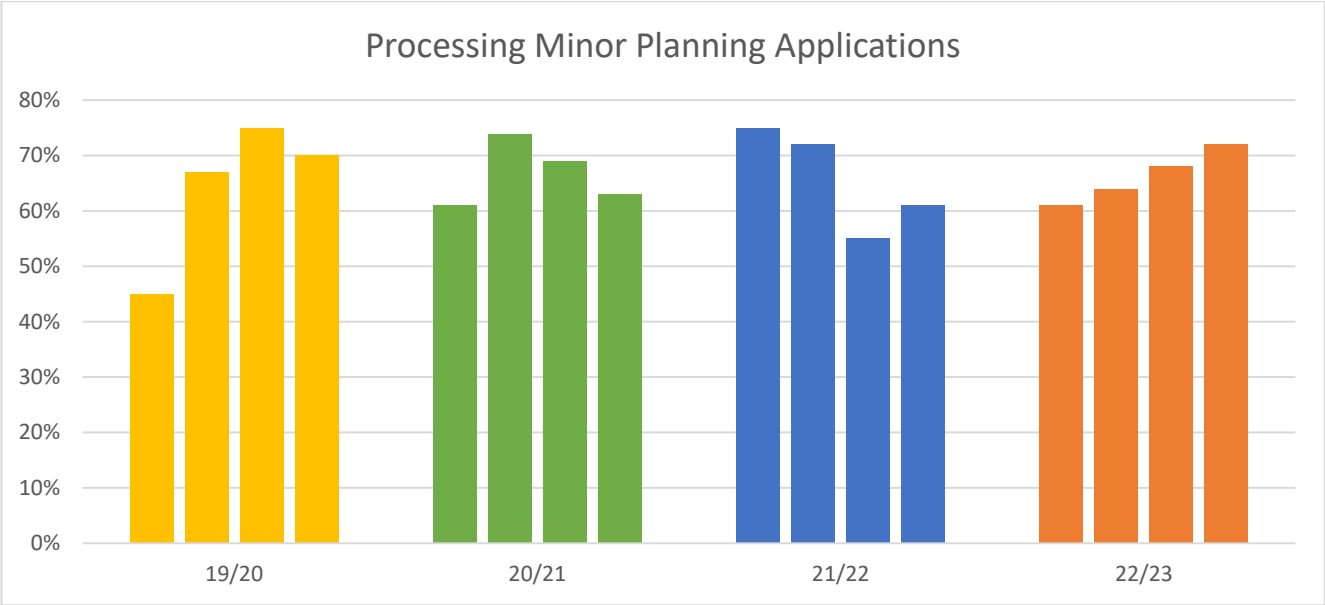
Performing or Underperforming Target

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 72% for this quarter, which is higher as the previous quarter at 68%.



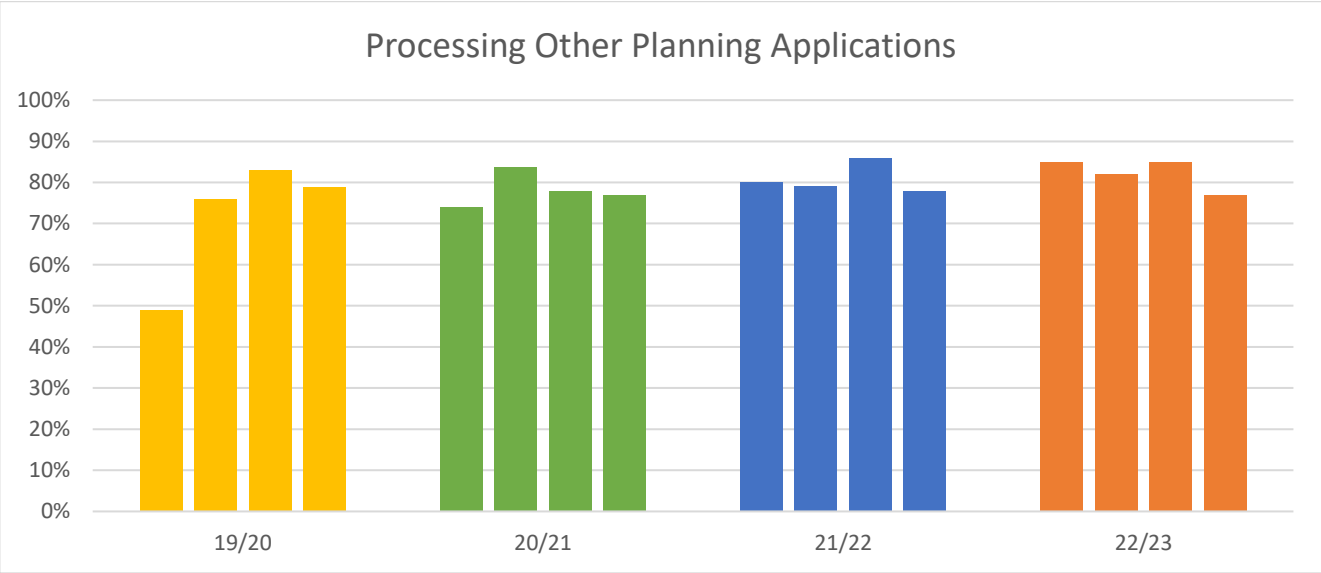
Performing or Underperforming Target

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 77% for this quarter, which is lower than the previous quarter at 85%.



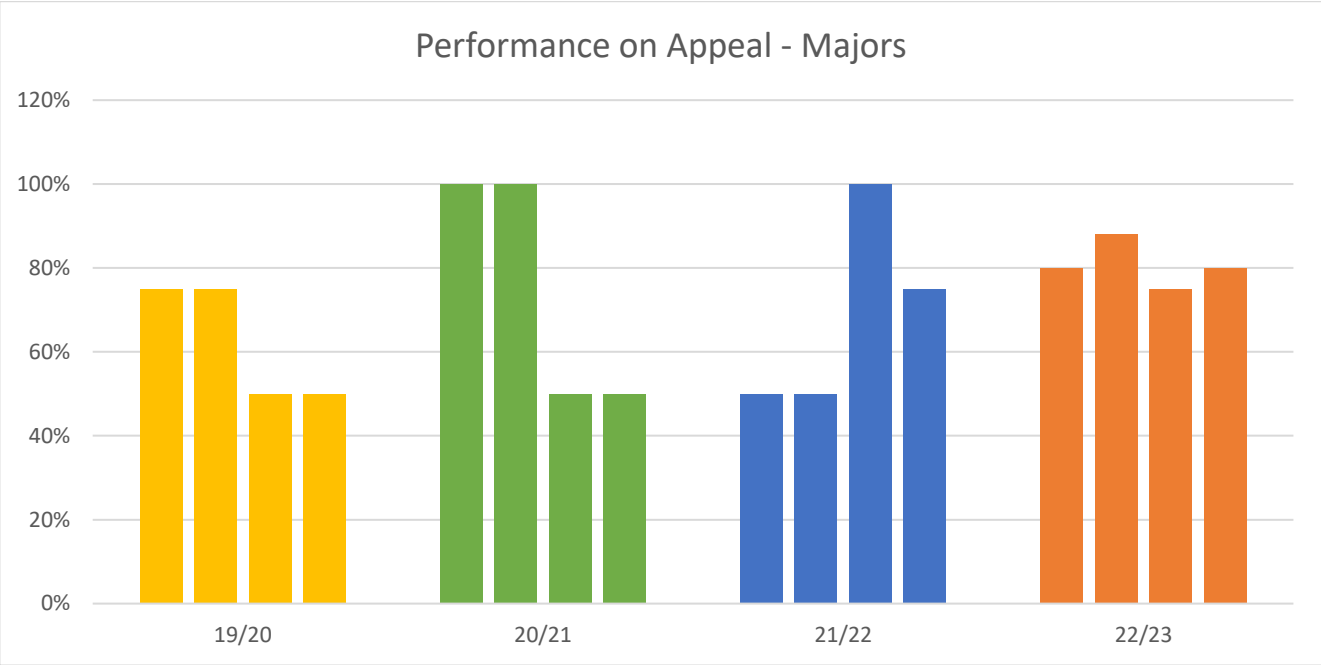
Performing or Underperforming Target

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



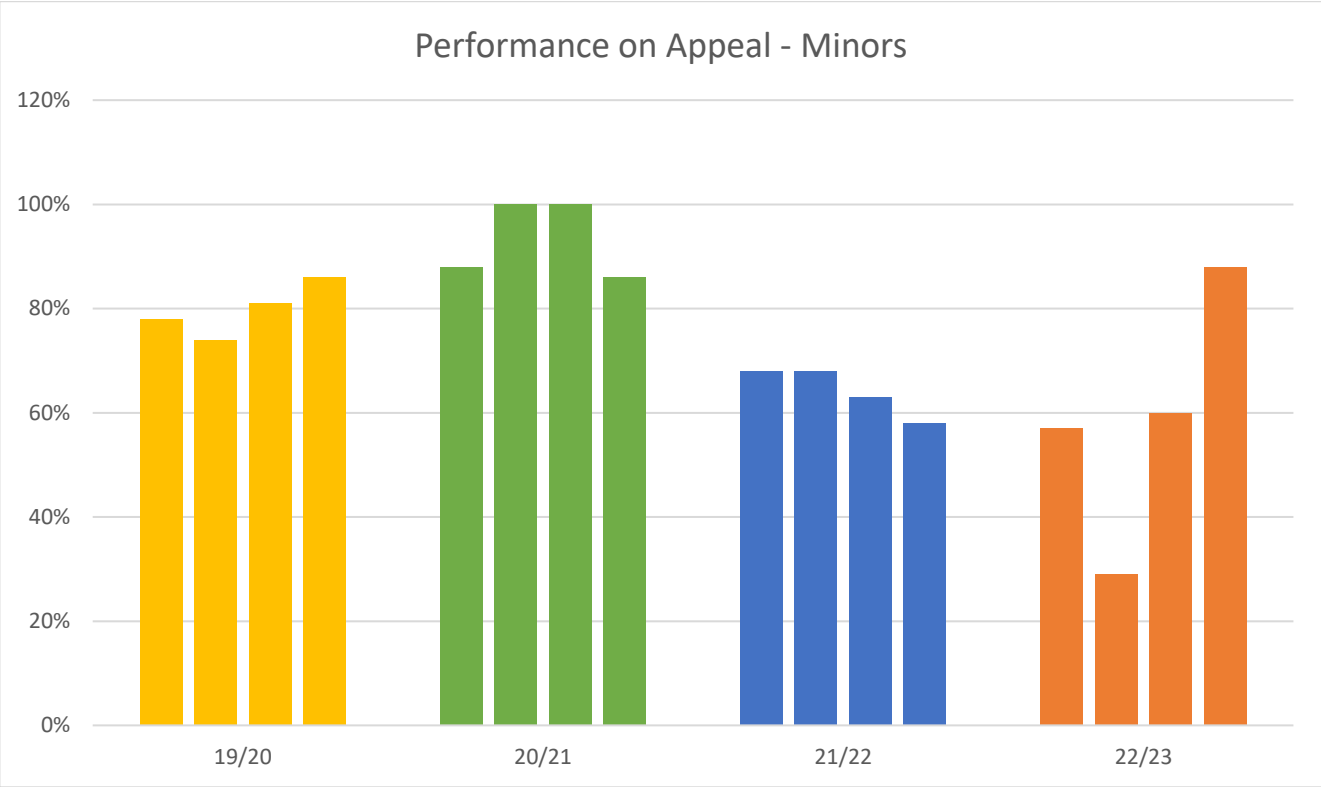
Performing or Underperforming Target

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 88% for this quarter, which is higher than the previous quarter at 60%.



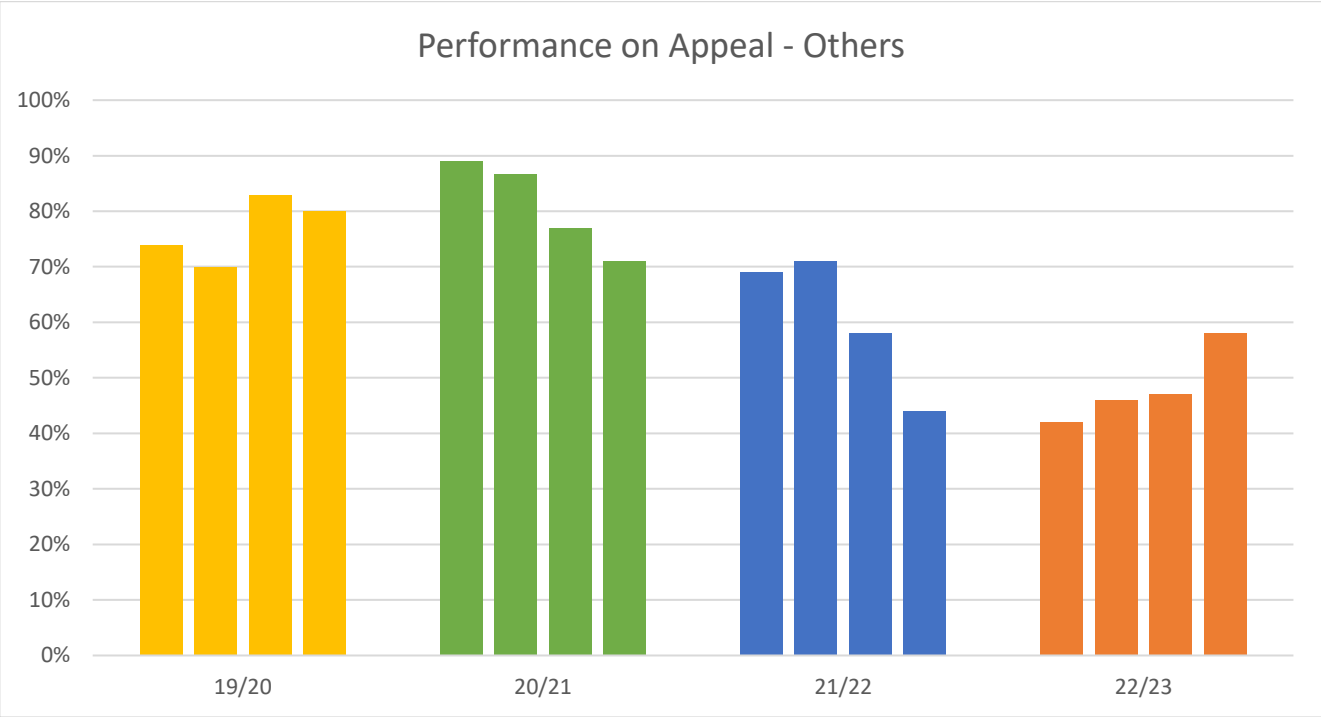
Performing or Underperforming Target

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 58% for this quarter, which is slightly higher than the previous quarter at 47%.



Performing or Underperforming Target

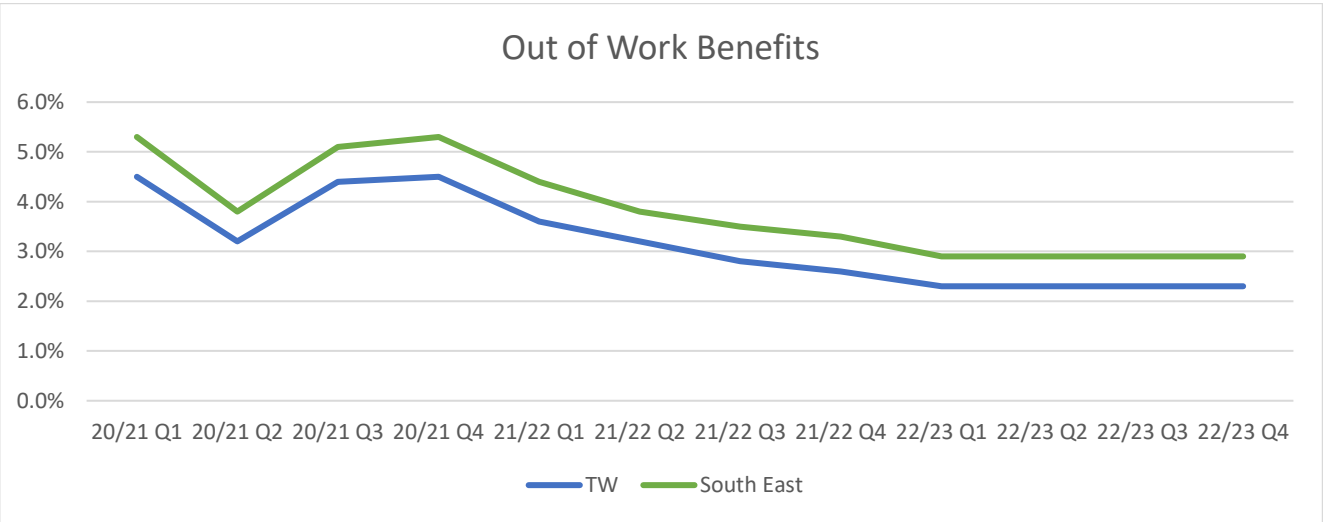
The target for this performance indicator is 65% or above, which means the indicator is:

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 Q3, compared with 2.9% for the Southeast. This is a snapshot figure for the last month in the quarter. The figure has not changed since the end of quarter two.



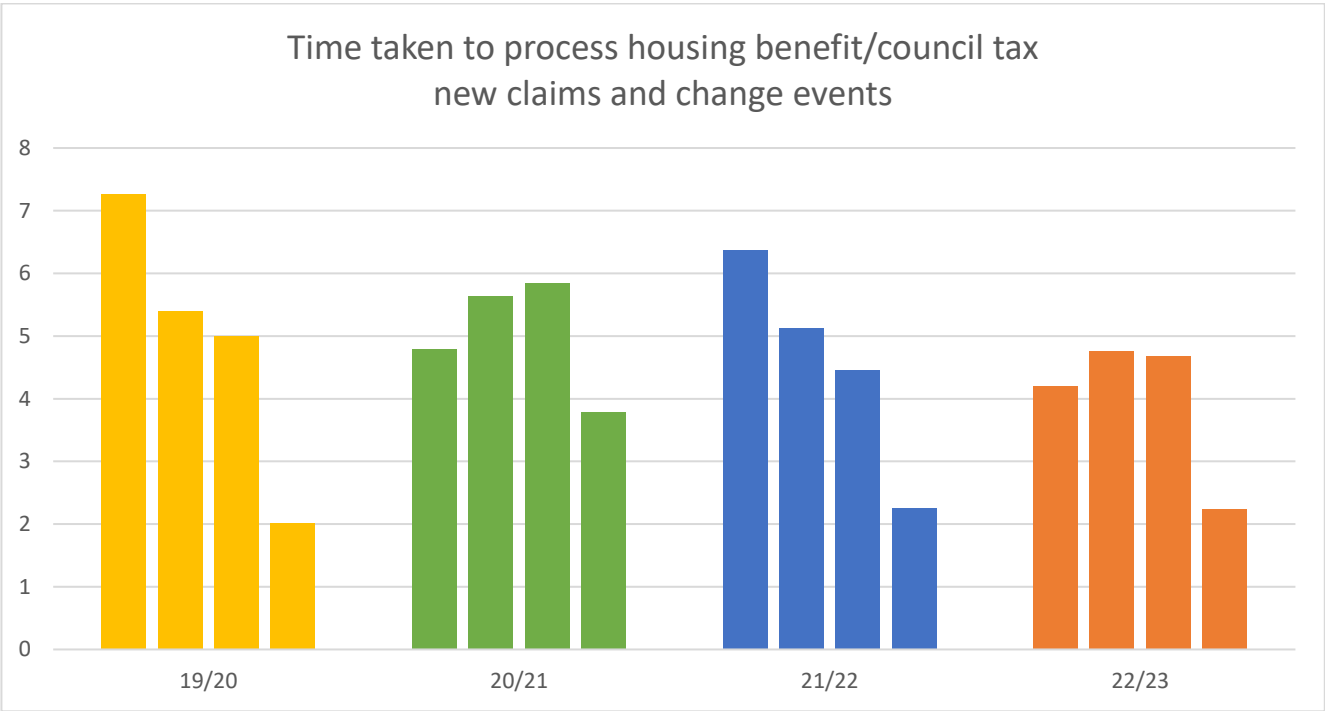
Performing or Underperforming Target

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 2.24 for this quarter, which is lower than the previous quarter at 4.68.



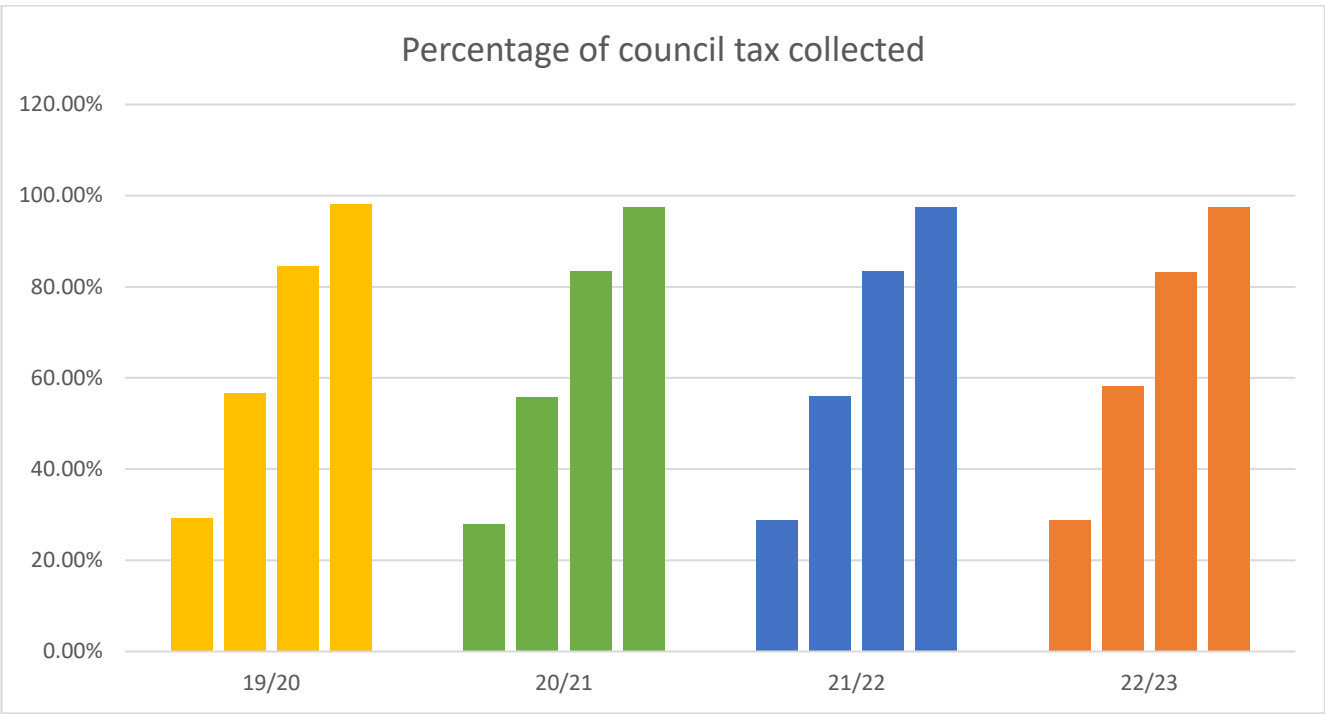
Performing or Underperforming Target

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 97.5% for quarter four.



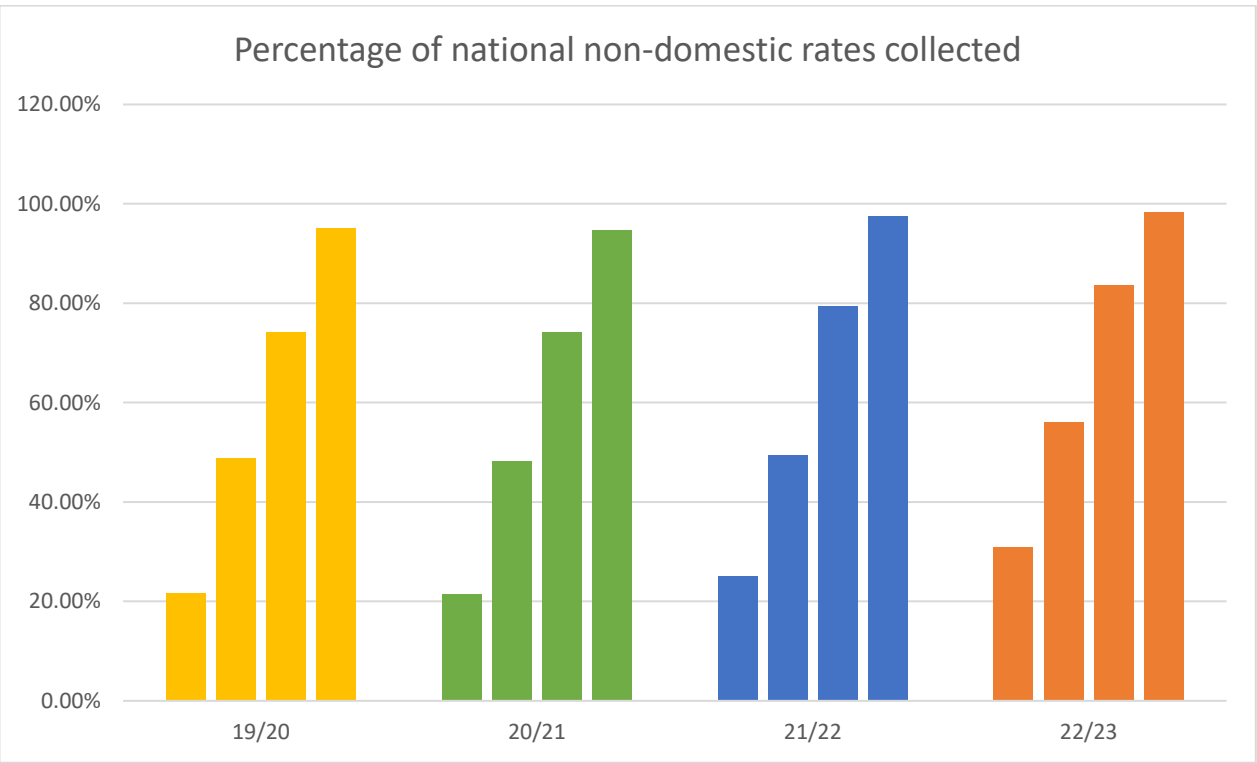
Performing or Underperforming Target

This quarter’s target for this performance indicator is 97.50% or above, which means the indicator is:

Performing

Percentage of National Non-Domestic Rate Collected

The outturn for this indicator is 98.22%



Performing or Underperforming Target

This quarter's target for this performance indicator is 96.61% or above, which means the indicator is:

Performing