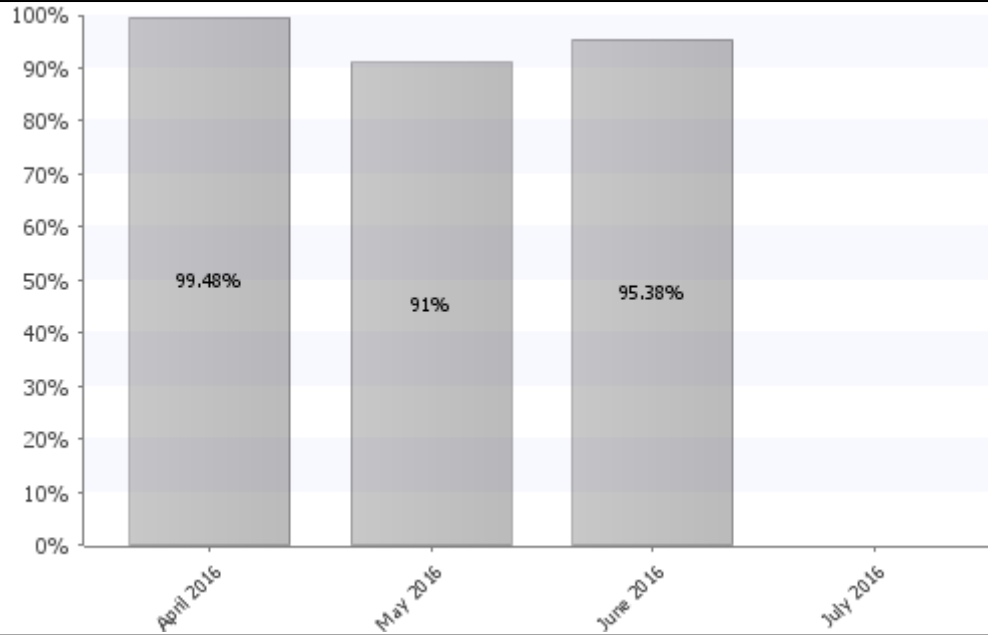


Appendix 1  
**Quarter 1 Key Performance Indicators**

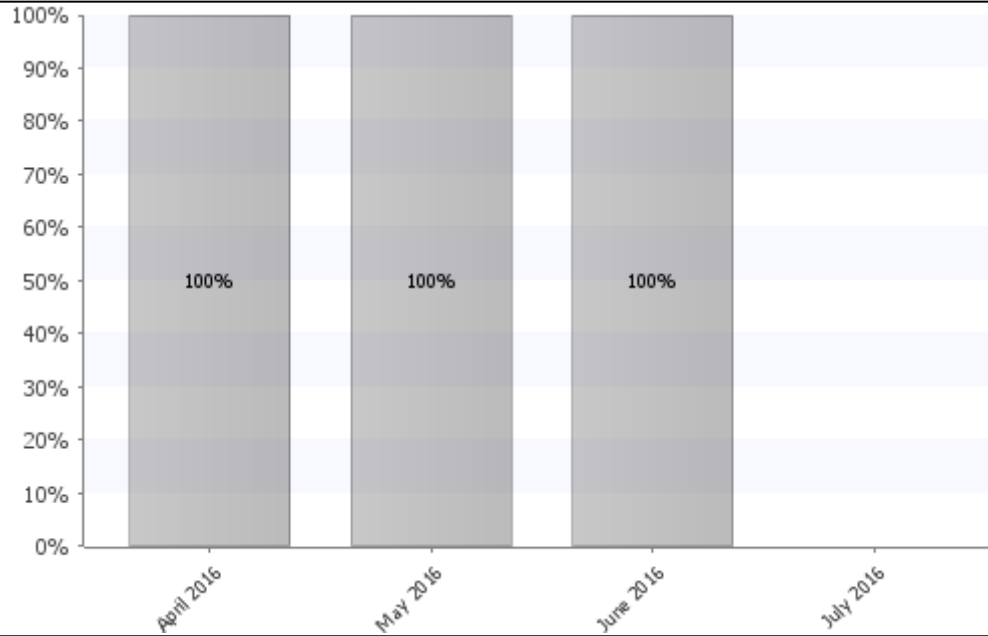
Performance Indicator	Trend Chart	Latest Note								
Building Control - Number of full plan applications checked within 15 days from receiving a valid application	<table border="1"> <caption>Building Control - Number of full plan applications checked within 15 days from receiving a valid application</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>77%</td> </tr> <tr> <td>May 2016</td> <td>93%</td> </tr> <tr> <td>June 2016</td> <td>79%</td> </tr> </tbody> </table>	Month	Percentage	April 2016	77%	May 2016	93%	June 2016	79%	April – 43 checked May – 28 checked June – 36 checked
Month	Percentage									
April 2016	77%									
May 2016	93%									
June 2016	79%									

Business Support - LLC searches responded to within 10 working days

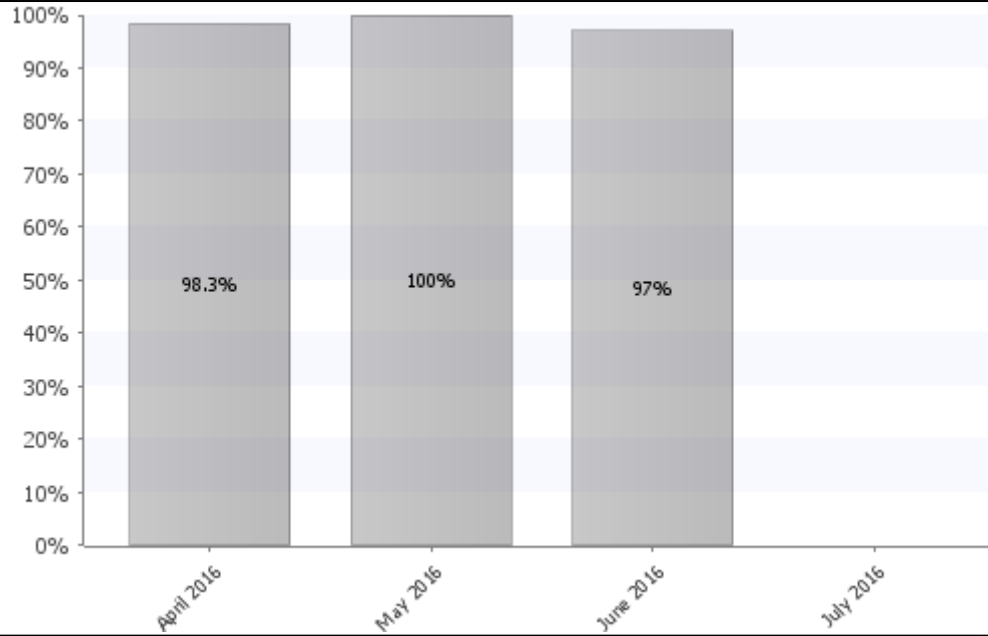


LLC search results rely on other departments answering the questions relating to their service area. With planning admin having a backlog due to system issues this had an effect on the time taken to answer their LLC searches.

Business Support - All LLC queries responded to within 20 working days

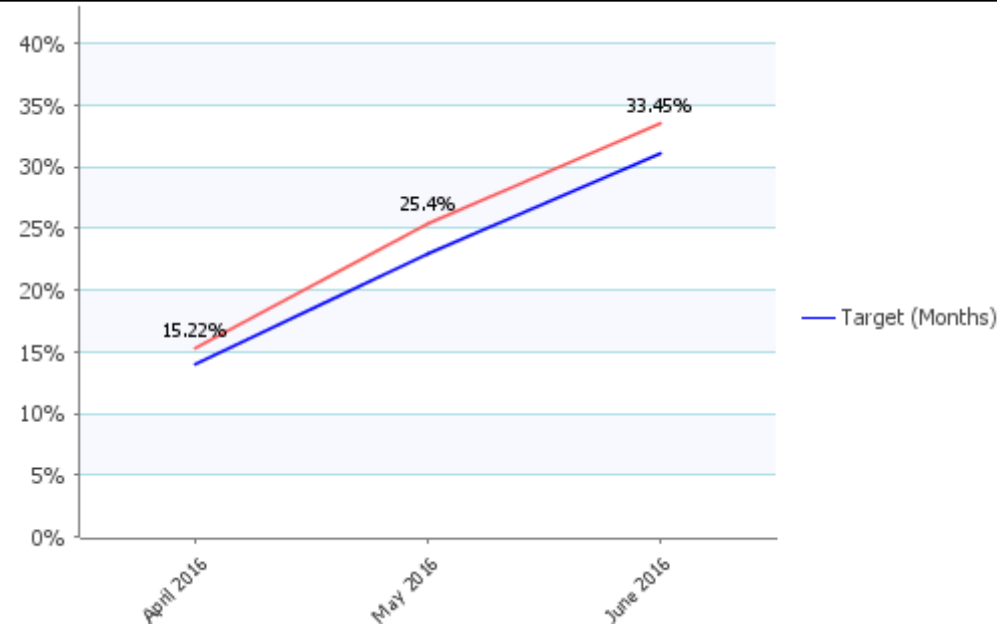


Business Support - FPN challenges responded to within 20 working days

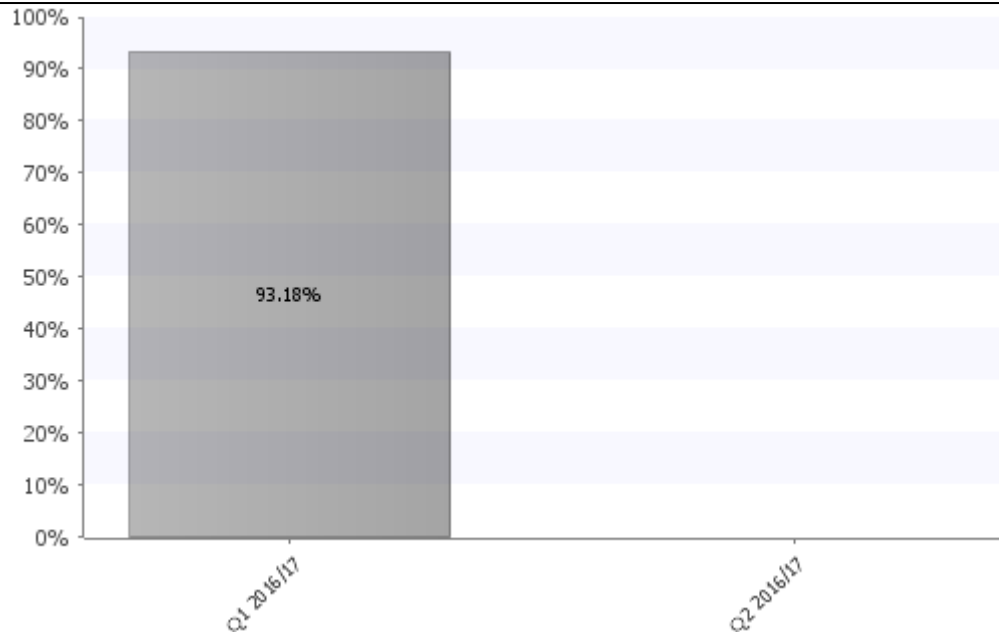


April – 273 challenges received  
May – 290 challenges received  
June – 278 challenges received

Corporate Debt - Business rates collection

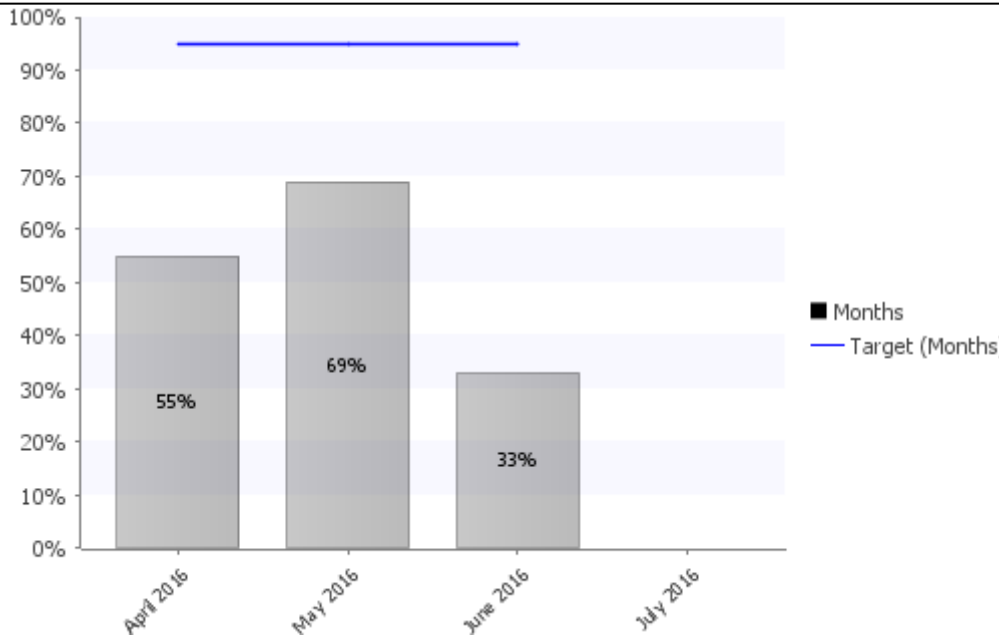


Environmental Health -  
% of premises rated 3 or  
above



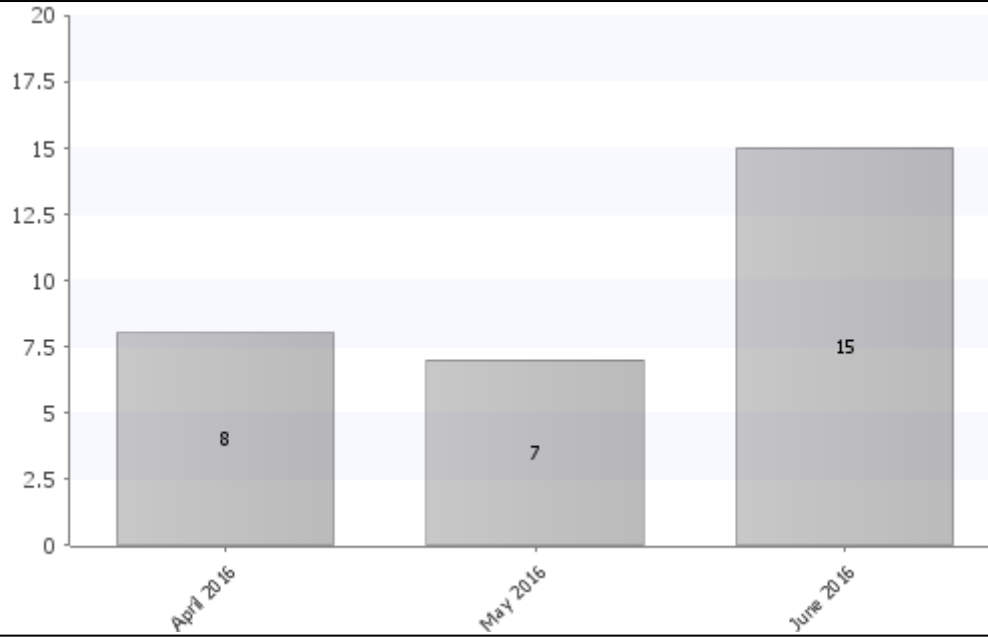
93.18% are currently rated 4 or 5. Where premises haven't been inspected and rated, an interim 0 rating is applied, which has resulted in a slightly under quarter return.

Environmental Health -  
% of premises due for  
inspection, which are  
completed

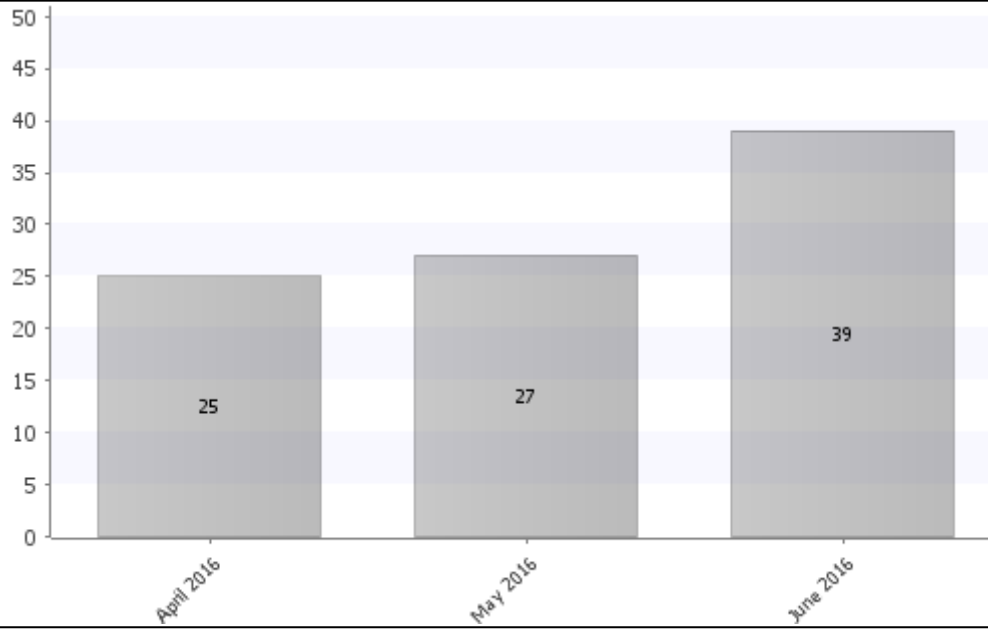


A member of staff has been on training which has had an impact on the number of inspections undertaken. This occurs every year and by the Autumn the team have caught up on the outstanding inspections.

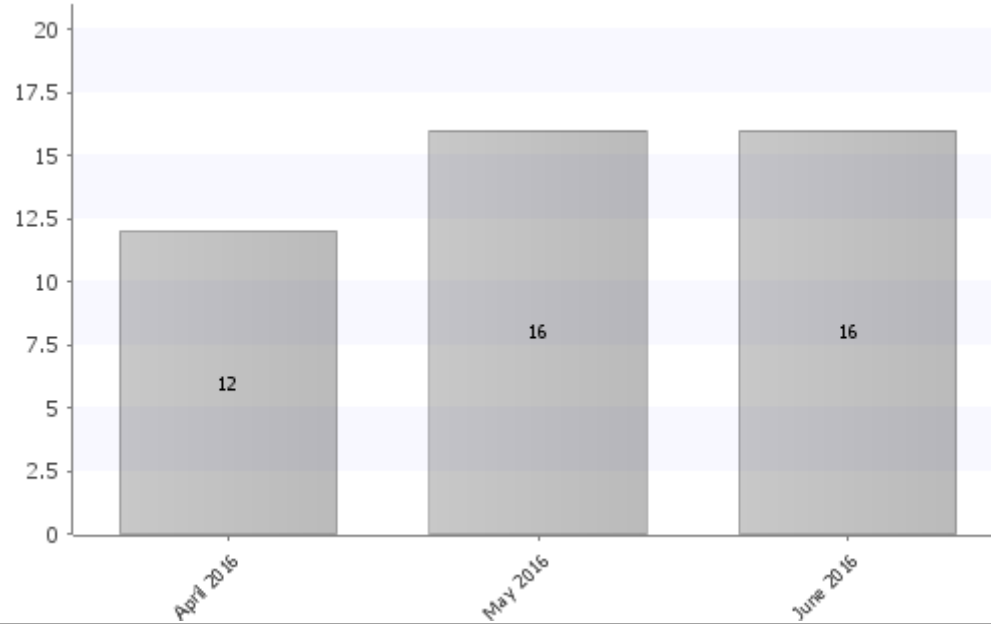
Environmental Health -  
No of licensed premises  
inspected



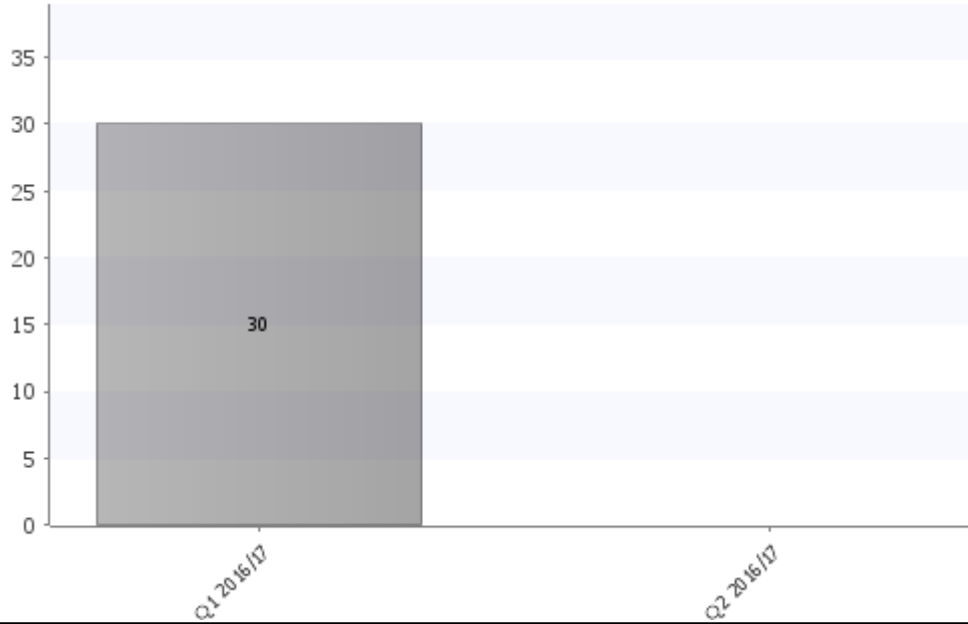
Environmental Health -  
No of Temporary Event  
Notices issued



Environmental Health -  
No of Licensing  
complaints investigated

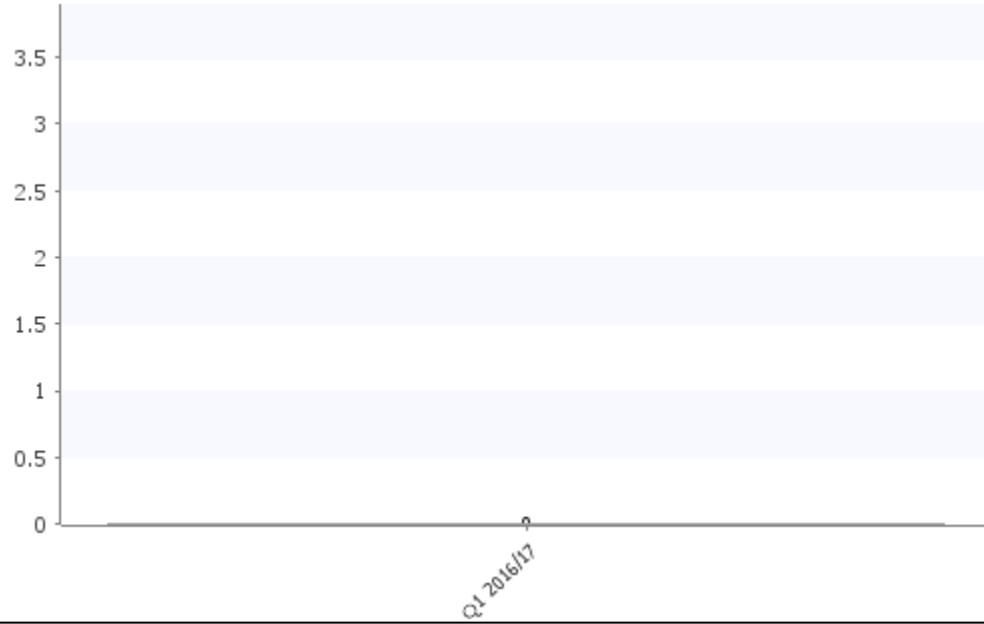


Community Safety -  
Number of community  
litter picks



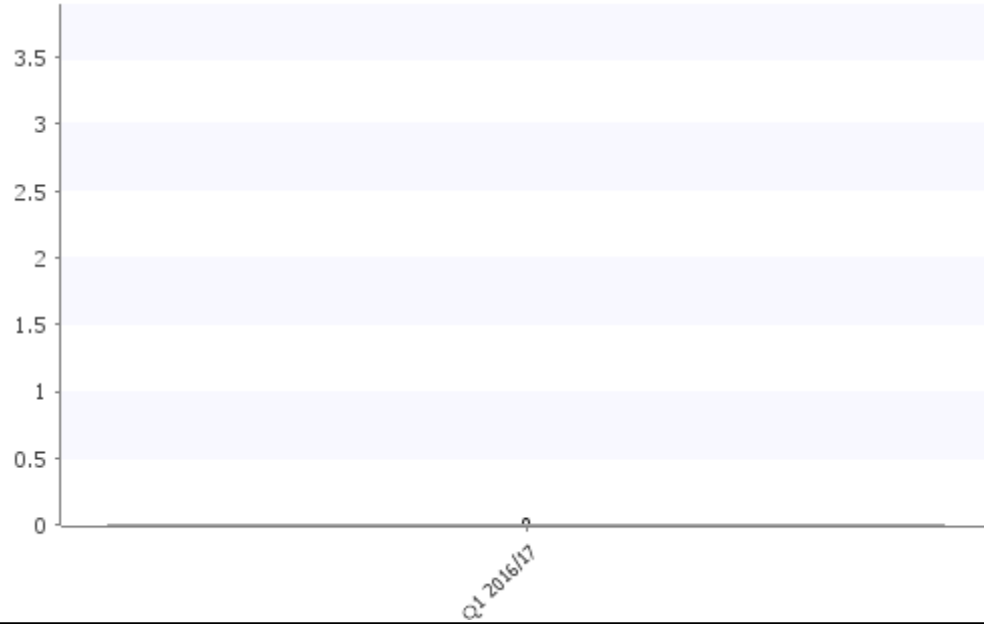
Community litter picks have been undertaken all over the district, some examples are:-  
02.04.16 - 42 bags of litter collected from the seafront area and J11  
15.04.16 – 150 bags of litter and a number of larger items were collected in the Harbour Beach area  
07.05.16 – 35 bags of litter collected in Hythe  
08.05.16 – 30 bags of litter plus fly tipping collected in Brookland  
26.06.16 – 26 bags of litter collected in Sandgate

Community Safety -  
CPN notices served



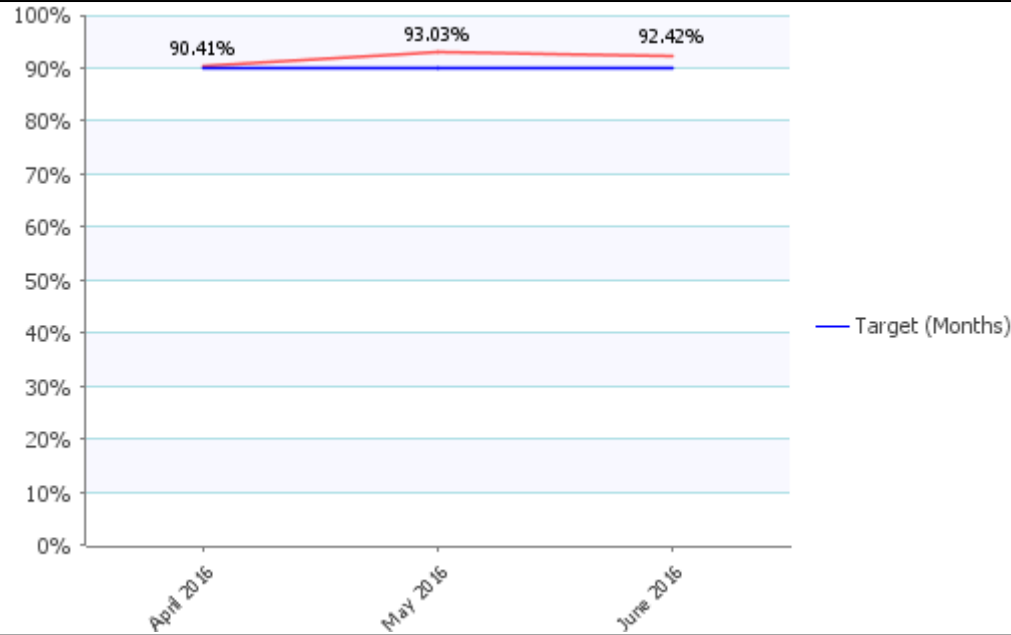
No Community Protection Notices have been issued in Quarter 1.

Community Safety -  
PSPO breaches



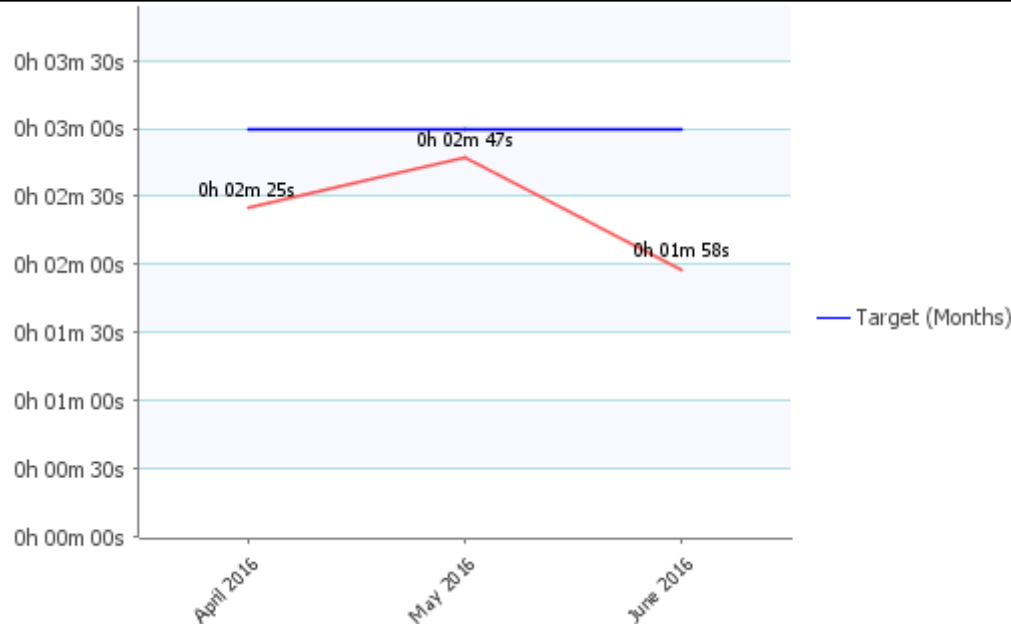
No PSPO breaches have been identified in Quarter 1

Customer Services -  
Customers seen within  
20 minutes at a  
customer service desk



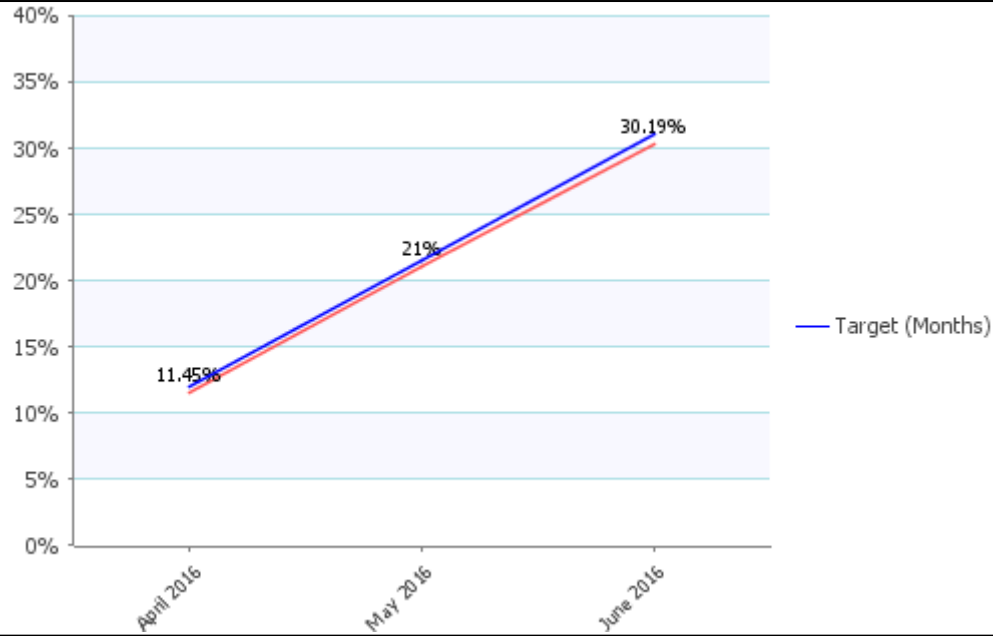
April 2400 customers were seen  
May 2433 customers were seen  
June 2314 customers were seen

Customer Services -  
Average wait time for  
calls (at peak times)

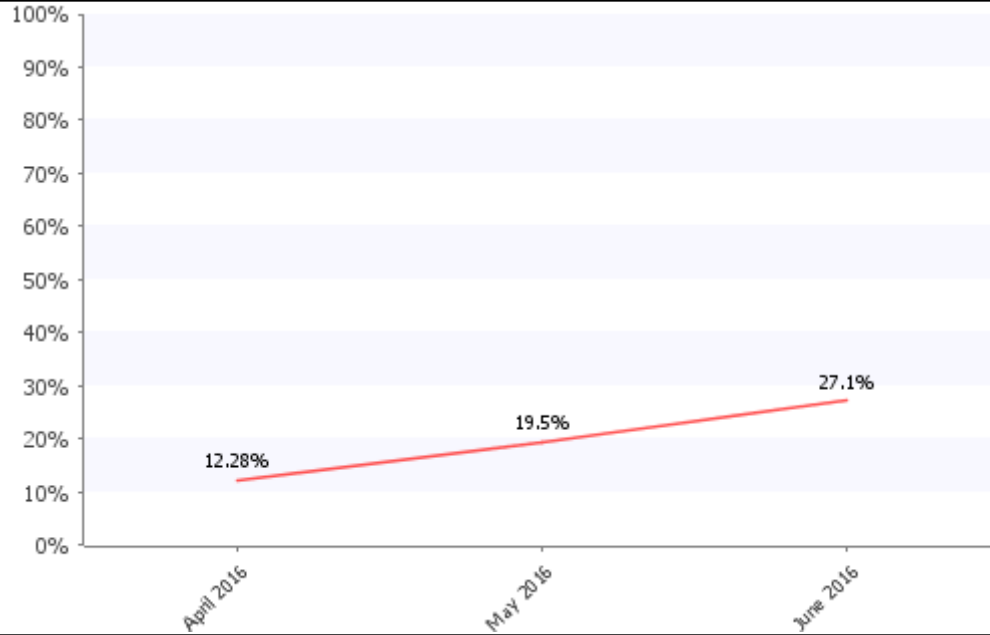




Revenues - Council Tax Collection

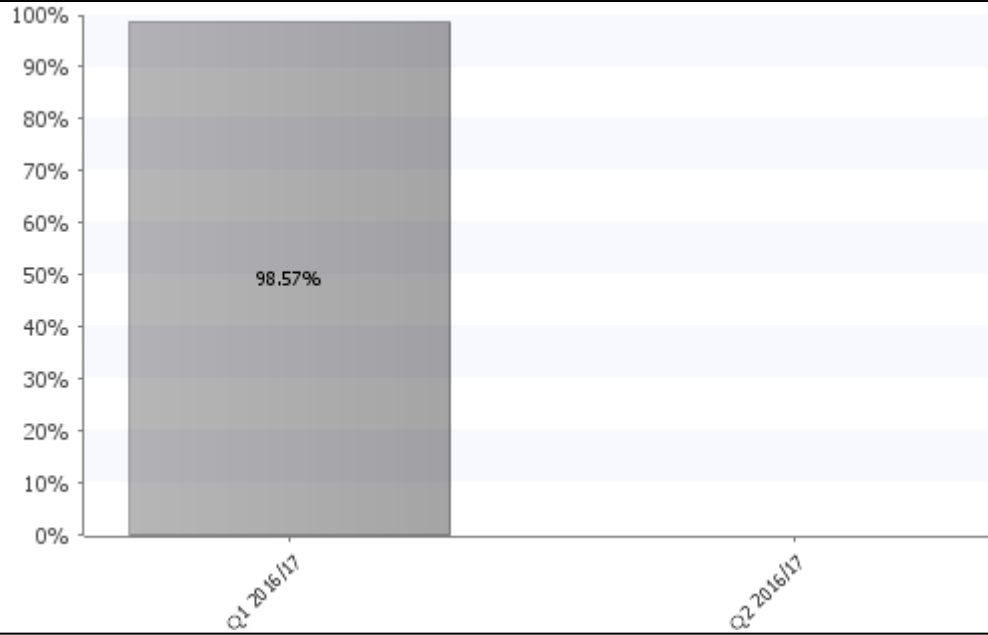


Revenues - Council tax reduction collection rate



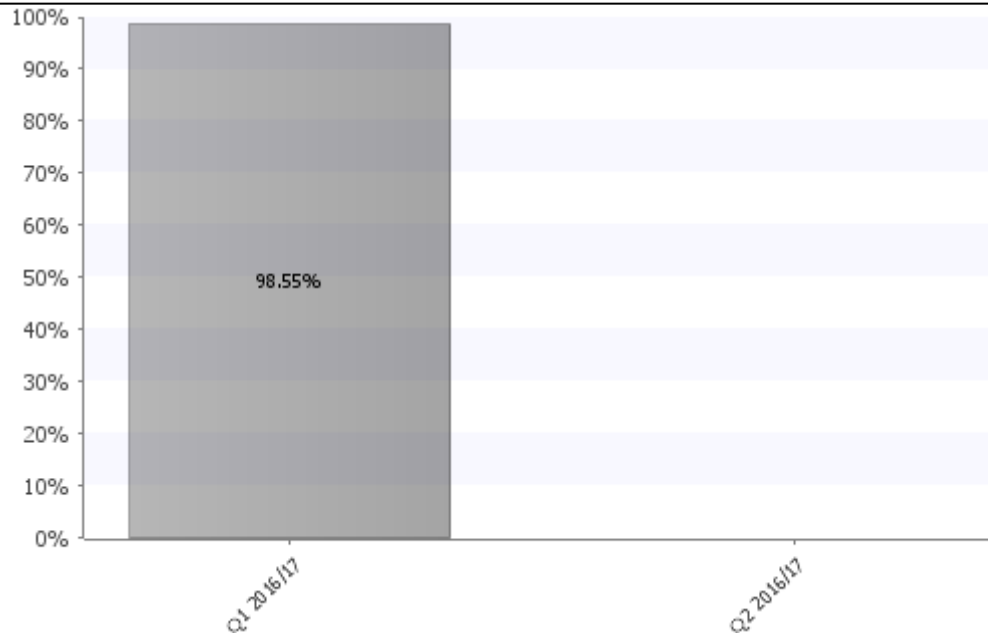
Annual target is 85%

Commercial Unit (EKH)  
- % of emergency  
repairs completed on  
time



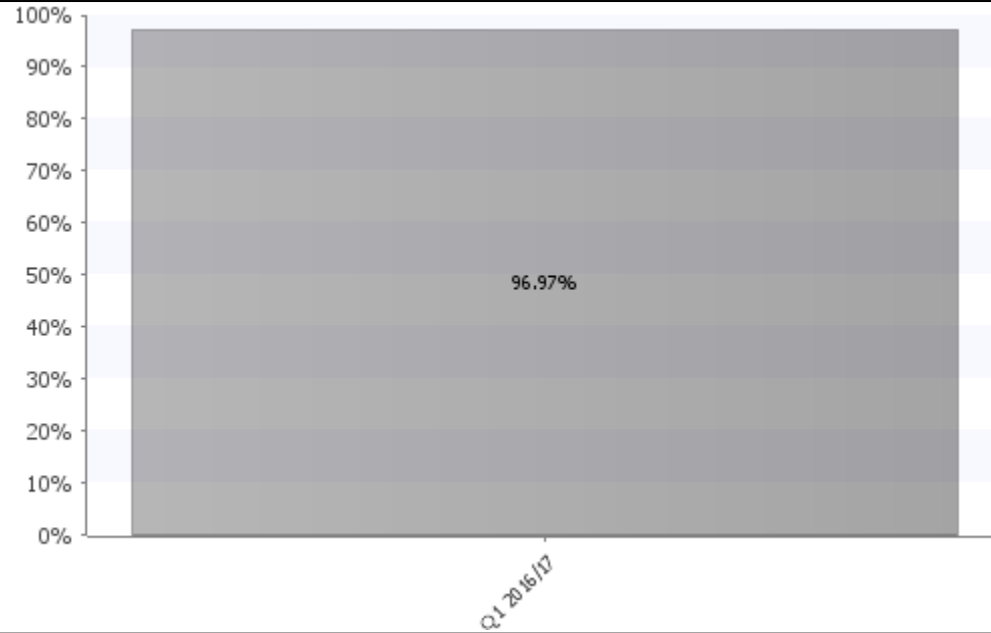
Target is 98%

Commercial Unit (EKH)  
- % of routine repairs  
completed on time



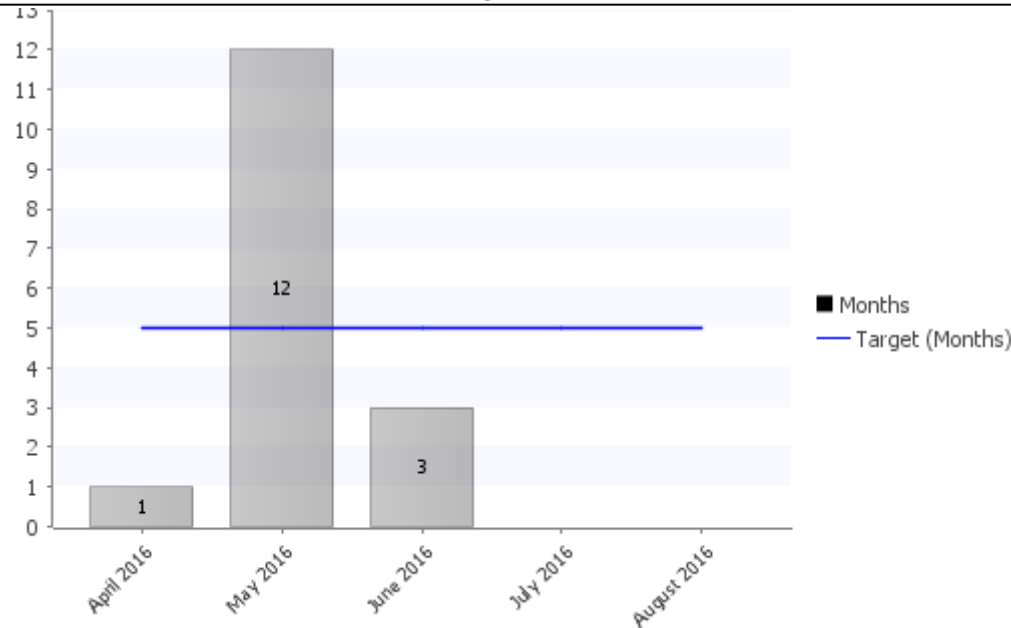
Target is 90%

Commercial Unit - % of invoices paid within the agreed timescales



Department	On Time
Charities	100%
Communications	86.96%
Community Safety	99.08%
Commercial & Technical Services	97.89%
East Kent Housing	96.95%
Finance	92.33%
Human Resources	95.24%
Leadership Support	100%
Planning & Environmental Health	100%
Regeneration & Economic Dev	100%
Strategic Dev Projects	90.91%
Solicitors	100%

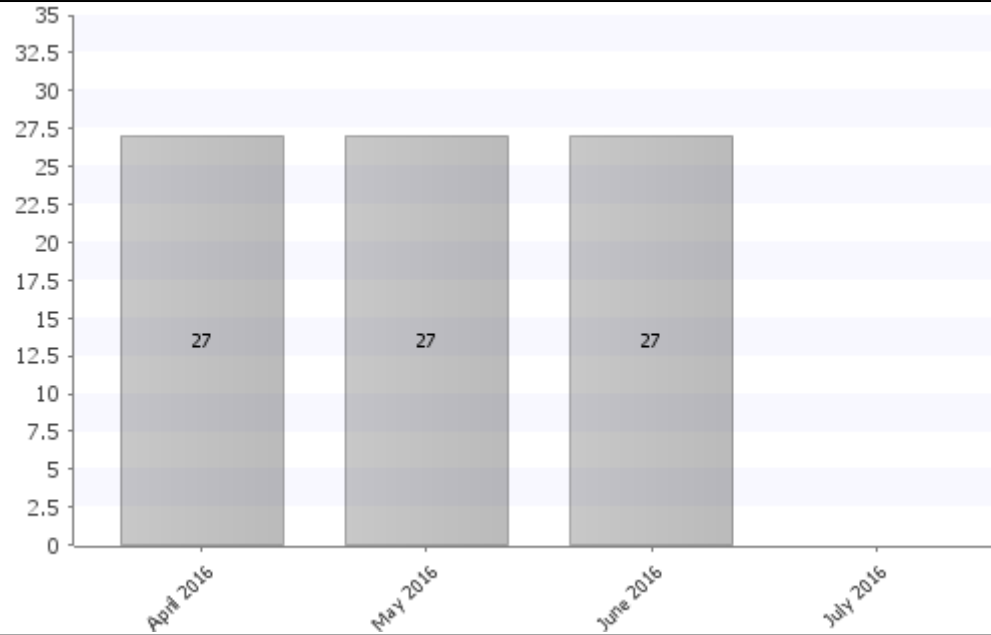
Environmental Health (Pollution Control) - Number of enforcement notices served



Monthly target of 5 notices served.

Pollution notices are served for noise, fly tipping, odour, etc. Performance in April and June dipped, however action has been taken to rectify this by recruiting a temporary member of staff in July 2016.

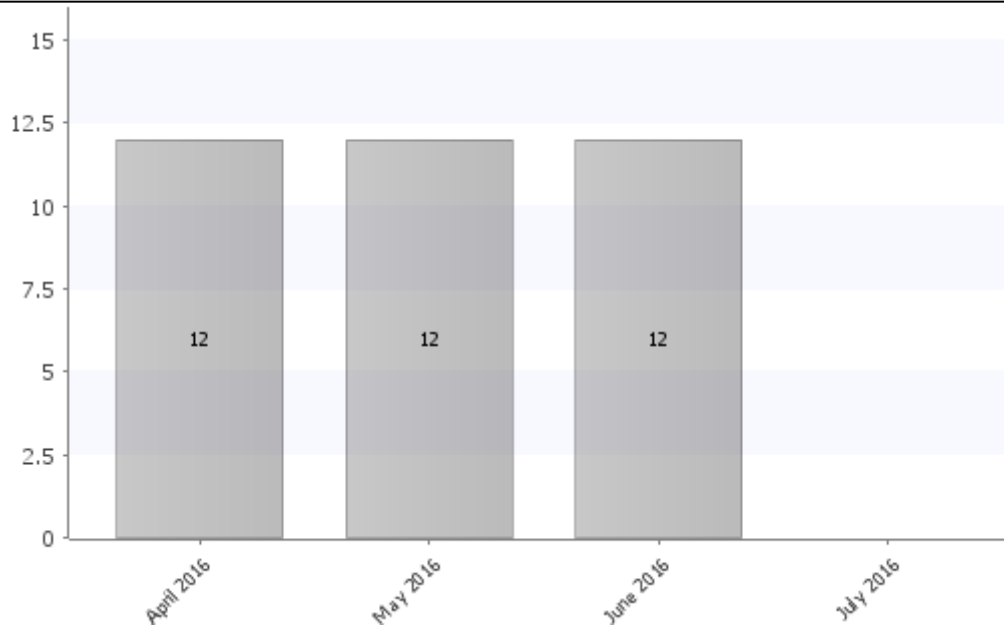
Environmental Health  
(Pollution Control) -  
Compliant part A & part  
B environmental permits



There are 27 businesses that are regulated in the Shepway area for pollution. Annually a consultant is employed to check them.

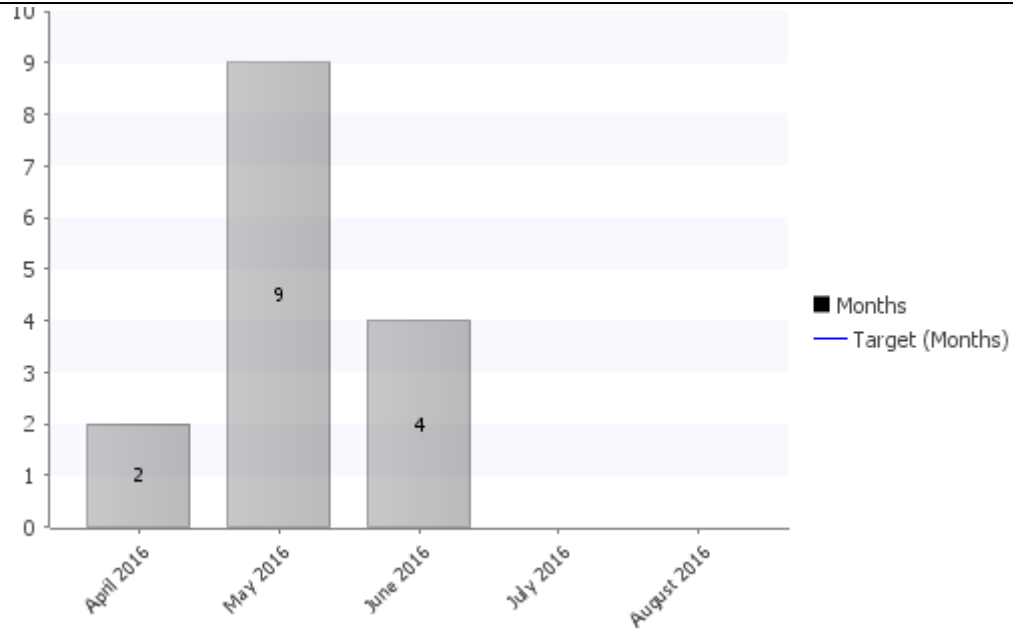
New businesses would be notified to Environmental Health via Planning as permission is required to operate.

Environmental Health  
(Pollution Control) -  
Compliant air quality  
monitoring sites

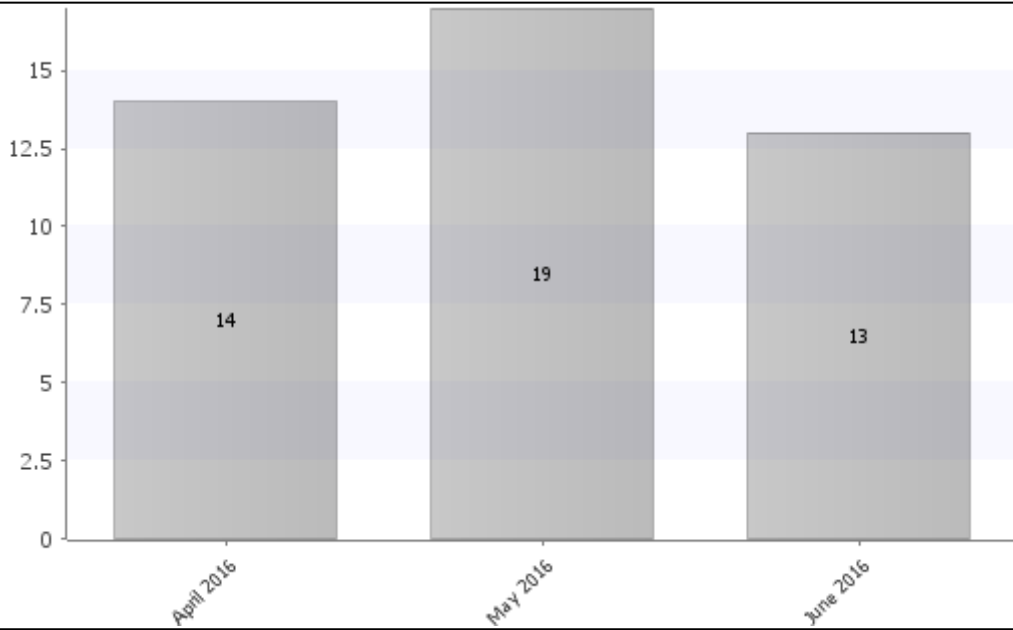


There is currently 12 air quality monitoring sites in Shepway. These are monitored by an external company.

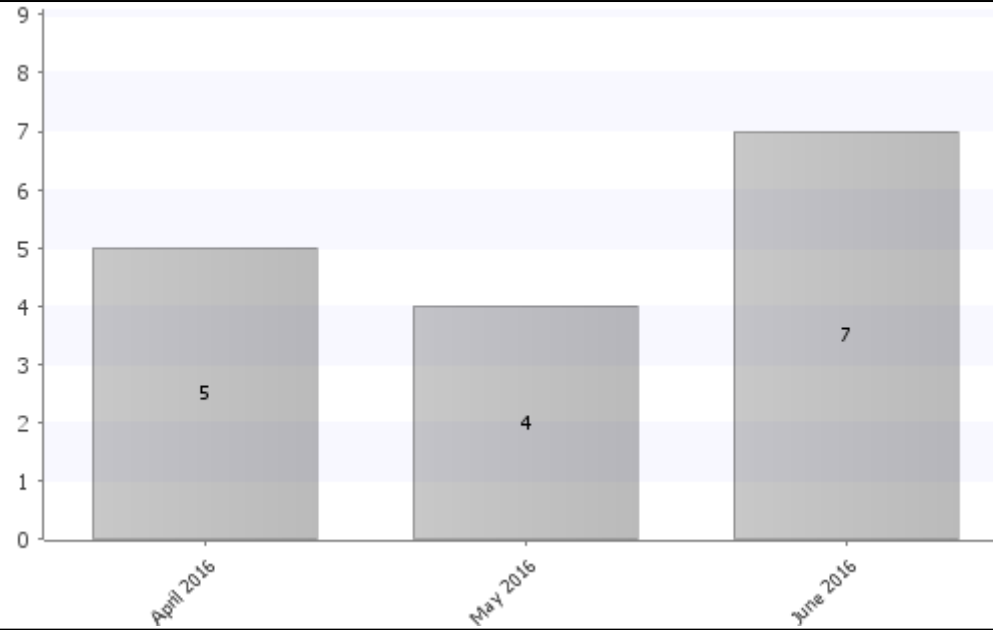
Environmental Health  
(Pollution Control) -  
Number of  
contaminated land  
enquiries successfully  
dealt with



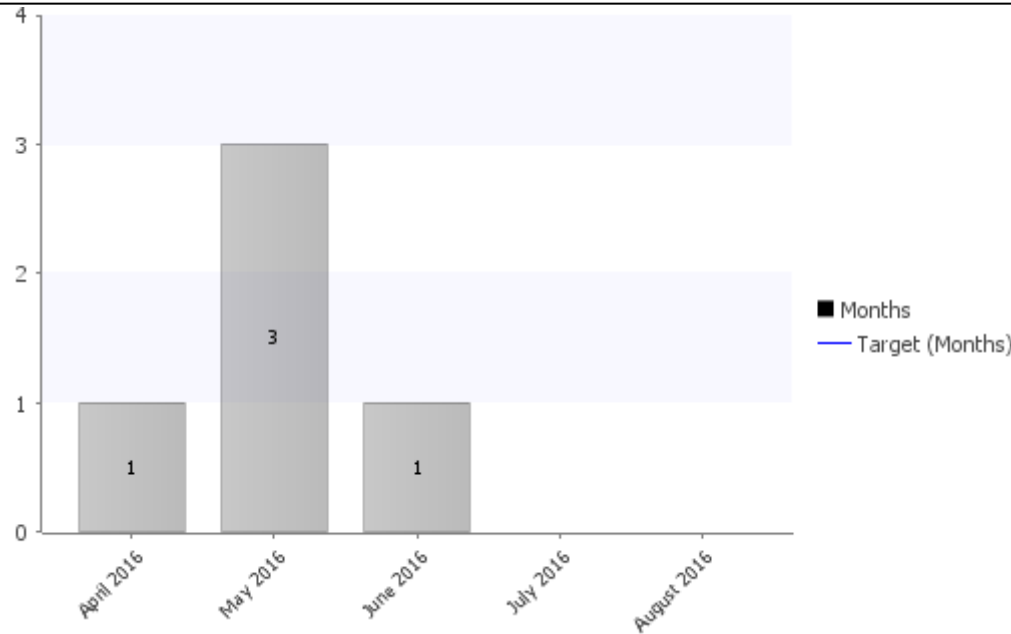
Environmental Health  
(Dog Control) - Number  
of stray dogs found



Environmental Health (Dog Control) - Number of stray dogs successfully returned to owner



Environmental Health (Enforcement) - successful prosecutions

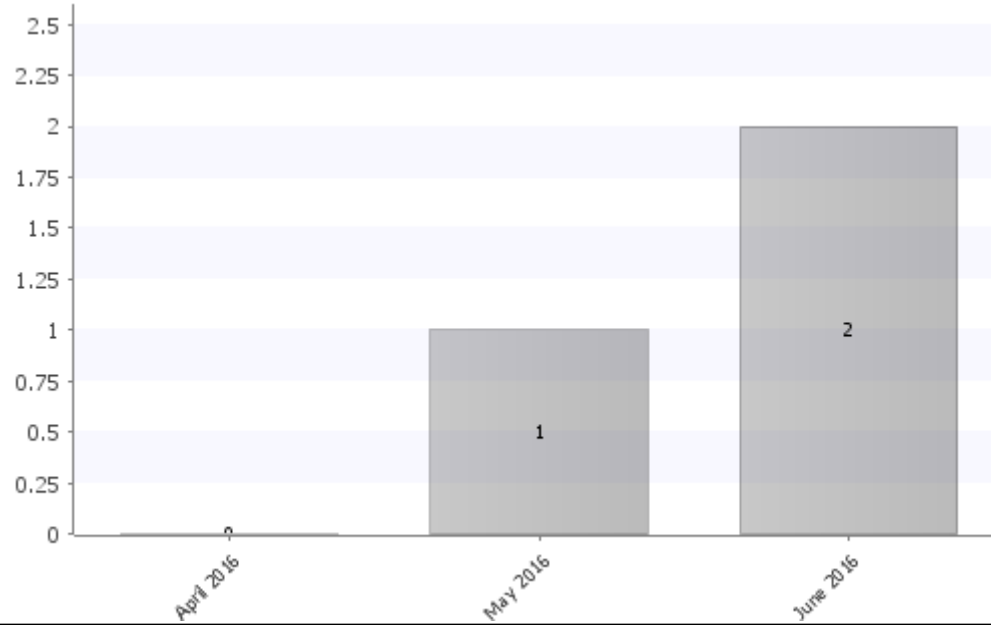


April – prosecution for breach of 47 EPA 1990 notice (Trade Waste)

May – there were three dog fouling prosecutions that went to court.

June – prosecution for breach of community prosecution notice - Anti-social behaviour, crime and Policing Act 2014

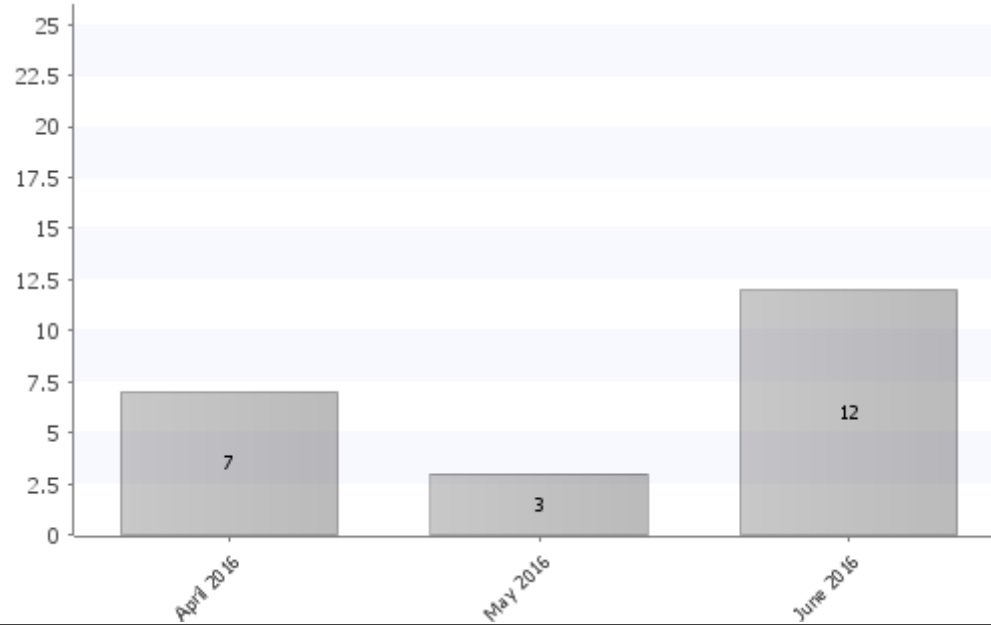
Environmental Health  
(Enforcement) - formal  
cautions issued



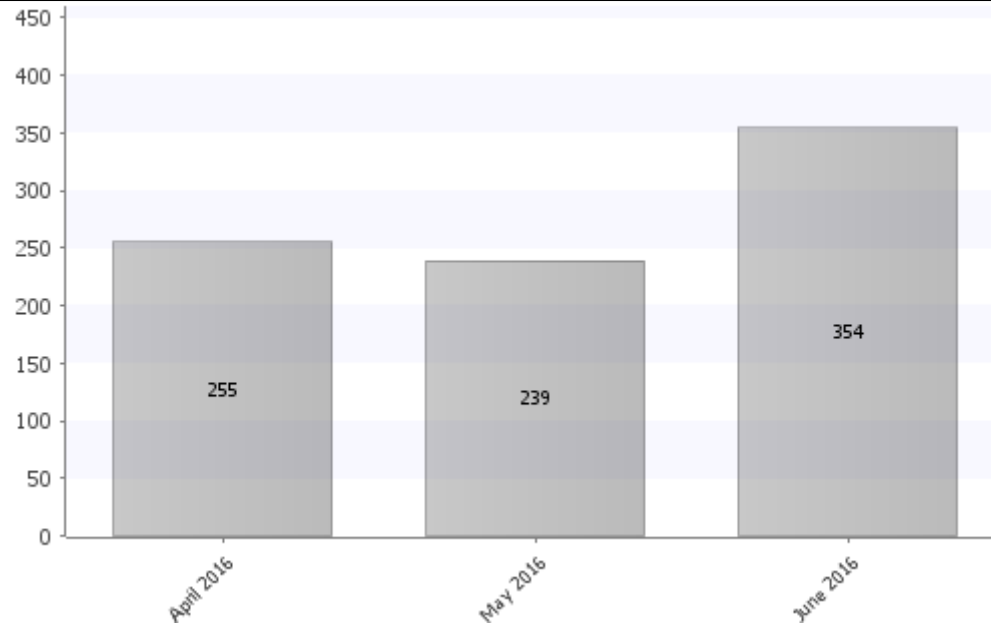
May – caution was issued for Duty of Care –  
Section 34 EPA 1990

June – 2 caution's were issued for Duty of Care –  
Section 34 EPA 1990

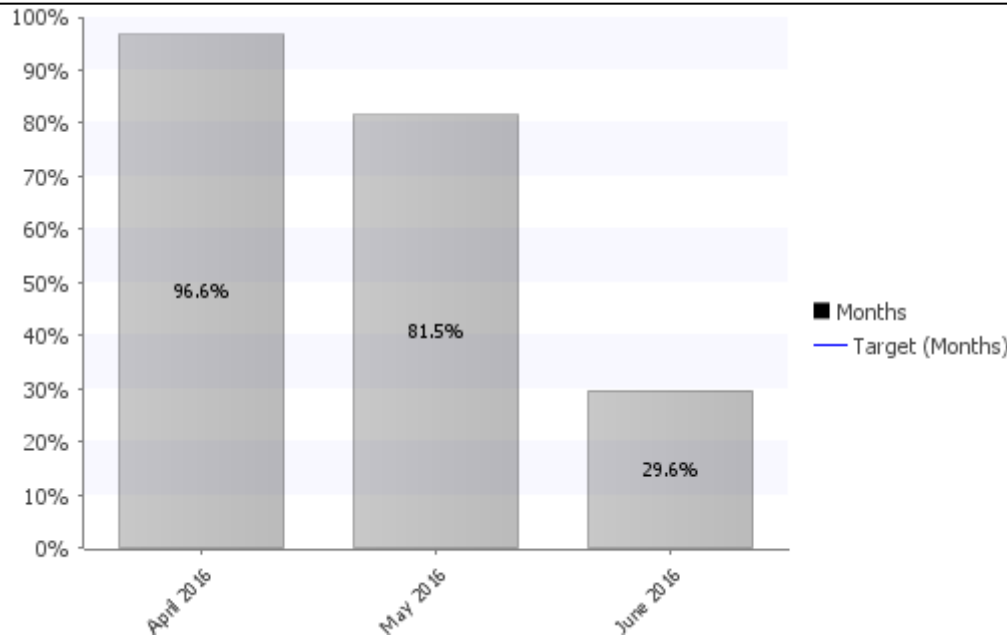
Environmental Health  
(Enforcement) - fixed  
penalty notices issued



Environmental Health (Enforcement) - number of hours spent on environmental crime patrol



Complaints and FOI - Standard FOI requests will be satisfactorily replied to within stat timeframe of 20 working days

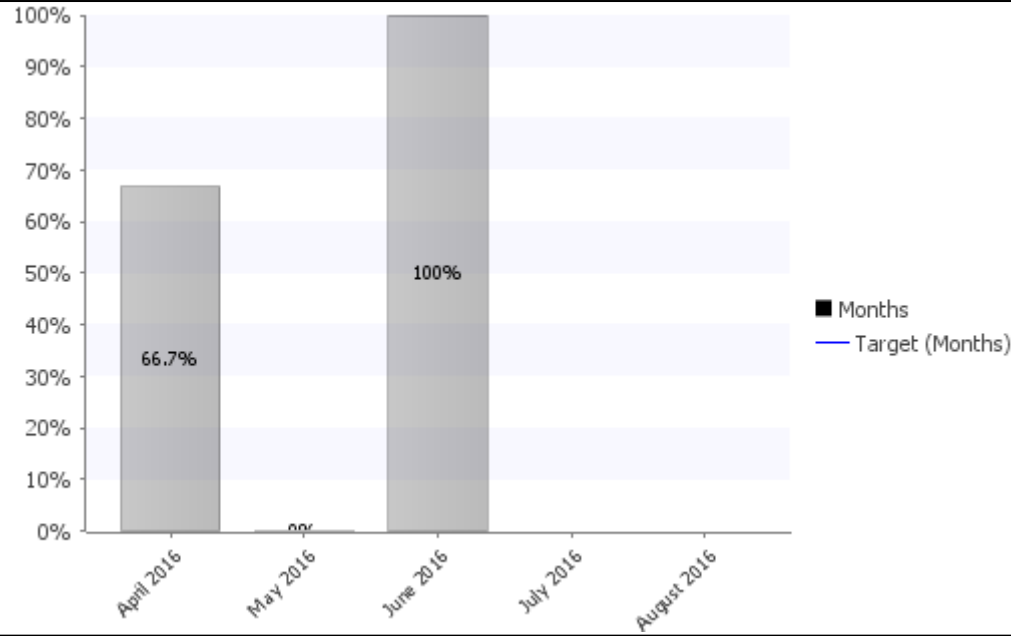


In June there was an unexpected number of urgent requests received under the Data Protection Act (SARs) which involved large amounts of information which needed to be carefully checked and redacted, scanned and emailed, etc, these had to be given priority over FOI requests due to the need for information.

There were a number of large and complex FOI requests for information on major projects which were resource intensive.

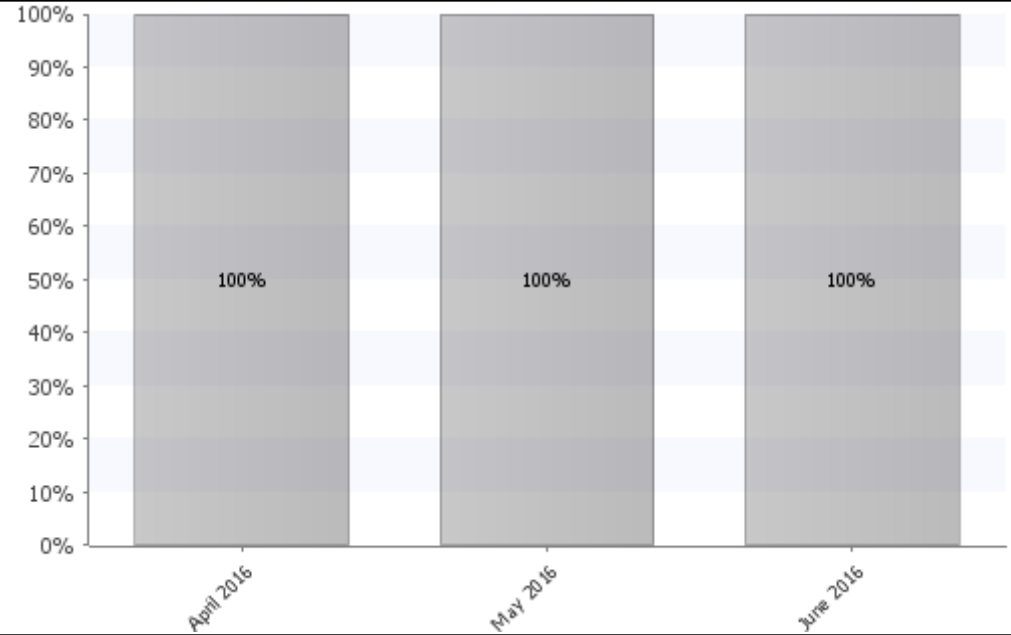


Complaints and FOI - All subject access requests will be satisfactorily replied to within the stat timeframe of 40 days

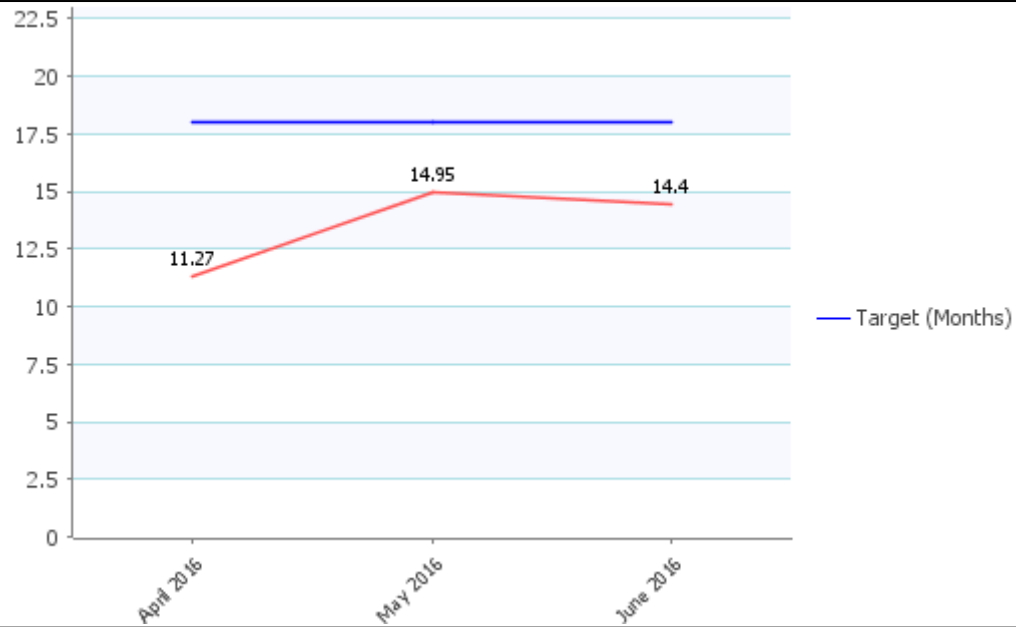


A new officer has recently been recruited to assist with FOI's and subject access requests which should improve the response times.

Complaints and FOI - All complaints will be acknowledged within 5 days

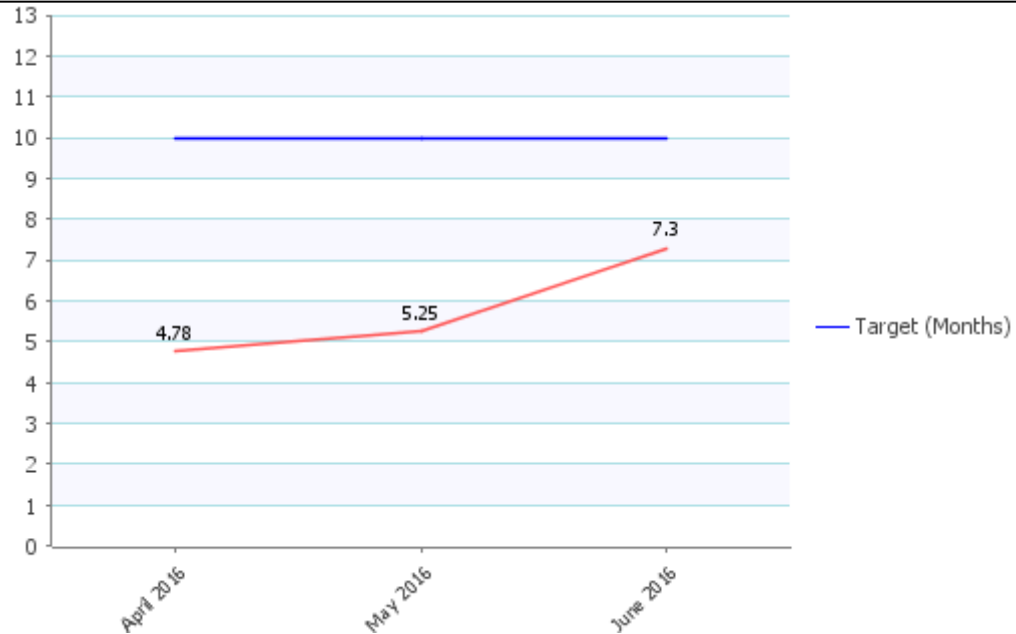


Benefits - Average number of days taken to process new claims for Housing Benefit



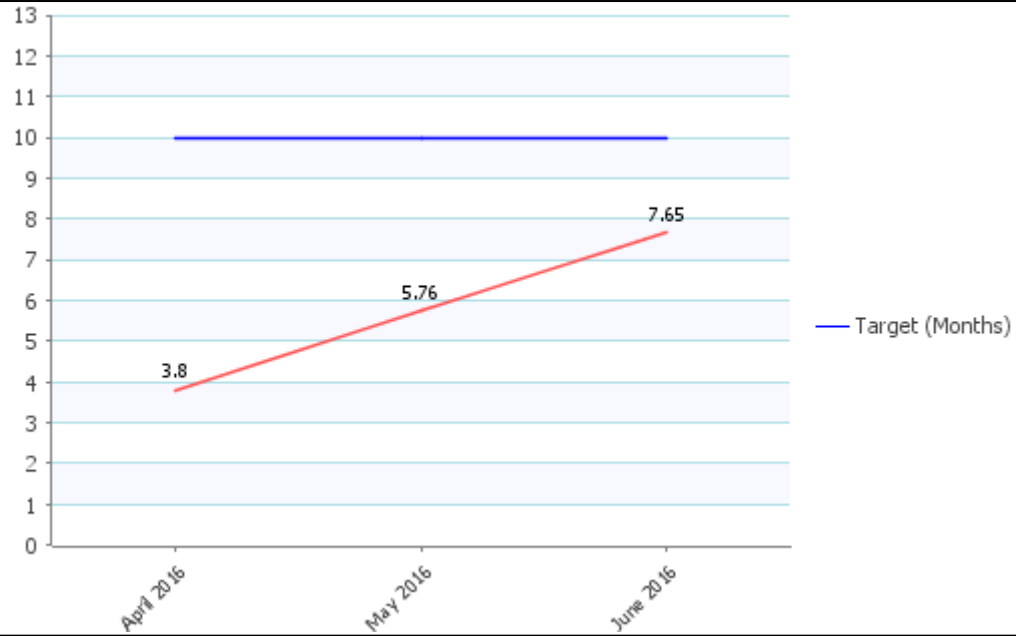
Monthly target is 18 days

Benefits - Average number of days to process new claims for Housing Benefit from the date the complete evidence is received.



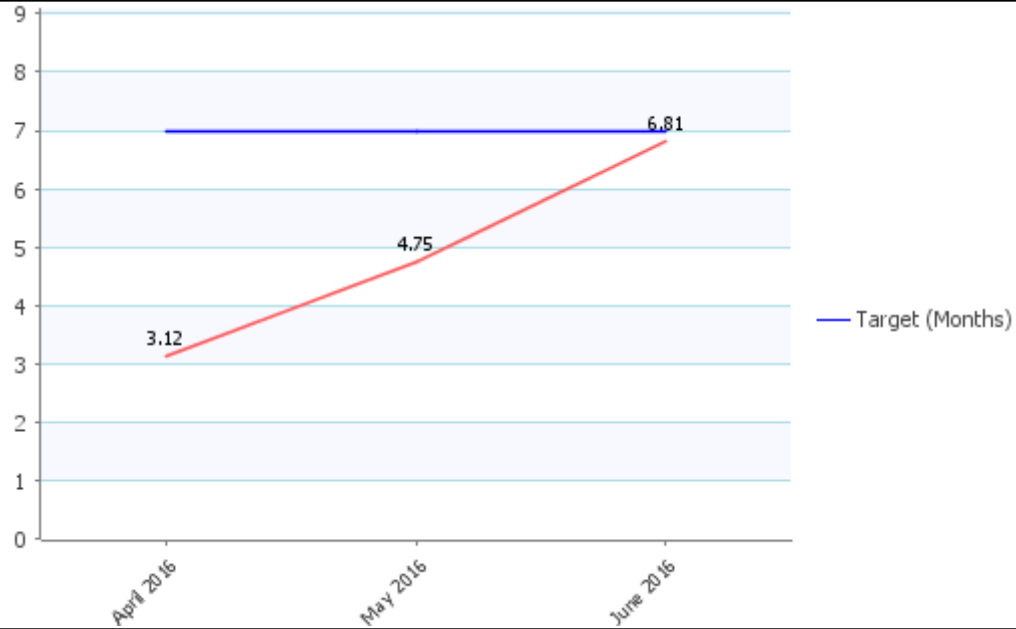
Monthly target is 10 days

Benefits - Average number of days taken to process change of circumstances for Housing Benefit



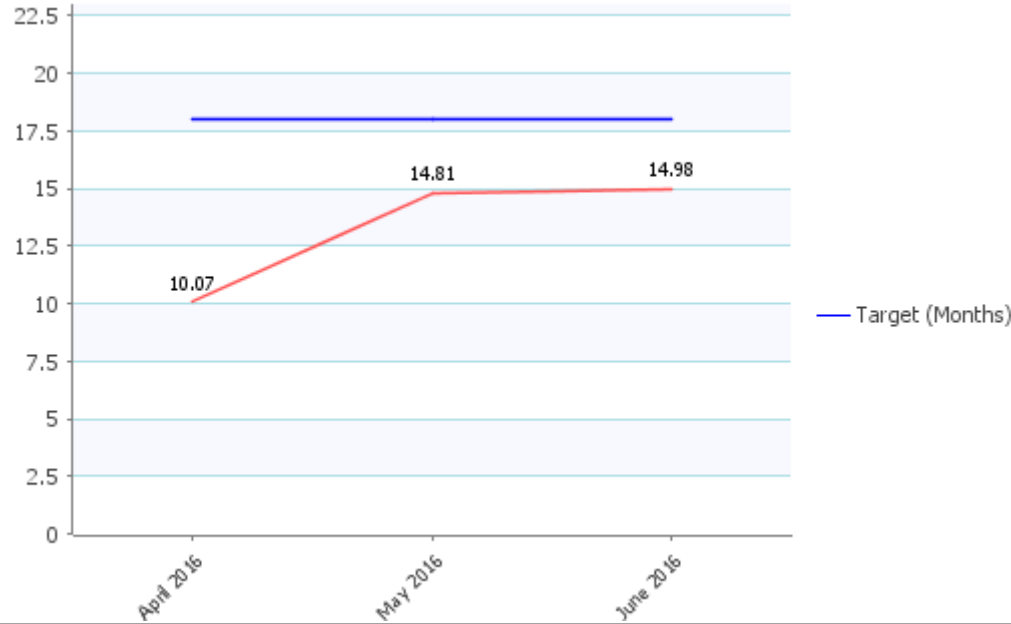
Monthly target is 10 days

Benefits - Average number of days to process change of circumstances for Housing Benefit from the date complete evidence is received.



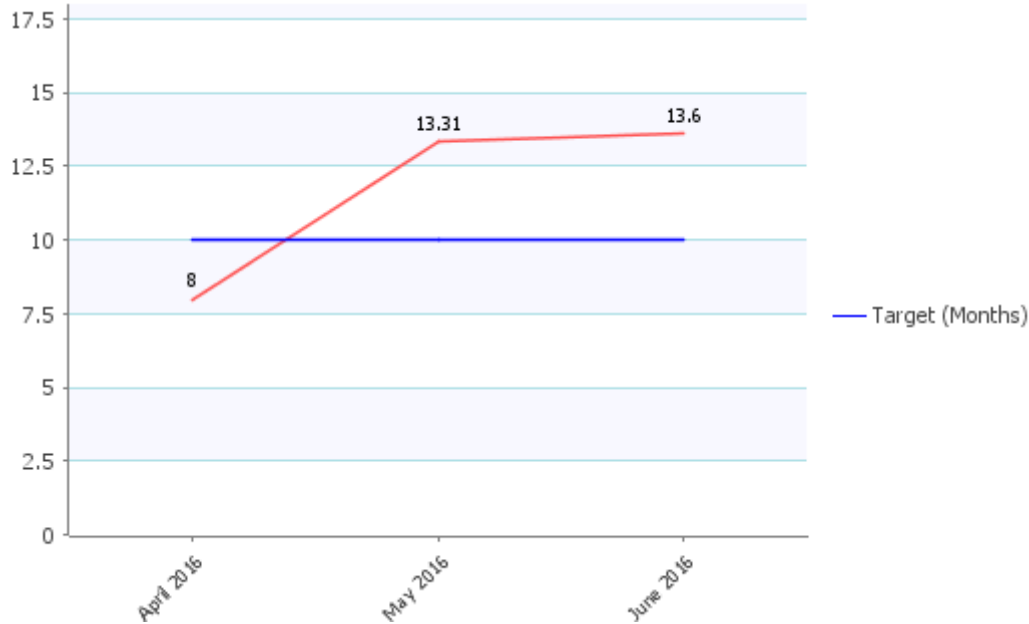
Monthly target is 7 days

Benefits - Average number of days taken to process new claims for Council Tax Reduction



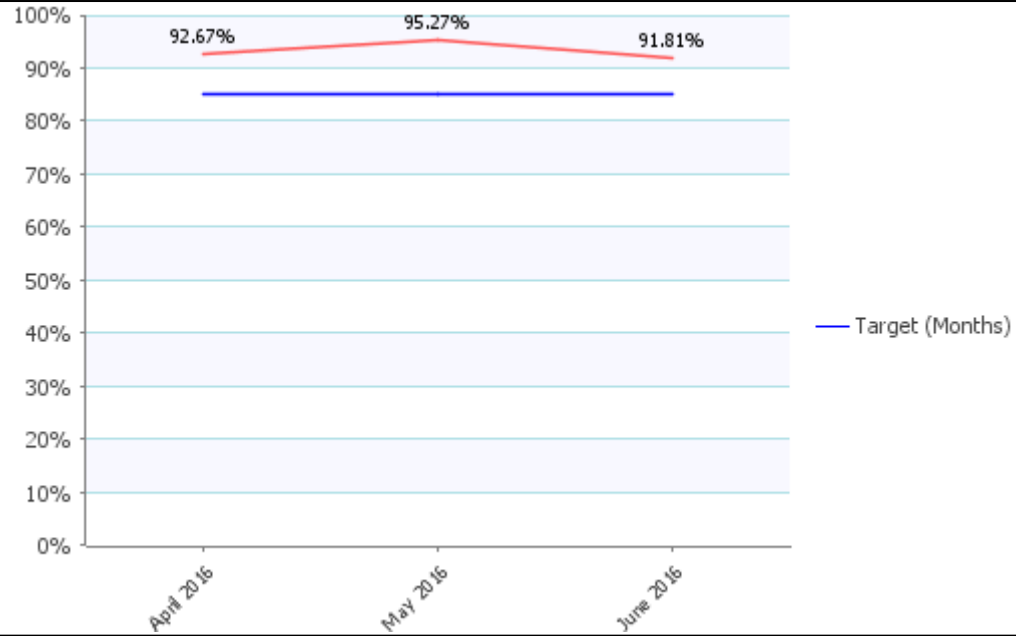
Monthly target is 18 days

Benefits - Average number of days taken to process change of circumstances for Council Tax Reduction

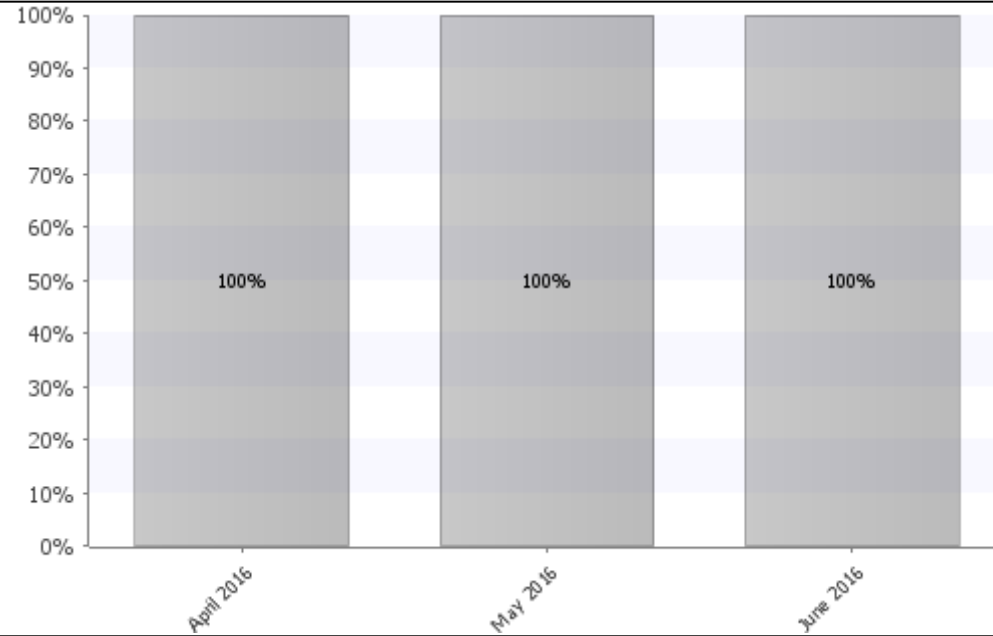


The number of days to process Council Tax Reduction change of circumstances has increased significantly in May and June. The Manager has investigated as to why the number of days has increased significantly in May and June but is unable to find a reason for it. The figures for July onwards are below the 10 day target.

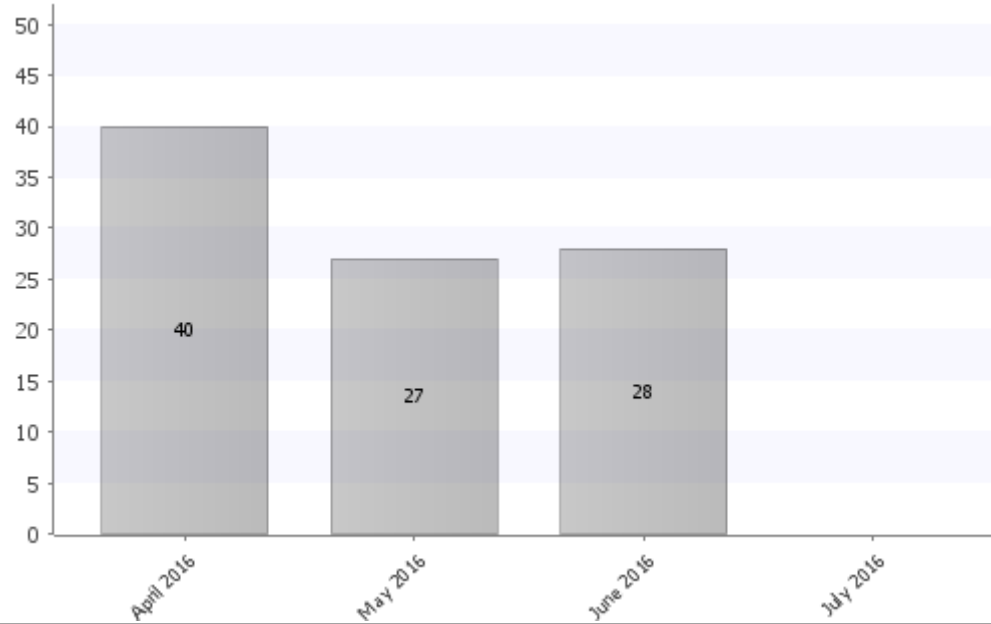
Benefits - HB  
Processing accuracy



Benefits - Applications  
for Discretionary  
Housing Payment  
processed within 2  
working days

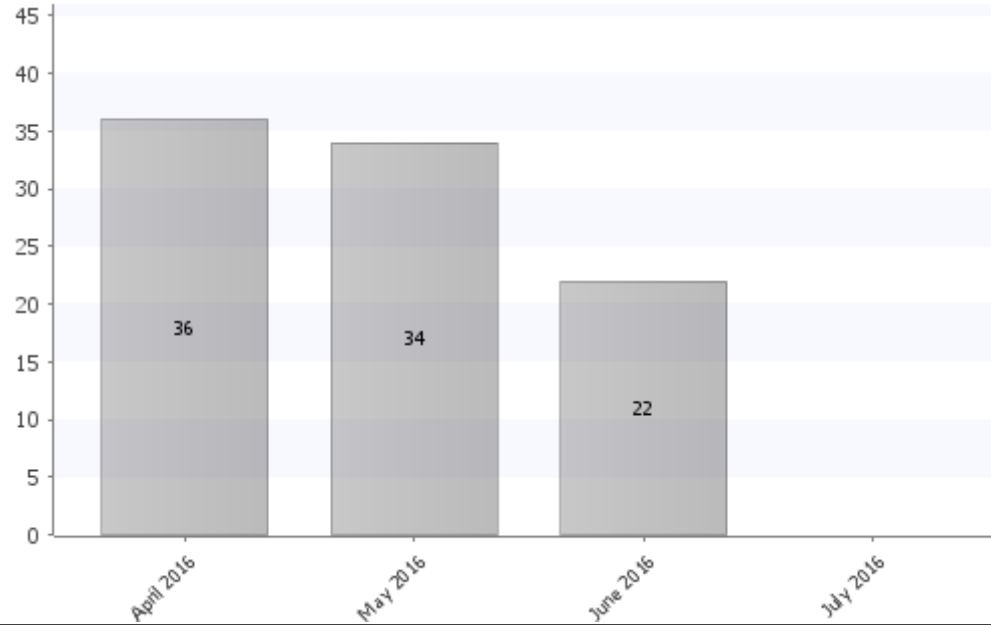


Housing Options -  
Number of homeless  
decisions made



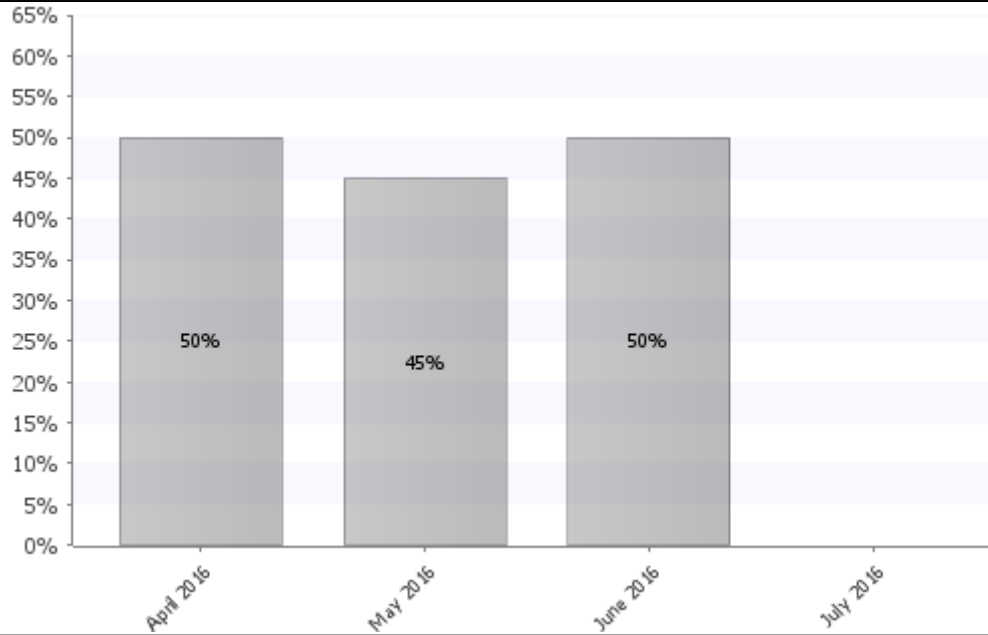
In Quarter 1, the Housing Options Team received a total of 332 homeless applications, from which 95 homeless decisions were made.

Housing Options -  
Average number of  
people in temporary  
accommodation



The new Housing Options Team restructure has embedded reducing homeless through prevention work, which has had a significant impact on reducing the need for temporary accommodation.

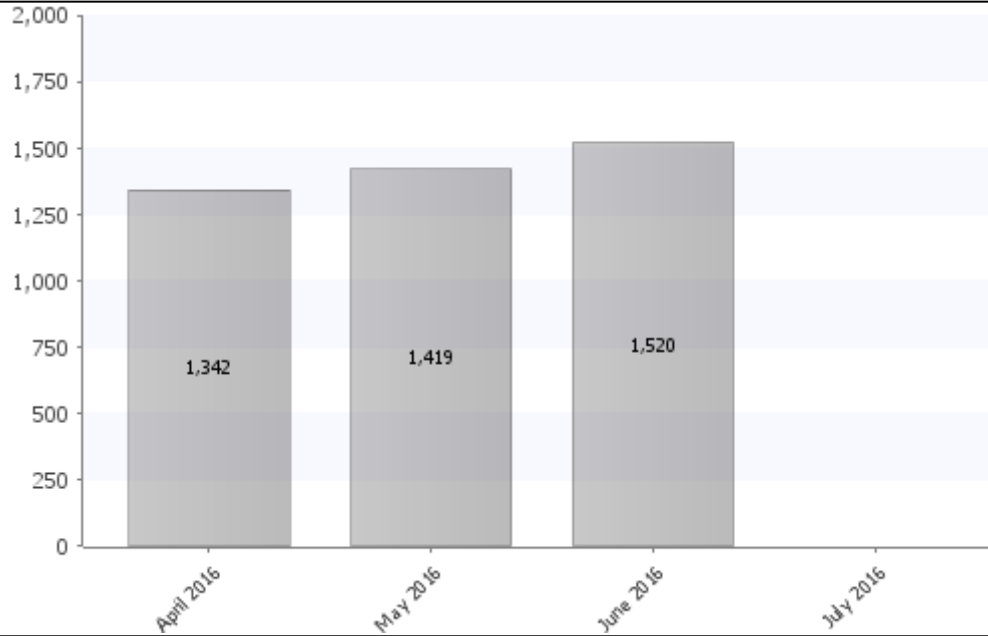
Housing Options –  
Percentage of homeless  
cases prevented



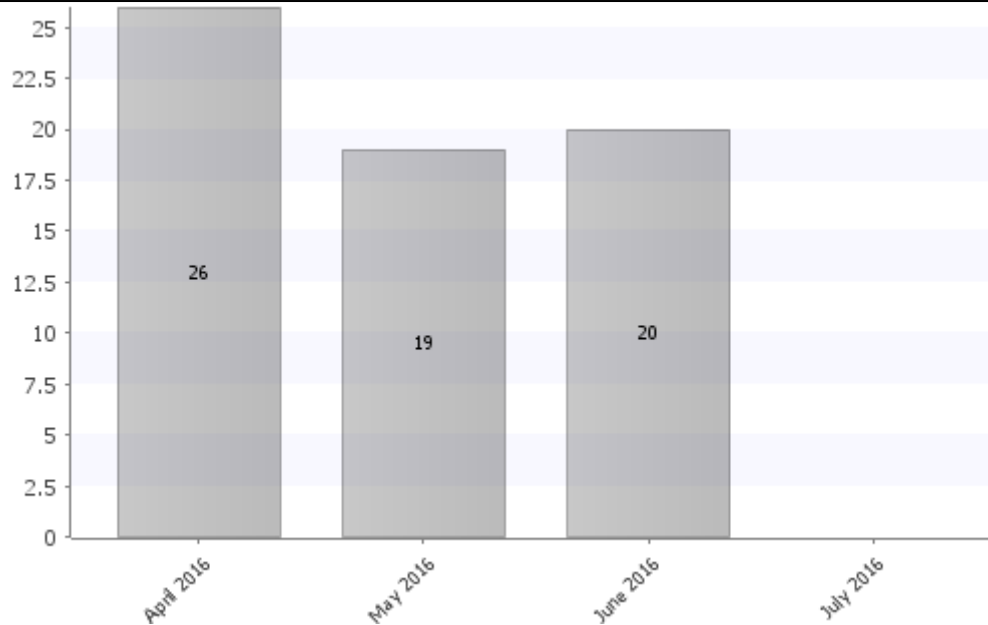
April – 48 cases  
May – 48 cases  
June – 65 cases

Homeless prevention cases are increasing due to the new structure. Cases are being triaged to the right officer to provide the right intensity of support.

Housing Options -  
Number of applications  
on the housing list



Housing Options - Average processing time for applicants on the housing list (days)

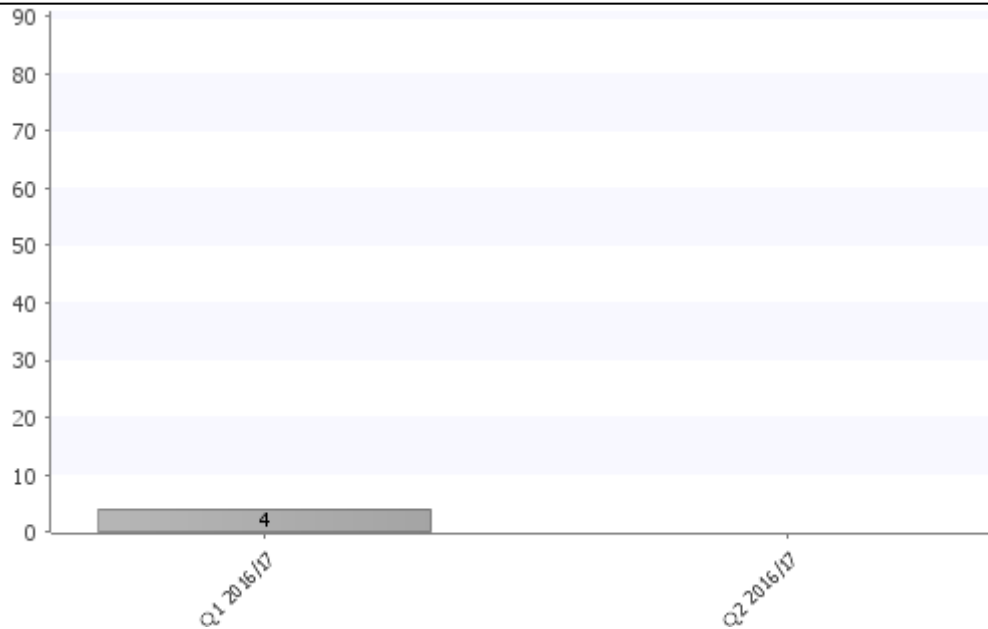


These figures are calculated from when the application is first received until it going live on the system.

The figures from when all of the documents have been received to going live on the system are:-

- April – 1 day
- May – 0.9 day
- June - 5.4 days

Housing Strategy - Long term empty homes brought back into use

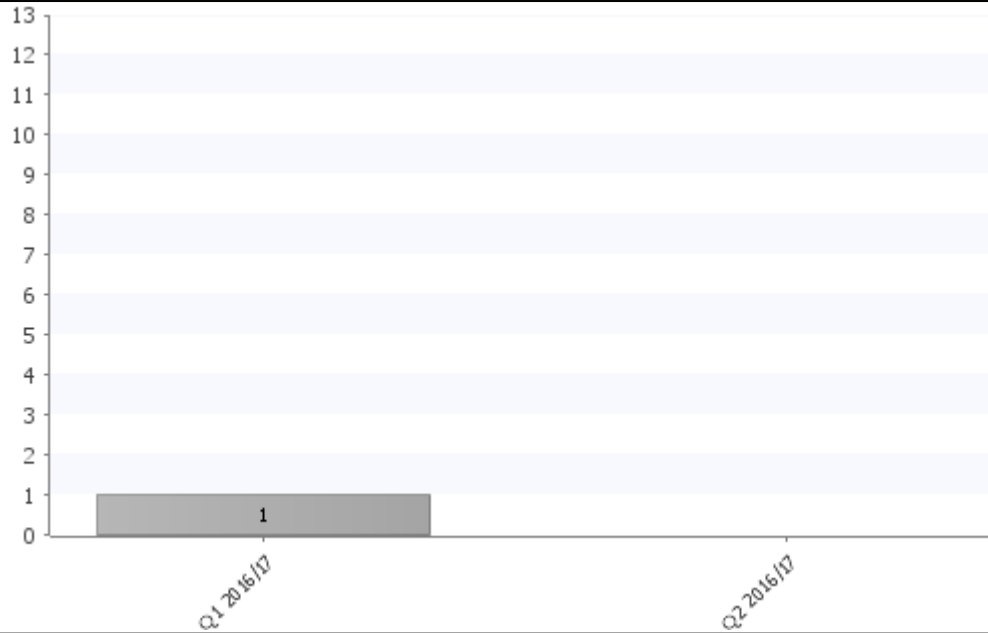


The annual target is 70 properties

Works are currently being carried out which will bring 26 long-term empty homes back into use over the next 1-2 months. A further 10 units have also been identified as occupied following the intervention of the council's Corporate Debt Team and the council's Private Sector Housing Team. Works are also due to start in the next 1-2 months which will bring a further 29 long-term empty homes back into use.



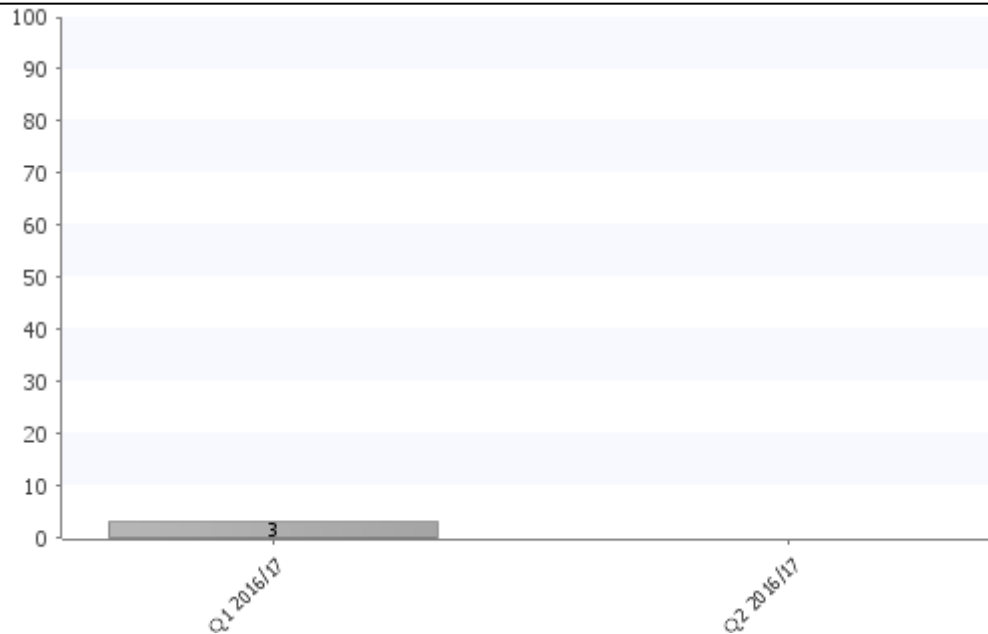
Housing Strategy - HRA property acquisitions completed



The annual target is 10 properties.

So far in 2016/17 (Aug 2016), 2 property acquisitions have been completed and a further 2 property purchases are due to be completed during September. The Housing Strategy Team are currently working to identify other potential properties and are confident the target of 10 acquisitions in 2016/17 will be achieved.

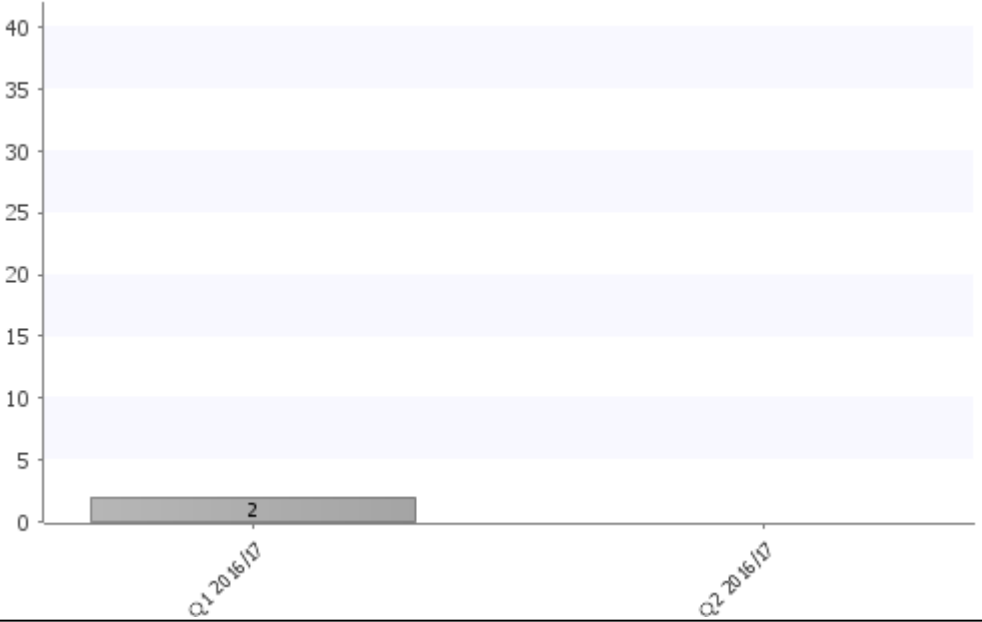
Housing Strategy - Additional affordable homes delivered in the district by the council and its partner agencies



The annual target is 80 properties.

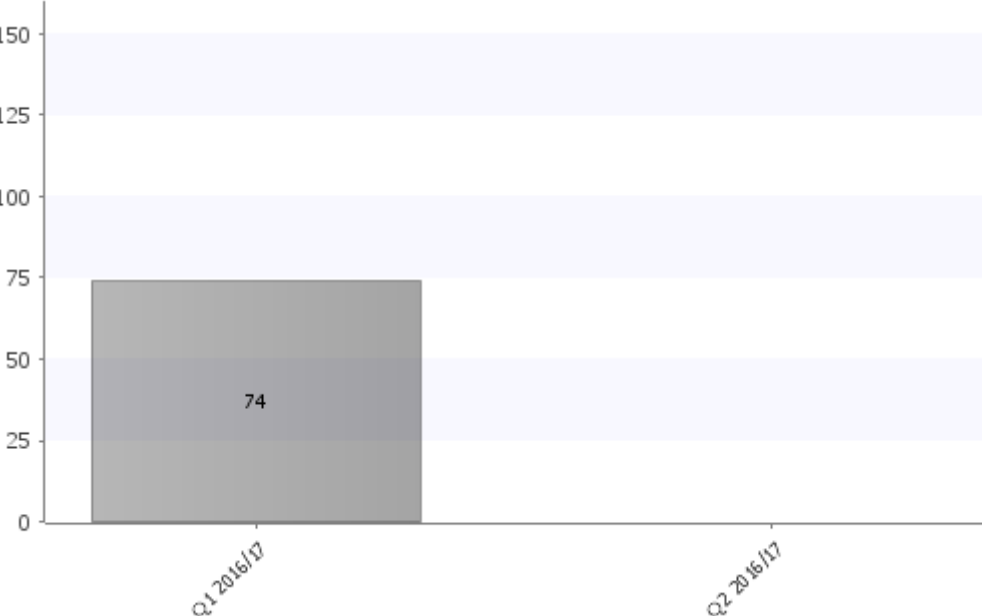
In addition to the homes completed so far, a further 70 affordable homes are currently onsite and due to be completed during 2016/17.

Housing Strategy -  
Homes provided in the  
district for low cost  
home ownership



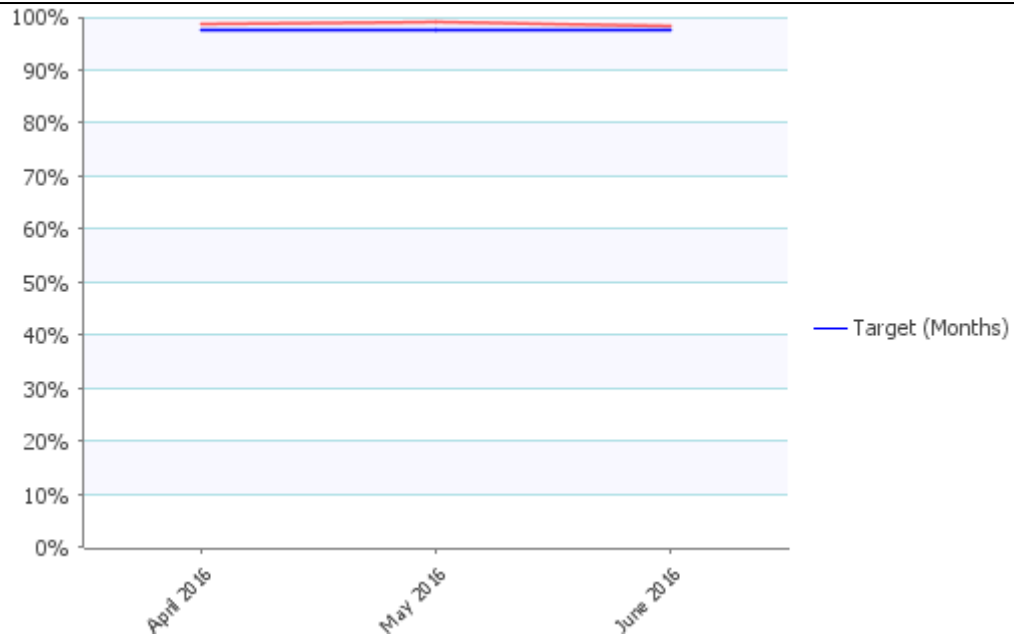
The annual target is 32 properties.  
35 homes are due to be delivered in the district by  
the end of 2016/17 by the council's partners.

Housing Strategy -  
Private sector homes  
improved as a result of  
intervention by the  
council and its partner  
agencies

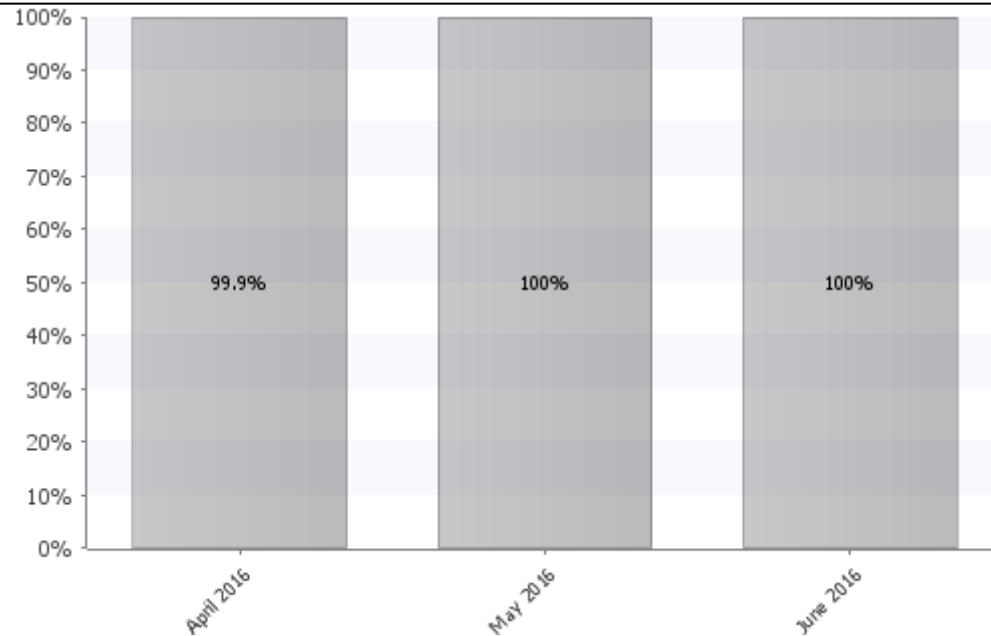


The annual target is 120 properties.  
The council's private sector housing team is now  
fully resource staffing wise, which has enabled the  
team to maximise the number of homes improved  
following intervention by the council. The team  
has also been working closely with the Kent  
Warmer Homes Partnership to maximise the  
number of homes receiving energy efficiency  
works in the district. Work has also continued in  
partnership with Home Improvement Agency to  
improve the homes of vulnerable households.

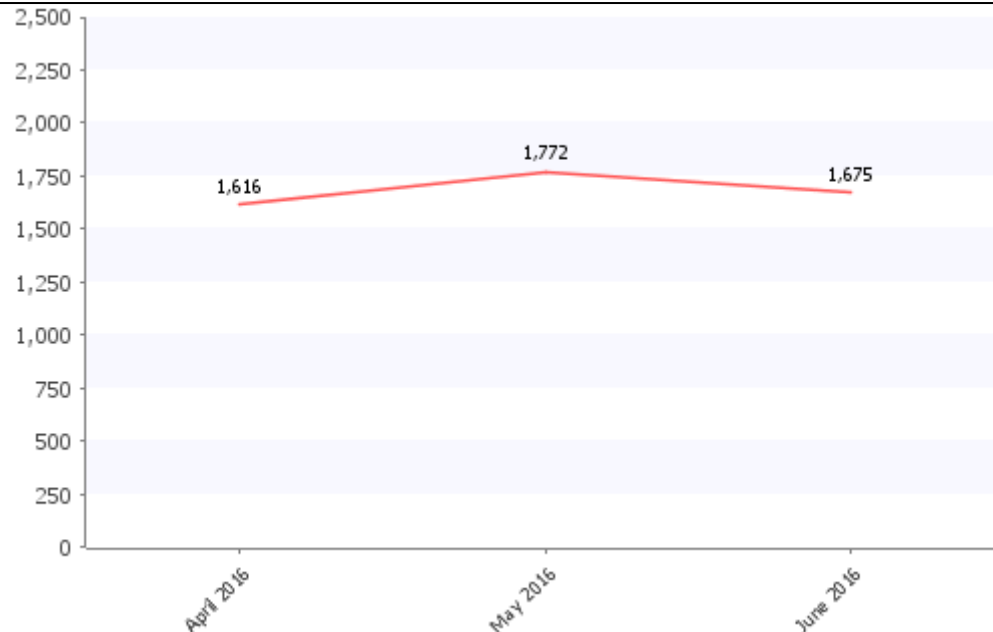
Lifeline - Number of lifeline calls answered within 60 seconds



Lifeline - Number of lifeline calls answered within 180 seconds

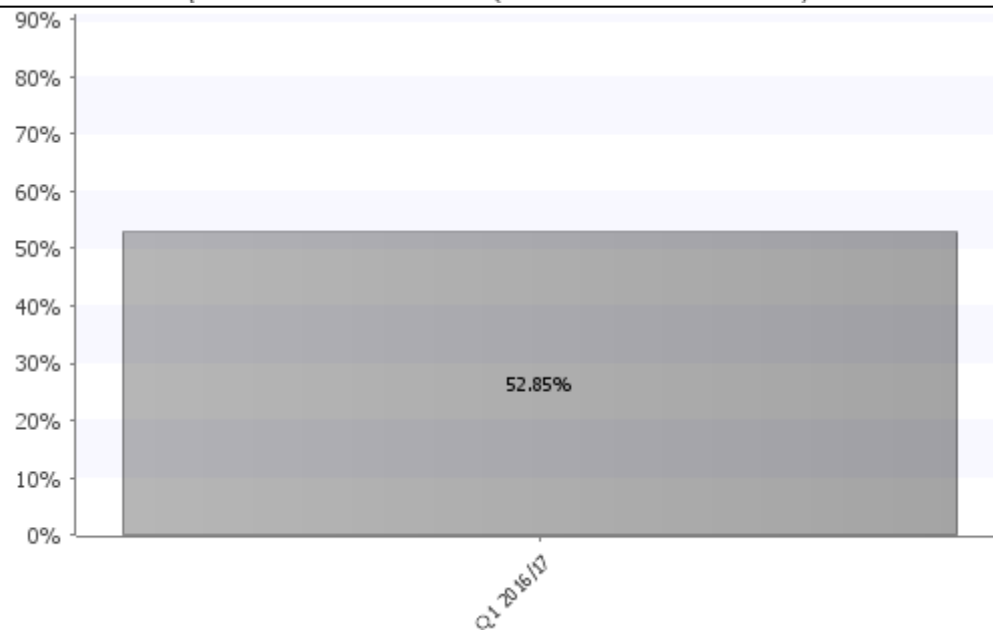


Parking - Number of PCN's issued



The Transportation Manager monitors the number of PCN's issued and will liaise with NSL if an issue is identified.

Parking - PCN recovery rate



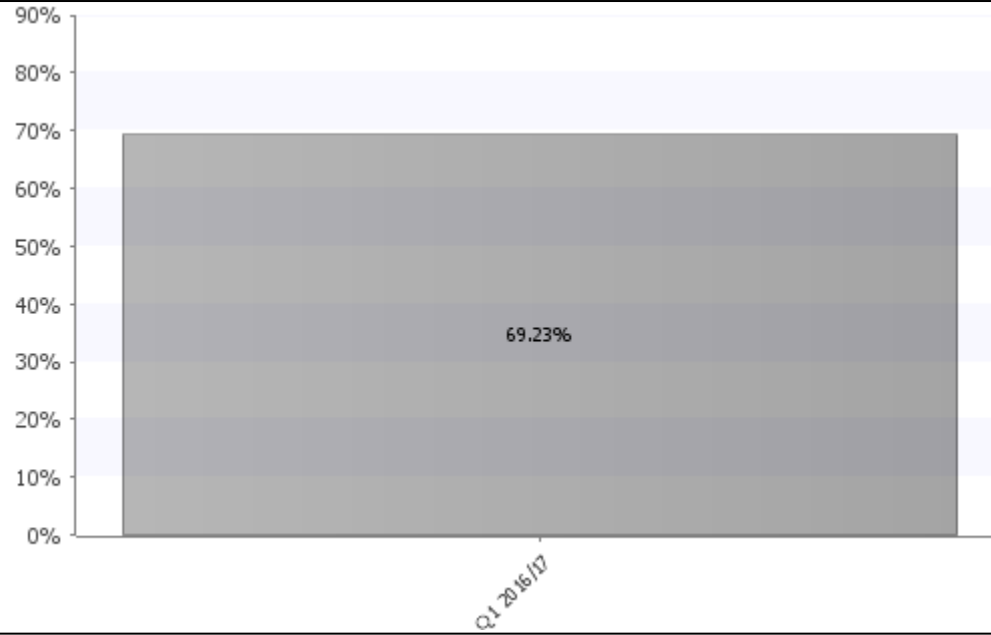
Annual target is 70%

Parking tickets issued have 28 days to pay so some tickets issued in June are not outstanding until after 28 days have passed.

The recovery of income for tickets issued to foreign vehicles has a detrimental effect to the overall recovery rate. The collection rate is approximately 30% for foreign vehicle PCN's. Two bailiff companies have been employed to assist in recovering the income however the collection rate still remains low.

For Quarter 2 the PI will be split to show recovery rate for foreign vehicles and for british registered cars.

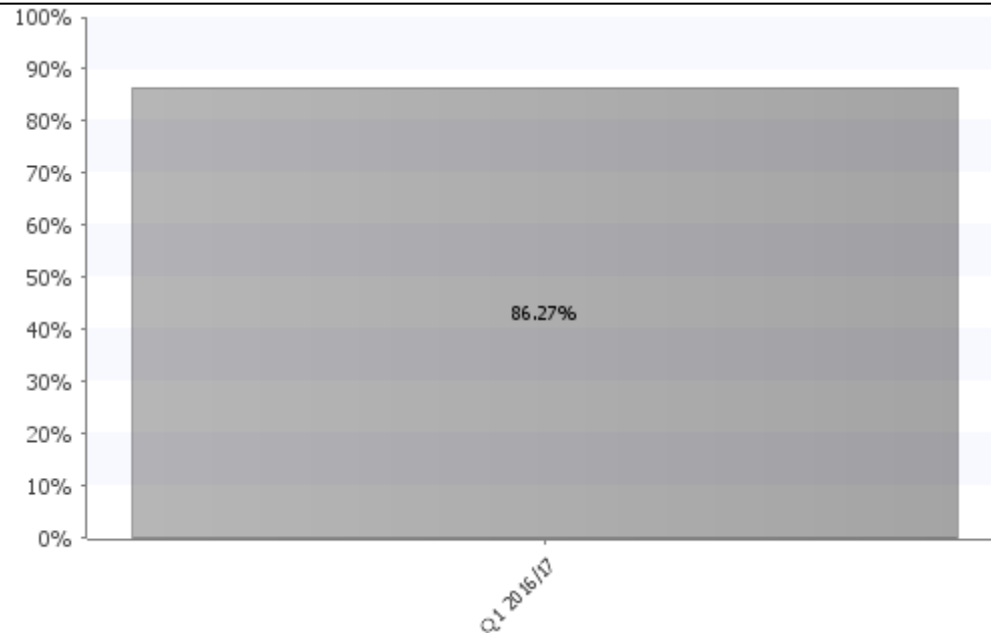
Planning - % of major planning applications determined within statutory period



April 75%  
May 100%  
June 25%  
Target is 50%

June figures are low as 4 major applications were determined in this period, of these 3 were outside the statutory time period. 2 of them required lengthy negotiations with the applicants in order to overcome issues of concern so that planning permission could be granted.

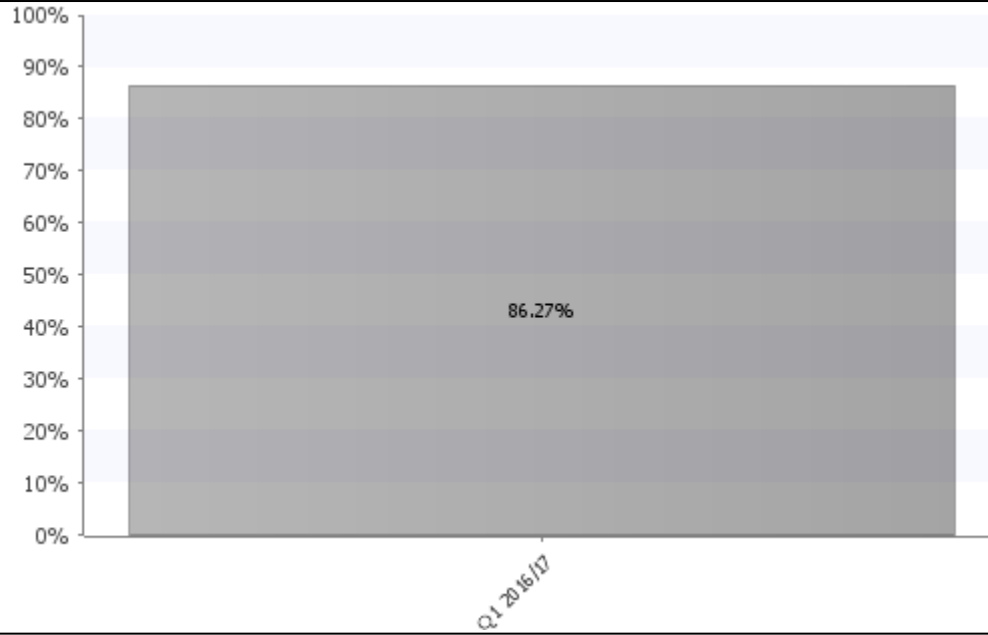
Planning - % of non major planning applications determined within statutory period



Target is 70%

April – 95.45%  
May – 84.62%  
June – 75%

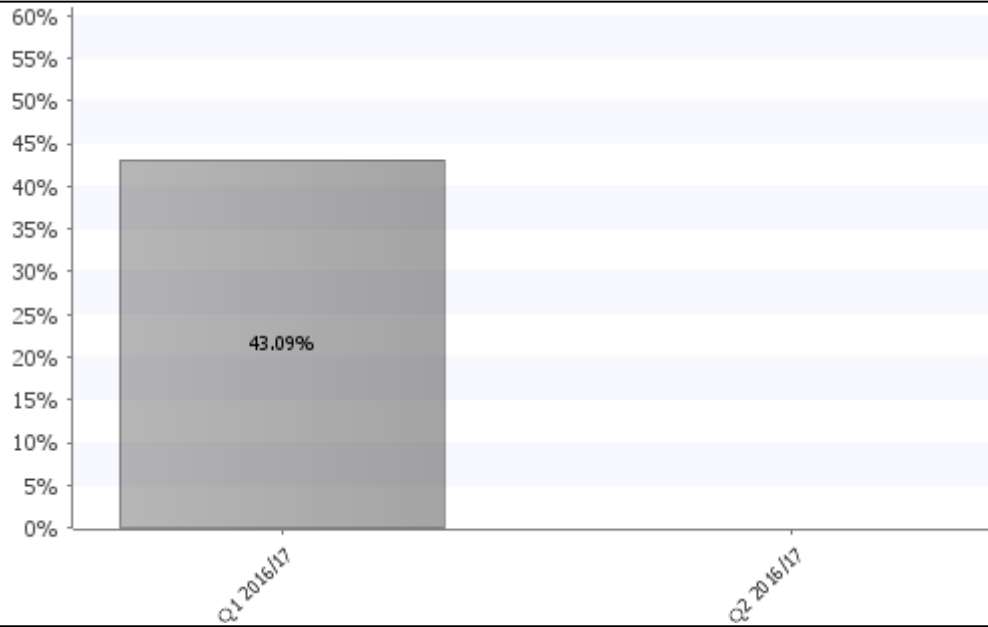
Planning - % of other planning applications to be determined within statutory period



Target is 85%

April – 86%  
May – 95.24%  
June – 83.33%

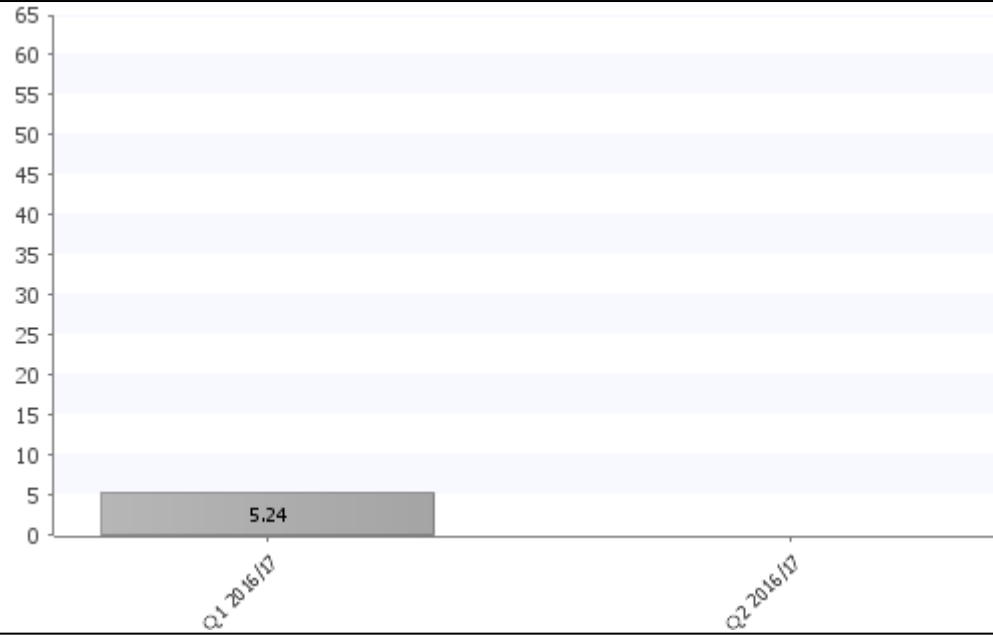
Waste Contract - Percentage of household waste recycled



Target is 47%

April – 43.75%  
May – 42.75%  
June – 44.93%

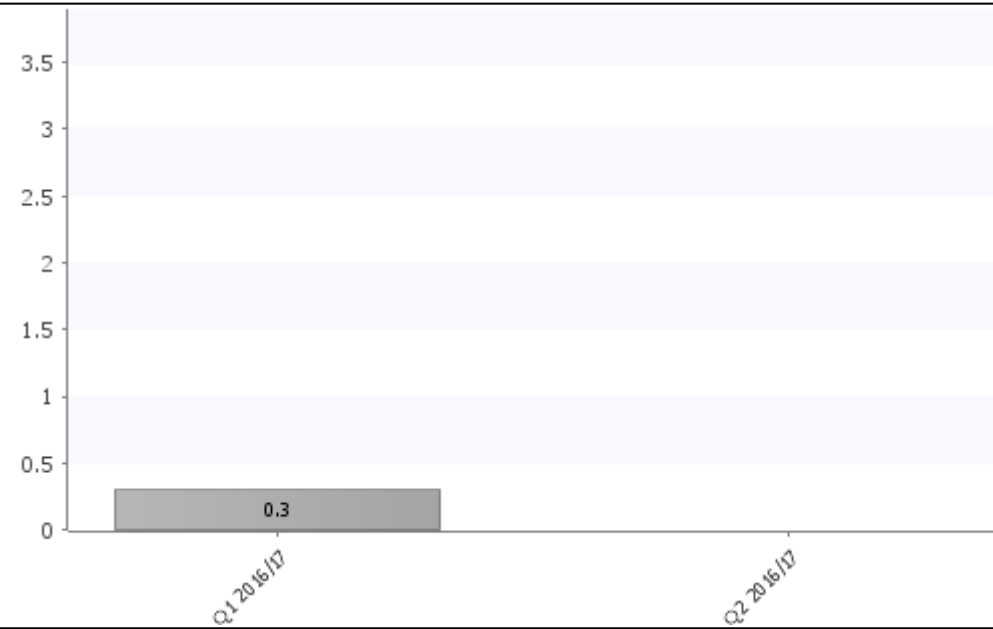
Waste Contract -  
Number of missed  
collections per 100,000



Target is 50

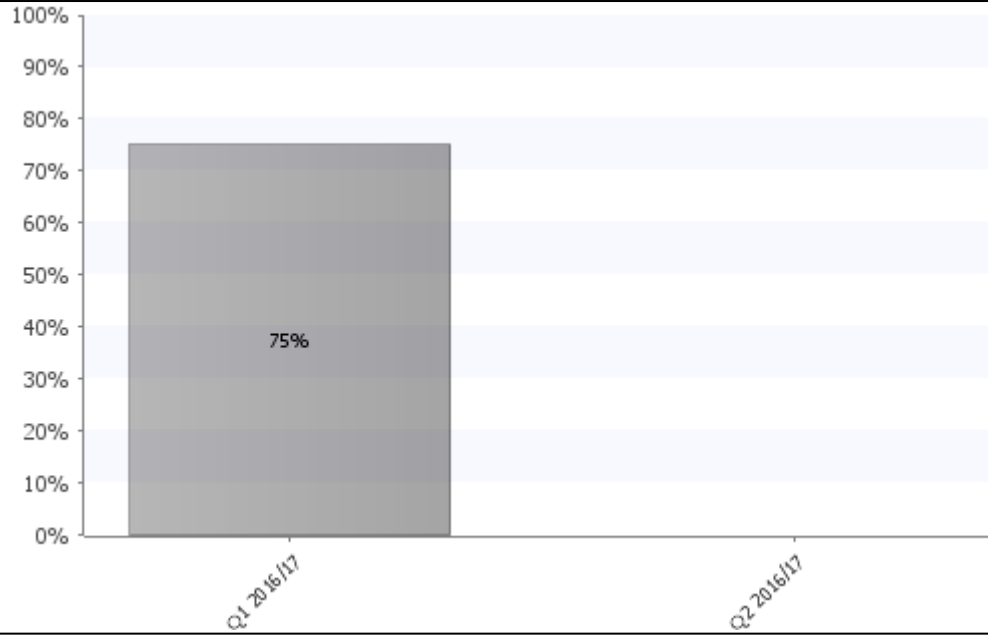
April – 8  
May – 8  
June – 12

Waste Contract - No of  
days to remove fly  
tipped waste on public  
land once reported



There were 242 instances of fly tipping in quarter 1.

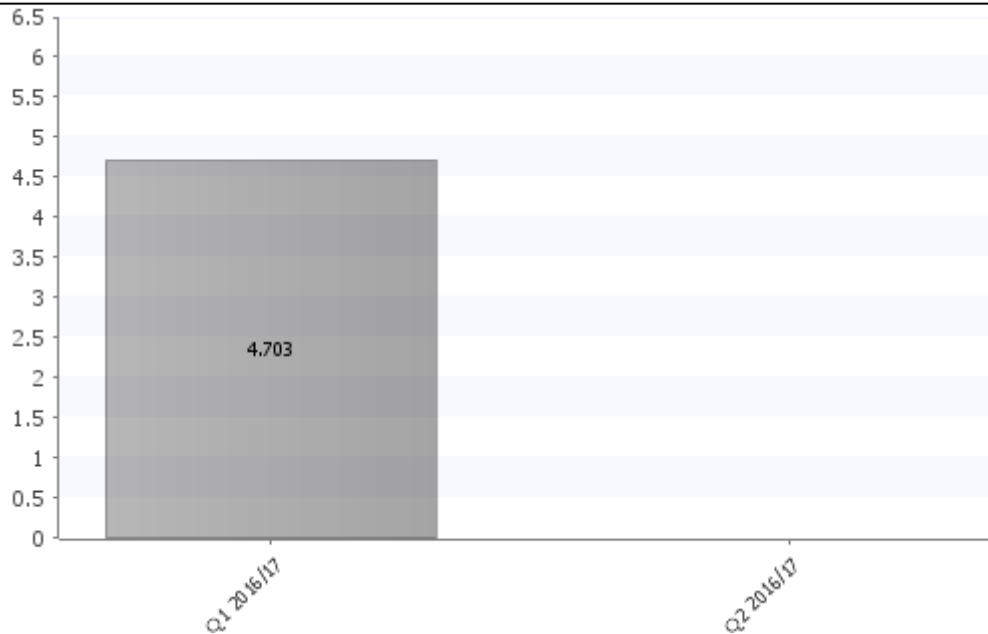
Waste Contract -  
Percentage of returns to  
empty a missed bin by  
the end of the next  
working day if it is  
reported within 24 hours



Target is 100%

Due to incorrect reporting this figure does not reflect the true number of bins collected within contract timescales, this figure is currently being validated.

Waste Contract -  
Average number of days  
to respond to requests  
for unwanted bulky  
waste collections

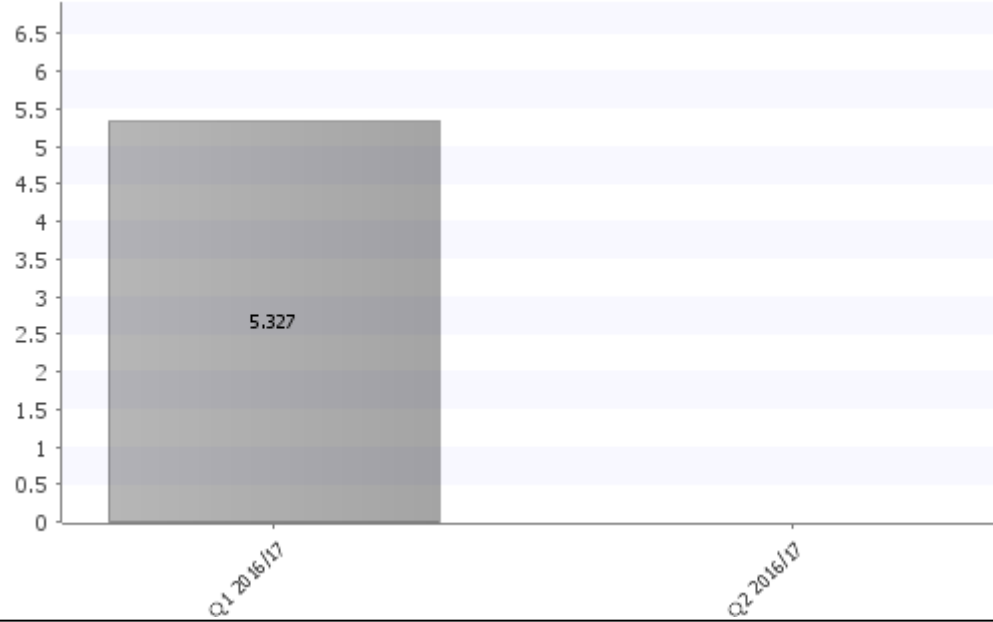


Target is 5 days

There were 344 collections in quarter 1.



Waste Contract -  
Average number of  
hours to remove  
offensive graffiti in  
public places



Target is 4 hours

There was one instance of offensive graffiti in this quarter at Guildhall Street.