

## Appendix 2

PERFORMANCE INDICATOR	TIME PERIOD	TARGET
<b>BENEFITS</b>		
Average number of days taken to process new claims for Housing Benefit	Monthly	18
Average number of days taken to process new claims for Housing Benefit from the date complete evidence is received.	Monthly	10
Average number of days taken to process change of circumstances for Housing Benefit	Monthly	10
Average number of days taken to process change of circumstances for Housing Benefit from the date complete evidence is received.	Monthly	7
Average number of days taken to process new claims for Council Tax Reduction	Monthly	18
Average number of days taken to process change of circumstances for Council Tax Reduction	Monthly	10
<b>BUILDING CONTROL</b>		
Number of building control applications received	Monthly	
Number of days taken to check full plans applications from receiving a valid application	Monthly	15 Days
Respond to Dangerous Structure notifications within 2 hours	Monthly	100%
Register and acknowledge Building Notices within 3 days	Monthly	90%
Full plans application decisions issued within statutory time limits	Monthly	80%
<b>BUSINESS SUPPORT (LAURA)</b>		
<b>Planning and Building Control</b>		
Input planning & building control applications within 24 hours of receipt	Monthly	100%
Log pre-app requests within 24 hours of receipt	Monthly	100%
Acknowledge neighbour comments within 24 hours	Monthly	100%
Issue decisions the same day	Monthly	100%
Answer all general enquiries within 20 working days	Monthly	100%
Action amendments within 24 hours	Monthly	100%
Answer all LLC enquiries relating to Planning and Building Control within 5 working days	Monthly	100%
<b>Local Land Charges</b>		
Respond to all LLC searches within 10 working days	Monthly	100%
<b>Private Sector Housing</b>		
Carry out passport checks for DFG within 5 working days and once result received log on M3 within 2 working days	Monthly	100%
Answer all LLC enquiries relating to Private Sector Housing within 5 working days	Monthly	100%
<b>Revenues and Benefits</b>		
Indexing for incoming post to be completed within 2 working days	Monthly	100%
<b>Housing</b>		
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%
<b>Parking</b>		
Respond to all FPN challenges within 20 working days	Monthly	100%
Issue permit within 5 working days of receipt of application	Monthly	100%
<b>Licensing</b>		
Process TENS applications within 24 hours	Monthly	100%
Process new applications and renewals within 30 working days	Monthly	100%
<b>BUSINESS SUPPORT (SYSTEMS)</b>		
Revenue system correctly set up and billed correctly.	Annual	100%
System availability	Monthly	99%
New projects delivered	Annual	5
Respond to system failures	Monthly	2 hours

<b>COMMERCIAL AND LICENSING</b>		
<b>Inspections - Food Hygiene</b>		
% of premises rated 3 or above	Quarterly	95%
% of premises due for inspection, which are completed	Annual	95%
Number of complaints about food premises investigated	Quarterly	<100
<b>Health and Safety - Corporate</b>		
No of corporate accidents reported to Environment Health	Monthly	< 40
No of corporate accidents reported to the HSE for further investigation	Monthly	< 4
No of corporate incidents reported to Environmental Health	Quarterly	< 20
<b>Health and Safety</b>		
No of RIDDOR reports received	Quarterly	< 100 Riddor < 100 Complaints
No of RIDDOR reports/complaints investigated by the Council (quarterly)	Quarterly	
<b>Licensing</b>		
No of Licensed Premises inspected (subject to training)	Monthly	>150
No of Hackney Cabs and Private Hire Vehicles viewed	Monthly	>100
No of premises inspected under the Gaming Act	Monthly	tbc
No of caravan sites inspected	Quarterly	>20
No of events logged on Event App	Monthly	>250
No of licensed premises complaints investigated	Monthly	<100
<b>COMMERCIAL UNIT</b>		
<b>ICT Contract</b>		
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	
<b>East Kent Housing</b>		
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%
<b>Creditors</b>		
% of invoices paid within the agreed timescales	Quarterly	100% (30 Days)
<b>Leas Cliff Hall</b>		
Ticket sales achieved	Annual	50,000
<b>Hythe Pool</b>		
Annual income	Annual	£260K
<b>COMMUNITY SAFETY &amp; WELLBEING</b>		
Number of supported community litter picks	Quarterly	24
Number of community volunteer hours	Quarterly	1200
Number of corporate social responsibility business volunteer hours	Quarterly	240
Investigate 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
<b>Engagement</b>		
Number of schools engaged in engagement/learning events	Quarterly	24 primary, 5 secondary and 1 special school
Health and wellbeing targeted public awareness events	Quarterly	3
Member ward grants allocated	Annual	100%
<b>COMPLAINTS AND FOI</b>		
All standard FOI requests will be satisfactorily replied to within the statutory timeframe of 20 working days after receipt	Monthly	100%
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%
<b>COMMUNICATIONS</b>		
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	
<b>CORPORATE DEBT</b>		
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%
Reduction in Sundry Debts arrears	Annual	15%
Reduction in number of cheques received within Council	Annual	25%
Incoming telephone calls (answered/abandoned)	Monthly	

<b>CUSTOMER SERVICES</b>		
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%
<b>ECONOMIC DEVELOPMENT</b>		
Apply for external funding.	Annual	Two 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.
Apprenticeship grants are awarded	Annual	75
Skills related events are provided	Annual	At least two.
Folkestone.works website	Annual	A 10% increase in visitors accessing the site
<b>ELECTORAL SERVICES</b>		
Achieve a 90% return rate on household enquiry forms returned during the annual canvass	Annual	90%
<b>ENVIRONMENTAL PROTECTION</b>		
<b>Pollution Control</b>		
Number of enforcement notices served (i.e. EPA section 79 - Abatement Notices, CPN, PDPA, COPA)	Monthly	60
Compliant air quality monitoring sites	Annual	100%
<b>Dog Control</b>		
Stray dogs found	Monthly	330
Stray dogs successfully returned to owner	Monthly	280
<b>Enforcement</b>		
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
<b>GROUNDS MAINTENANCE</b>		
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
<b>HOUSING OPTIONS</b>		
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 & of homeless prevented	Monthly	125
Average processing time for applicants on the housing list	Monthly	50%
Average number of working days to provide a Housing Options interview for anyone who is threatened with homelessness within 2 months	Monthly	8 working days
	Monthly	5 working days
<b>HOUSING STRATEGY</b>		
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

<b>HR</b>		
Succession planning / talent management reviews with Heads of Service	Annual	2 per HoS
Completion of performance reviews for relevant staff	Annual	100%
ILM Level 3 qualification (Ashford)	Annual	95% pass rate
ILM Level 3 qualification (Dover x 2 cohorts)	Annual	95% pass rate
ILM Level 5 qualification (Dover)	Annual	95% pass rate
ILM 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%
<b>LAND AND PROPERTY</b>		
Rent reviews completed	Quarterly	100%
Asset condition surveys completed	Quarterly	100%
Planned maintenance work completed	Quarterly	100%
<b>LIFELINE</b>		
Number of calls answered within 60 seconds	Monthly	97.50%
Number of calls answered within 180 seconds	Monthly	100%
Urgent lifeline referrals installed within 2 days	Monthly	90%
Non-urgent lifeline referrals installed within 5 days	Monthly	90%
Urgent lifeline repairs carried out within 24 hours	Monthly	90%
Non-urgent lifeline repairs carried out within 5 days	Monthly	90%
<b>PARKING</b>		
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%
Foreign vehicle PCN recovery rate	Quarterly	50%
<b>PLANNING</b>		
% of major planning applications to be determined within statutory period	Quarterly	50%
% of non-major planning applications to be determined within statutory period	Quarterly	70%
% of other planning applications to be determined within statutory period	Quarterly	85%
National threshold for quality of decisions on applications for major development to be met or exceeded	Quarterly	Currently no more than 20% of decisions overturned at appeal, proposed to be 10%
Proposed national threshold for quality of decisions on applications for non major development to be met or exceeded		Proposed to be no more than 10-20% of decisions overturned at appeal
Breaches of planning control complaints acknowledged within 2 working days of receipt	Quarterly	80%
Complainant notified of how council intends to deal with breach of planning control complaint within 20 working days of receipt	Quarterly	80%
Written request for pre application advice acknowledged within 4 working days	Quarterly	90%
Written request for pre application advice not requiring a meeting to be sent a full written response within 20 working days or within 10 working days of meeting if one is requested	Quarterly	90%
Number of pre-applications received	Quarterly	
Amount of income received from pre-applications	Quarterly	
Number of planning applications received	Quarterly	
<b>PLANNING POLICY</b>		
The overall vacancy rate for the district's shopping areas	Annual	
Number of affordable dwellings provided	Annual	
50% of all planning completions consist of 3 (or more) bedroom dwellings	Annual	50%
Number of housing completions	Annual	
<b>REVENUES</b>		
Council tax collection	Monthly	97.30%
Council tax reduction collection rate	Monthly	85%
<b>STRATEGIC PROJECTS</b>		
<b>Strategic Development</b>		
Total number of dwellings for which planning permission is secured.	Annual	200
Feasibility studies completed for newly identified residential schemes and/or commercial schemes	Annual	4
<b>HRA</b>		
Number of homes delivered	Annual	30
<b>WASTE</b>		
Percentage of household waste recycled	Quarterly	47%
Number of missed collections per 100,000	Quarterly	50
Percentage of streets surveyed clear of litter within the district	Quarterly	95%
Percentage of streets surveyed clear of detritus within the district	Quarterly	90%
Number of days to remove fly tipped waste on public land once reported	Quarterly	3 days
Percentage of returns to empty a missed bin by the end of the next working day if it is reported within 24 hours	Quarterly	100%
Average number of days to respond to requests for unwanted bulky waste collections	Quarterly	5 working days
Average number of hours to remove offensive graffiti in public places.	Quarterly	4 hours