Appendix 2

Average number of days taken to process new claims for Housing Benefit Average number of days to process new claims for Housing Benefit from the date complete evidence is received. Average number of days taken to process change of circumstances for Housing Benefit Monthly 10 Average number of days to process change of circumstances for Housing Benefit Monthly 7 Revidence is received. Average number of days taken to process change of circumstances for Housing Benefit from the date complete evidence is received. Average number of days taken to process new claims for Council Tax Reduction Monthly 10 Benefit from the date complete evidence is received. Average number of days taken to process change of circumstances for Council Tax Reduction Monthly 10 Benulping control applications received Monthly 10 Benulping control applications received Monthly 15 Days Respond to Dangerous Structure notifications within 2 hours Register and acknowledge Building Notices within 3 days Monthly 90% Register and acknowledge Building Notices within 3 days Monthly 90% Business Support (LAURA) Planning and Building Control applications within 24 hours of receipt Monthly 100% Acknowledge neighbour comments within 24 hours of receipt Monthly 100% Acknowledge neighbour comments within 24 hours of receipt Monthly 100% Acknowledge neighbour comments within 24 hours Monthly 100% Acknowledge neighbour comments within 100% Monthly 100% Mont
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lousing
applications/change of circumstance to be completed within 10 working days Monthly 100%
Request for documentation to be sent within 10 working days Monthly 100%
Removals cleared within 30 days after deadline Monthly 100%
Parking
Respond to all FPN challenges within 20 working days Monthly 100%
ssue permit within 5 working days of receipt of application Monthly 100% Licensing
Process TENS applications within 24 hours 100%
Process new applications and renewals within 30 working days Monthly Monthly 100%
BUSINESS SUPPORT (SYSTEMS)
Revenue system correctly set up and billed correctly. Annual 100%
System availability Monthly 99%
System availability New projects delivered Appual 5
System availability New projects delivered Respond to system failures Monthly 99% Annual 5 Monthly 2 hours

nspections - Food Hygiene		
6 of premises rated 3 or above	Quarterly	95%
6 of premises due for inspection, which are completed	Annual	95%
lumber of complaints about food premises investigated	Quarterly	<100
lealth and Safety - Corporate		
lo of corporate accidents reported to Environment Health	Monthly	< 40
lo of corporate accidents reported to the HSE for further investigation	Monthly	< 4
lo of corporate incidents reported to Environmental Health	Quarterly	< 20
lealth and Safety		
lo of RIDDOR reports received	Quarterly	< 100 Riddor
		< 100 Complaints
lo of RIDDOR reports/complaints investigated by the Council (quarterly)	Quarterly	
Licensing	N A sup 4 le le c	. 450
No of Licensed Premises inspected (subject to training)	Monthly	>150
No of Hackney Cabs and Private Hire Vehicles viewed	Monthly Monthly	>100 tbc
No of premises inspected under the Gaming Act No of caravan sites inspected	Quarterly	>20
No of events logged on Event App	Monthly	>250
No of licensed premises complaints investigated	Monthly	<100
COMMERCIAL UNIT	Wichting	100
CT Contract		
Total no of incidents logged during the period.	Monthly	
Number of incidents resolved during the period	Monthly	
Number of incidents unresolved during the period.	Monthly	
% of critical application availability	Monthly	
Average % of customers satisfied with service received.	Monthly	
East Kent Housing	_	
Average time taken to re-let council dwellings exc major works	Quarterly	19 Days
Rent arrears as % of projected annual rental income	Quarterly	1.04%
% of emergency repairs completed on time	Quarterly	98%
% of routine repairs completed on time	Quarterly	90%
Creditors		
% of invoices paid within the agreed timescales	Quarterly	100% (30 Days)
Leas Cliff Hall		
Ticket sales achieved	Annual	50,000
Hythe Pool		22216
Annual income	Annual	£260K
COMMUNITY SAFETY & WELLBEING	O contout	24
Number of supported community litter picks	Quarterly	24
Number of community volunteer hours Number of corporate social responsibility business volunteer hours	Quarterly Quarterly	1200 240
nvestigate and resolved ASB complaints	Quarterly	100
CPNWs issued for ASB related issues	Quarterly	24
CPNs issued for ASB related issues	Quarterly	6
PSPO Breaches by FPN/prosecution	Quarterly	10
Engagement	Quarterly	
Number of schools engaged in engagement/learning events	Quarterly	24 primary, 5 secondary
tamber of concess ongaged in ongagement loaning events	Quarterly	and 1 special school
Health and wellbeing targeted public awareness events	Quarterly	3
Member ward grants allocated	Annual	100%
COMPLAINTS AND FOI		
All standard FOI requests will be satisfactorily replied to within the statutory timeframe of 20 working days	Monthly	100%
after receipt		
All subject access requests will be satisfactorily replied to within the statutory timeframe of 40 days	Monthly	100%
All complaints will be acknowledged within 5 days as required in the policy	Monthly	100%
Complainants will receive the appropriate stage response within 20 days as required in the policy	Monthly	100%
COMMUNICATIONS		
Number of articles in the press each month regarding SDC	Monthly	
Number of people reached through Social Media (Facebook and Twitter)	Monthly	
Number of people engaged through Social Media e.g. Liked,retweeted,shared	Monthly	
Number of new followers and likes on Social Media	Monthly	
Number of visits to the Council's website	Monthly	
CORPORATE DEBT		
Business Rates collection target is met	Monthly	97.50%
Council Tax CTRS arrears target is met	Annual	10%
Business Rates and Council Tax arrears reduction	Annual	15%
Reduction in Housing Benefit Overpayment arrears	Annual	15%
· ·	0	15%
Reduction in Sundry Debts arrears	Annual	
· ·	Annual Annual Monthly	25%

CUSTOMER SERVICES		
Calls served (versus volumes of calls received)	Monthly	80%
Reduce abandoned calls	Annual	1%
Reduce dissuaded calls	Annual	2%
Average wait time for calls (except at peak times)	Monthly	3 minutes
Increase of self serve transactions (compared to 2016/17)	Annual	10%
Customers seen within 10 minutes of an appointment	Monthly	90%
ECONOMIC DEVELOPMENT	Wiching	30 / 0
Apply for external funding.	Annual	Two successful applications
Apply for external funding.	Allitual	i wo successful applications
Investment in SDC area scheme	Annual	At least two
Delivery of business accommodation scheme.	Annual	At least two
Delivery of the engagement programme to key employers	Annual	At least 10 employees seen.
Delivery of the engagement programme to key employers	Allitual	At least 10 employees seen.
Appropriace hip grapts are awarded	Annual	75
Apprenticeship grants are awarded Skills related events are provided	Annual	At least two.
Folkestone.works website	Annual	A 10% increase in visitors
Folkestorie.works website	Allitual	
ELECTORAL SERVICES	_	accessing the site
	Appual	90%
Achieve a 90% return rate on household enquiry forms returned during the annual canvass ENVIRONMENTAL PROTECTION	Annual	90%
Pollution Control		
	Monthly	CO
Number of enforcement notices served (i.e. EPA section 79 - Abatement Notices, CPN, PDPA, COPA)	Monthly	60
	A	4.000/
Compliant air quality monitoring sites	Annual	100%
Dog Control		200
Stray dogs found	Monthly	330
Stray dogs successfully returned to owner	Monthly	280
Enforcement		
Fixed Penalty Notices issued	Monthly	50
Enviro Crime Patrol hours (dog fouling & littering)	Monthly	2800hrs (234 pm)
Percentage of successful legal prosecutions against number of prosecution files passed to Legal	Monthly	
Warning Letters Issued (EE and EP service combined)	Monthly	240
GROUNDS MAINTENANCE		
Maintain a 4+ rating on trip advisor for the Coastal Park	Annual	Above 4+
5 % increase on volunteer hours	Annual	3500
Opportunitas - value of works invoiced	Quarterly	£40,000
Opportunitas - net income retained	Annual	£8,000
Opportunitas - number of quotations given	Quarterly	250
Opportunitas - number of quotations accepted	Quarterly	150
Opportunitas - number of clients served	Quarterly	150
HOUSING OPTIONS		
Number of homeless decisions made	Monthly	66
Number of decisions made within 33 days	Monthly	46
Average number of days to complete homeless decisions	Monthly	25
Average number of households in temporary accommodation	Monthly	35
Of which how many families	Monthly	6
Of which how many families over 6 weeks	Monthly	0
Of which how many 16/17 year olds	Monthly	0
Of which how many 16/17 year old over 6 weeks	Monthly	0
Average length of stay for families in B & B	Monthly	6 weeks
Average length of stay for singles in B & B	Monthly	8 weeks
Number of homeless approaches	Monthly	300
Number of homeless approaches prevented including advice	Monthly	125
& of homeless prevented	Monthly	50%
Average processing time for applicants on the housing list	Monthly	8 working days
Average number of working days to provide a Housing Options interview for anyone who is threatened with	Monthly	5 working days
homelessness within 2 months		
HOUSING STRATEGY		
Long-term empty homes brought back into use	Annual	70
Council new builds/acquisitions completed	Annual	20
Additional affordable homes delivered in the district by the council and its partner agencies	Annual	80
Affordable homes provided in the district for low cost home ownership	Annual	32
Private sector homes improved as a result of intervention by the council and its partner agencies	Annual	130

HR		
Succession planning / talent management reviews with Heads of Service	Annual	2 per HoS
Completion of performance reviews for relevant staff	Annual	100%
LM Level 3 qualification (Ashford)	Annual	95% pass rate
LM Level 3 qualification (Dover x 2 cohorts)	Annual	95% pass rate
LM Level 5 qualification (Dover)	Annual	95% pass rate
LM Level 5 qualification (Thanet)	Annual	95% pass rate
Successful completion of the ILM L3 & L5 external verification assessments	Annual	100%
Development sessions for middle managers & team leaders on Leadership and Management	Annual	6 sessions
Compliance with mandatory / statutory training (eg safeguarding, prevention or radicalism & terrorism)	Annual	100%
Soft skills development sessions for all staff	Annual	4 sessions
Annual staff survey Net Promoter score increases	Annual	-25
Number of days absence per employee	Monthly	Less than 7 days per employee
Staff paid on time and correctly	Monthly	100%
Relevant staff completing DBS checks	Annual	100%
Relevant staff evidencing DBS certificate to HR	Annual	100%
AND AND PROPERTY	Annaa	10070
Rent reviews completed	Quarterly	100%
Asset condition surveys completed	Quarterly	100%
Planned maintenance work completed	Quarterly	100%
Indifficed maintenance work completed	Quarterly	10078
Number of calls answered within 60 seconds	Monthly	07.50%
	Monthly	97.50%
Number of calls answered within 180 seconds	Monthly	100%
Jrgent lifeline referrals installed within 2 days	Monthly	90%
Non-urgent lifeline referrals installed within 5 days	Monthly	90%
Jrgent lifeline repairs carried out within 24 hours	Monthly	90%
Non-urgent lifeline repairs carried out within 5 days	Monthly	90%
PARKING		
Gross income per off-street parking space	Annual	£500
Gross income per on-street parking space	Annual	£520
Car park usage expressed as a percentage of capacity	Quarterly	10%
Number of PCNs issued	Monthly	16,500
British vehicle PCN recovery rate	Quarterly	70%
Foriegn vehicle PCN recovery rate	Quarterly	50%
PLANNING		
% of major planning applications to be determined within statutory period	Quarterly	50%
% of non-major planning applications to be determined within statutory period	•	
	Quarteriv	70%
% of other planning applications to be determined within statutory period	Quarterly Quarterly Quarterly	of decisions overturned at
% of other planning applications to be determined within statutory period National threshold for quality of decisions on applications for major development to be met or exceeded Proposed national threshold for quality of decisions on applications for non major development to be met or exceeded	Quarterly	85% Currently no more than 20% of decisions overturned at appeal, proposed to be 10% Proposed to be no more than 10-20% of decisions
% of other planning applications to be determined within statutory period National threshold for quality of decisions on applications for major development to be met or exceeded Proposed national threshold for quality of decisions on applications for non major development to be met or exceeded	Quarterly Quarterly	85% Currently no more than 20% of decisions overturned at appeal, proposed to be 10% Proposed to be no more than 10-20% of decisions overturned at appeal
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