

Tunbridge Wells Borough Council

Performance Report

Council Service Performance Q3 (Oct-Dec 2022)

Published February 2023

For Cabinet 23 March 2023

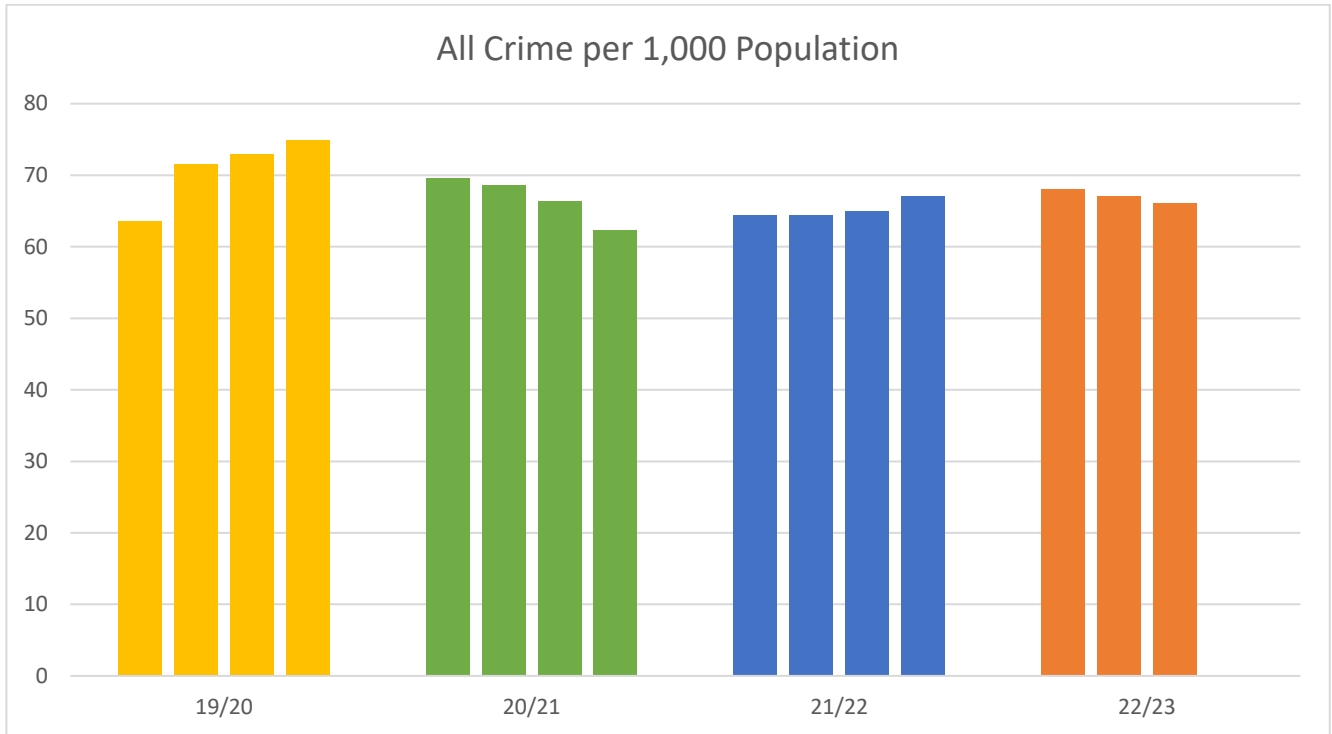


Indicator Results

Community Safety Unit

All Crimes per 1,000 Population

The outturn for this indicator is 66 for this quarter, which is consistent with the last 2 quarters.

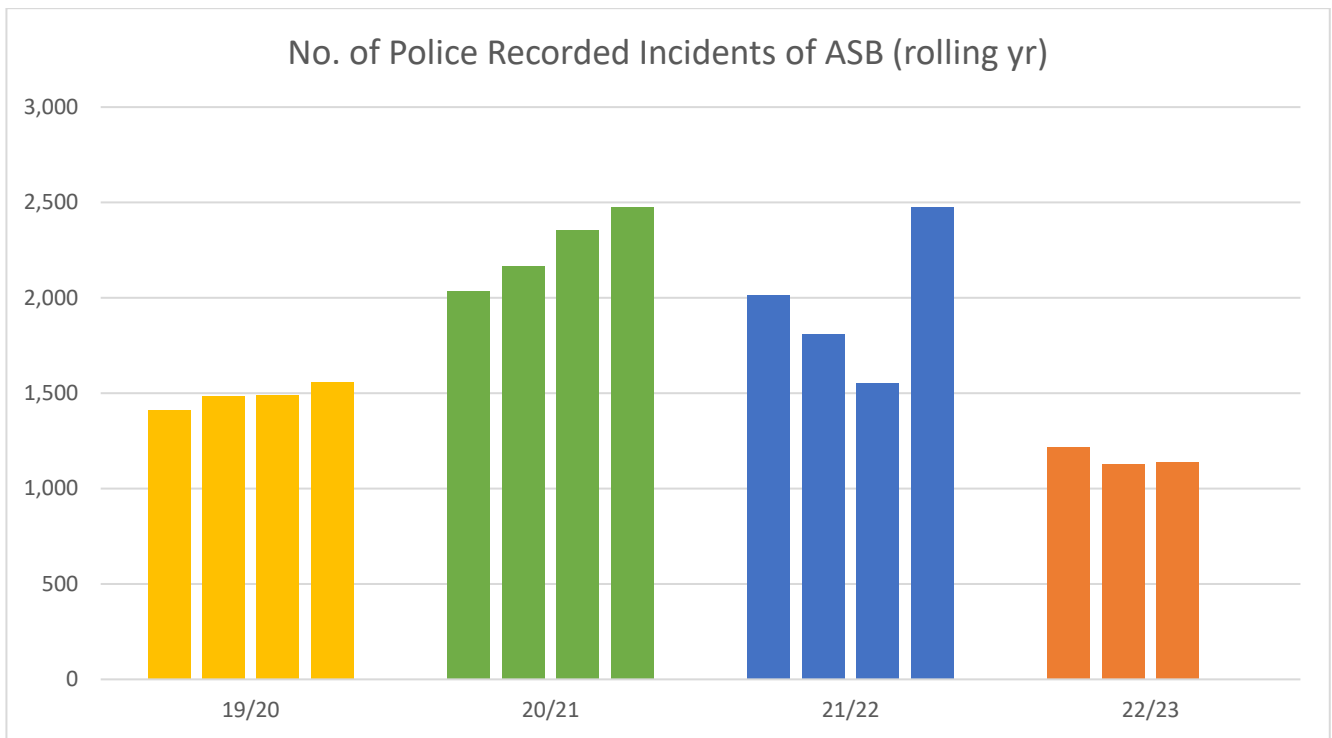


Performing or Underperforming Target

This performance indicator does not have a target.

Number of Police Recorded Incidents of Anti-Social Behaviour

The outturn for this indicator is 1,138 for this quarter, which is consistent with the previous quarter at 1,131.

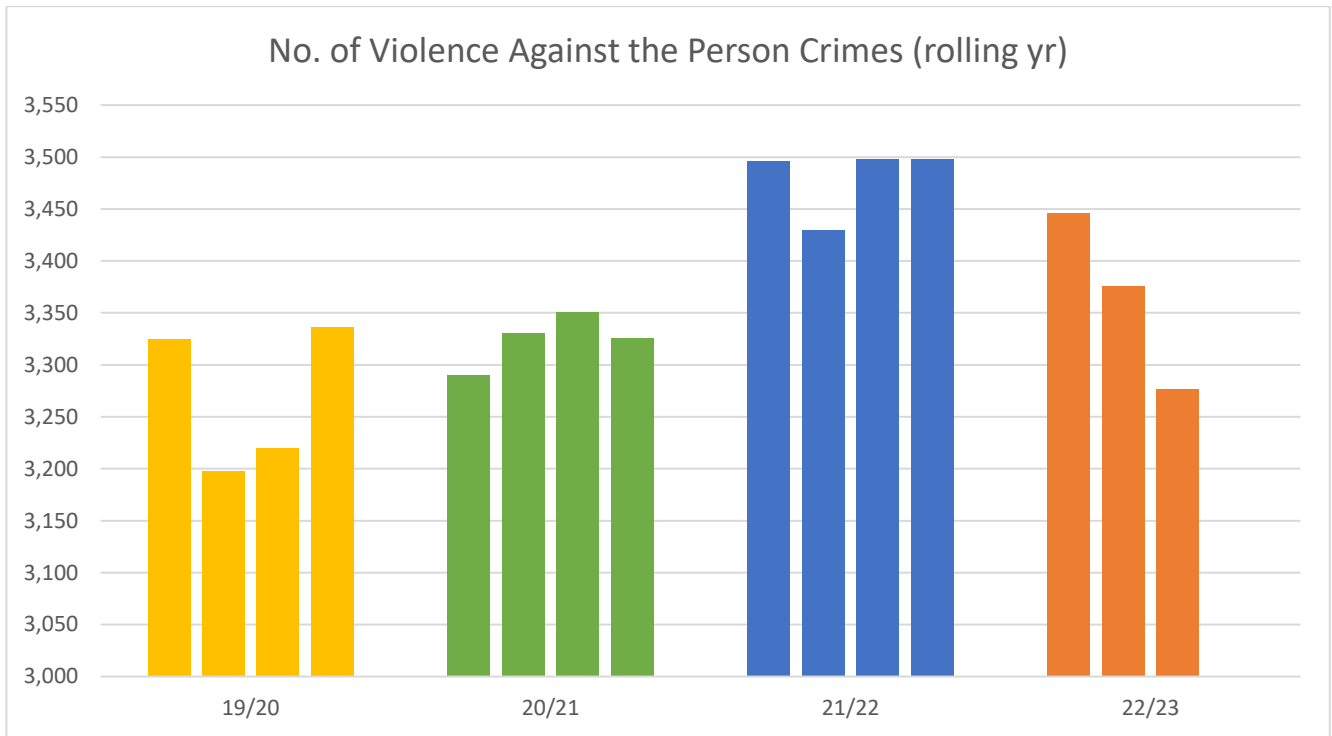


Performing or Underperforming Target

This performance indicator does not have a target.

Number of 'Violence Against the Person' Crimes

The outturn for this indicator is 3,277 for this quarter, which is lower than the previous two quarters at 3,446 and 3,376 respectively.

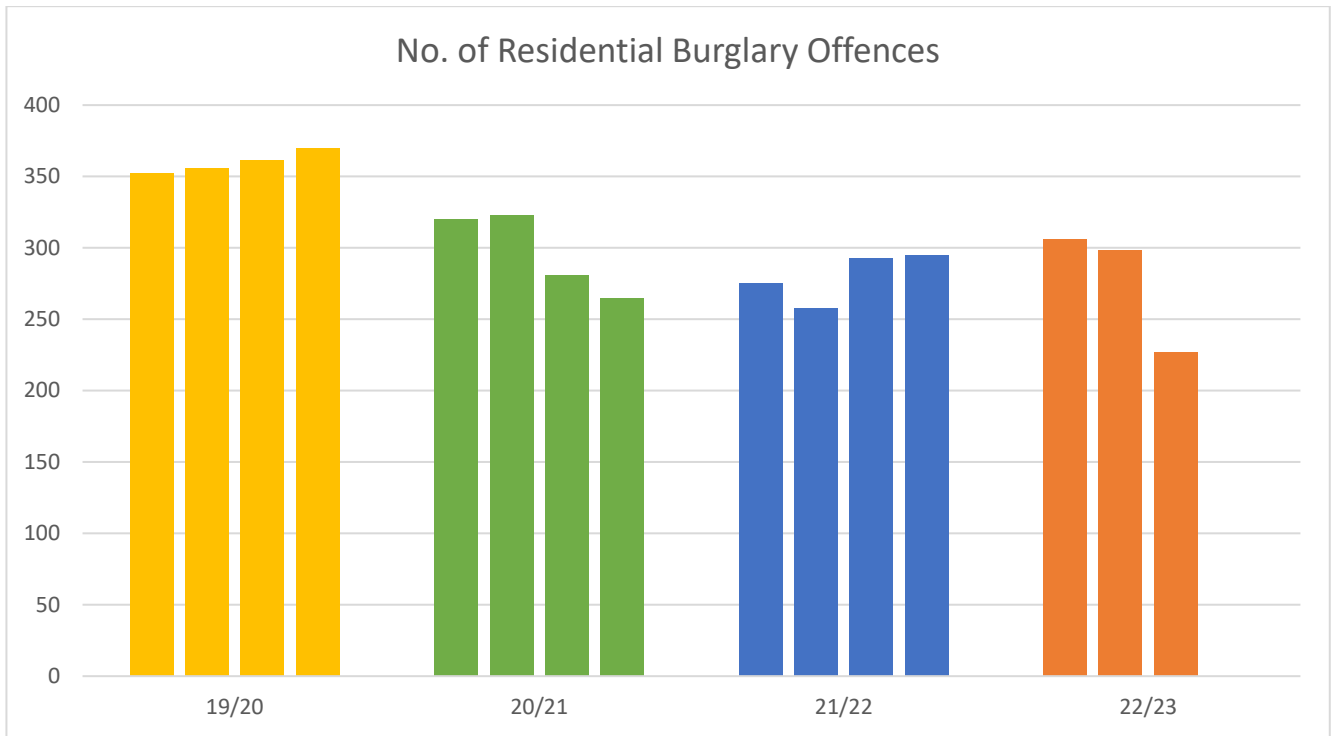


Performing or Underperforming Target

This performance indicator does not have a target.

Number of Residential Burglary Offences

The outturn for this indicator is 227 for this quarter, which is lower than the previous two quarters at 306 and 298 respectively.



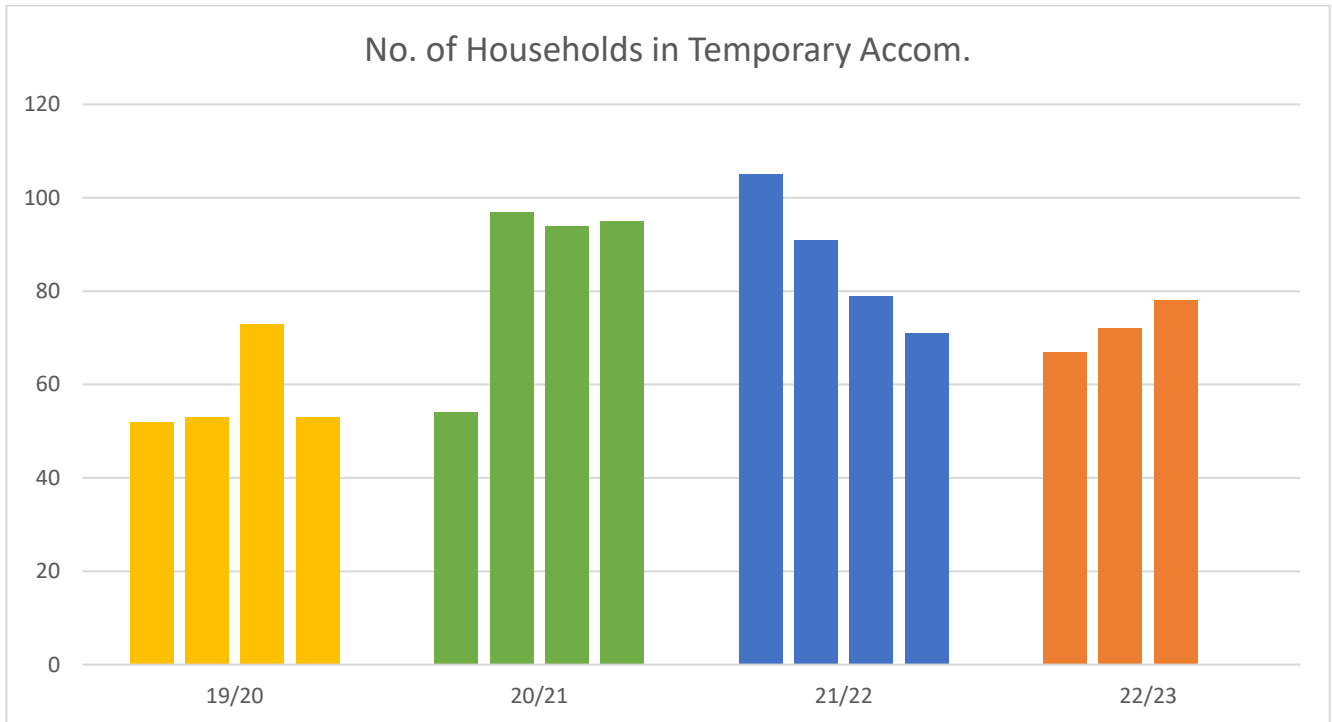
Performing or Underperforming Target

This performance indicator does not have a target.

Housing

Number of Households in Temporary Accommodation

The outturn for this indicator is 78 for this quarter, which is higher than the previous quarter at 72.



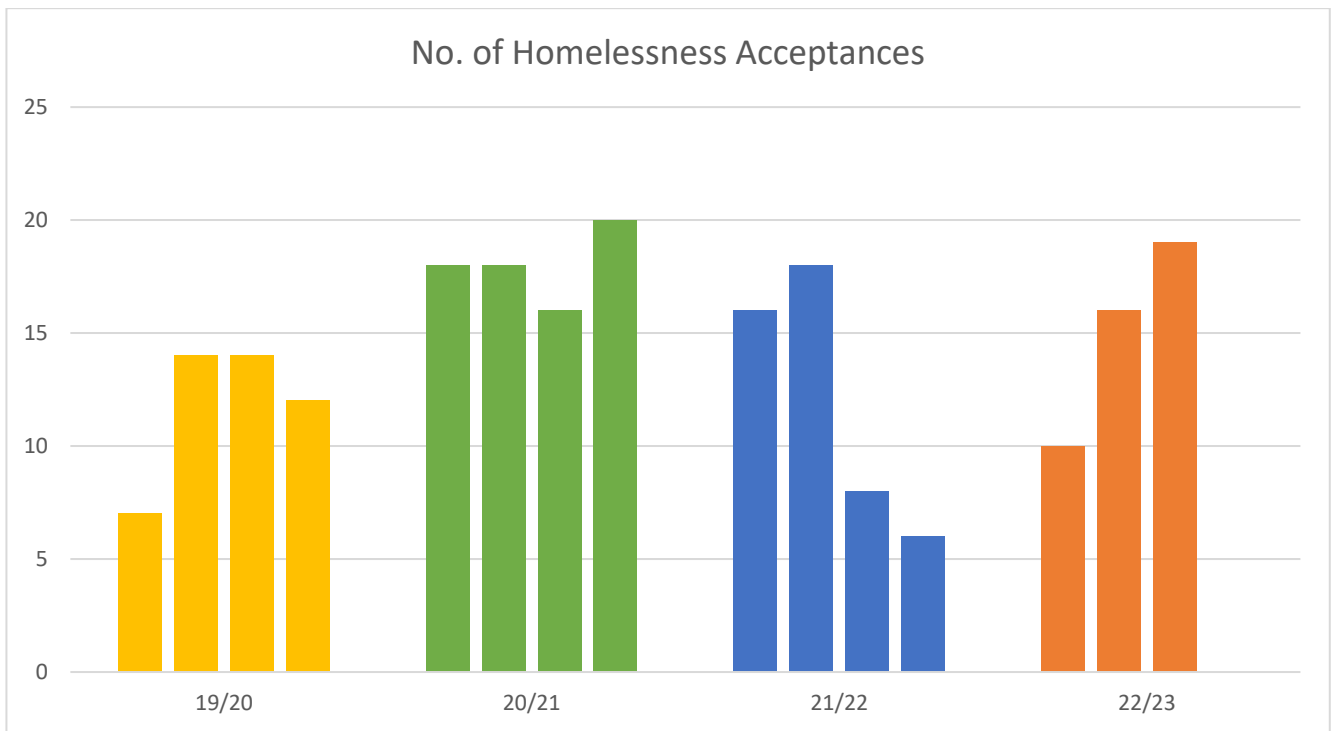
Performing or Underperforming Target

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 19 for this quarter, which is higher than the previous quarter at 16.



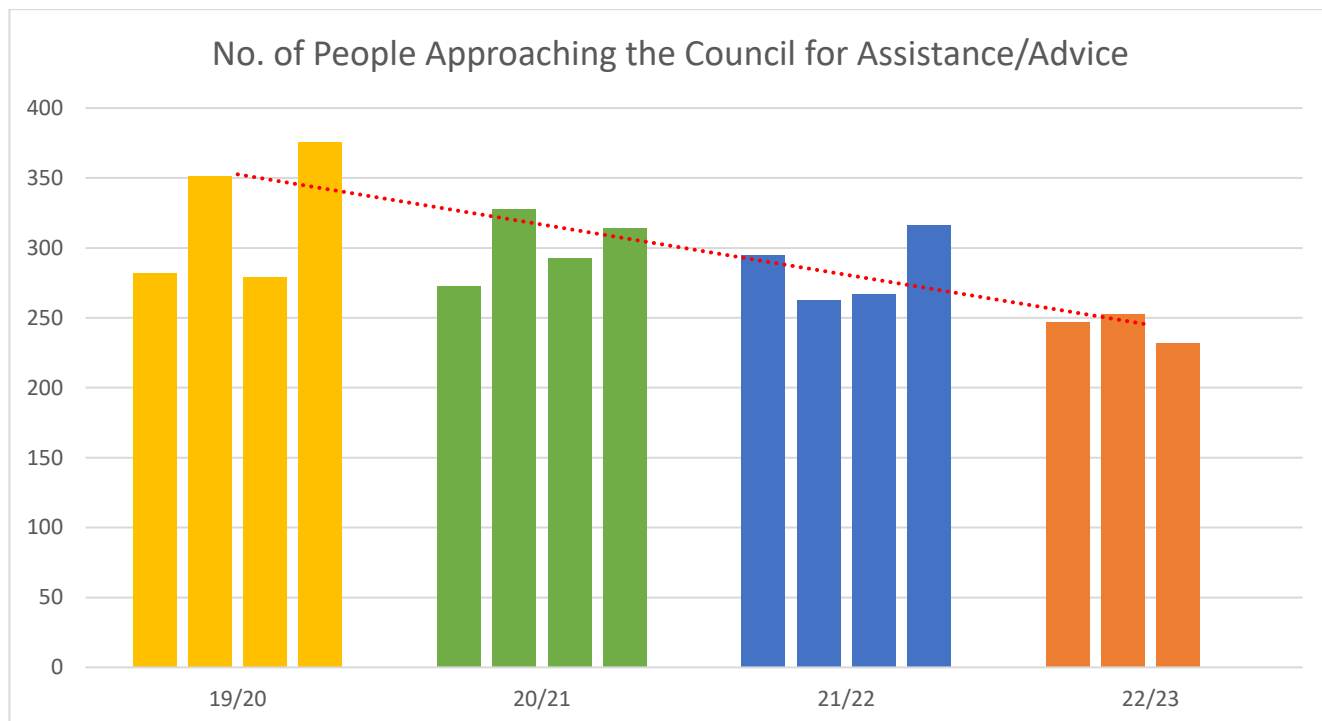
Performing or Underperforming Target

The target for this performance indicator is 18 or below, which means the indicator is:

Under Performing

Number of People Approaching the Council for Assistance and/or Advice

The outturn for this indicator is 232 for this quarter, which is slightly lower than the last quarter at 253.

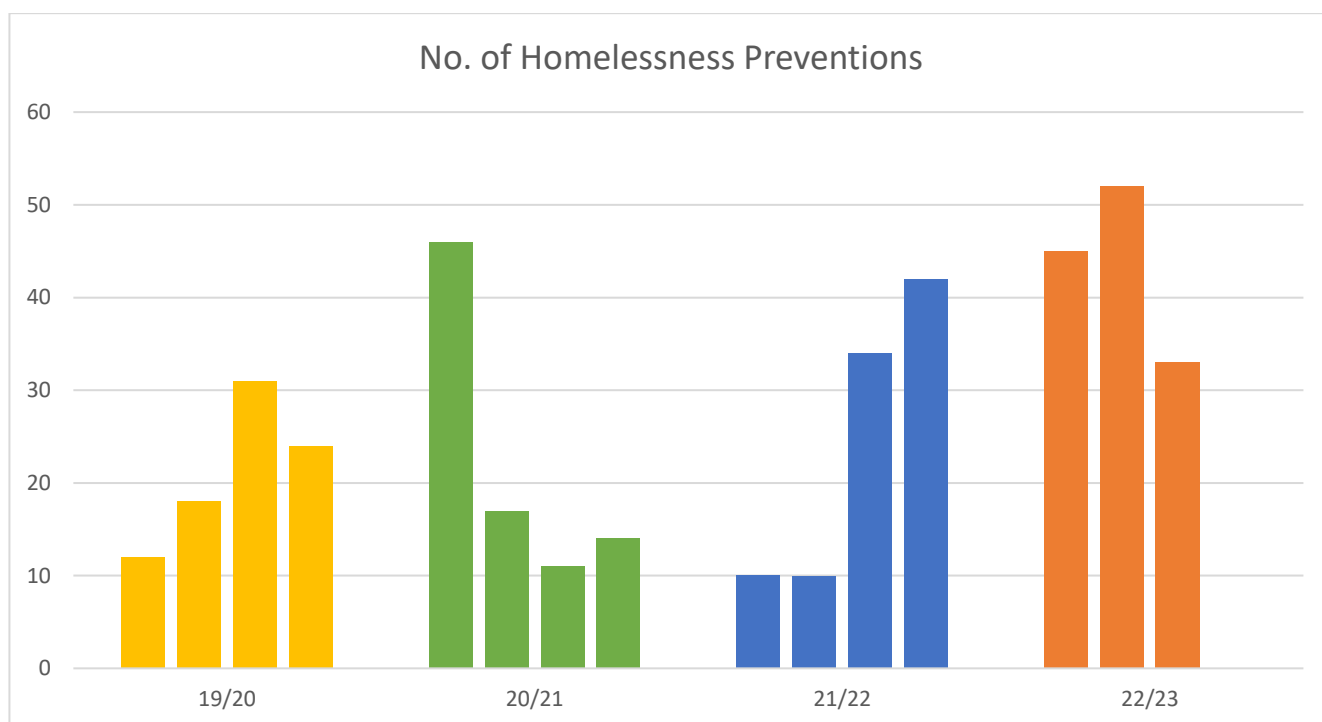


Performing or Underperforming Target

This performance indicator does not have a target.

Number of Homeless Preventions

The outturn for this indicator is 33 for this quarter, which is lower than the previous quarter at 52.



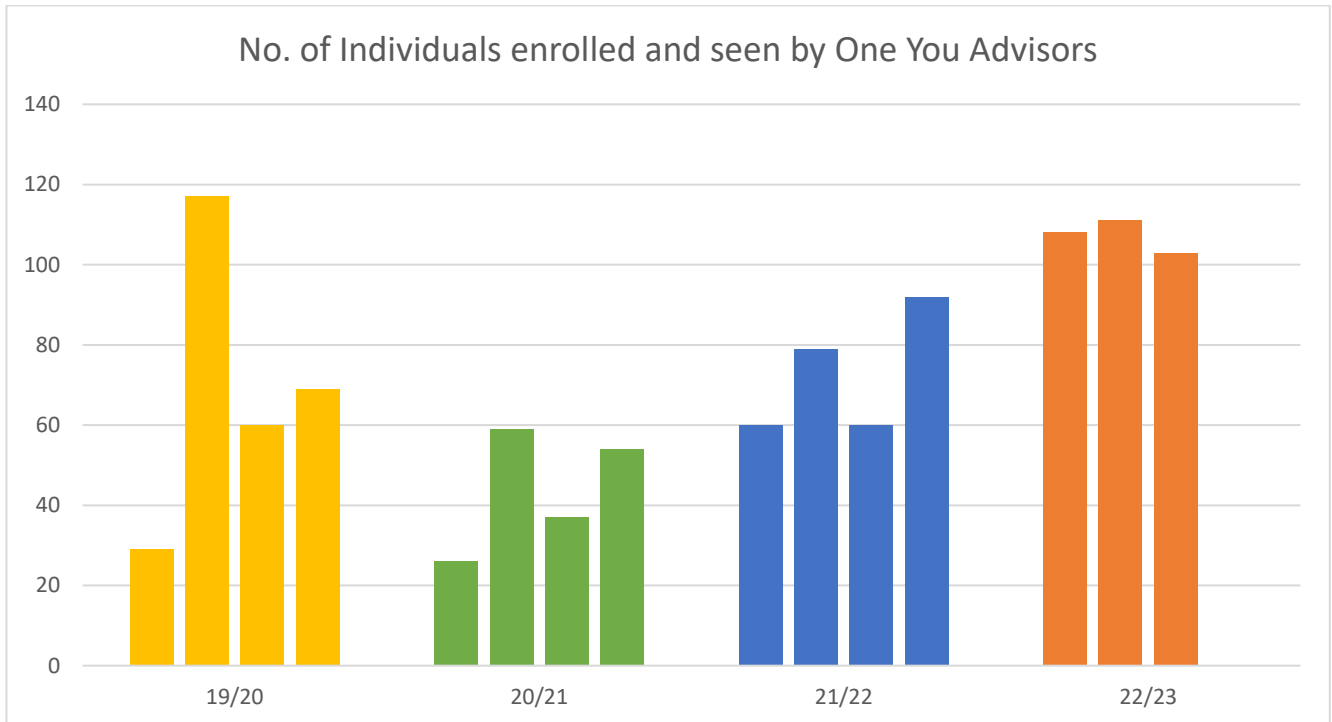
Performing or Underperforming Target

This performance indicator does not have a target.

Health

Number of People Engaged in Healthy Living Services

The outturn for this indicator is 103 for this quarter, which is slightly lower than the previous quarter at 111.



Performing or Underperforming Target

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

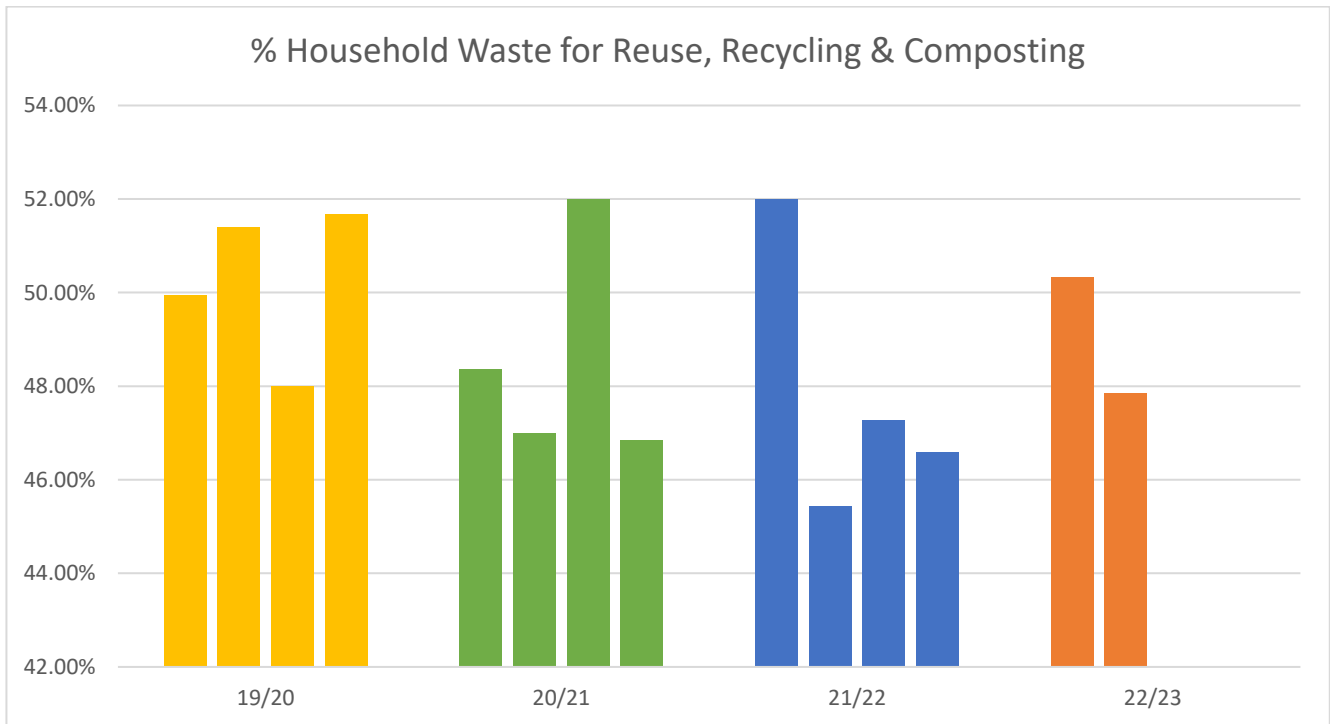
Performing

Environment

Percentage of Household Waste for Reuse, Recycling and Composting

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

The outturn for this indicator is 47.84% for quarter two and 50.32% for quarter one, both of which are higher than quarter four of 2021-22 at 46.59%.



Performing or Underperforming Target

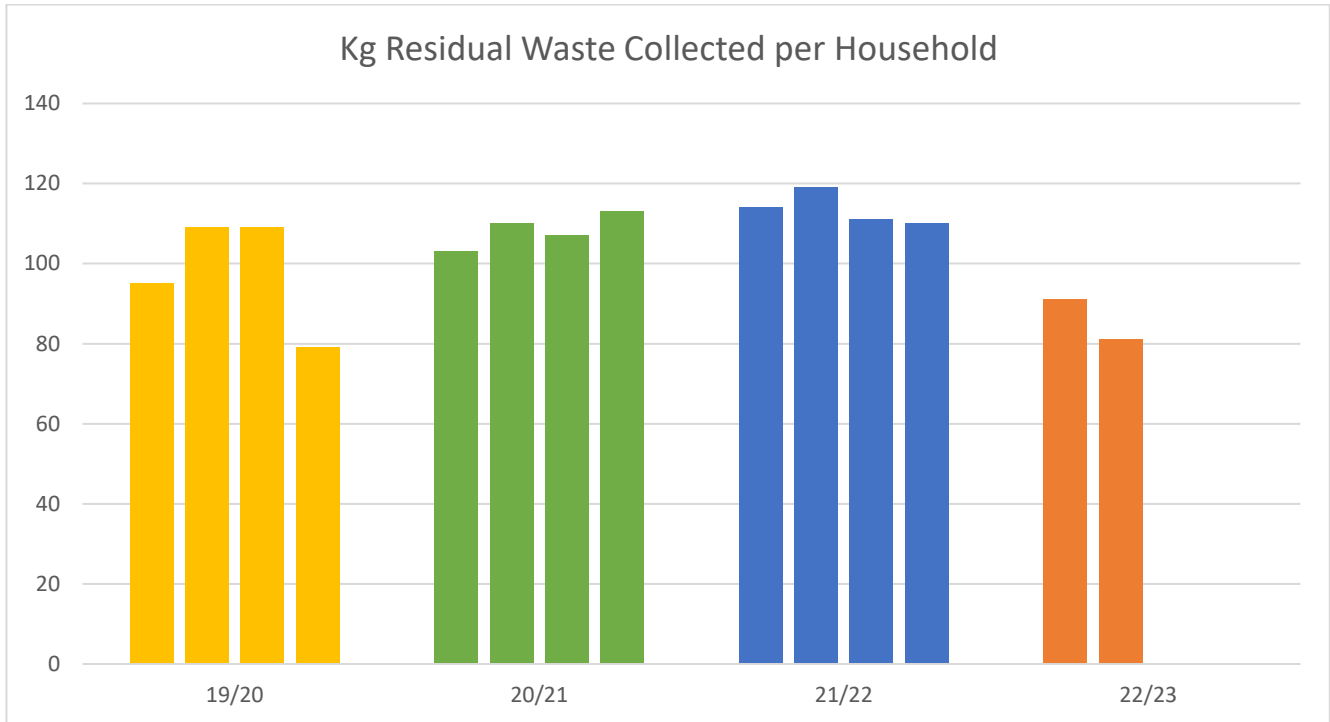
The target for this performance indicator is 48% or above, which means the indicator is:

Under Performing

Kilograms of Residual Waste Collected per Household

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

The outturns for this indicator are 91 for quarter one and 81 for quarter two.



Performing or Underperforming Target

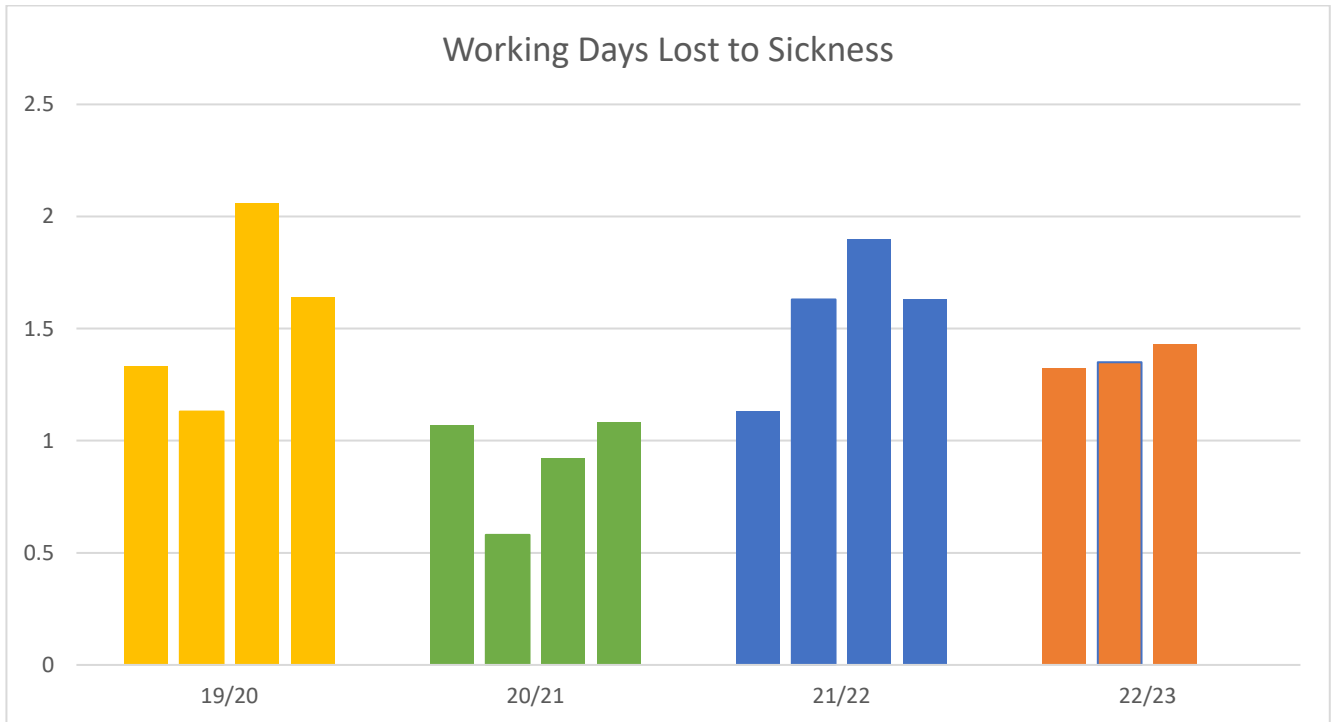
The target for this performance indicator is 127 or below, which means the indicator is:

Performing

HR

Working Days Lost Due to Sickness

The outturn for this indicator is 1.43 for this quarter, which is higher than the previous quarter at 1.35.



Performing or Underperforming Target

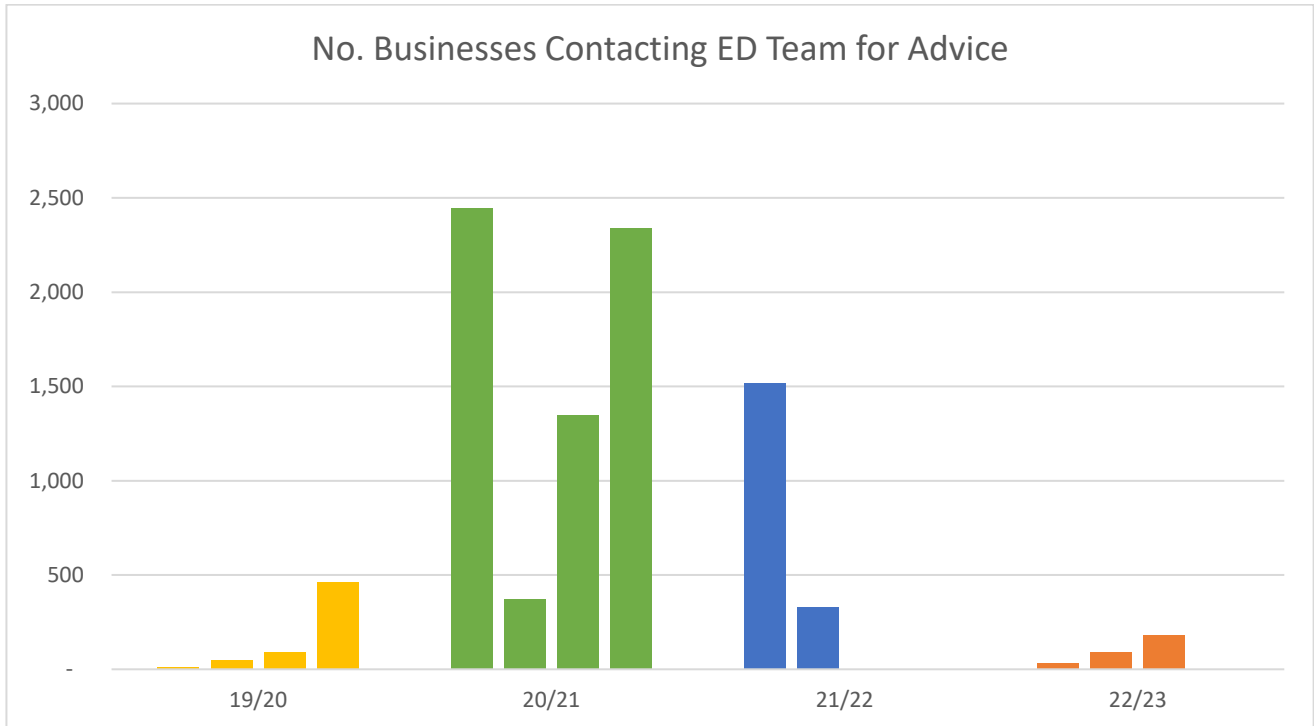
The target for this performance indicator is 1.375 or below, which means the indicator is:

Under Performing

Economic Development

Number of Businesses Contacting Economic Development Team for Advice

The outturn for this indicator is 182 for this quarter, which is higher than last quarter at 90.



Performing or Underperforming Target

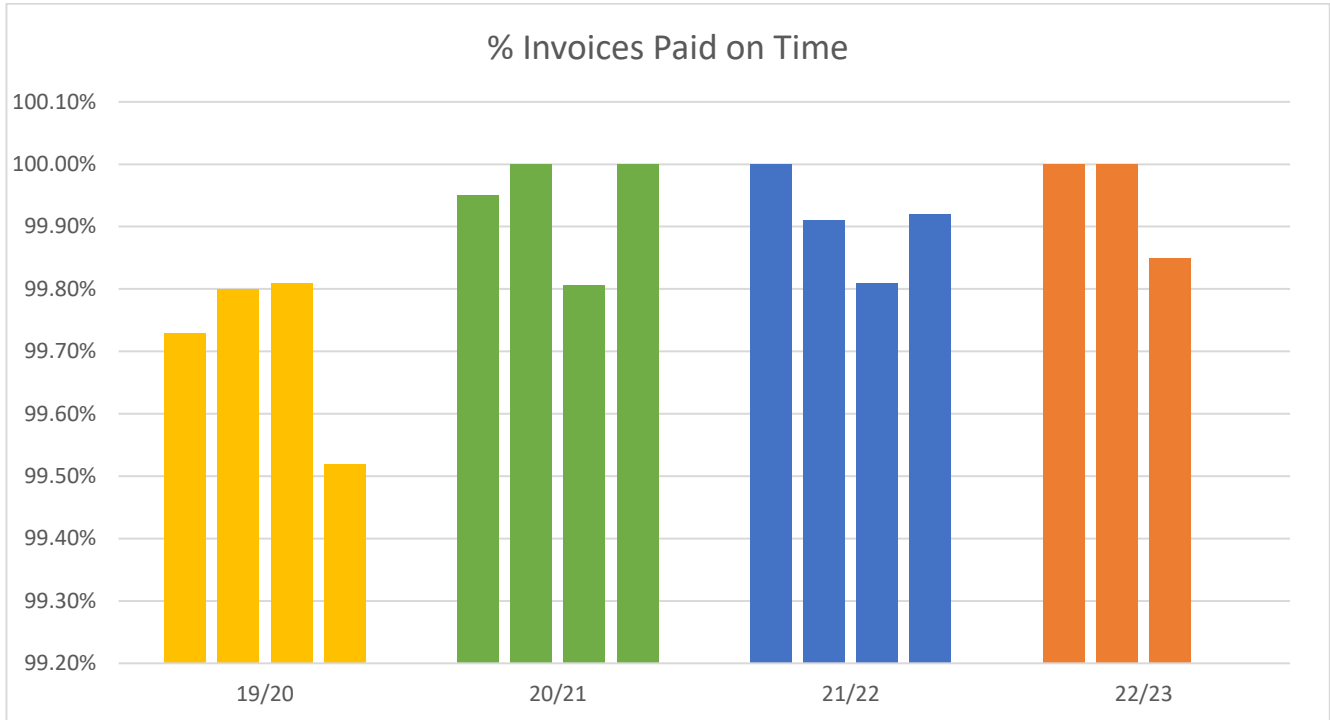
The target for this performance indicator is 30 or above, which means the indicator is:

| *Performing*

Finance

Percentage of invoices paid on time

This quarter's outturn for this indicator is 99.85%.



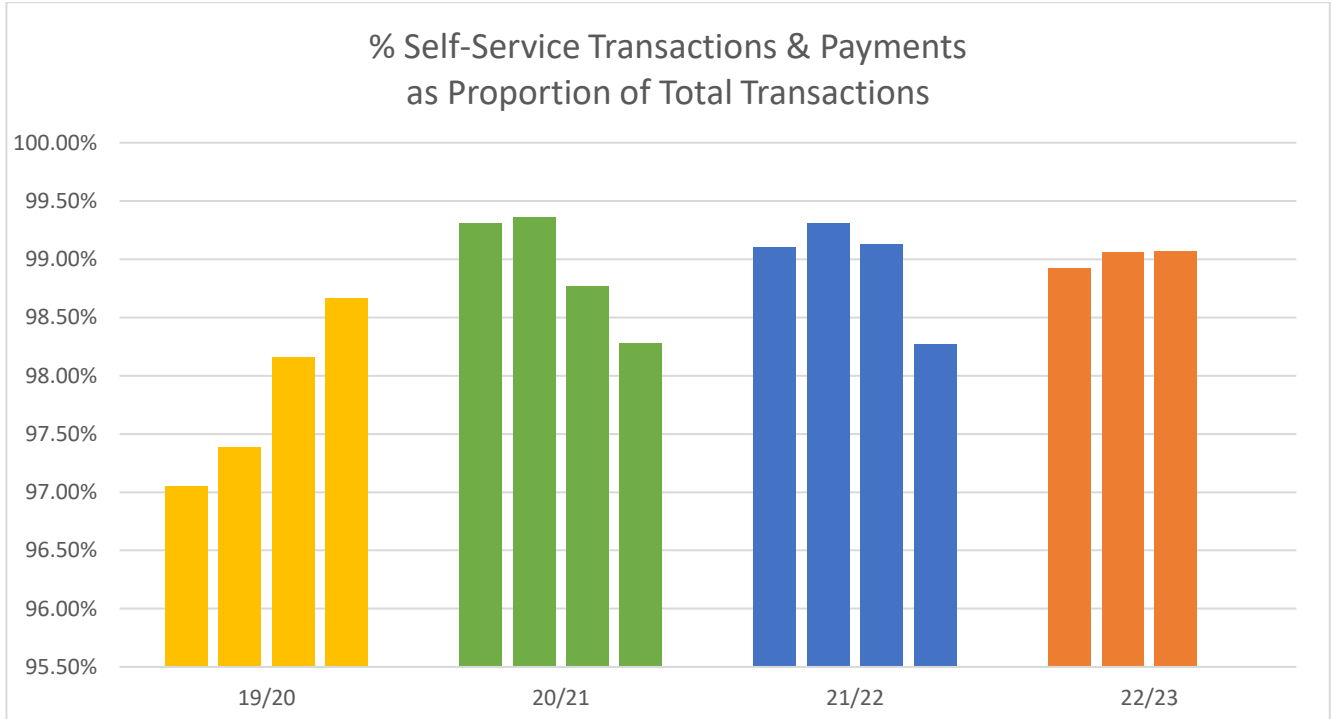
Performing or Underperforming Target

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 99.07% for this quarter, which is slightly higher than the previous quarter at 99.06%.



Performing or Underperforming Target

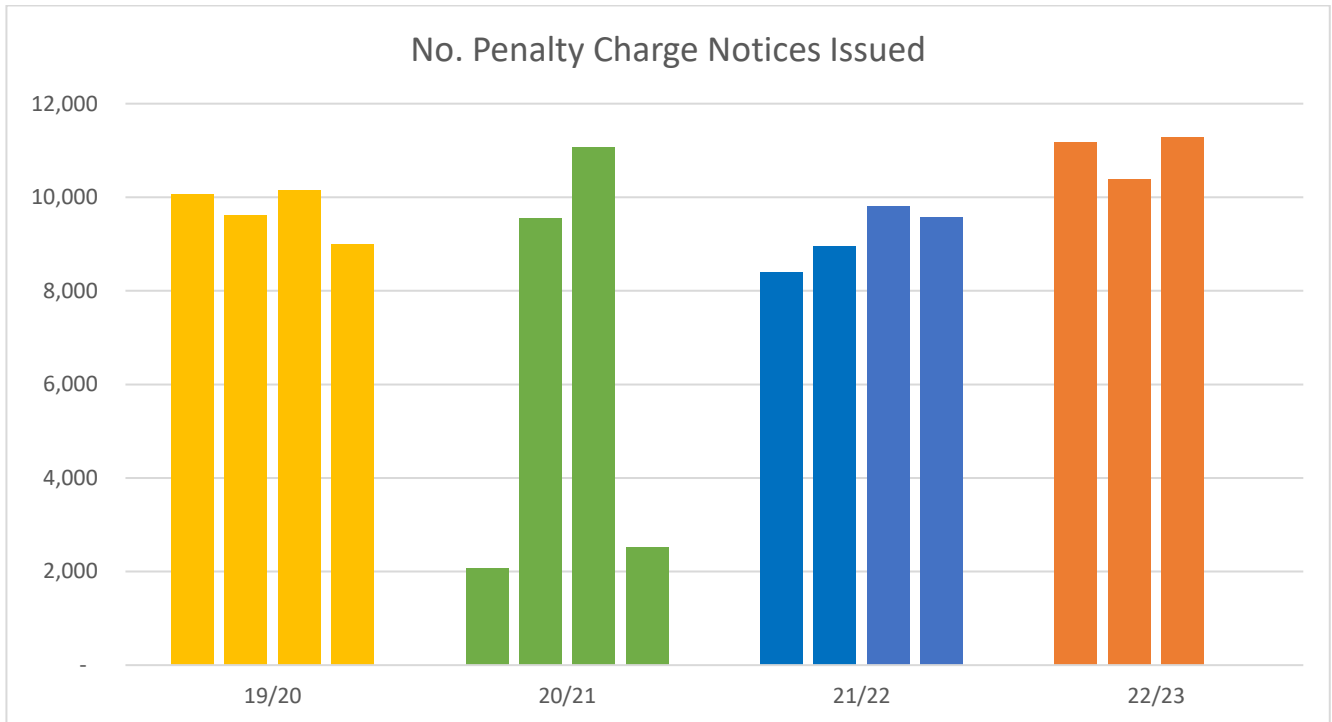
The target for this performance indicator is 92% or above, which means the indicator is:

Performing

Parking

Number of Penalty Charge Notices Issued

The outturn for this indicator is 11,290 for this quarter, which is higher than the previous quarter at 10,383.



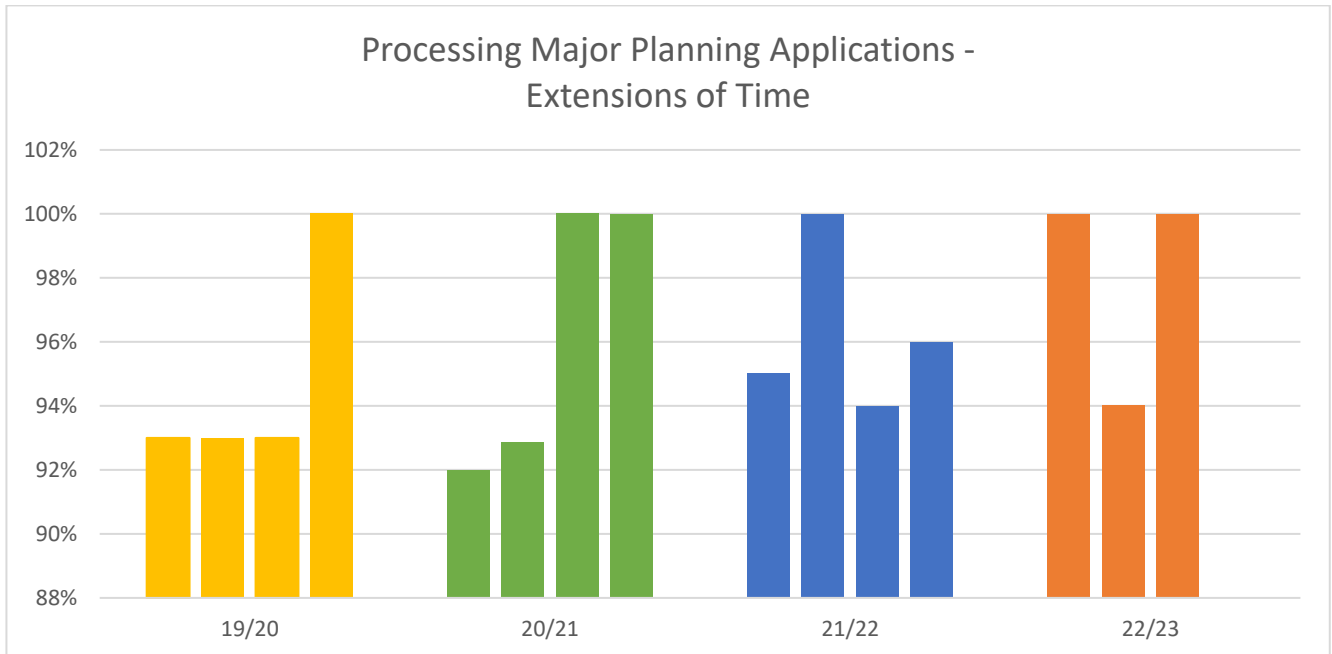
Performing or Underperforming Target

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 94%.



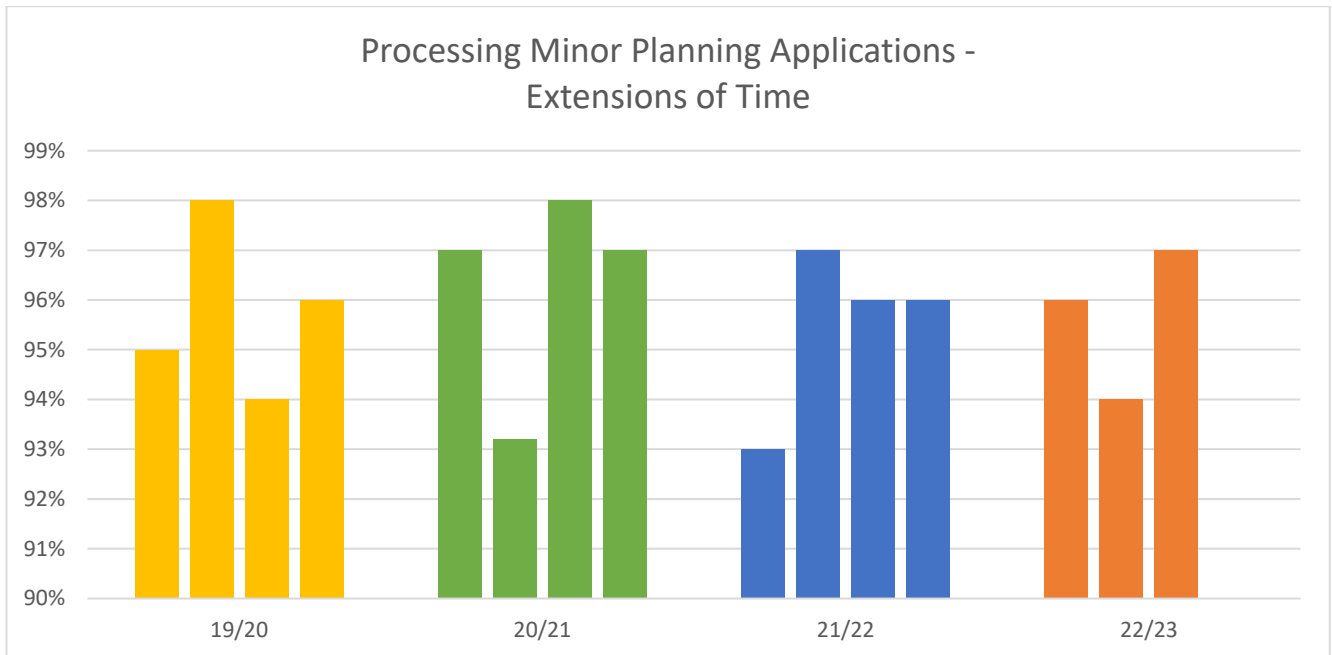
Performing or Underperforming Target

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 97% for this quarter, compared to 94% in the previous quarter.



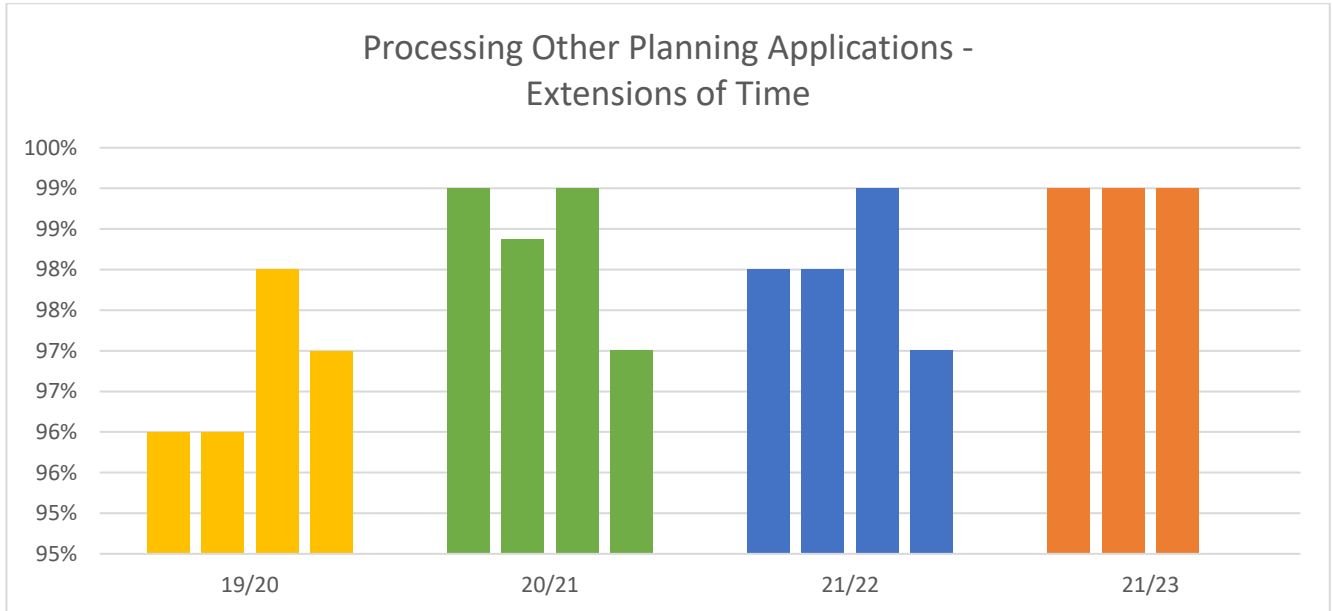
Performing or Underperforming Target

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 two quarters.



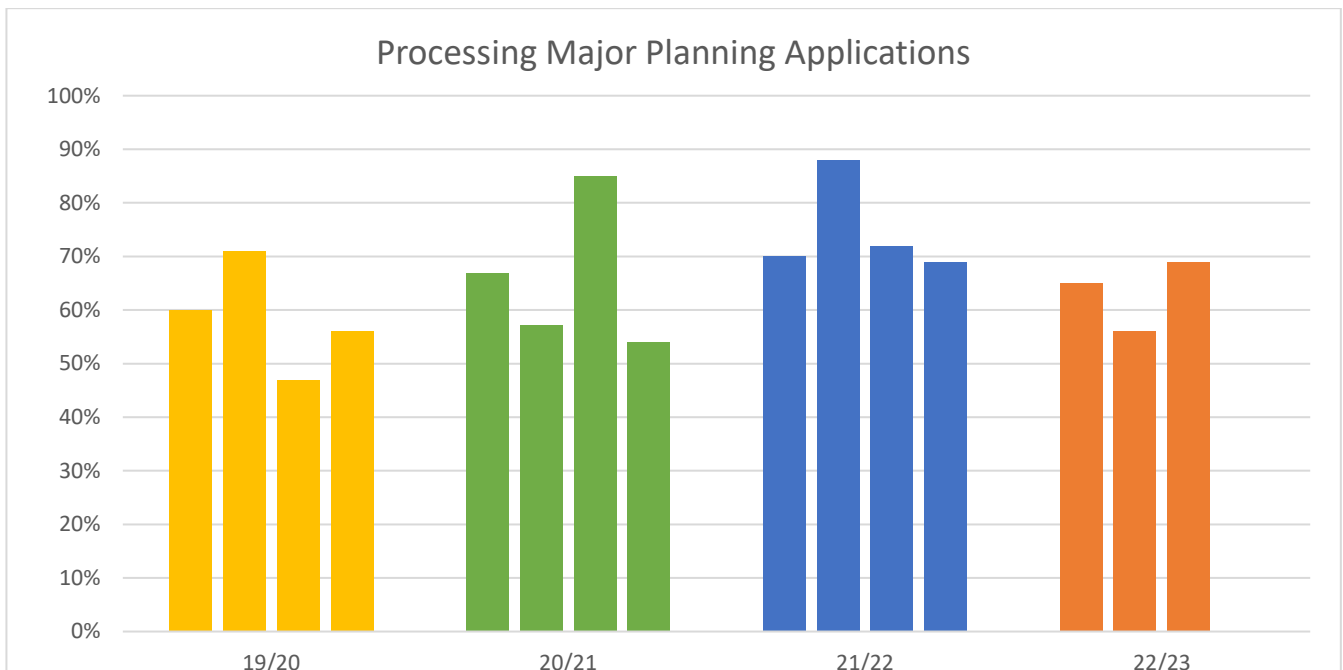
Performing or Underperforming Target

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 69% for this quarter, which is more than the previous quarter at 56%.



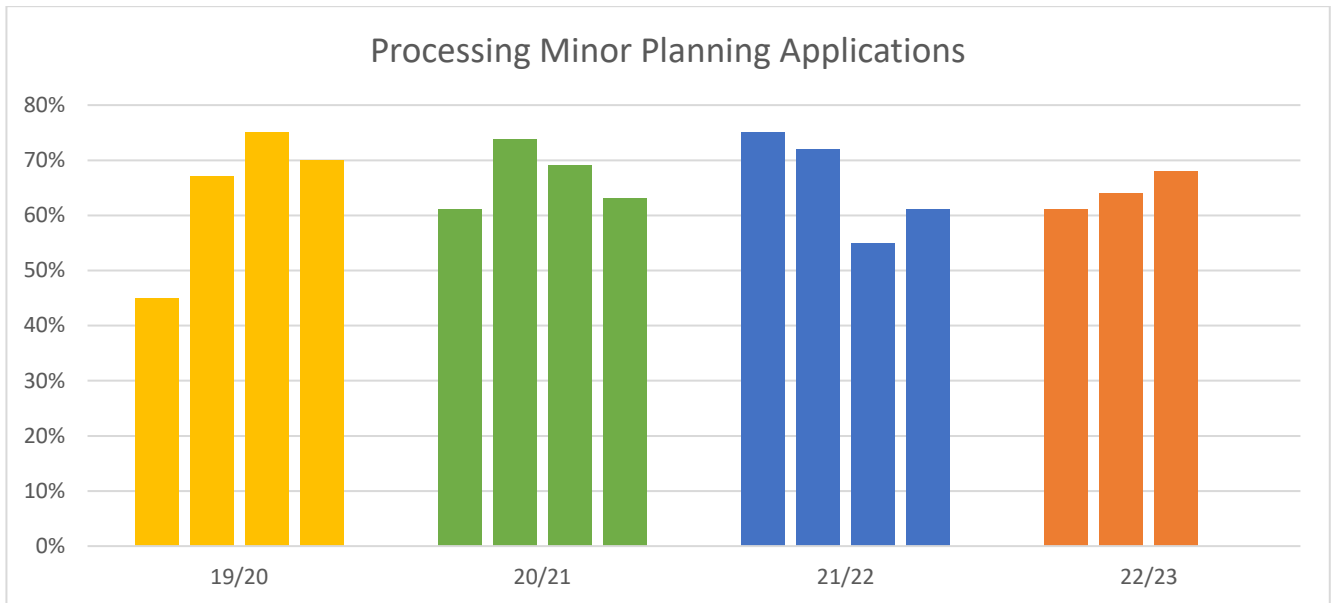
Performing or Underperforming Target

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 68% for this quarter, which is higher as the previous quarter at 64%.



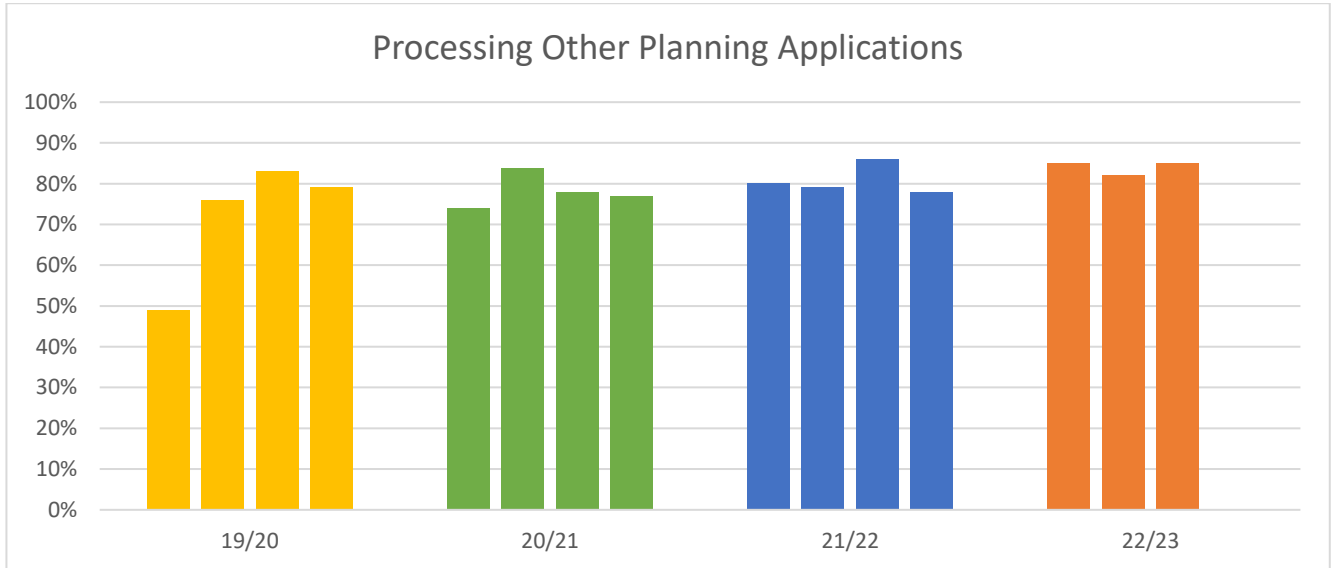
Performing or Underperforming Target

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 82%.



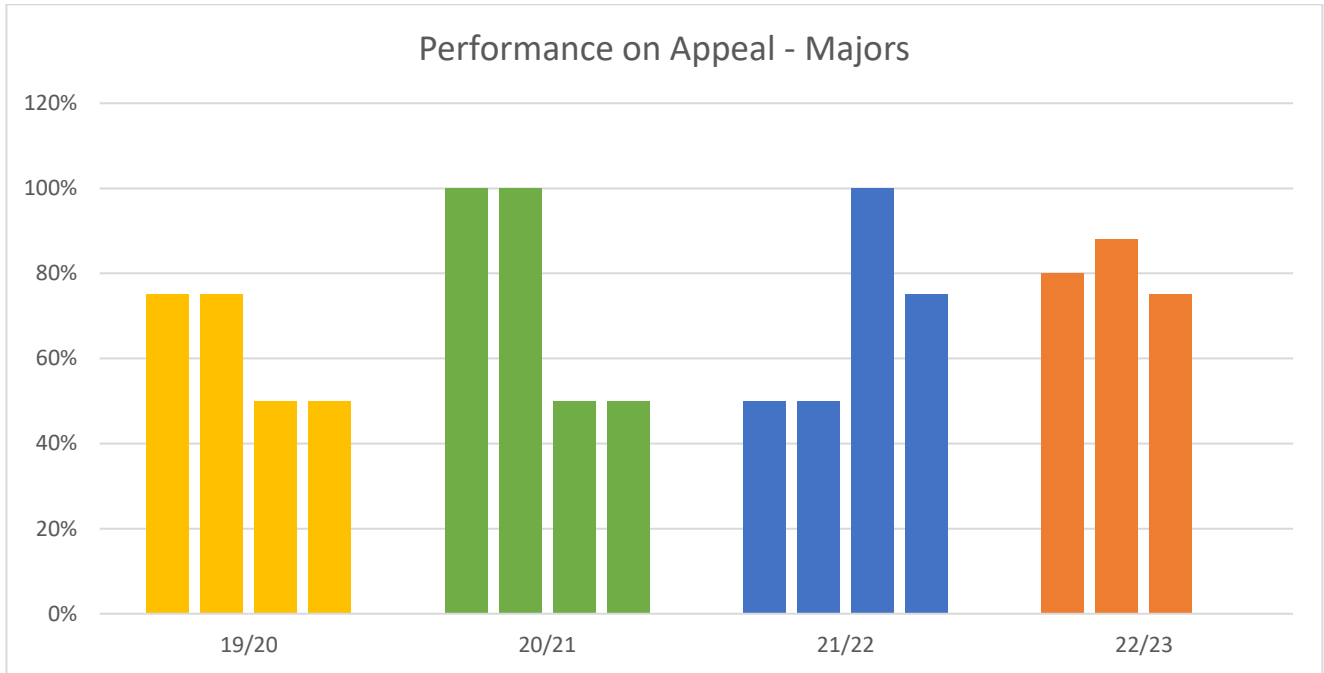
Performing or Underperforming Target

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 75% for this quarter, which is lower than the previous quarter at 88%.



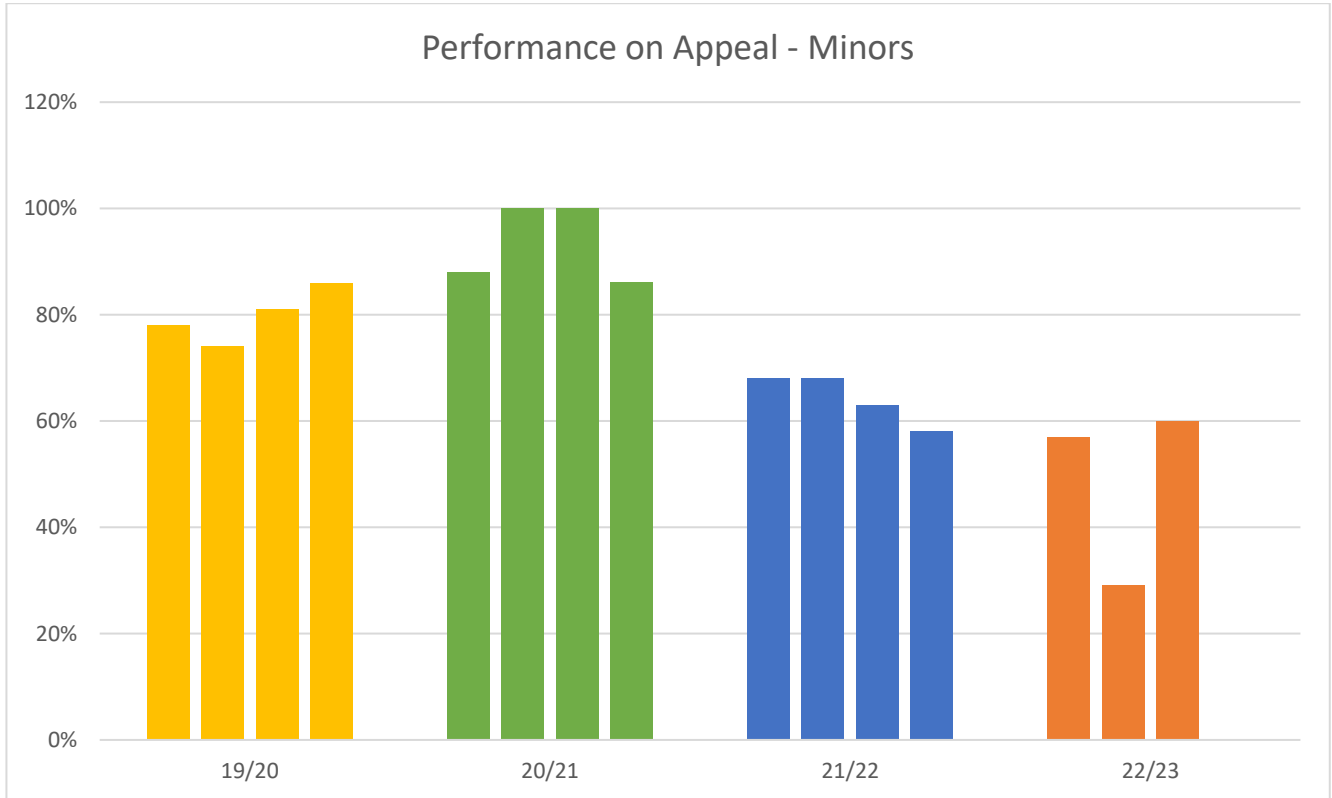
Performing or Underperforming Target

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 60% for this quarter, which is higher than the previous quarter at 29%.



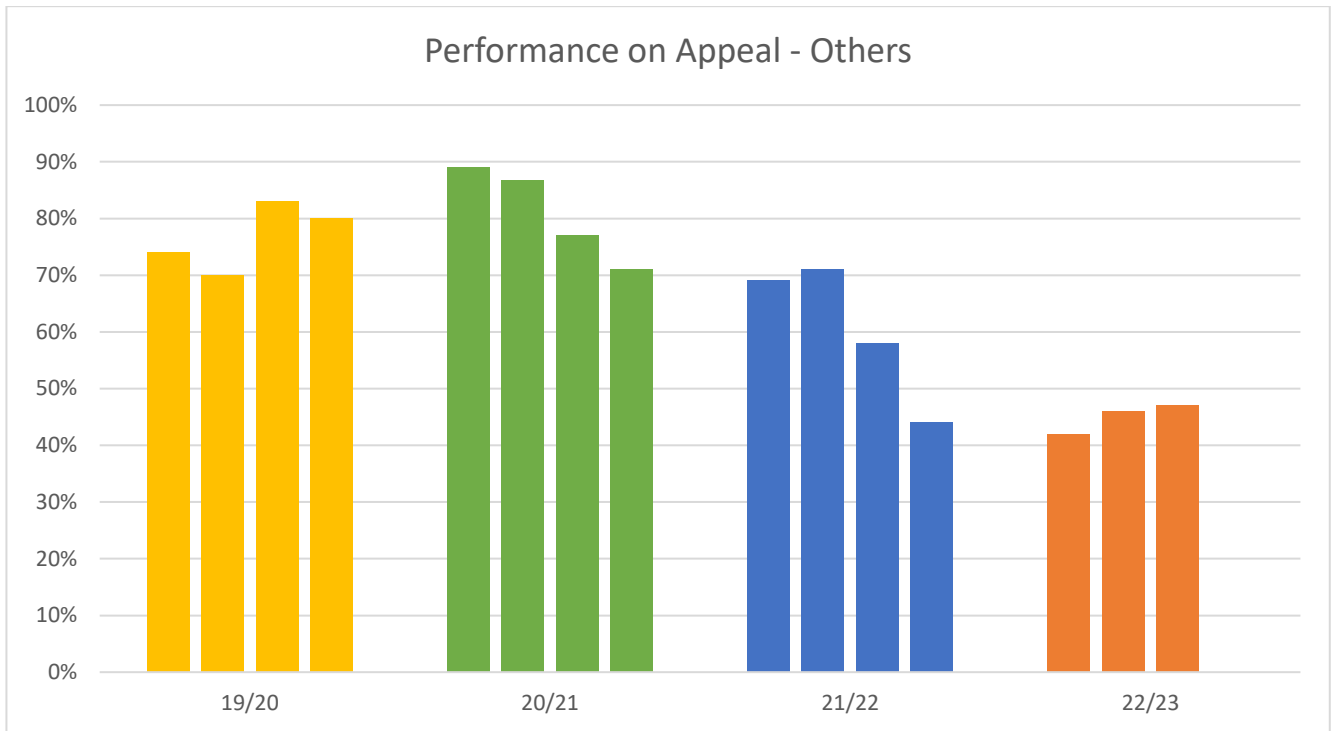
Performing or Underperforming Target

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 47% for this quarter, which is slightly higher than the previous quarter at 46%.



Performing or Underperforming Target

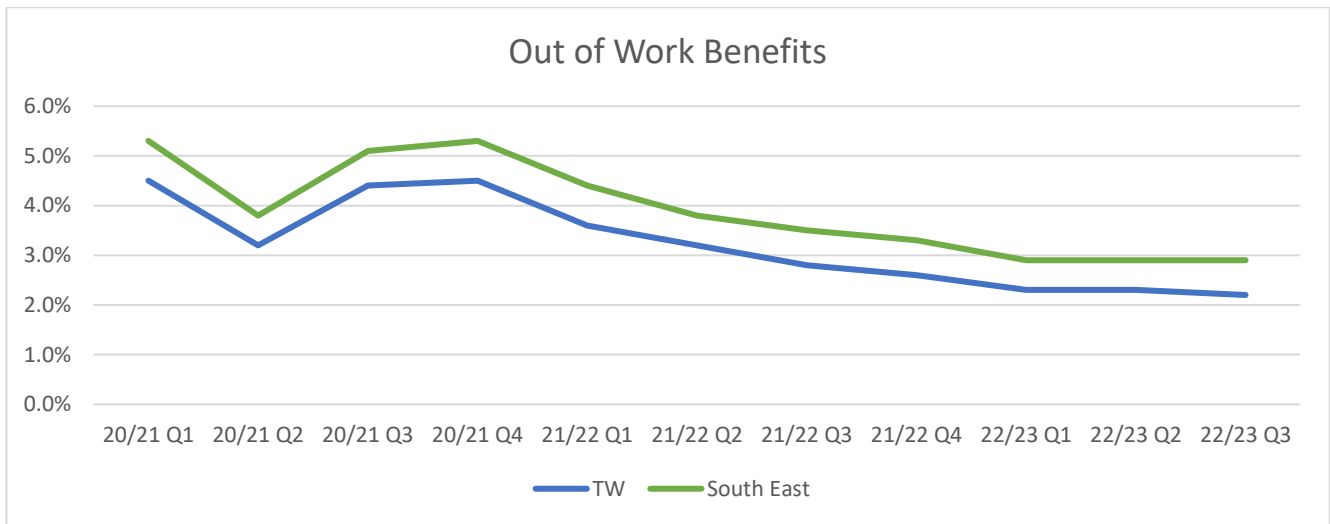
The target for this performance indicator is 65% or above, which means the indicator is:

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.



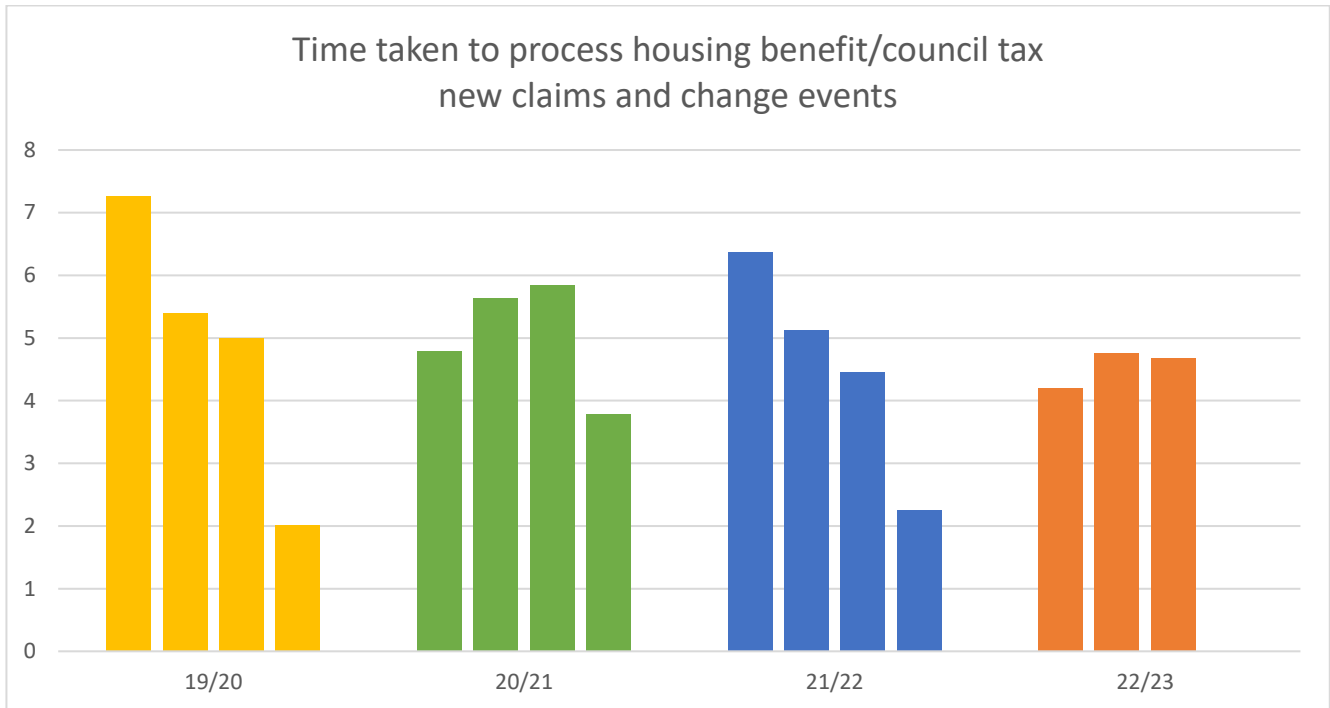
Performing or Underperforming Target

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 4.68 for this quarter, which is lower than the previous quarter at 4.76.



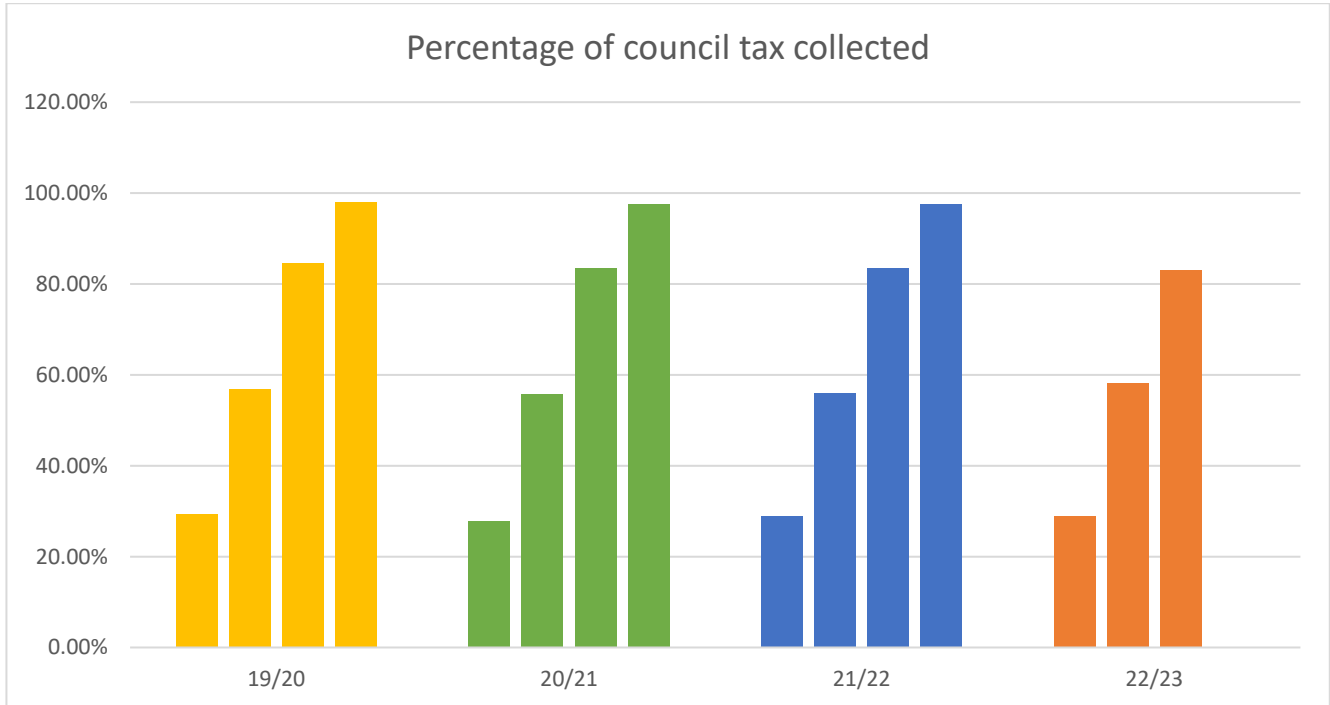
Performing or Underperforming Target

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 83.14% for quarter three, which is lower than the previous year in the same quarter at 83.56%.



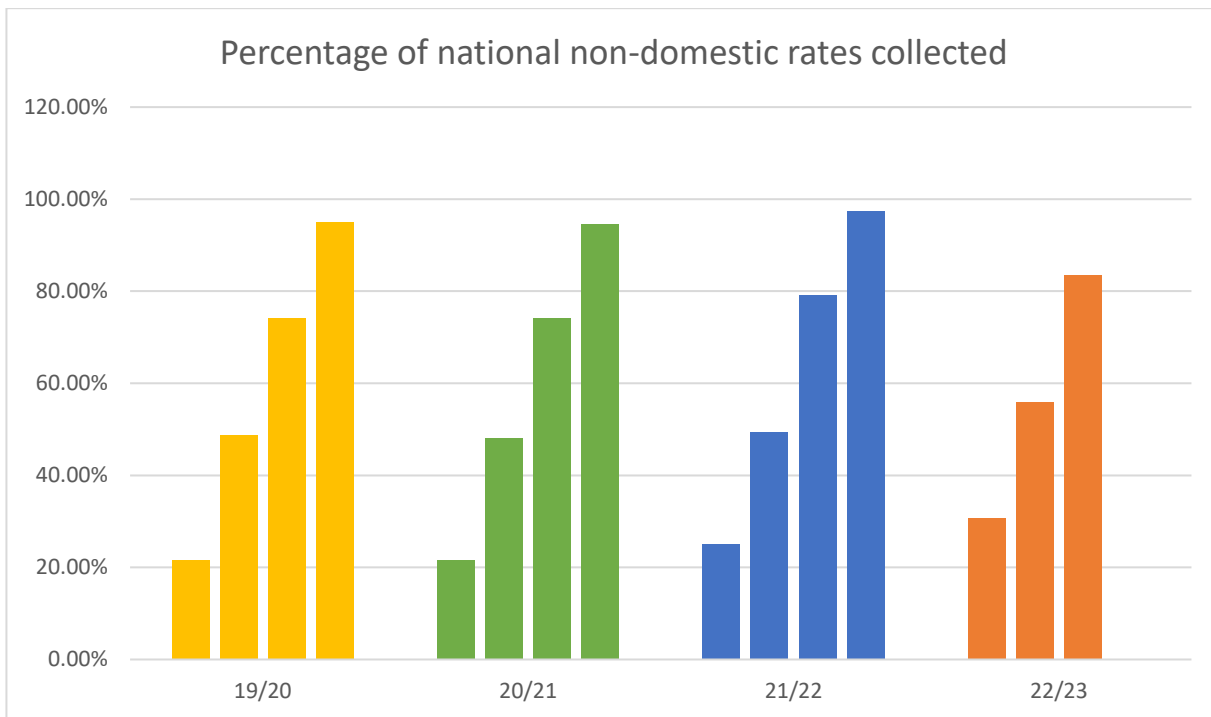
Performing or Underperforming Target

This quarter's target for this performance indicator is 83.52% or above, which means the indicator is:

Under Performing

Percentage of National Non-Domestic Rate Collected

The outturn for this indicator is 83.6% for quarter three, which is higher than the previous year for the same quarter at 79.28%.



Performing or Underperforming Target

This quarter's target for this performance indicator is 82% or above, which means the indicator is:

| Performing