

## PERFORMANCE INDICATORS 2016/17

## TIME PERIOD

**BENEFITS**

Average number of days taken to process new claims for Housing Benefit	Monthly
Average number of days to process new claims for Housing Benefit from the date complete evidence is received.	Monthly
Average number of days taken to process change of circumstances for Housing Benefit	Monthly
Average number of days to process change of circumstances for Housing Benefit from the date complete evidence is received.	Monthly
Average number of days taken to process new claims for Council Tax Reduction	Monthly
Average number of days taken to process change of circumstances for Council Tax Reduction	Monthly
To serve customers in under 20 minutes of waiting	Monthly
To resolve the customer's query at the first point of contact in Middle Office (Benefits)	Monthly
HB processing accuracy (team average)	Monthly
To process applications for Discretionary Housing Payment within an average of 2 working days	Monthly

**BUILDING CONTROL**

Number of building control applications received	Monthly
Number of days taken to check full plans applications from receiving a valid application	Monthly
Respond to Dangerous Structure notifications within 2 hours	Monthly

**BUSINESS SUPPORT (LAURA)****Planning and Building Control**

Input planning & building control applications within 24 hours of receipt	Monthly
Log pre-app requests within 24 hours of receipt and any written requests for pre application advice acknowledged within 3 working days	Monthly
Ensure all call-backs are answered the same day	Monthly
Acknowledge neighbour comments within 24 hours	Monthly
Issue decisions the same day	Monthly
Answer all general enquiries within 20 working days and acknowledge within 3 working days	Monthly
Action amendments within 24 hours	Monthly
Acknowledge a complaint about an alleged breach of planning control within 2 working days	Monthly

**Local Land Charges**

Log all LLC searches within 24 hours	Monthly
Respond to all LLC searches within 10 working days	Monthly
Respond to all LLC queries within 20 working days	Monthly

**Burials**

Respond to a request for a burial service within an average of 5 working days	Monthly
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**Private Sector Housing**

Monitor PSH mailbox, raising work orders and send acknowledgment with 2 working days	Monthly
Carry out passport checks for DFG within 5 working days and once result received log on M3 within 2 working days	Monthly

**Revenues and Benefits**

Revenues and Benefits mailbox to be indexed/completed within 2 working days	Monthly
Indexing for incoming post to be completed within 2 working days	Monthly

**Housing**

Housing mailbox to be completed within 2 working days	Monthly
Applications/change of circumstance to be completed within 10 working days	Monthly
Request for documentation to be sent within 10 working days	Monthly
Removals cleared within 30 days after deadline	Monthly

**Parking**

Respond to all FPN challenges within 20 working days	Monthly
Issue permit within 5 working days of receipt of application	Monthly
Parking mailbox to be indexed within 2 working days	Monthly
Complete between 10 – 15 letters daily	Monthly

**Licensing**

Process TENS applications within 24 hours	Monthly
Process new applications and renewals within 30 working days	Monthly
Licensing mailbox to be indexed within 2 working days	Monthly

**Environmental Health**

Environmental Health mailbox to be indexed within 2 working days	Monthly
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**BUSINESS SUPPORT (STEVE)**

Revenue system correctly set up and billed correctly.	Annual
System availability	Monthly
New projects delivered	Monthly
Respond to system failures	Monthly

**COMMERCIAL AND LICENSING****Inspections - Food Hygiene**

% of premises rated 3 or above	Quarterly
% of premises due for inspection, which are completed	Monthly

**Health and Safety - Corporate**

No of corporate accidents reported to Environment Health	Monthly
No of corporate accidents reported to the HSE for further investigation	Monthly
No of corporate near misses reported to Environmental Health	Monthly
No of corporate incidents reported to Environmental Health	Quarterly

**Health and Safety**

No of RIDDOR reports/complaints received	Monthly
No of RIDDOR reports/complaints investigated by the Council (quarterly)	Quarterly

**Licensing**

No of Licensed Premises inspected (subject to training)	Monthly
No of Hackney Cabs and Private Hire Vehicles viewed	Monthly
No of Hackney Cab and Private Hire Vehicle meters checked	Monthly
No of caravan sites inspected	Monthly
No of TENS issued	Monthly
No of complaints investigated	Monthly
No of Street Traders checked for compliance	Monthly
Number of days to respond to license applications	Monthly
Number of weeks to determine license applications	Monthly

**COMMERCIAL UNIT****ICT 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
Rent arrears as % of projected annual rental income	Quarterly
% of emergency repairs completed on time	Quarterly
% of routine repairs completed on time	Quarterly

**Creditors**

% of invoices paid within the agreed timescales	Quarterly
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**Leas Cliff Hall**

Ticket sales achieved	Annual
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**Hythe Pool**

Annual income	Annual
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## COMMUNITY SAFETY

Ward based community safety and environmental action days (1 per ward) targeting clean, green and safe issues relevant to the Ward. Quarterly

Number of persons at-risk engaged in diversionary activities Quarterly

Number of community litter picks Quarterly

Number of community trigger applications Quarterly

CPN Notices served Quarterly

PSPO Breaches Quarterly

## Engagement

Number of businesses signed up to Health Business Awards Quarterly

Number of schools engaged in engagement/learning events Quarterly

## COMPLAINTS AND FOI

All standard FOI requests will be satisfactorily replied to within the statutory timeframe of 20 working days after receipt Monthly

All subject access requests will be satisfactorily replied to within the statutory timeframe of 40 days Monthly

All complaints will be acknowledged within 5 days as required in the policy Monthly

Complainants will receive the appropriate stage response within 20 days as required in the policy Monthly

## COMMUNICATIONS

Number of press releases each month 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

Website Analytics – count sessions, unique visitors, page views, bounce rate and use of mobile Monthly

## CORPORATE DEBT

Business Rates collection target is met Monthly

Council Tax collection target is met Monthly

Business Rates and Council Tax arrears reduction Annual

Reduction in Housing Benefit Overpayment arrears Annual

Reduction in Sundry Debts arrears Annual

Reduction in number of cheques received within Council Annual

Average number of working days we will aim to respond to enquiries. ongoing

## CUSTOMER SERVICES

Customers seen within 20 minutes at a Customer Service Desk Monthly

Calls served (versus volumes of calls received) Monthly

Reduce abandoned calls Annual

Reduce dissuaded calls Annual

Average wait time for calls (except at peak times) Monthly

**ECONOMIC DEVELOPMENT**

Apply for external funding.	Annual
Investment in SDC area scheme	Annual
Delivery of business accommodation scheme.	Annual
Delivery of the engagement programme to key employers	Annual
DBR grant is obtained.	Annual
Creative and digital companies are successfully attracted to locate in Shepway	Annual
Apprenticeship grants are awarded	Annual
Skills related events are provided	Annual

**ELECTORAL SERVICES**

Achieve a 90% return rate on household enquiry forms returned during the annual canvass	Annual
We will aim to process all applications for registration and absent votes (outside of the annual canvas in the autumn) wi	Monthly

**ENVIRONMENTAL HEALTH****Pollution Control**

Number of enforcement notices served (i.e. EPA section 79 - Abatement Notices, CPN, PDPA, COPA)	Monthly
Compliant part A & part B environmental permits	Monthly
Compliant air quality monitoring sites	Monthly
Number contaminated land enquires successfully dealt with	Monthly

**Dog Control**

Stray dogs found	Monthly
Stray dogs successfully returned to owner	Monthly

**Enforcement**

Successful prosecutions	Monthly
Formal cautions issued	Monthly
Fixed Penalty Notices issued	Monthly
Enviro Crime Patrol hours (dog fouling & littering)	Monthly

**GROUNDS MAINTENANCE**

Maintain a 4+ rating on trip advisor for the Coastal Park	Annual
5 % increase on volunteer hours	Annual
Opportunitas - value of works invoiced	Quarterly
Opportunitas - net income retained	Annual
Opportunitas - number of quotations given	Quarterly
Opportunitas - number of quotations accepted	Quarterly
Opportunitas - number of clients served	Quarterly

**HOUSING OPTIONS**

Number of homeless decisions made	Quarterly
Number of decisions made within 33 days	Quarterly
Average number of days to complete homeless decisions	Quarterly
Average number of people in temporary accommodation	Quarterly
% of homeless cases prevented	Quarterly
Number of single homeless referred to Porchlight	Quarterly
Number of cases supported into accommodation	Quarterly
Number of protocol referrals	Quarterly
Number of applications on the housing list	Quarterly
Average processing time for applicants on the housing list	Quarterly
Number of properties advertised	Quarterly
Number of households housed	Quarterly
Average number of working days to provide a Housing Options interview for anyone who is threatened with homelessness within 2 months	Quarterly

**HOUSING STRATEGY**

Long-term empty homes brought back into use	Quarterly
Council new builds to start on site	Quarterly
HRA property acquisitions completed	Quarterly
Additional affordable homes delivered in the district by the council and its partner agencies	Quarterly
Affordable homes provided in the district for low cost home ownership	Quarterly
Private sector homes improved as a result of intervention by the council and its partner agencies	Quarterly
Number of days to respond to a complaint	Monthly

**HR**

Succession planning / talent management reviews with Heads of Service	Annual
ILM Level 3 qualification for team leaders	1 <sup>st</sup> cohort
Development sessions for middle managers & team leaders on Leadership and Management	Annual
Compliance with mandatory / statutory training (eg safeguarding, prevention or radicalism & terrorism)	Annual
Soft skills development sessions for all staff	Annual
Staff correctly categorised ahead of the next auto enrolment review in January 2017	Annual
Annual staff survey Net Promoter score increases	Annual
Number of days absence per employee	Monthly
Staff paid on time and correctly	Monthly
Relevant staff completing DBS checks	Annual

<b>LIFELINE</b>	
Number of calls answered within 60 seconds	Monthly
Number of calls answered within 180 seconds	Monthly
Urgent lifeline referrals installed within 2 days	Monthly
Non-urgent lifeline referrals installed within 5 days	Monthly
Urgent lifeline repairs carried out within 24 hours	Monthly
Non-urgent lifeline repairs carried out within 5 days	Monthly
<b>PARKING</b>	
Gross income per off-street parking space	Annual
Gross income per on-street parking space	Annual
Car park usage expressed as a percentage of capacity	Quarterly
Number of PCNs issued	Monthly
PCN recovery rate	Quarterly
<b>PLANNING</b>	
% of major planning applications to be determined within statutory period	Quarterly
% of non-major planning applications to be determined within statutory period	Quarterly
% of other planning applications to be determined within statutory period	Quarterly
National threshold for quality of decisions on applications for major development to be met or exceeded	Quarterly
Proposed national threshold for quality of decisions on applications for non major development to be met or exceeded	
Breaches of planning control complaints acknowledged within 2 working days of receipt	Quarterly
Complainant notified of how council intends to deal with breach of planning control complaint within 20 working days of receipt	Quarterly
Written request for pre application advice acknowledged within 3 working days	Quarterly
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
<b>REVENUES</b>	
Council tax collection	Monthly
Council tax reduction collection rate	Monthly
To resolve the customer's query at the first point of contact in Middle Office (Revenues)	Monthly
<b>STRATEGIC PROJECTS</b>	
<b>Strategic Development</b>	
Total number of dwellings for which planning permission is secured.	Annual
Feasibility studies completed for newly identified residential schemes and/or commercial schemes	Annual
<b>HRA</b>	
Number of homes delivered	Annual

**TROUBLED FAMILIES**

Maintain a caseload of 10 families per family champion	Annual
Ensure effective and timely engagement with allocated families	Annual
Ensure robust turnaround is maintained (closure of families/signposting to other services), achieve as close to 80% turnaround as possible.	Annual

**WASTE**

Percentage of household waste recycled	Quarterly
Number of missed collections per 100,000	Quarterly
Percentage of streets surveyed clear of litter within the district	Quarterly
Percentage of streets surveyed clear of detritus within the district	Quarterly
Number of days to remove fly tipped waste on public land once reported	Quarterly
Percentage of returns to empty a missed bin by the end of the next working day if it is reported within 24 hours	Quarterly
Average number of days to respond to requests for unwanted bulky waste collections	Quarterly
Average number of hours to remove offensive graffiti in public places.	Quarterly