



# SERVICE PERFORMANCE INDICATORS



## Performance Indicators for Quarter 3, 2019/20

Status Key	
	Not on target
	On target
--	Not applicable
(null)	Not available

# SERVICE PERFORMANCE INDICATORS

## CHANGE AND COMMUNITIES

### Head of Facilities and Community Hubs

#### CSU/CCTV

#### All crime per 1,000 population

Q4 2018/19			Q1 2019/20			Q2 2019/20			Q3 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
74.3	N/A	--	63.5	N/A	--	71.5	N/A	--	<b>72.9</b>	<b>N/A</b>	<b>--</b>

NOTE:

#### Number of Police recorded incidents of anti-social behaviour

Q4 2018/19			Q1 2019/20			Q2 2019/20			Q3 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
1,372	N/A	--	1,414	N/A	--	1,487	N/A	--	<b>1,490</b>	<b>N/A</b>	<b>--</b>

NOTE:

#### Number of violence against the person crimes

Q4 2018/19			Q1 2019/20			Q2 2019/20			Q3 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
3,418	N/A	--	3,325	N/A	--	3,198	N/A	--	<b>3,220</b>	<b>N/A</b>	<b>--</b>

NOTE:

#### Number of residential burglary offences

Q4 2018/19			Q1 2019/20			Q2 2019/20			Q3 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
324	N/A	--	352	N/A	--	356	N/A	--	<b>361</b>	<b>N/A</b>	<b>--</b>

NOTE:

#### (Repeat incidents of domestic violence

Q4 2018/19			Q1 2019/20			Q2 2019/20			Q3 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
(null)	N/A	--	(null)	N/A	--	(null)	N/A	--	<b>(null)</b>	<b>N/A</b>	<b>--</b>





NOTE: Kent Police are not currently providing data for this indicator

# SERVICE PERFORMANCE INDICATORS

## Head of Housing, Health and Environment





### Housing

#### Number of households in temporary accommodation

Q4 2018/19			Q1 2019/20			Q2 2019/20			Q3 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
52	70		52	70		53	70		73	70	

NOTE:

#### Number of homeless acceptances

Q4 2018/19			Q1 2019/20			Q2 2019/20			Q3 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
7	18		7	17		14	18		14	12	

NOTE: Following the introduction of the Homelessness Prevention Act, this indicator needs to be updated.

#### Number of people approaching the Council for housing advice and assistance

Q4 2018/19			Q1 2019/20			Q2 2019/20			Q3 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
295	N/A	--	282	N/A	--	351	N/A	--	279	N/A	--

NOTE:





#### Number of homelessness preventions

Q4 2018/19			Q1 2019/20			Q2 2019/20			Q3 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
9	N/A	--	12	N/A	--	18	N/A	--	31	N/A	--

NOTE:

### Health

#### Number of people engaged in healthy living services

Q4 2018/19			Q1 2019/20			Q2 2019/20			Q3 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
20	52.5		29	52.5		117	52.5		60	52.5	

NOTE:

# SERVICE PERFORMANCE INDICATORS

## Environment

### Waste and Street Scene

Percentage of household waste sent for reuse, recycling and composting											
Q4 2018/19			Q1 2019/20			Q2 2019/20			Q3 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
(null)	48%		(null)	48%		(null)	48%		(null)	48%	

NOTE:

Kilos of residual waste collected per household											
Q4 2018/19			Q1 2019/20			Q2 2019/20			Q3 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
(null)	127		(null)	127		(null)	127		(null)	127	

NOTE:





Standard of performance of street cleansing											
Q4 2018/19			Q1 2019/20			Q2 2019/20			Q3 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
(null)	95%		(null)	95%		(null)	95%		(null)	95%	

NOTE:

# SERVICE PERFORMANCE INDICATORS

## Head of HR, Customer Service and Culture

### HR





Working days lost to sickness absence											
Q4 2018/19			Q1 2019/20			Q2 2019/20			Q3 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
1.01	1.875		1.33	1.875		1.13	1.875		<b>2.06</b>	<b>1.875</b>	

NOTE:

### Customer Services (Gateway)

### Culture

### AHT

Percentage of online ticket sales											
Q4 2018/19			Q1 2019/20			Q2 2019/20			Q3 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
80%	60%		81.1%	60%		78.9%	60%		<b>76.5%</b>	<b>60%</b>	

NOTE:

### Museum




NOTE: Museum PIs are not being collected in the lead-up to the Amelia Scott building start.

# SERVICE PERFORMANCE INDICATORS




## FINANCE, POLICY AND DEVELOPMENT

### Head of Economic Development and Property





#### Economic Development

Number of tourist information centre counter enquiries											
Q4 2018/19			Q1 2019/20			Q2 2019/20			Q3 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
4,294	3,676		6,852	7,000		8,226	6,500		(null)	3,200	

NOTE:

Number of customers advised remotely by tourist information centre											
Q4 2018/19			Q1 2019/20			Q2 2019/20			Q3 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
1,192	2,198		1,480	3,300		2,225	3,300		(null)	2,202	

NOTE:

Total number of businesses contacting Economic Development for advice											
Q4 2018/19			Q1 2019/20			Q2 2019/20			Q3 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
30	30		13	30		50	30		90	30	

NOTE:

#### Property





NOTE: Property PIs are not being collected in the lead up to the Civic Development.

# SERVICE PERFORMANCE INDICATORS

## Head of Finance and Procurement





### Finance

#### Percentage of invoices paid on time

Q4 2018/19			Q1 2019/20			Q2 2019/20			Q3 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
99.78%	99.80%		99.73%	99.80%		99.80%	99.80%		<b>99.81%</b>	<b>99.80%</b>	

NOTE:

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

Q4 2018/19			Q1 2019/20			Q2 2019/20			Q3 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
95.9%	92%		97.05%	92%		97.38%	94%		<b>98.16%</b>	<b>84%</b>	

NOTE:

### Parking

#### Number of penalty charge notices issued (PCNs)

Q4 2018/19			Q1 2019/20			Q2 2019/20			Q3 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
10,839	N/A	--	10,056	N/A	--	9,607	N/A	--	<b>10,154</b>	<b>N/A</b>	--





NOTE:

# SERVICE PERFORMANCE INDICATORS

## Head of Planning





### Planning

#### Processing of major planning applications with extensions of time

Q4 2018/19			Q1 2019/20			Q2 2019/20			Q3 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
96.3%	75%		93%	80%		93%	80%		93%	80%	





NOTE:

#### Processing of minor planning applications with extensions of time

Q4 2018/19			Q1 2019/20			Q2 2019/20			Q3 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
92%	80%		95%	85%		98%	85%		94%	85%	





NOTE:

#### Processing of other planning applications with extensions of time

Q4 2018/19			Q1 2019/20			Q2 2019/20			Q3 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
96.65%	93%		96%	93%		96%	93%		96%	93%	





NOTE:

#### Processing of major planning applications within time

Q4 2018/19			Q1 2019/20			Q2 2019/20			Q3 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
65%	65%		60%	65%		71%	65%		47%	65%	

NOTE:





#### Processing of minor planning applications within time

Q4 2018/19			Q1 2019/20			Q2 2019/20			Q3 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
64%	85%		45%	75%		67%	75%		75%	75%	





NOTE:







# SERVICE PERFORMANCE INDICATORS

<b>Processing of other planning applications within time</b>											
Q4 2018/19			Q1 2019/20			Q2 2019/20			<b>Q3 2019/20</b>		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
77.9%	85%		49%	88%		76%	88%		<b>83%</b>	<b>88%</b>	





NOTE:

<b>Performance on appeal – major applications</b>											
Q4 2018/19			Q1 2019/20			Q2 2019/20			<b>Q3 2019/20</b>		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
100%	65%		75%	65%		75%	65%		<b>50%</b>	<b>65%</b>	

NOTE: There were only two appeals in the quarter, one in time

<b>Performance on appeal – minor applications</b>											
Q4 2018/19			Q1 2019/20			Q2 2019/20			<b>Q3 2019/20</b>		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
82.14%	65%		78%	65%		74%	65%		<b>81%</b>	<b>65%</b>	

NOTE:

<b>Performance on appeal – other applications</b>											
Q4 2018/19			Q1 2019/20			Q2 2019/20			<b>Q3 2019/20</b>		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
85%	65%		74%	65%		70%	65%		<b>83%</b>	<b>65%</b>	

NOTE:

# SERVICE PERFORMANCE INDICATORS

Head of Policy and Governance

## Performance and Governance

Percentage of population claiming Job Seekers Allowance											
Q4 2018/19			Q1 2019/20			Q2 2019/20			Q3 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
1%	N/A	--	(null)	N/A	--	(null)	N/A	--	(null)	N/A	--





NOTE: Under Universal Credit a broader span of claimants are required to look for work than under Jobseeker's Allowance. As Universal Credit Full Service is rolled out in particular areas, the number of people recorded as being on the Claimant Count is therefore likely to rise. Universal Credit is scheduled to begin roll out in Tunbridge Wells Borough from November 2018

# SERVICE PERFORMANCE INDICATORS

## MID KENT SERVICES





### Head of Revenues and Benefits

#### Time taken to process housing benefit/council tax benefit new claims and change events

Q4 2018/19			Q1 2019/20			Q2 2019/20			Q3 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
3.15	10		7.26	10		5.4	10		5	10	





NOTE:

#### Percentage of council tax collected

Q4 2018/19			Q1 2019/20			Q2 2019/20			Q3 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
98.3%	98.6%		29.3	29.7%		56.8%	57.60%		84.6%	84.7%	

NOTE:

#### (Percentage of national non-domestic rates collected

Q4 2018/19			Q1 2019/20			Q2 2019/20			Q3 2019/20		
Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status
99.16%	98.60%		31.76%	31.20%		56.56%	57.30%		83.48%	84.8%	

NOTE: