

Tunbridge Wells Borough Council

Performance Report

Council Service Performance Q1 (Apr-Jun 2023)

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For Cabinet 21 September 2023



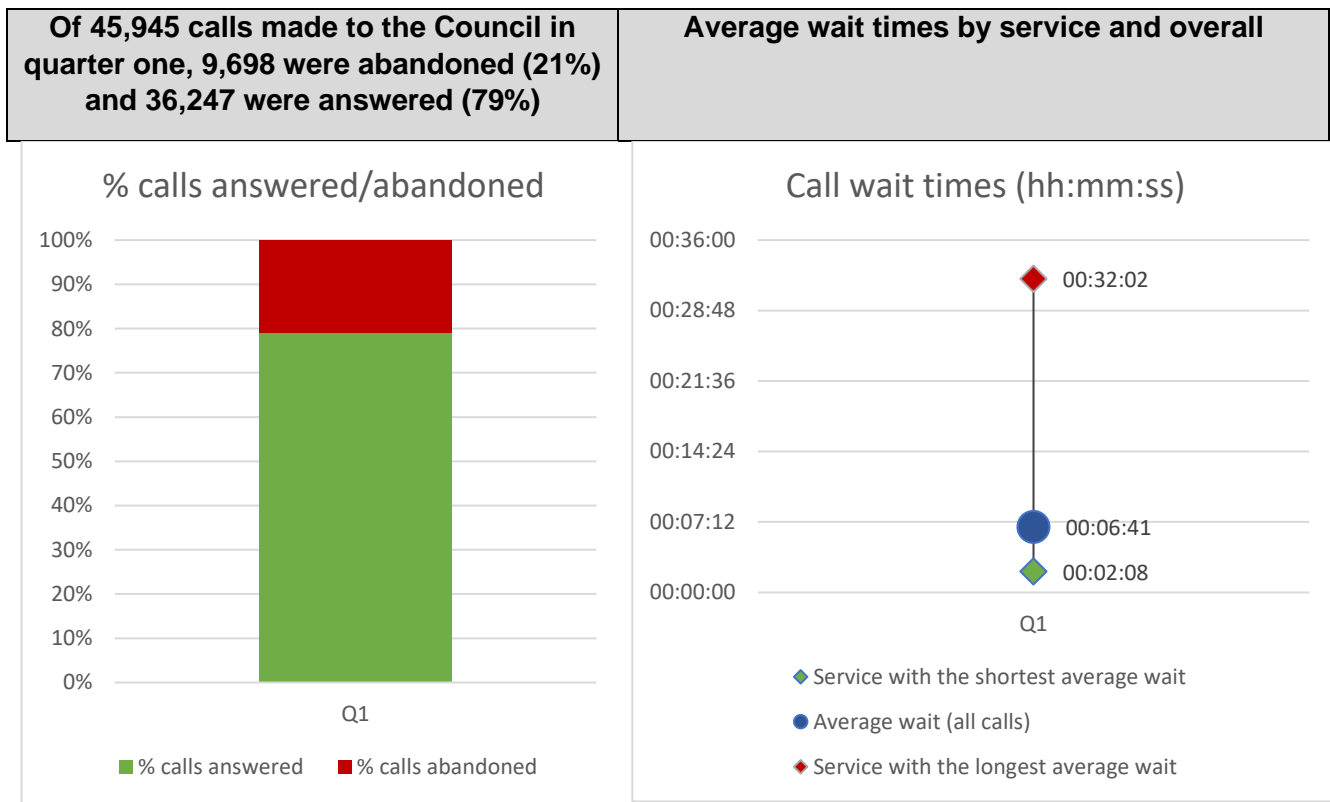
Indicator Results

The Council’s Performance and Governance Team has, in collaboration with the Council’s Heads of Service, updated the performance indicators on which it will report quarterly in 2023/24.

Contact Centre (Amelia)

1. Call to Wait Time Ratio¹

The average call-to-wait time ratio in quarter 1 was 8.45.



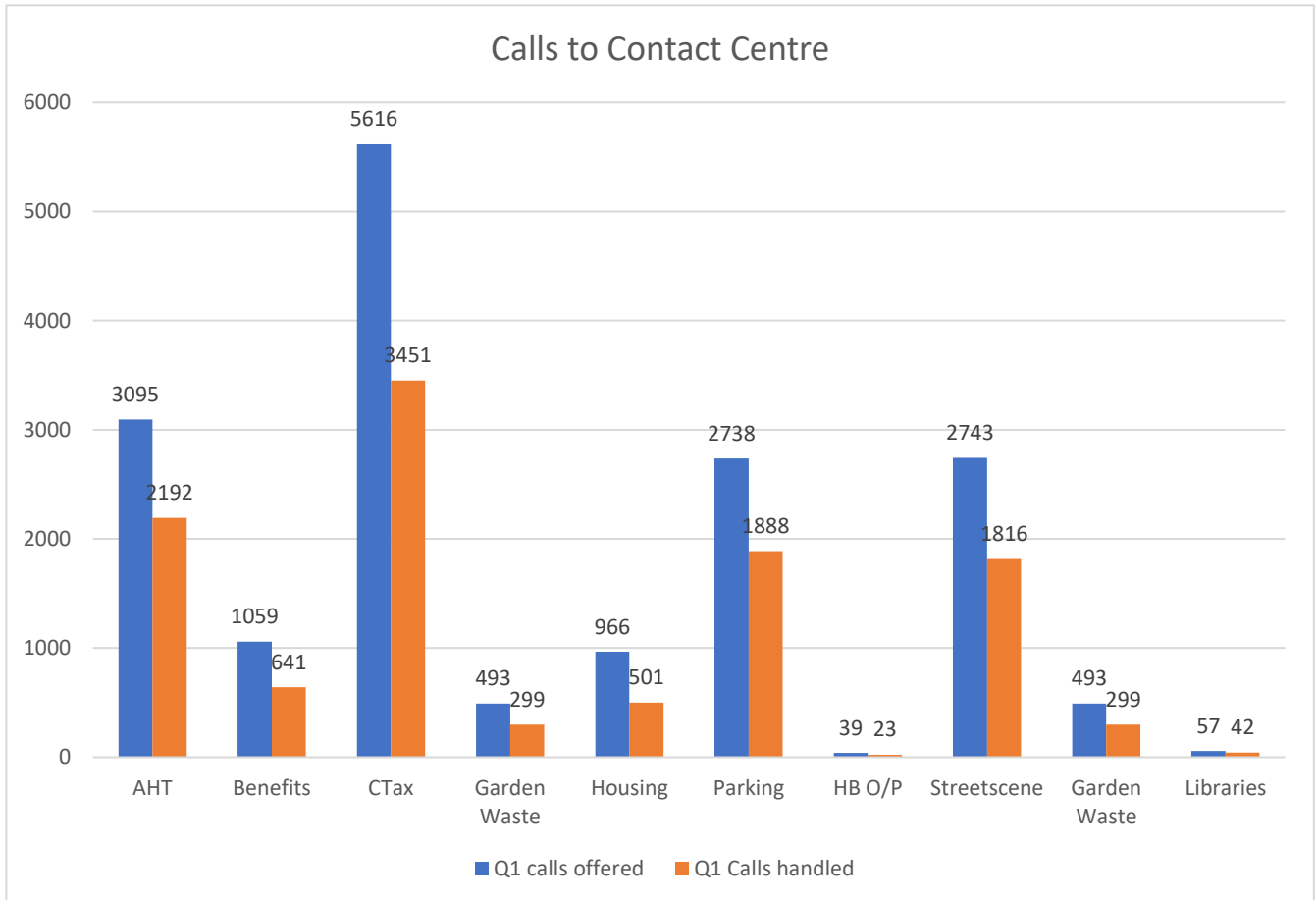
Performing or Underperforming Target

This performance indicator does not have a target.

¹ This is a new indicator.

Calls by Services

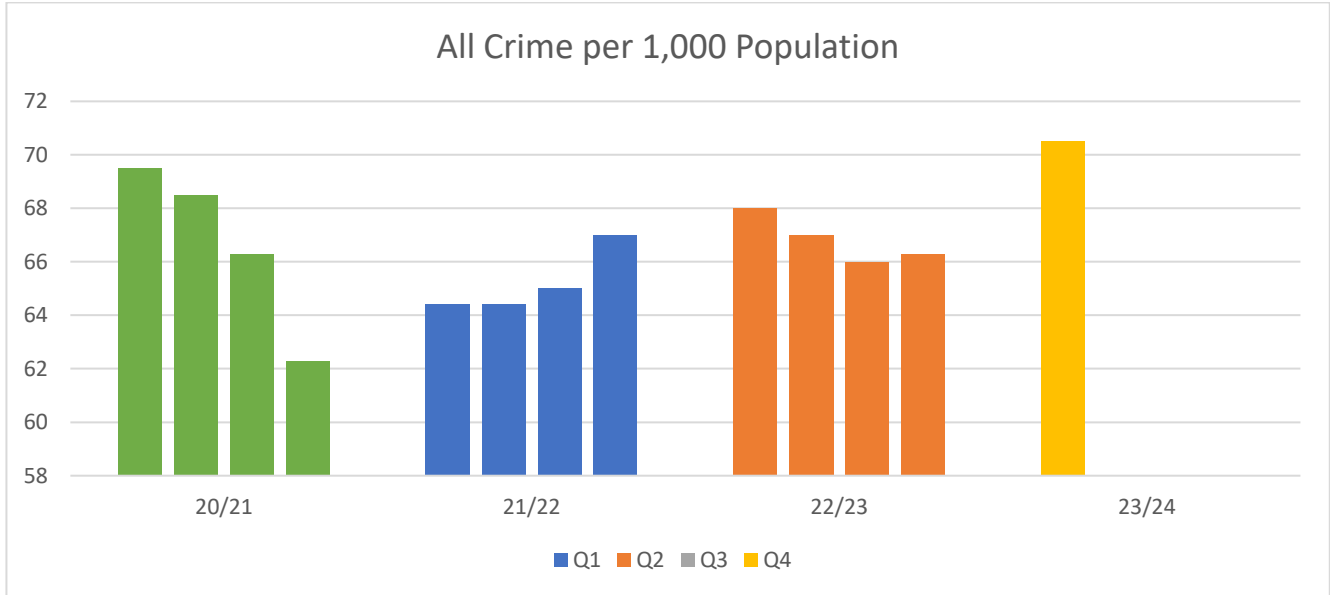
Of the calls made in quarter one, the switchboard received the most at 29,139 calls, 25,394 of which were answered. This was followed by Council Tax, which received 5,616 calls of which 3,451 were answered. Housing Benefit overpayment calls represented the fewest at 39, of which 23 were answered.



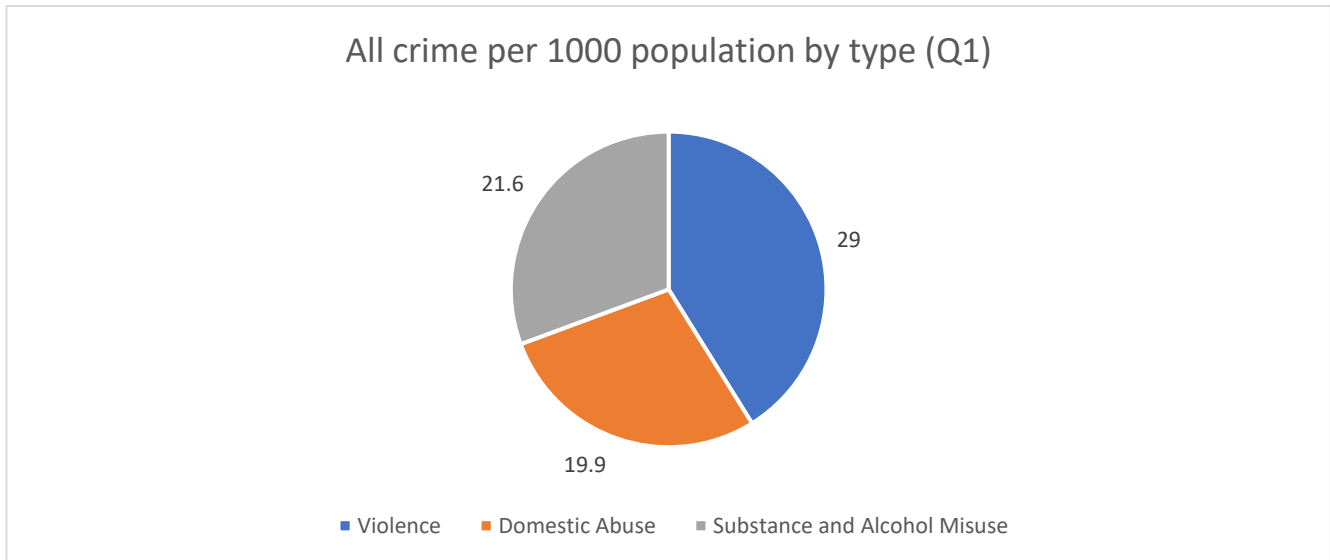
Community Safety Unit

2. All Crimes per 1,000 Population

The outturn for this indicator is 70.5 for this quarter, which is slightly higher than Q1 2022/23 at 69.5%.



Most involved substance and alcohol misuse, followed by violence and domestic abuse²:



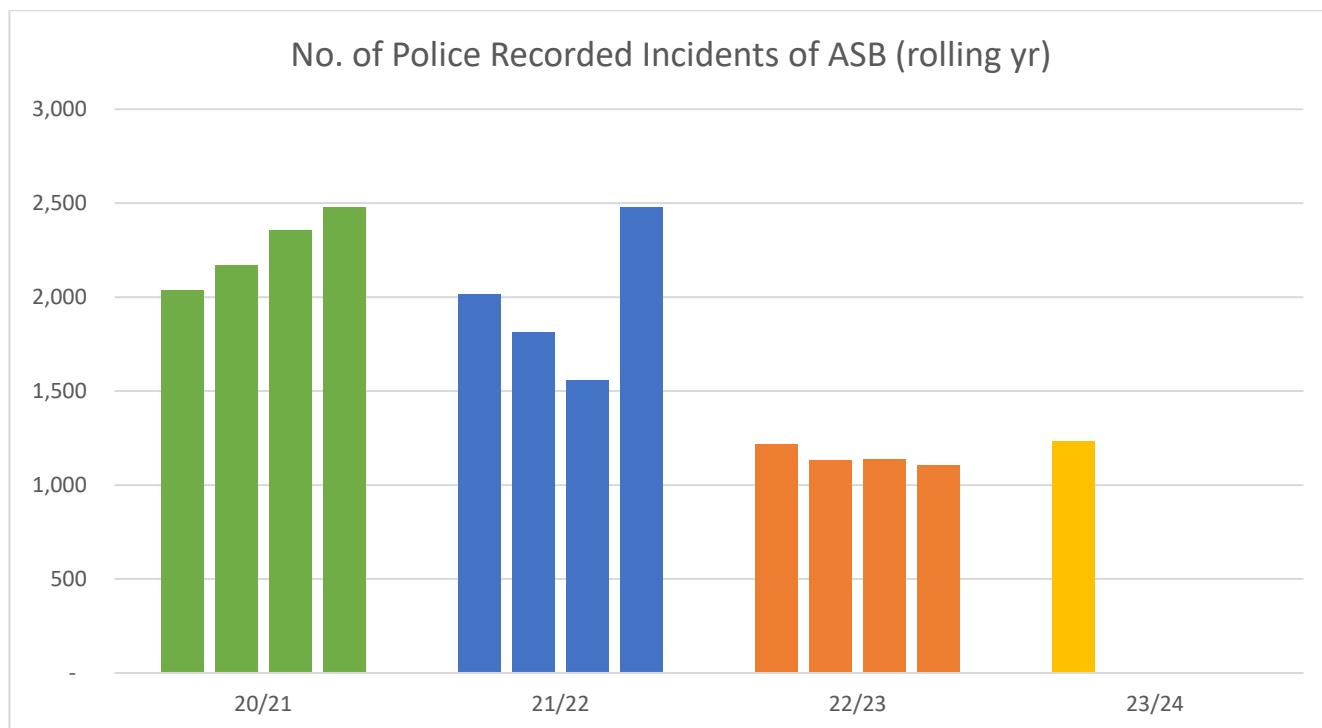
Performing or Underperforming Target

This performance indicator does not have a target.

² This is a new breakdown for the All Crime Per 1,000 Population indicator.

3. Number of Police Recorded Incidents of Anti-Social Behaviour

The outturn for this indicator is 1,223 for this quarter, which is comparable to that in Q1 of the last year (1,217).



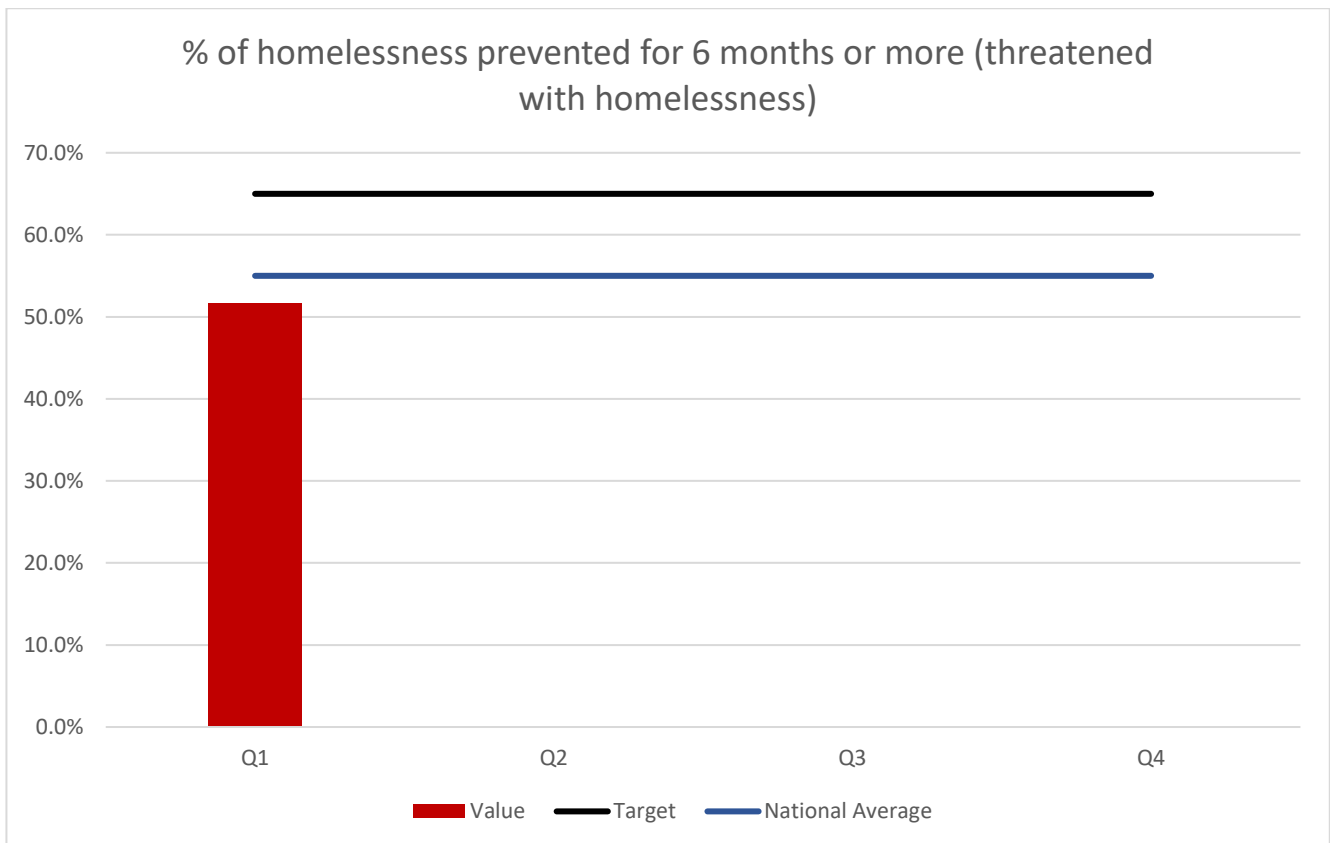
Performing or Underperforming Target

This performance indicator does not have a target.

Housing

4. Percentage of Homelessness Preventions³

The percentage of at risk households successfully prevented from becoming homeless for 6 months or more in this quarter was 51.6%, which is lower than the national average target of 55%.



Performing or Underperforming Target

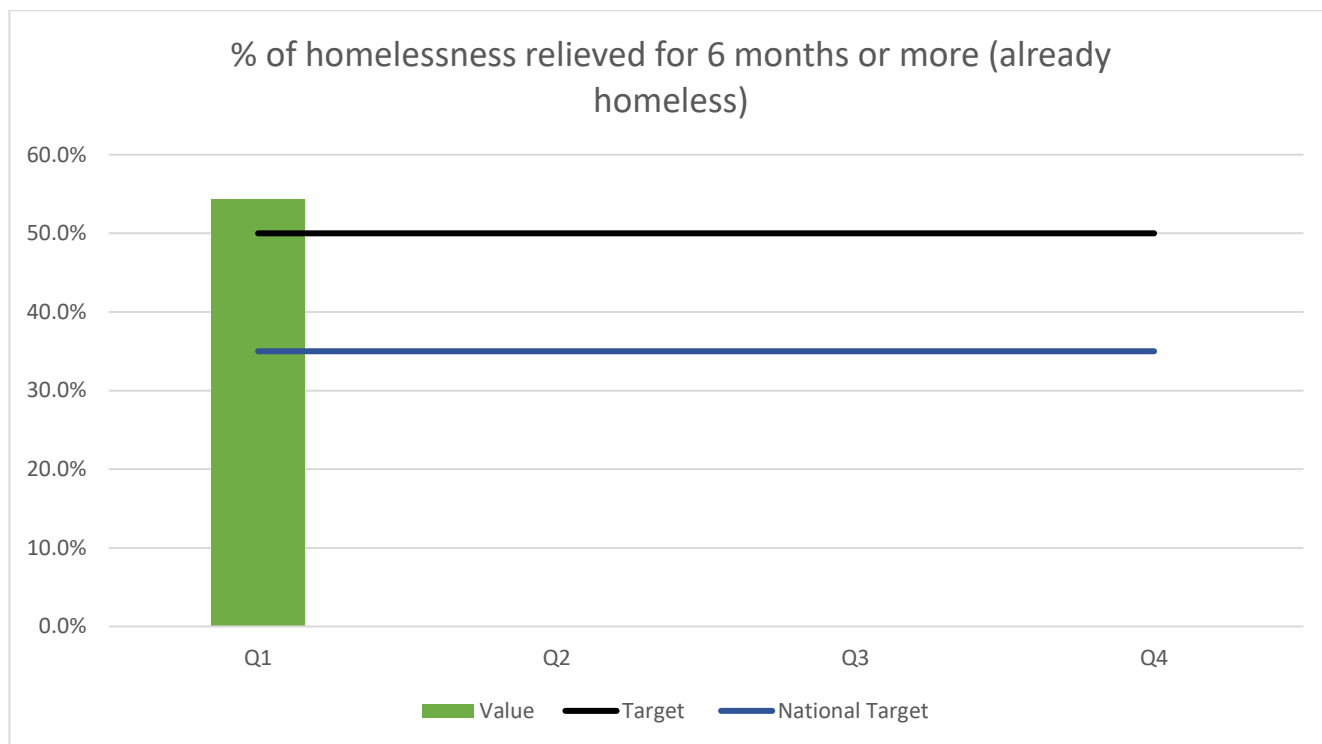
The target for this performance indicator is 65% or below, which means the indicator is:

Under Performing

³ This indicator has been updated in light of national figures.

5. Percentage of Homelessness Reliefs⁴

The percentage of successful homelessness reliefs was 54.3% for this quarter, which is higher than the national target of 35%.



Performing or Underperforming Target

The target for this performance indicator is 50% or more, which means the indicator is:

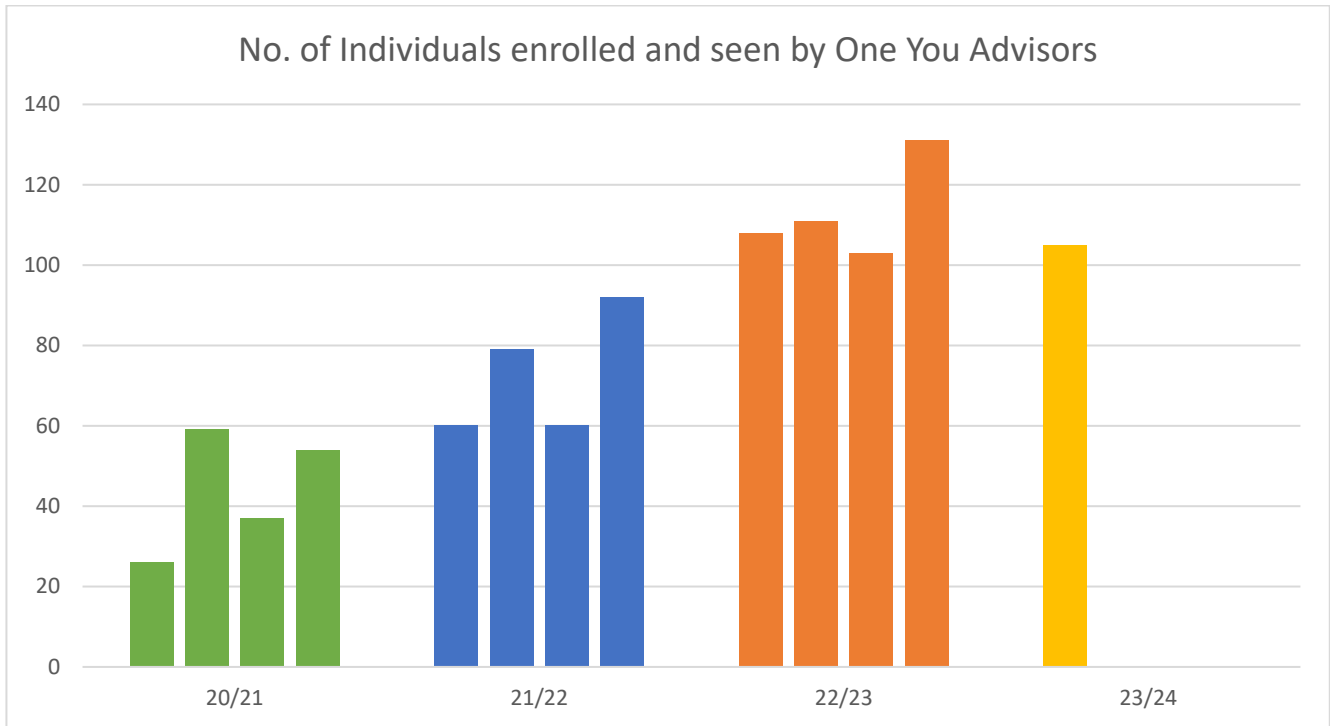
Performing

⁴ This is a new indicator.

Health

6. Number of People Engaged in Healthy Living Services

The outturn for this indicator is 105 for this quarter, which is lower than in Q1 of 2022/23 (108).



Performing or Underperforming Target

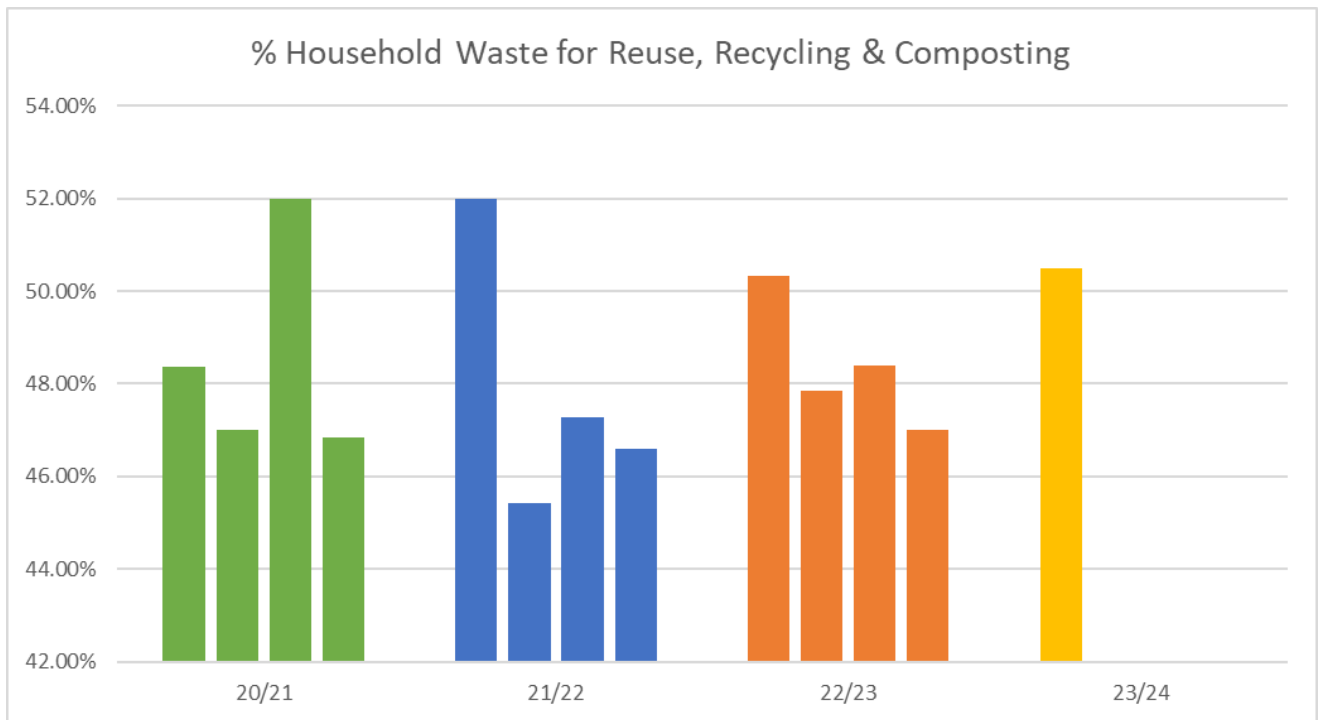
The target for this performance indicator is 53 or above, which means the indicator is:

| Performing

Environment

7. Percentage of Household Waste for Reuse, Recycling and Composting⁵

The outturn for this indicator is 50.49% which is higher than quarter four at 47.00%.



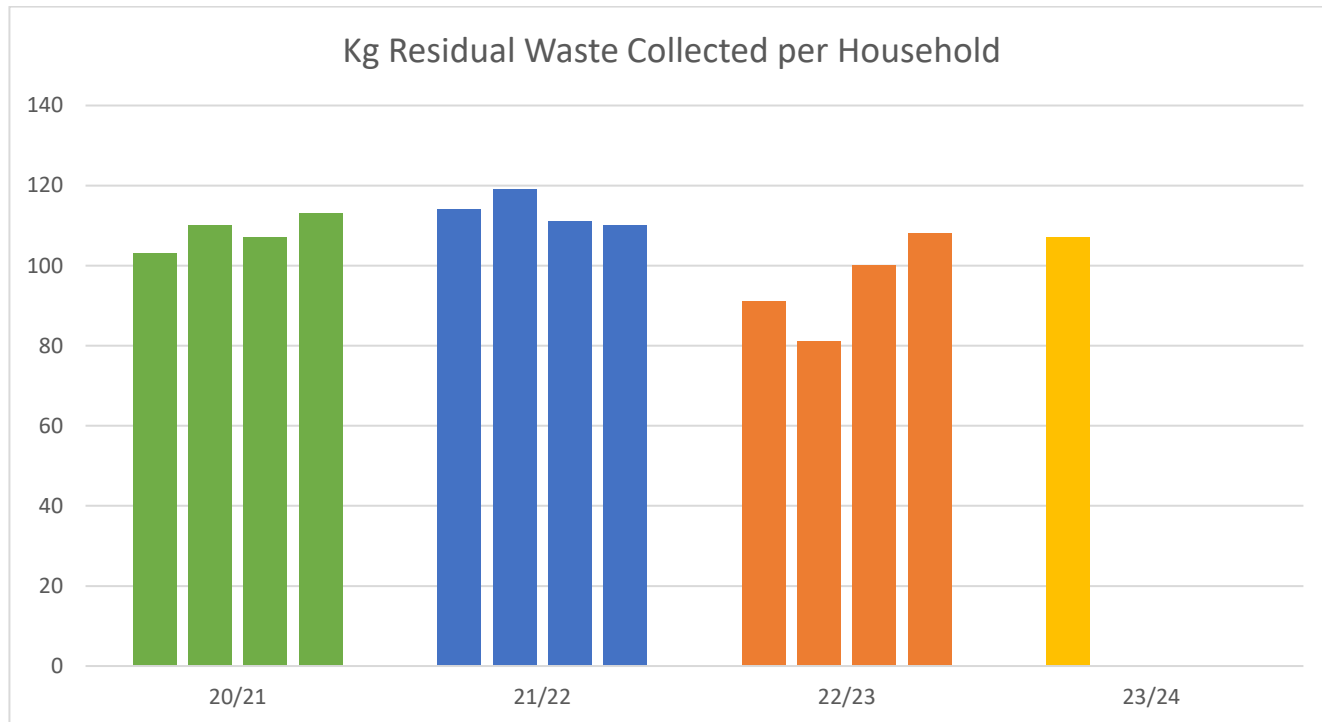
Performing or Underperforming Target

The target for this performance indicator is 48%, +/-2.5% or above, which means the indicator is:

| *Performing*

8. Kilograms of Residual Waste Collected per Household⁶

The outturn for this indicator is 107, which is higher than quarter one of 2022-23 at 91.



Performing or Underperforming Target

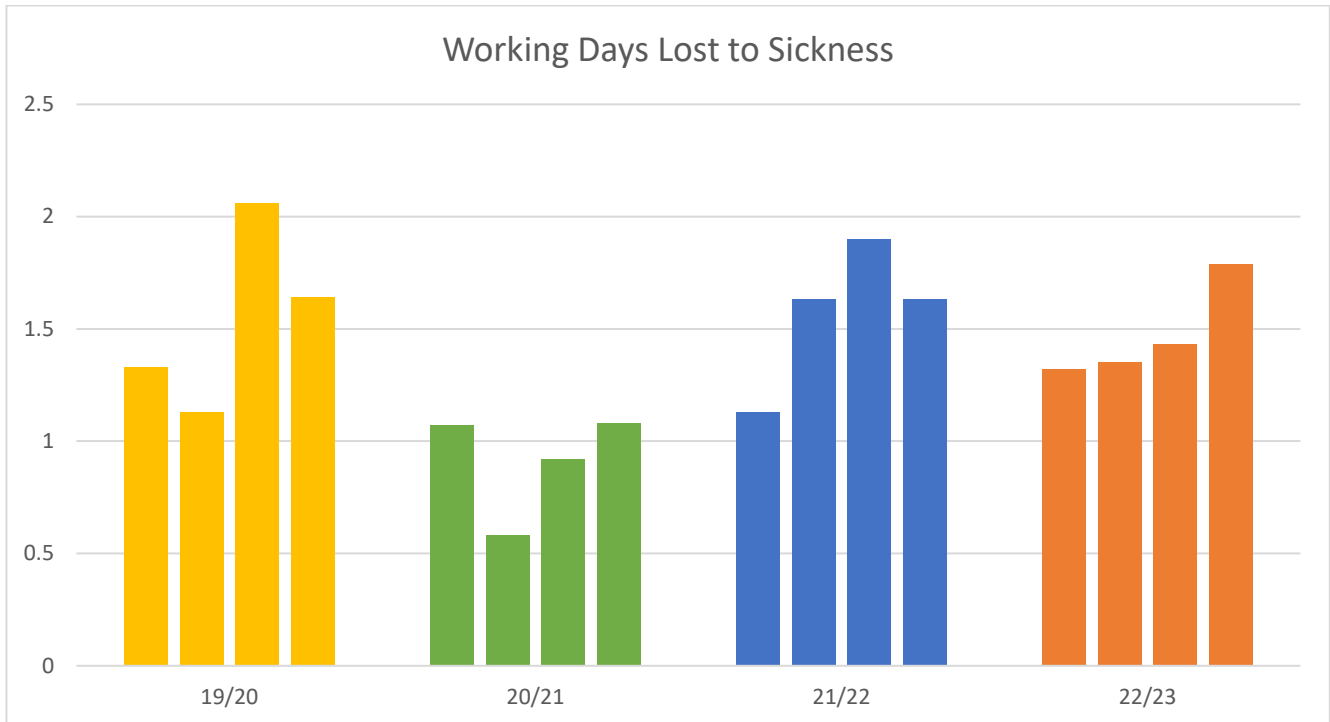
The target for this performance indicator is 127 +/-2.5% or below, which means the indicator is:

| *Performing*

HR

9. Working Days Lost Due to Sickness

The outturn for this indicator in quarter one is unavailable. The outturn for the last quarter was 1.79, which was higher than the preceding quarter at 1.43.



Performing or Underperforming Target

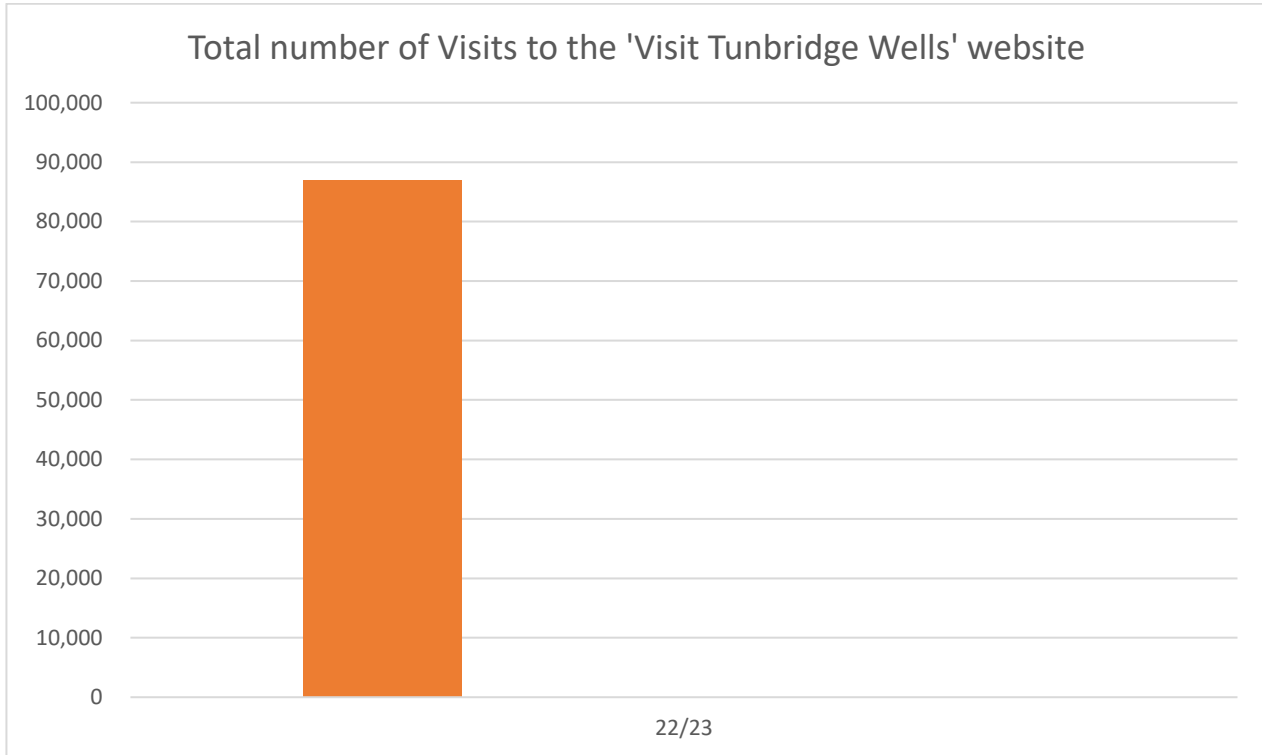
The target for this performance indicator is 1.375 or below, which means the indicator in quarter four of 2022/23 was:

Under Performing

Economic Development

10. Visits to the 'Visit Tunbridge Wells' (VTW) Website⁷

The outturn for this indicator is 86,900 for this quarter.



Performing or Underperforming Target

This performance indicator does not have a target.

⁷ This indicator is new.

11. Social Media Engagement (reach & followers)⁸

For the Visit Tunbridge Wells (VTW) pages The outturn for this indicator is 100,957 (reach) and 6560 (followers).



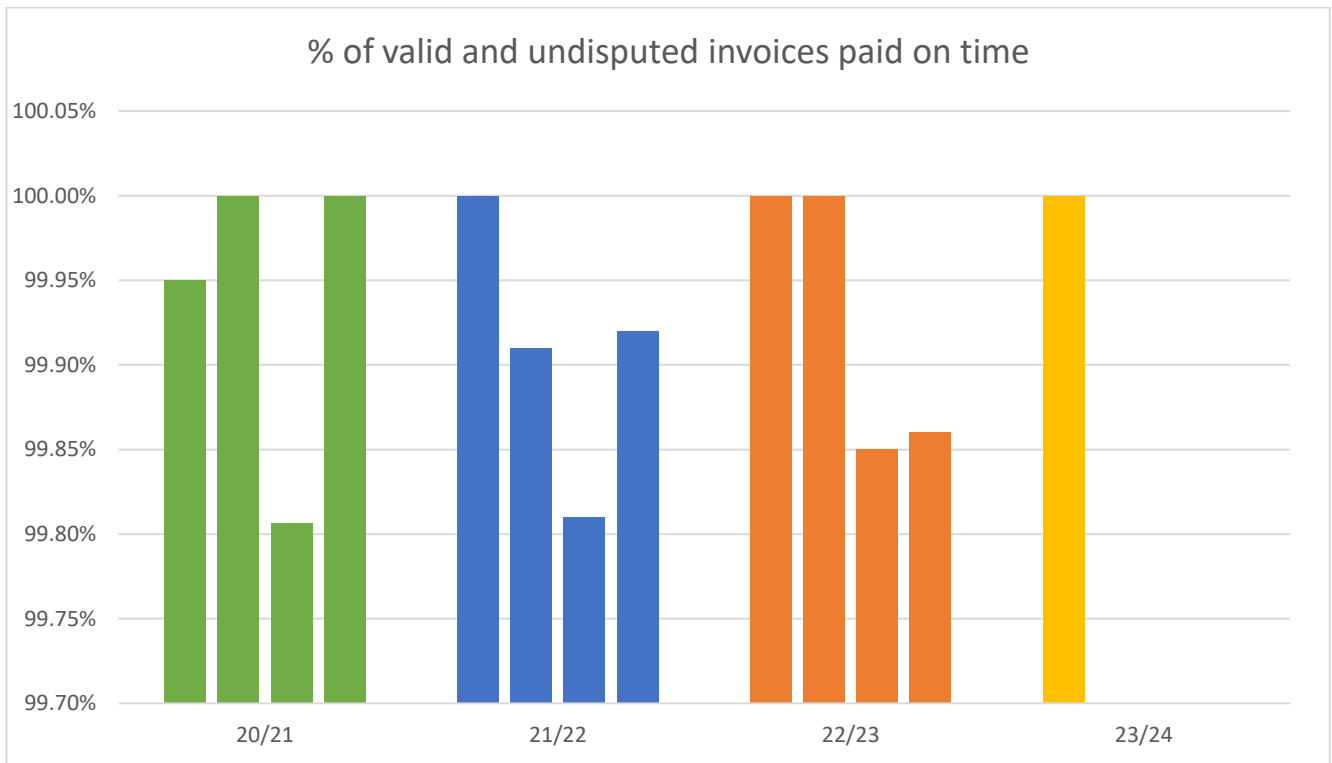
Performing or Underperforming Target - These performance indicators do not have a target.

⁸ This indicator is new.

Finance

12. Percentage of valid and undisputed invoices paid on time

This quarter's outturn for this indicator is 100%.



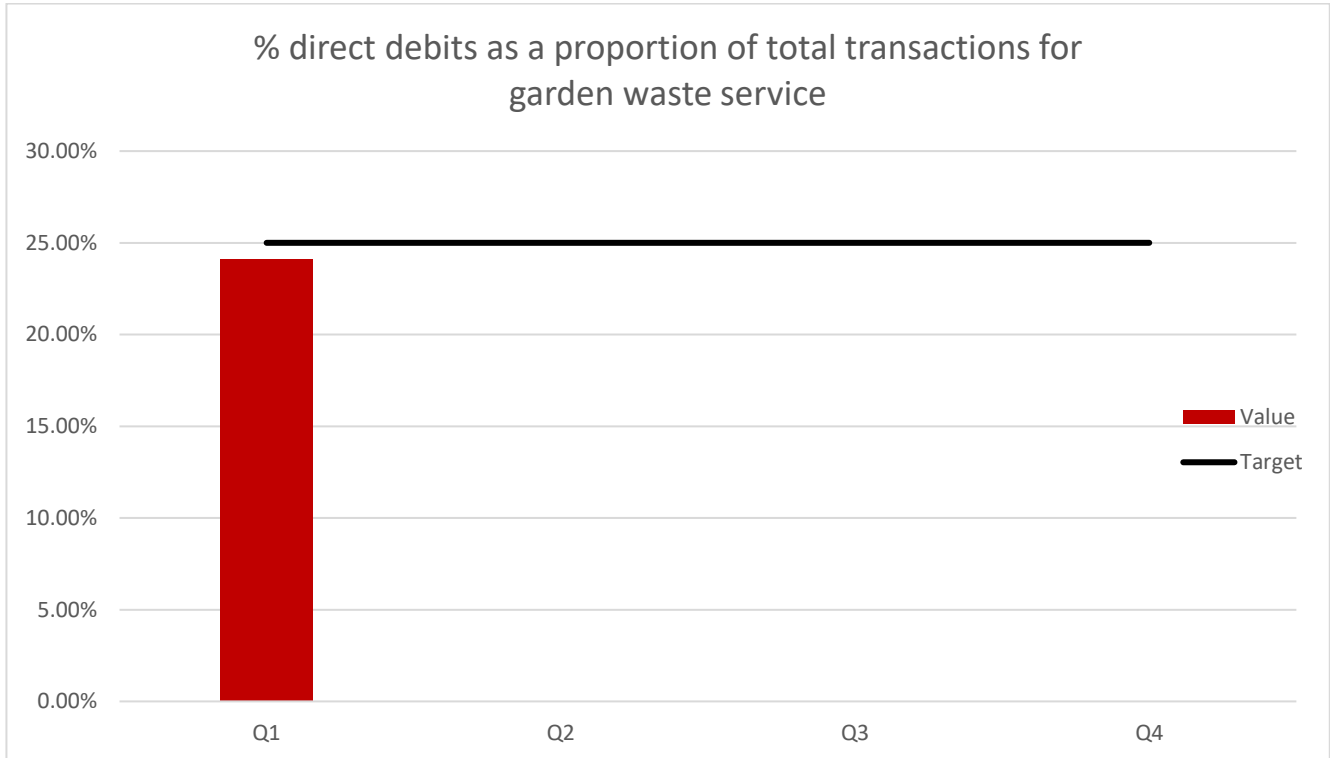
Performing or Underperforming Target

The target for this performance indicator is 99.8% or above, which means the indicator is:

Performing

13. Percentage of Direct Debits as Proportion of Total Transactions for Garden Waste Collection Service⁹

The percentage of garden waste service transactions is 24.10%.



Performing or Underperforming Target

The target for this performance indicator is 25% or above, which means the indicator is:

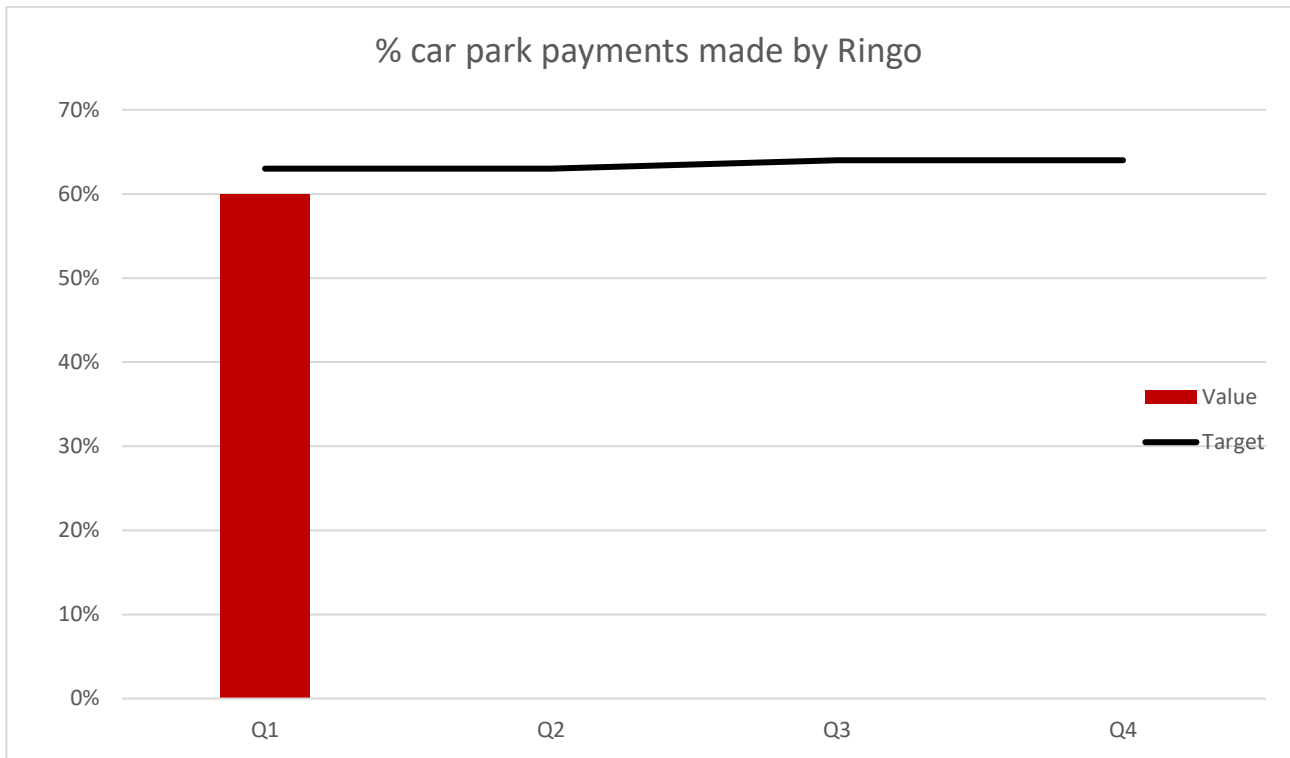
Under Performing

⁹ This is a new indicator.

Parking

14. Percentage of Parking Payments Made via RingGo¹⁰

60% of parking charges were made via RingGo in quarter one.



Performing or Underperforming Target

The target for this performance indicator is 63% or above, which means the indicator is:

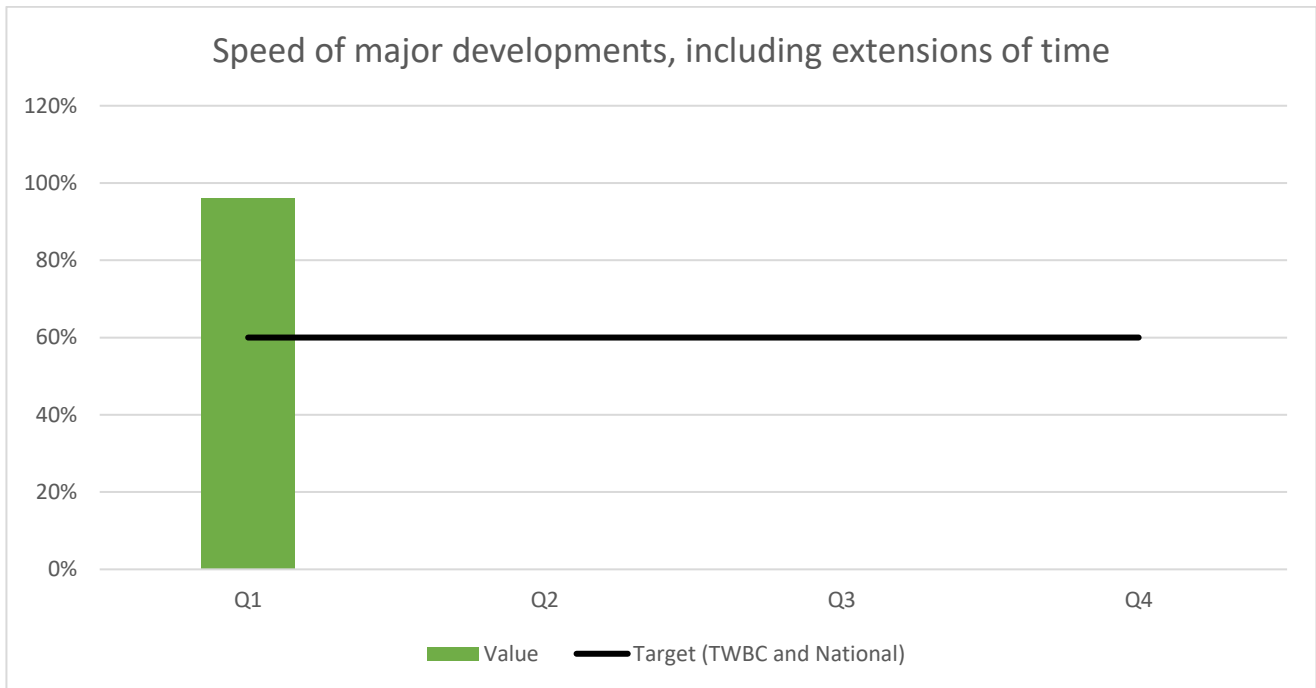
Under Performing

¹⁰ This indicator is new.

Planning

15. Speed of Major Developments Including Extensions of Time¹¹

The outturn for this indicator is 96% for this quarter.



Performing or Underperforming Target

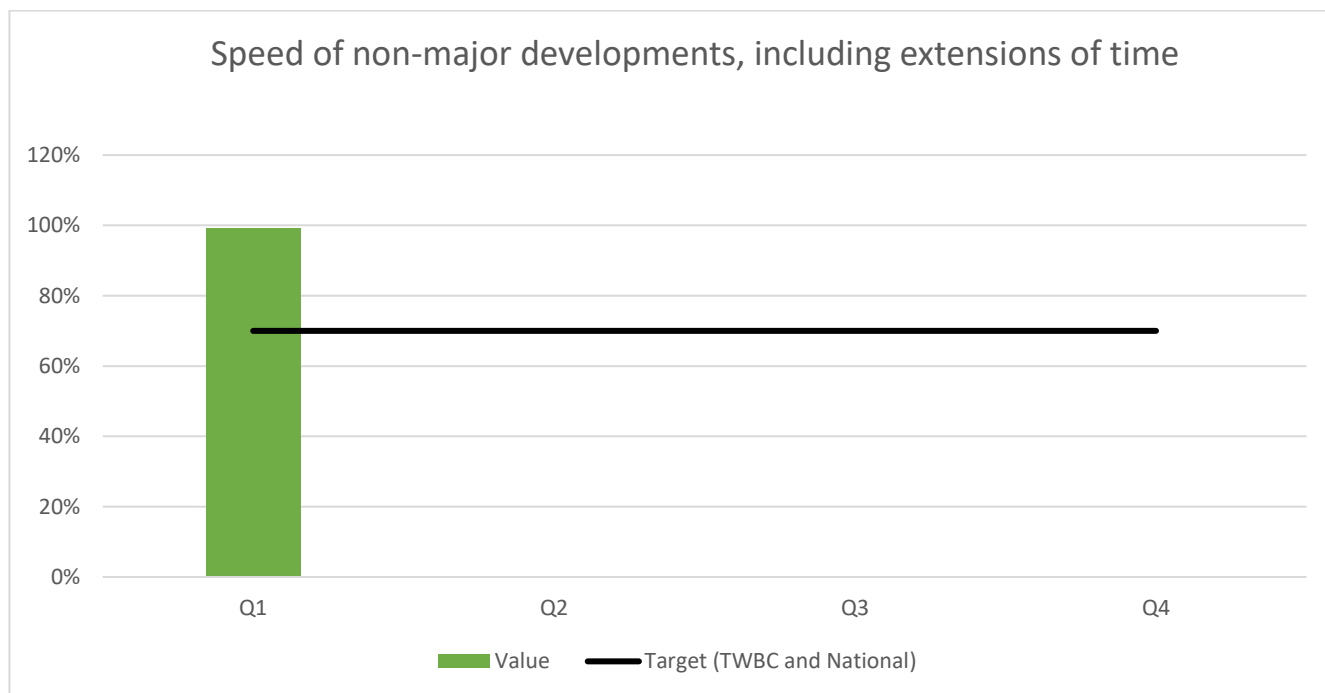
The national target and the service target for this performance indicator is 60% or above, which means the indicator is:

Performing

¹¹ This indicator is new.

16. Speed of Non-major Developments Including Extensions of Time¹²

The outturn for this indicator is 99% for this quarter.



Performing or Underperforming Target

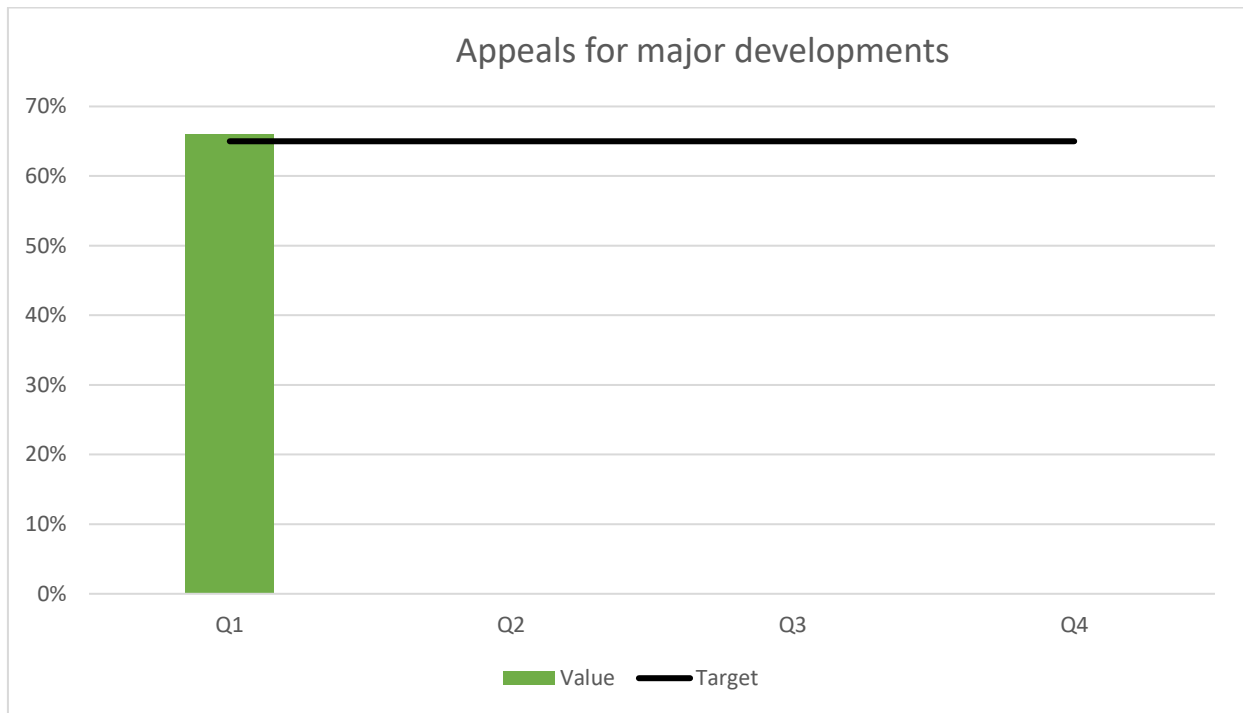
The national and the service target for this performance indicator is 70% or above, which means the indicator is:

Performing

¹² This is a new indicator.

17. Appeals – Major Developments

The outturn for this indicator is 66% for this quarter.



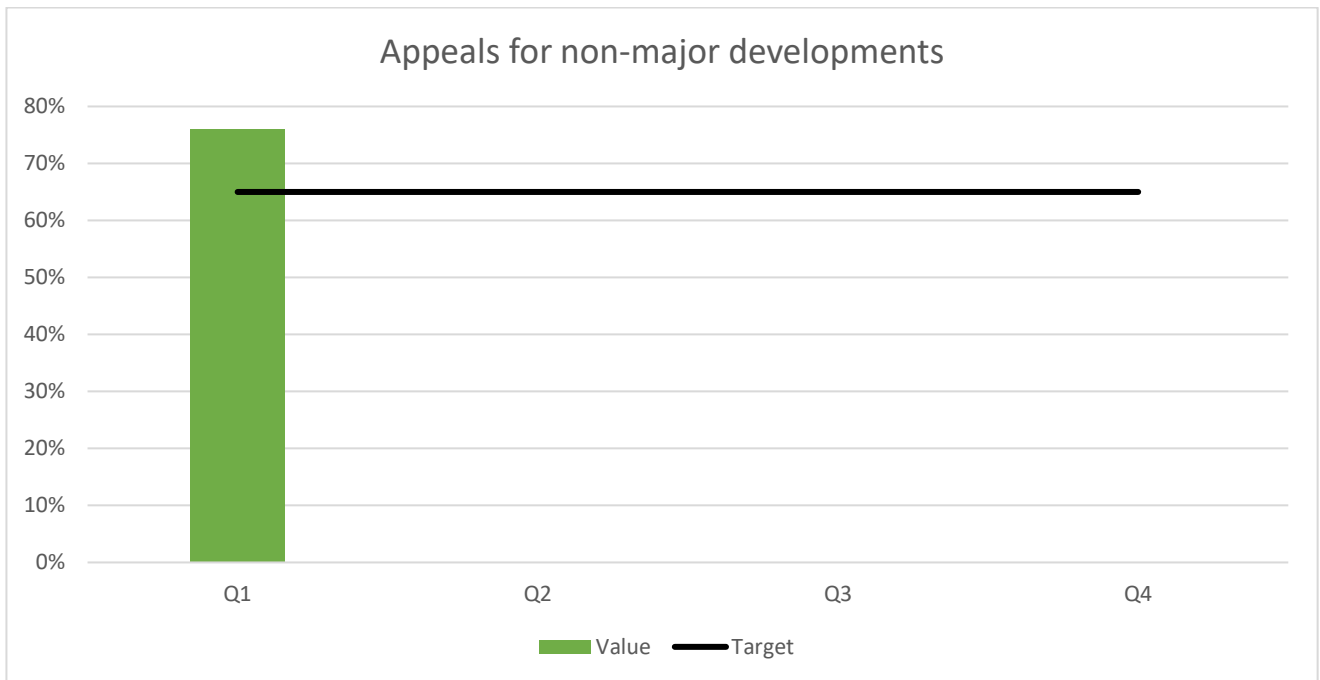
Performing or Underperforming Target

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

Performing

18. Appeal – Non-major Developments¹³

The outturn for this indicator is 76% for this quarter.



Performing or Underperforming Target

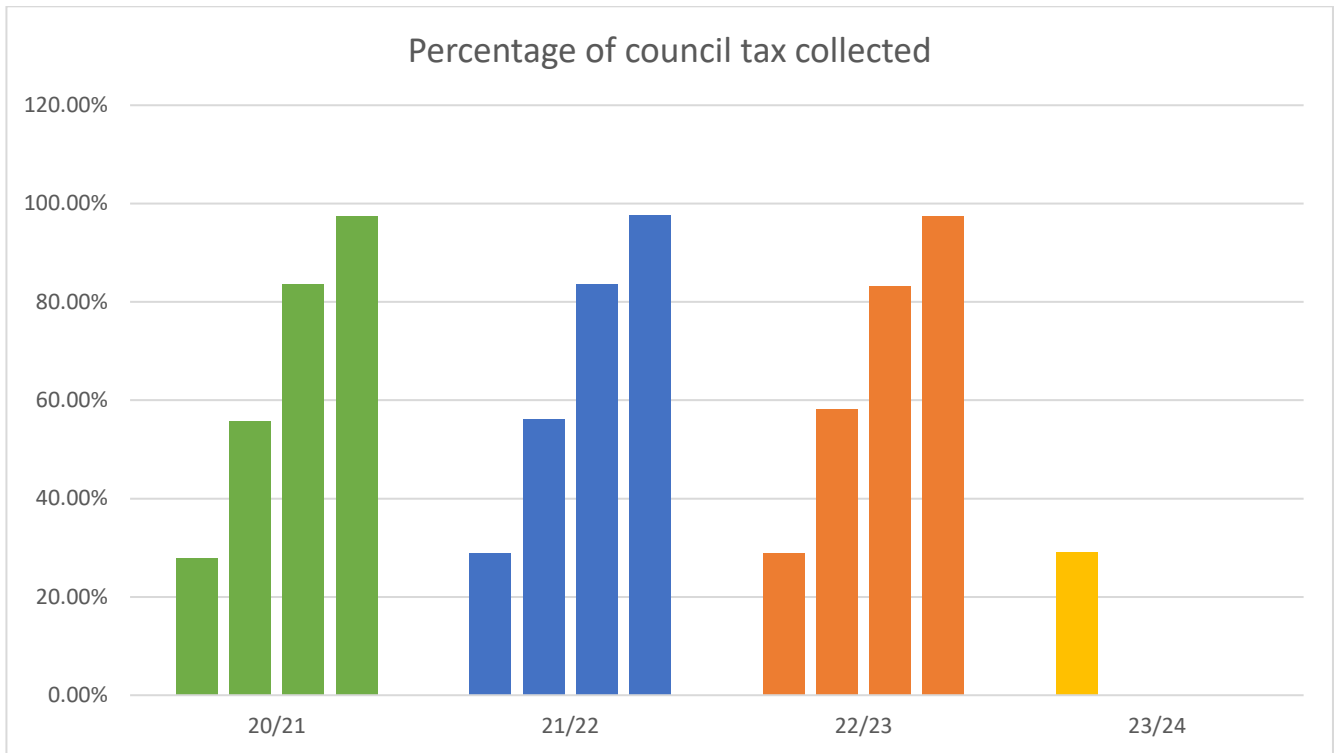
The service and national target for this performance indicator is 65% or above, which means the indicator is:

| Performing

¹³ This is a new indicator.

19. Percentage of Council Tax Collected

The outturn for this indicator is 28.95% for quarter one, compared to 28.88% in quarter one of 2022/23.



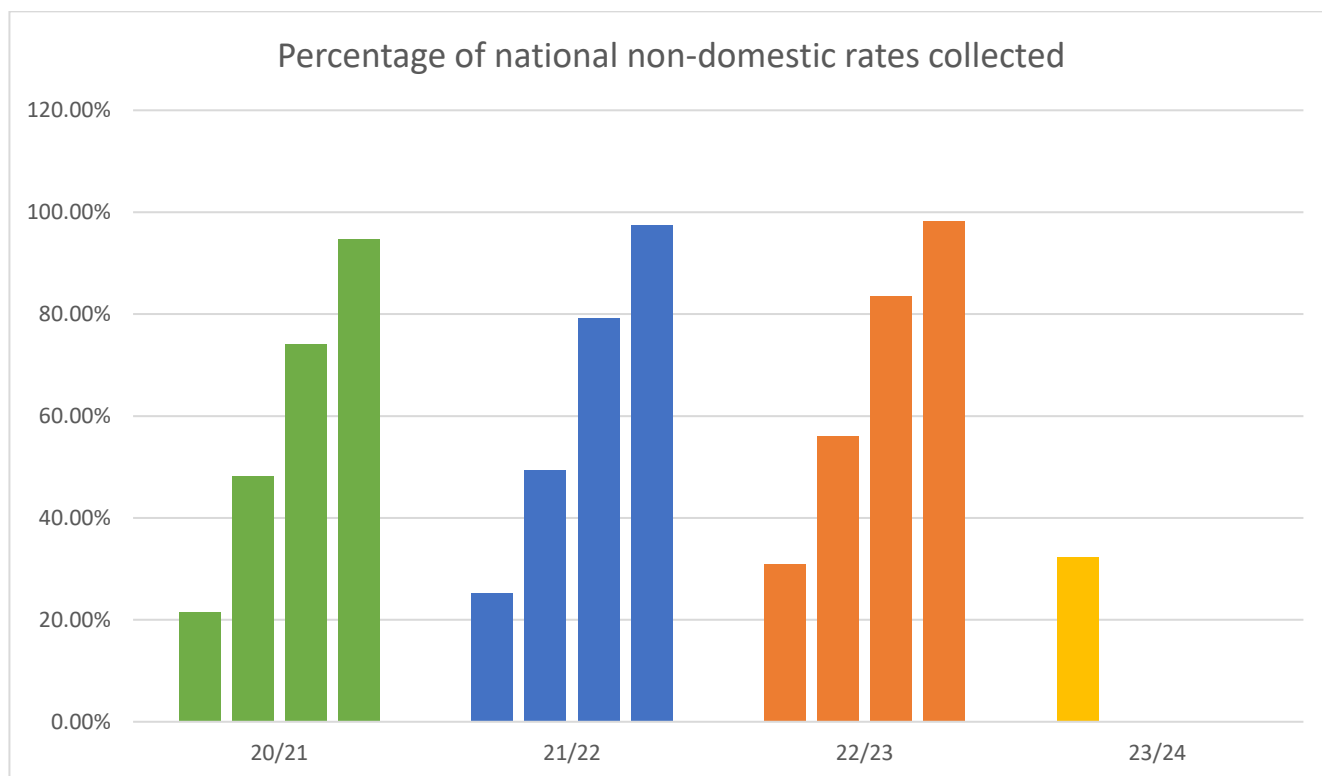
Performing or Underperforming Target

This quarter's target for this performance indicator is 27.88% or above, which means the indicator is:

| Performing

20. Percentage of National Non-Domestic Rates Collected

The outturn for this indicator is 32.37% for quarter one, which is higher than quarter one of 2022/23 (30.82%).



Performing or Underperforming Target

This quarter's target for this performance indicator is 30% or above, which means the indicator is:

Performing