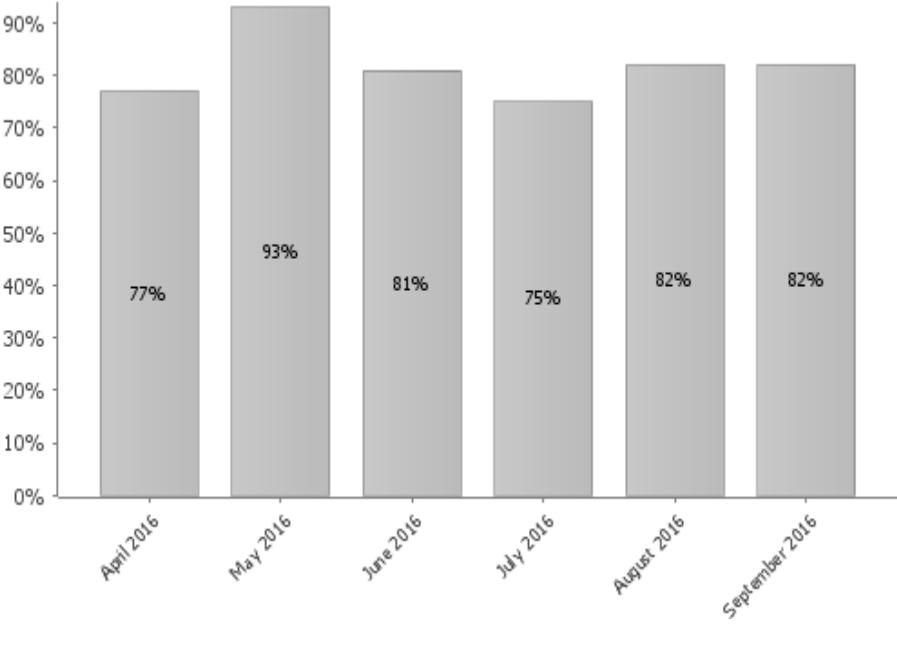


Quarter 2 Key Performance Indicators

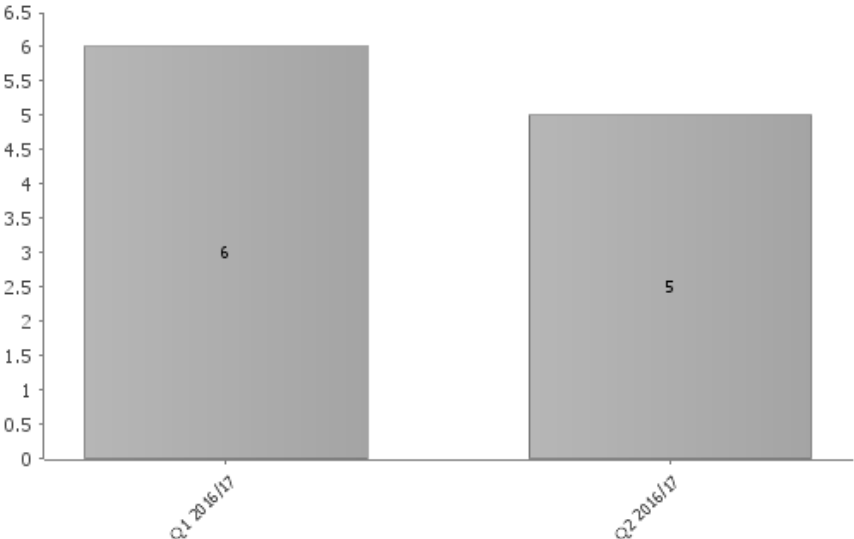
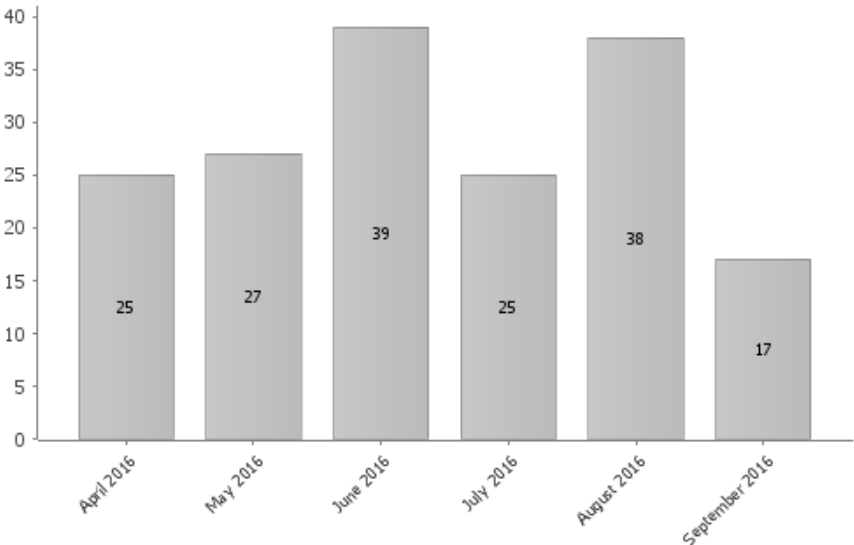
Performance Indicator	Performance	Notes														
Building Control - Number of full plan applications checked within 15 days from receiving a valid application	 <table border="1"> <caption>Performance Data for Building Control</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> </tr> </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>81%</td> </tr> <tr> <td>July 2016</td> <td>75%</td> </tr> <tr> <td>August 2016</td> <td>82%</td> </tr> <tr> <td>September 2016</td> <td>82%</td> </tr> </tbody> </table>	Month	Performance (%)	April 2016	77%	May 2016	93%	June 2016	81%	July 2016	75%	August 2016	82%	September 2016	82%	<p>Quarter 1 April – 43 checked May – 28 checked June – 36 checked</p> <p>Quarter 2 July – 40 checked August – 45 checked September – 22 checked</p>
Month	Performance (%)															
April 2016	77%															
May 2016	93%															
June 2016	81%															
July 2016	75%															
August 2016	82%															
September 2016	82%															

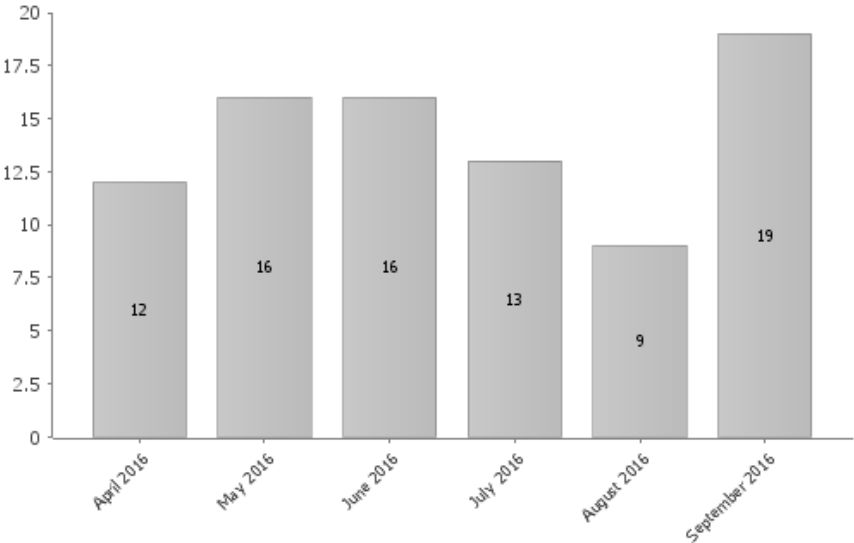
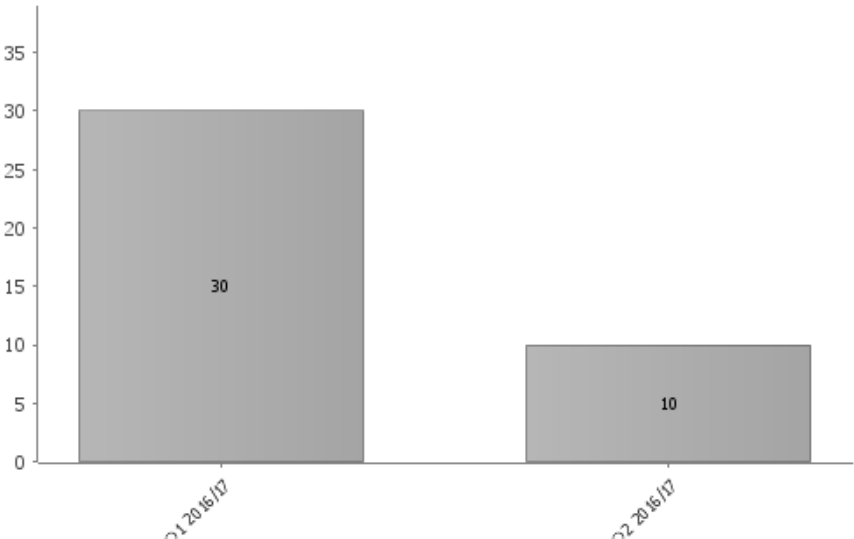
Performance Indicator	Performance	Notes														
Business Support - LLC searches responded to within 10 working days	<table border="1"> <thead> <tr> <th>Month</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>99.48%</td> </tr> <tr> <td>May 2016</td> <td>91%</td> </tr> <tr> <td>June 2016</td> <td>95.38%</td> </tr> <tr> <td>July 2016</td> <td>100%</td> </tr> <tr> <td>August 2016</td> <td>100%</td> </tr> <tr> <td>September 2016</td> <td>97.16%</td> </tr> </tbody> </table>	Month	Performance (%)	April 2016	99.48%	May 2016	91%	June 2016	95.38%	July 2016	100%	August 2016	100%	September 2016	97.16%	211 searches were received in September of these, 6 were responded to over 10 working days, due to requiring a response from KCC to the optional question 21.
Month	Performance (%)															
April 2016	99.48%															
May 2016	91%															
June 2016	95.38%															
July 2016	100%															
August 2016	100%															
September 2016	97.16%															
Business Support - All LLC queries responded to within 20 working days	<table border="1"> <thead> <tr> <th>Month</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>100%</td> </tr> <tr> <td>May 2016</td> <td>100%</td> </tr> <tr> <td>June 2016</td> <td>100%</td> </tr> <tr> <td>July 2016</td> <td>100%</td> </tr> <tr> <td>August 2016</td> <td>100%</td> </tr> <tr> <td>September 2016</td> <td>100%</td> </tr> </tbody> </table>	Month	Performance (%)	April 2016	100%	May 2016	100%	June 2016	100%	July 2016	100%	August 2016	100%	September 2016	100%	
Month	Performance (%)															
April 2016	100%															
May 2016	100%															
June 2016	100%															
July 2016	100%															
August 2016	100%															
September 2016	100%															

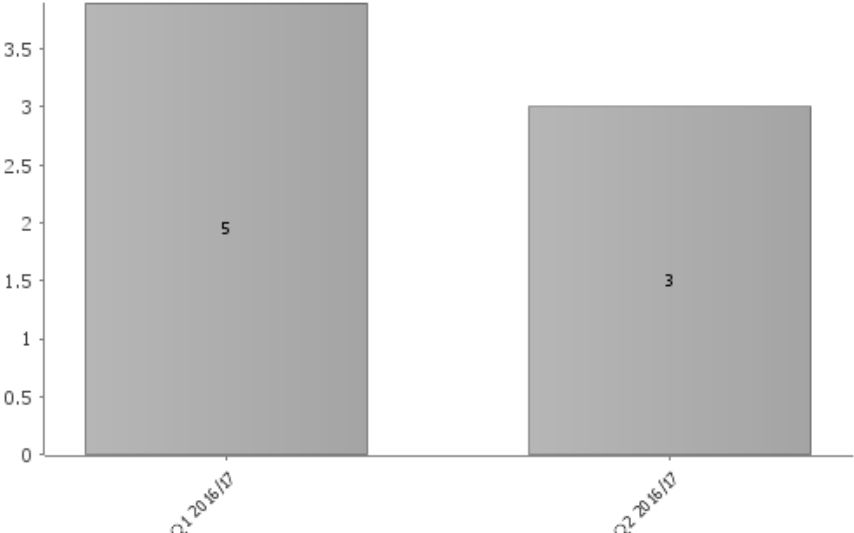
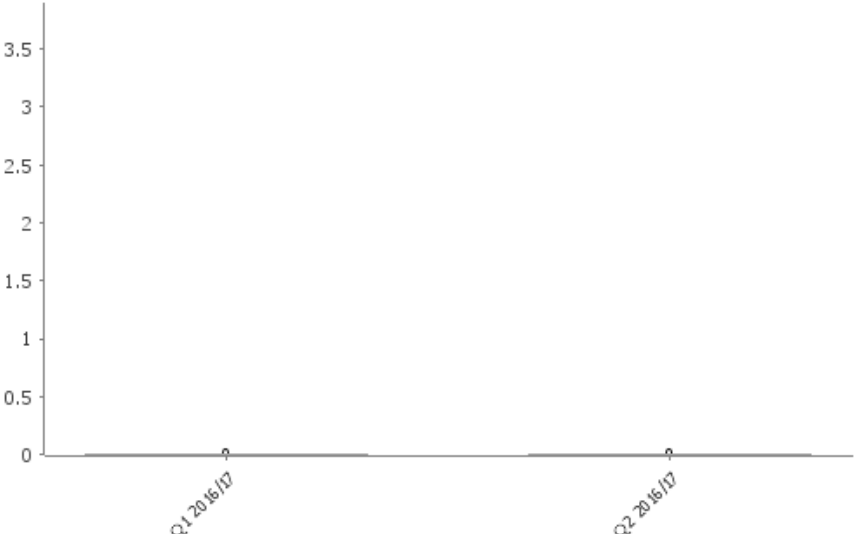
Performance Indicator	Performance	Notes																
Business Support – Fixed Penalty Notice challenges responded to within 20 working days	<table border="1"> <caption>Performance Data for Fixed Penalty Notice Challenges</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>98.3%</td> </tr> <tr> <td>May 2016</td> <td>100%</td> </tr> <tr> <td>June 2016</td> <td>97%</td> </tr> <tr> <td>July 2016</td> <td>100%</td> </tr> <tr> <td>August 2016</td> <td>98.83%</td> </tr> <tr> <td>September 2016</td> <td>98.44%</td> </tr> </tbody> </table>	Month	Performance (%)	April 2016	98.3%	May 2016	100%	June 2016	97%	July 2016	100%	August 2016	98.83%	September 2016	98.44%	<p>Quarter 1 April – 273 challenges received May – 290 challenges received June – 278 challenges received</p> <p>Quarter 2 July – 364 challenges received August – 436 challenges received September – 453 challenges received</p> <p>The number of challenges received increased in quarter 2 due to more notices being issued during the summer months as a result of new restrictions being implemented and charging in the seasonal/summer car parks.</p>		
Month	Performance (%)																	
April 2016	98.3%																	
May 2016	100%																	
June 2016	97%																	
July 2016	100%																	
August 2016	98.83%																	
September 2016	98.44%																	
Business Support - Process new licensing applications and renewals within 30 working days	<table border="1"> <caption>Performance Data for Licensing Applications and Renewals</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>90%</td> </tr> <tr> <td>May 2016</td> <td>81%</td> </tr> <tr> <td>June 2016</td> <td>86%</td> </tr> <tr> <td>July 2016</td> <td>81%</td> </tr> <tr> <td>August 2016</td> <td>71%</td> </tr> <tr> <td>September 2016</td> <td>100%</td> </tr> <tr> <td>October 2016</td> <td>100%</td> </tr> </tbody> </table>	Month	Performance (%)	April 2016	90%	May 2016	81%	June 2016	86%	July 2016	81%	August 2016	71%	September 2016	100%	October 2016	100%	<p>July – 109 applications August – 117 applications September – 55 applications</p>
Month	Performance (%)																	
April 2016	90%																	
May 2016	81%																	
June 2016	86%																	
July 2016	81%																	
August 2016	71%																	
September 2016	100%																	
October 2016	100%																	

Performance Indicator	Performance	Notes																					
Corporate Debt - Business rates collection	<table border="1"> <caption>Corporate Debt - Business rates collection Performance Data</caption> <thead> <tr> <th>Month</th> <th>Actual Performance (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>15.22%</td> <td>25.22%</td> </tr> <tr> <td>May 2016</td> <td>25.4%</td> <td>35.4%</td> </tr> <tr> <td>June 2016</td> <td>33.45%</td> <td>43.45%</td> </tr> <tr> <td>July 2016</td> <td>42.07%</td> <td>52.07%</td> </tr> <tr> <td>August 2016</td> <td>48.9%</td> <td>58.9%</td> </tr> <tr> <td>September 2016</td> <td>58.64%</td> <td>68.64%</td> </tr> </tbody> </table>	Month	Actual Performance (%)	Target (%)	April 2016	15.22%	25.22%	May 2016	25.4%	35.4%	June 2016	33.45%	43.45%	July 2016	42.07%	52.07%	August 2016	48.9%	58.9%	September 2016	58.64%	68.64%	The collection target is being exceeded each month.
Month	Actual Performance (%)	Target (%)																					
April 2016	15.22%	25.22%																					
May 2016	25.4%	35.4%																					
June 2016	33.45%	43.45%																					
July 2016	42.07%	52.07%																					
August 2016	48.9%	58.9%																					
September 2016	58.64%	68.64%																					
Environmental Health - % of premises rated 3 or above	<table border="1"> <caption>Environmental Health - % of premises rated 3 or above Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>93.18%</td> </tr> <tr> <td>Q2 2016/17</td> <td>93.97%</td> </tr> </tbody> </table>	Quarter	Performance (%)	Q1 2016/17	93.18%	Q2 2016/17	93.97%																
Quarter	Performance (%)																						
Q1 2016/17	93.18%																						
Q2 2016/17	93.97%																						

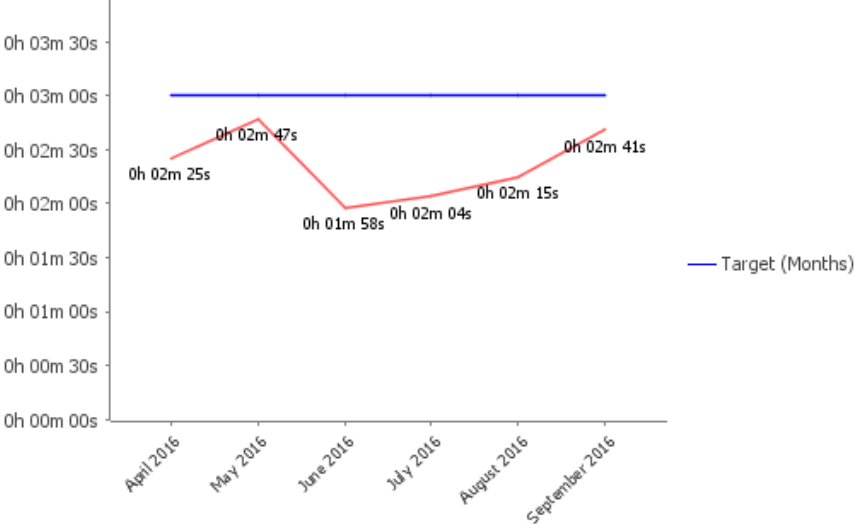
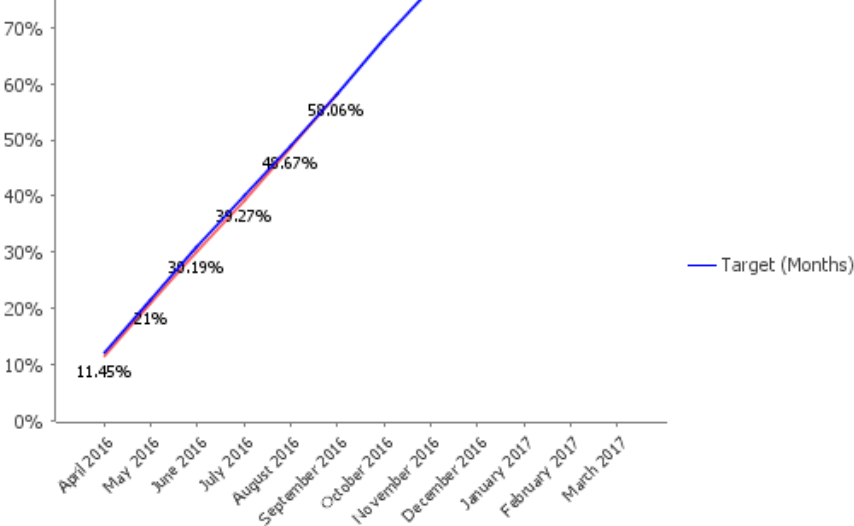
Performance Indicator	Performance	Notes														
Environmental Health - % of premises due for inspection, which are completed	<table border="1"> <caption>Environmental Health - % of premises due for inspection, which are completed</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>55%</td> </tr> <tr> <td>May 2016</td> <td>69%</td> </tr> <tr> <td>June 2016</td> <td>33%</td> </tr> <tr> <td>July 2016</td> <td>10%</td> </tr> <tr> <td>August 2016</td> <td>93.88%</td> </tr> <tr> <td>September 2016</td> <td>41%</td> </tr> </tbody> </table>	Month	Percentage	April 2016	55%	May 2016	69%	June 2016	33%	July 2016	10%	August 2016	93.88%	September 2016	41%	<p>The figures are low for July and September due to leave. Agreement has been sought for planned overtime where 100 inspections will be carried out to assist with the workload.</p> <p>Action is also being carried out to train an additional officer in order that they are able to undertake food inspections.</p>
Month	Percentage															
April 2016	55%															
May 2016	69%															
June 2016	33%															
July 2016	10%															
August 2016	93.88%															
September 2016	41%															
Environmental Health - No of licensed premises inspected	<table border="1"> <caption>Environmental Health - No of licensed premises inspected</caption> <thead> <tr> <th>Month</th> <th>Number of Premises</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>8</td> </tr> <tr> <td>May 2016</td> <td>7</td> </tr> <tr> <td>June 2016</td> <td>15</td> </tr> <tr> <td>July 2016</td> <td>1</td> </tr> <tr> <td>August 2016</td> <td>2</td> </tr> <tr> <td>September 2016</td> <td>5</td> </tr> </tbody> </table>	Month	Number of Premises	April 2016	8	May 2016	7	June 2016	15	July 2016	1	August 2016	2	September 2016	5	
Month	Number of Premises															
April 2016	8															
May 2016	7															
June 2016	15															
July 2016	1															
August 2016	2															
September 2016	5															

Performance Indicator	Performance	Notes														
Environmental Health - No of caravan sites inspected	 <p>A bar chart with a vertical axis ranging from 0 to 6.5 in increments of 0.5. The horizontal axis has two categories: 'Q1 2016/17' and 'Q2 2016/17'. The bar for Q1 2016/17 reaches the value 6, and the bar for Q2 2016/17 reaches the value 5. The values are printed inside each bar.</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>No of caravan sites inspected</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>6</td> </tr> <tr> <td>Q2 2016/17</td> <td>5</td> </tr> </tbody> </table>	Quarter	No of caravan sites inspected	Q1 2016/17	6	Q2 2016/17	5									
Quarter	No of caravan sites inspected															
Q1 2016/17	6															
Q2 2016/17	5															
Environmental Health - No of Temporary Event Notices issued	 <p>A bar chart with a vertical axis ranging from 0 to 40 in increments of 5. The horizontal axis lists months from April 2016 to September 2016. The bars represent the number of notices issued each month: April (25), May (27), June (39), July (25), August (38), and September (17). The values are printed inside each bar.</p> <table border="1"> <thead> <tr> <th>Month</th> <th>No of Temporary Event Notices issued</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>25</td> </tr> <tr> <td>May 2016</td> <td>27</td> </tr> <tr> <td>June 2016</td> <td>39</td> </tr> <tr> <td>July 2016</td> <td>25</td> </tr> <tr> <td>August 2016</td> <td>38</td> </tr> <tr> <td>September 2016</td> <td>17</td> </tr> </tbody> </table>	Month	No of Temporary Event Notices issued	April 2016	25	May 2016	27	June 2016	39	July 2016	25	August 2016	38	September 2016	17	
Month	No of Temporary Event Notices issued															
April 2016	25															
May 2016	27															
June 2016	39															
July 2016	25															
August 2016	38															
September 2016	17															

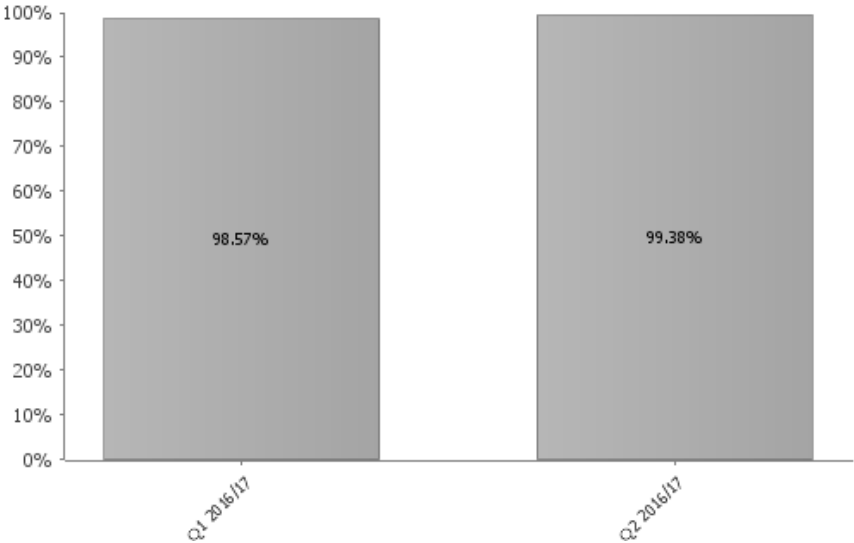
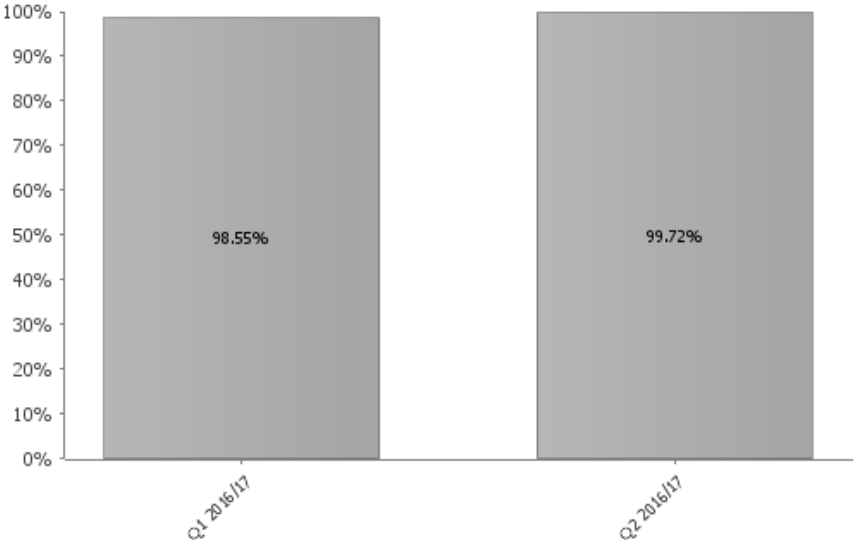
Performance Indicator	Performance	Notes														
Environmental Health - No of licensing complaints investigated	 <table border="1" data-bbox="510 245 1361 790"> <thead> <tr> <th>Month</th> <th>Number of complaints</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>12</td> </tr> <tr> <td>May 2016</td> <td>16</td> </tr> <tr> <td>June 2016</td> <td>16</td> </tr> <tr> <td>July 2016</td> <td>13</td> </tr> <tr> <td>August 2016</td> <td>9</td> </tr> <tr> <td>September 2016</td> <td>19</td> </tr> </tbody> </table>	Month	Number of complaints	April 2016	12	May 2016	16	June 2016	16	July 2016	13	August 2016	9	September 2016	19	
Month	Number of complaints															
April 2016	12															
May 2016	16															
June 2016	16															
July 2016	13															
August 2016	9															
September 2016	19															
Community Safety - Number of community litter picks	 <table border="1" data-bbox="510 799 1361 1339"> <thead> <tr> <th>Quarter</th> <th>Number of litter picks</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>30</td> </tr> <tr> <td>Q2 2016/17</td> <td>10</td> </tr> </tbody> </table>	Quarter	Number of litter picks	Q1 2016/17	30	Q2 2016/17	10	<p>Community litter picks have been carried out all over the district, some examples are:-</p> <p>01.07.16 – staff from SAGA participated in a town clear up which resulted in more than 50 bags of rubbish.</p> <p>13.07.16 – 30 people from the Folkestone Glass Works 6th form took part in clearing up the Harbour Ward which included painting a wall, cleaning the beach and the collection of more than 40 bags of rubbish.</p> <p>11.09.16 – 16 McDonalds staff and residents took part in clearing up the Leas, this resulted in 42 bags of litter being collected.</p> <p>19.09.16 – 36 SAGA staff members helped refurbish 17 benches in Castle Hill Avenue.</p>								
Quarter	Number of litter picks															
Q1 2016/17	30															
Q2 2016/17	10															

Performance Indicator	Performance	Notes						
Community Safety - CPN notices served	 <p>A bar chart with a vertical axis from 0 to 3.5 in increments of 0.5. The horizontal axis has two categories: 'Q1 2016/17' and 'Q2 2016/17'. The bar for Q1 2016/17 reaches the value 5, and the bar for Q2 2016/17 reaches the value 3.</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>CPN notices served</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>5</td> </tr> <tr> <td>Q2 2016/17</td> <td>3</td> </tr> </tbody> </table>	Quarter	CPN notices served	Q1 2016/17	5	Q2 2016/17	3	All CPN notices that have been served have been for accumulations of waste.
Quarter	CPN notices served							
Q1 2016/17	5							
Q2 2016/17	3							
Community Safety - PSPO breaches	 <p>A bar chart with a vertical axis from 0 to 3.5 in increments of 0.5. The horizontal axis has two categories: 'Q1 2016/17' and 'Q2 2016/17'. Both bars are at the value 0.</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>PSPO breaches</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>0</td> </tr> <tr> <td>Q2 2016/17</td> <td>0</td> </tr> </tbody> </table>	Quarter	PSPO breaches	Q1 2016/17	0	Q2 2016/17	0	There were none in quarter 2.
Quarter	PSPO breaches							
Q1 2016/17	0							
Q2 2016/17	0							

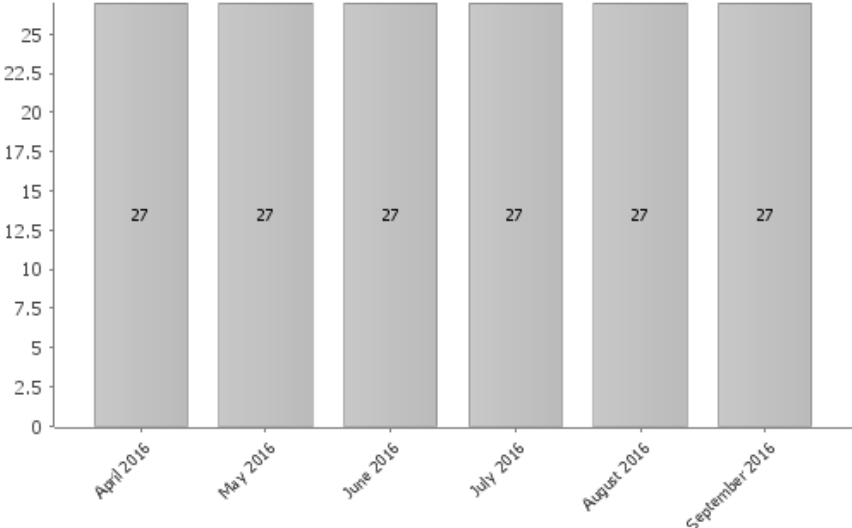
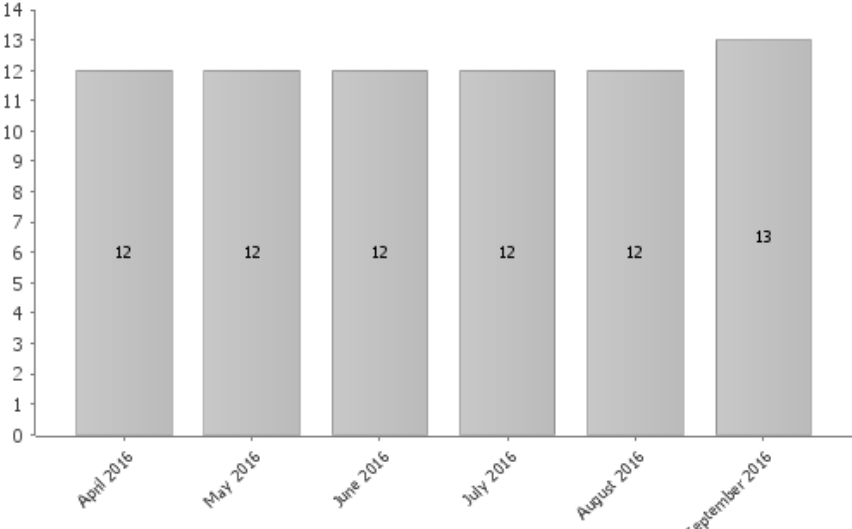
Performance Indicator	Performance	Notes														
Customer Services - Customers seen within 20 minutes as a customer service desk	<table border="1"> <caption>Performance Data for Customers seen within 20 minutes</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>90.41%</td> </tr> <tr> <td>May 2016</td> <td>93.03%</td> </tr> <tr> <td>June 2016</td> <td>92.42%</td> </tr> <tr> <td>July 2016</td> <td>91.71%</td> </tr> <tr> <td>August 2016</td> <td>88.91%</td> </tr> <tr> <td>September 2016</td> <td>87.66%</td> </tr> </tbody> </table>	Month	Performance (%)	April 2016	90.41%	May 2016	93.03%	June 2016	92.42%	July 2016	91.71%	August 2016	88.91%	September 2016	87.66%	<p>July 1924 customers were seen August 1980 customers were seen September 2310 customers were seen</p>
Month	Performance (%)															
April 2016	90.41%															
May 2016	93.03%															
June 2016	92.42%															
July 2016	91.71%															
August 2016	88.91%															
September 2016	87.66%															
Customer Services - Calls served (versus number of calls received)	<table border="1"> <caption>Performance Data for Calls served (versus number of calls received)</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>85.11%</td> </tr> <tr> <td>May 2016</td> <td>81.72%</td> </tr> <tr> <td>June 2016</td> <td>88.45%</td> </tr> <tr> <td>July 2016</td> <td>87.67%</td> </tr> <tr> <td>August 2016</td> <td>86%</td> </tr> <tr> <td>September 2016</td> <td>85.82%</td> </tr> </tbody> </table>	Month	Performance (%)	April 2016	85.11%	May 2016	81.72%	June 2016	88.45%	July 2016	87.67%	August 2016	86%	September 2016	85.82%	<p>July 10,285 calls were received, of this:- 9,017 were served 1,215 abandoned 62 dissuaded</p> <p>August 10,770 calls were received, of this:- 9,289 were served 1,434 abandoned 46 dissuaded</p> <p>September 10,371 calls were received, of this:- 8,900 were served 1,410 were abandoned 61 were dissuaded</p>
Month	Performance (%)															
April 2016	85.11%															
May 2016	81.72%															
June 2016	88.45%															
July 2016	87.67%															
August 2016	86%															
September 2016	85.82%															

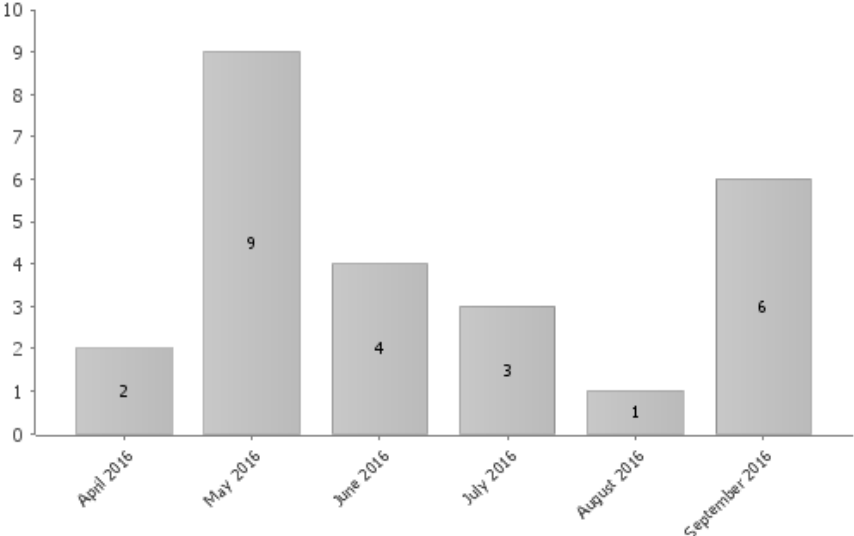
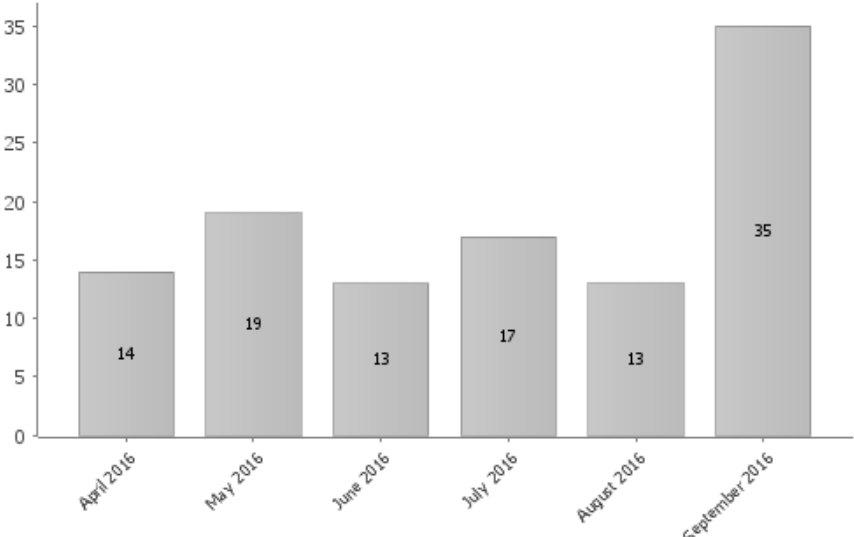
Performance Indicator	Performance	Notes																					
Customer Services - Average wait time for calls (at peak times)	 <table border="1"> <caption>Customer Services - Average wait time for calls (at peak times)</caption> <thead> <tr> <th>Month</th> <th>Actual Wait Time</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>0h 02m 25s</td> <td>0h 03m 00s</td> </tr> <tr> <td>May 2016</td> <td>0h 02m 47s</td> <td>0h 03m 00s</td> </tr> <tr> <td>June 2016</td> <td>0h 01m 58s</td> <td>0h 03m 00s</td> </tr> <tr> <td>July 2016</td> <td>0h 02m 04s</td> <td>0h 03m 00s</td> </tr> <tr> <td>August 2016</td> <td>0h 02m 15s</td> <td>0h 03m 00s</td> </tr> <tr> <td>September 2016</td> <td>0h 02m 41s</td> <td>0h 03m 00s</td> </tr> </tbody> </table>	Month	Actual Wait Time	Target (Months)	April 2016	0h 02m 25s	0h 03m 00s	May 2016	0h 02m 47s	0h 03m 00s	June 2016	0h 01m 58s	0h 03m 00s	July 2016	0h 02m 04s	0h 03m 00s	August 2016	0h 02m 15s	0h 03m 00s	September 2016	0h 02m 41s	0h 03m 00s	
Month	Actual Wait Time	Target (Months)																					
April 2016	0h 02m 25s	0h 03m 00s																					
May 2016	0h 02m 47s	0h 03m 00s																					
June 2016	0h 01m 58s	0h 03m 00s																					
July 2016	0h 02m 04s	0h 03m 00s																					
August 2016	0h 02m 15s	0h 03m 00s																					
September 2016	0h 02m 41s	0h 03m 00s																					
Revenues - Council Tax Collection	 <table border="1"> <caption>Revenues - Council Tax Collection</caption> <thead> <tr> <th>Month</th> <th>Actual Collection %</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>11.45%</td> <td>~11.45%</td> </tr> <tr> <td>May 2016</td> <td>21%</td> <td>~21%</td> </tr> <tr> <td>June 2016</td> <td>30.19%</td> <td>~30.19%</td> </tr> <tr> <td>July 2016</td> <td>39.27%</td> <td>~39.27%</td> </tr> <tr> <td>August 2016</td> <td>48.67%</td> <td>~48.67%</td> </tr> <tr> <td>September 2016</td> <td>58.06%</td> <td>~58.06%</td> </tr> </tbody> </table>	Month	Actual Collection %	Target (Months)	April 2016	11.45%	~11.45%	May 2016	21%	~21%	June 2016	30.19%	~30.19%	July 2016	39.27%	~39.27%	August 2016	48.67%	~48.67%	September 2016	58.06%	~58.06%	
Month	Actual Collection %	Target (Months)																					
April 2016	11.45%	~11.45%																					
May 2016	21%	~21%																					
June 2016	30.19%	~30.19%																					
July 2016	39.27%	~39.27%																					
August 2016	48.67%	~48.67%																					
September 2016	58.06%	~58.06%																					

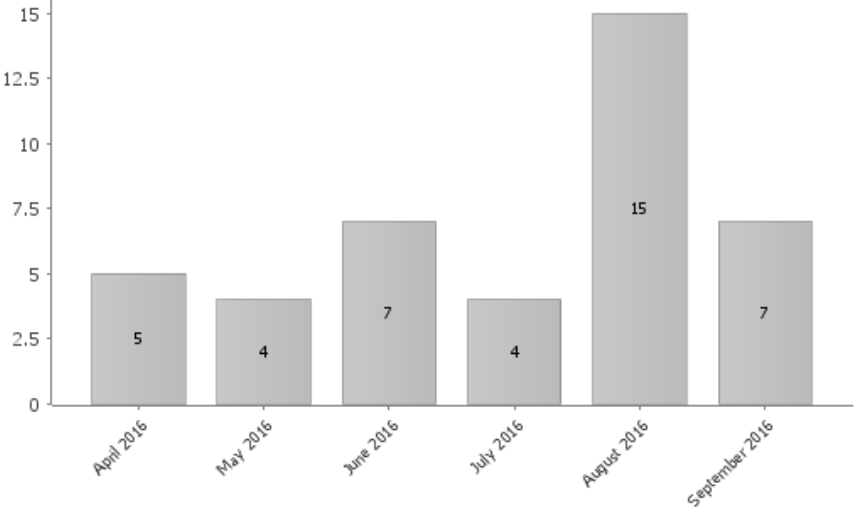
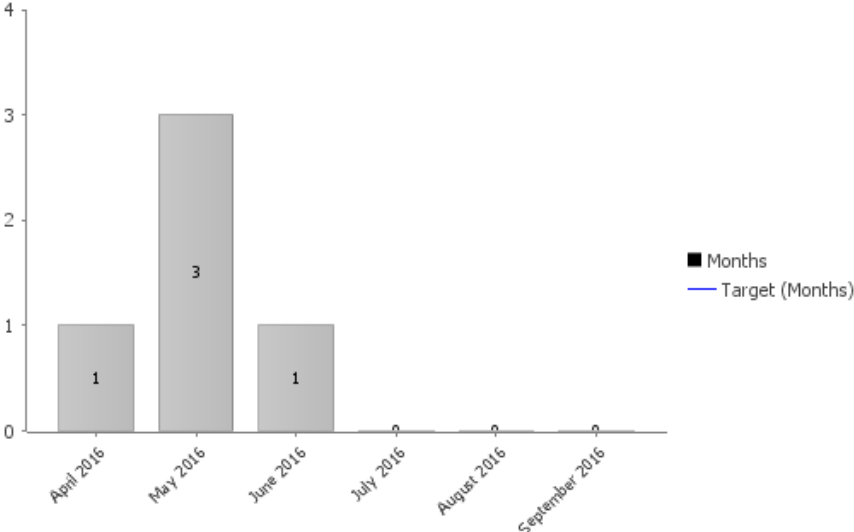
Performance Indicator	Performance	Notes														
Revenues - Council tax reduction collection rate	<table border="1"> <caption>Council tax reduction collection rate</caption> <thead> <tr> <th>Month</th> <th>Collection Rate</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>12.28%</td> </tr> <tr> <td>May 2016</td> <td>19.5%</td> </tr> <tr> <td>June 2016</td> <td>27.1%</td> </tr> <tr> <td>July 2016</td> <td>34.27%</td> </tr> <tr> <td>August 2016</td> <td>42.65%</td> </tr> <tr> <td>September 2016</td> <td>50.46%</td> </tr> </tbody> </table>	Month	Collection Rate	April 2016	12.28%	May 2016	19.5%	June 2016	27.1%	July 2016	34.27%	August 2016	42.65%	September 2016	50.46%	
Month	Collection Rate															
April 2016	12.28%															
May 2016	19.5%															
June 2016	27.1%															
July 2016	34.27%															
August 2016	42.65%															
September 2016	50.46%															
Commercial Unit (EKH) - Average no of days taken to re-let council dwellings exc major works	<table border="1"> <caption>Average no of days taken to re-let council dwellings</caption> <thead> <tr> <th>Quarter</th> <th>Average Days</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>15.2</td> </tr> <tr> <td>Q2 2016/17</td> <td>20.88</td> </tr> <tr> <td>Q3 2016/17</td> <td>-</td> </tr> </tbody> </table>	Quarter	Average Days	Q1 2016/17	15.2	Q2 2016/17	20.88	Q3 2016/17	-	<p>Target is 19 days</p> <p>There have been difficulties in allocating properties in Mackeson Court due to the nature of the premises, which has impacted the overall performance. This will be reviewed at the Quarterly Performance Meeting with East Kent Housing on 28/11/16.</p>						
Quarter	Average Days															
Q1 2016/17	15.2															
Q2 2016/17	20.88															
Q3 2016/17	-															

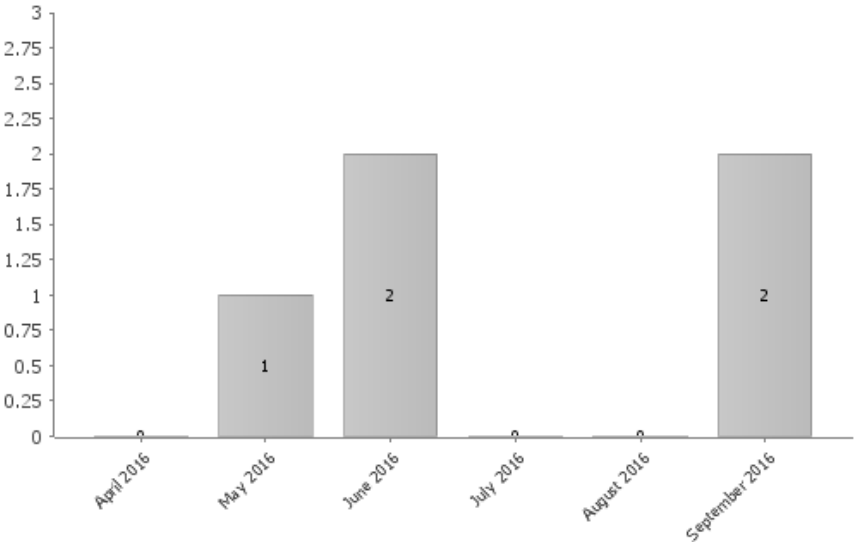
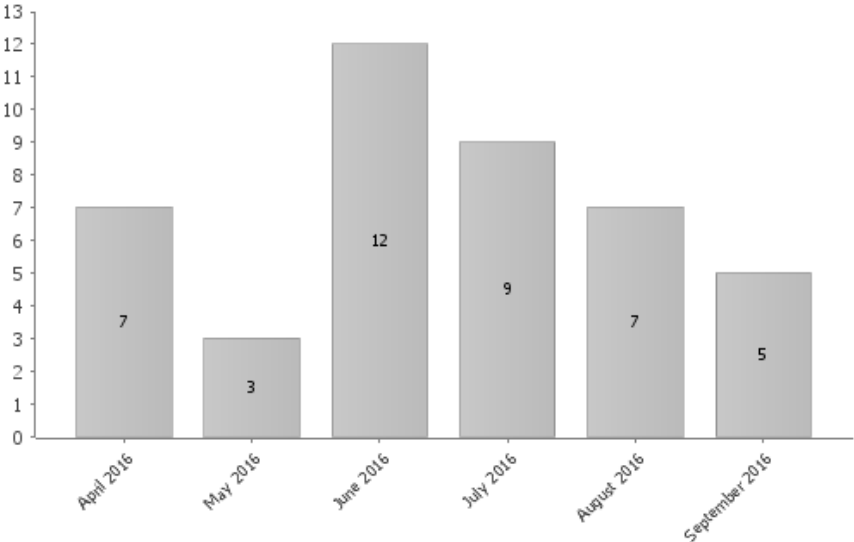
Performance Indicator	Performance	Notes						
Commercial Unit (EKH) - % of emergency repairs completed on time	 <p>A bar chart with a vertical axis from 0% to 100% in 10% increments. The horizontal axis has two categories: 'Q1 2016/17' and 'Q2 2016/17'. The bar for Q1 2016/17 reaches 98.57%, and the bar for Q2 2016/17 reaches 99.38%.</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>98.57%</td> </tr> <tr> <td>Q2 2016/17</td> <td>99.38%</td> </tr> </tbody> </table>	Quarter	Performance (%)	Q1 2016/17	98.57%	Q2 2016/17	99.38%	Target is 98%
Quarter	Performance (%)							
Q1 2016/17	98.57%							
Q2 2016/17	99.38%							
Commercial Unit (EKH) - % of routine repairs completed on time	 <p>A bar chart with a vertical axis from 0% to 100% in 10% increments. The horizontal axis has two categories: 'Q1 2016/17' and 'Q2 2016/17'. The bar for Q1 2016/17 reaches 98.55%, and the bar for Q2 2016/17 reaches 99.72%.</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>98.55%</td> </tr> <tr> <td>Q2 2016/17</td> <td>99.72%</td> </tr> </tbody> </table>	Quarter	Performance (%)	Q1 2016/17	98.55%	Q2 2016/17	99.72%	Target is 90%
Quarter	Performance (%)							
Q1 2016/17	98.55%							
Q2 2016/17	99.72%							

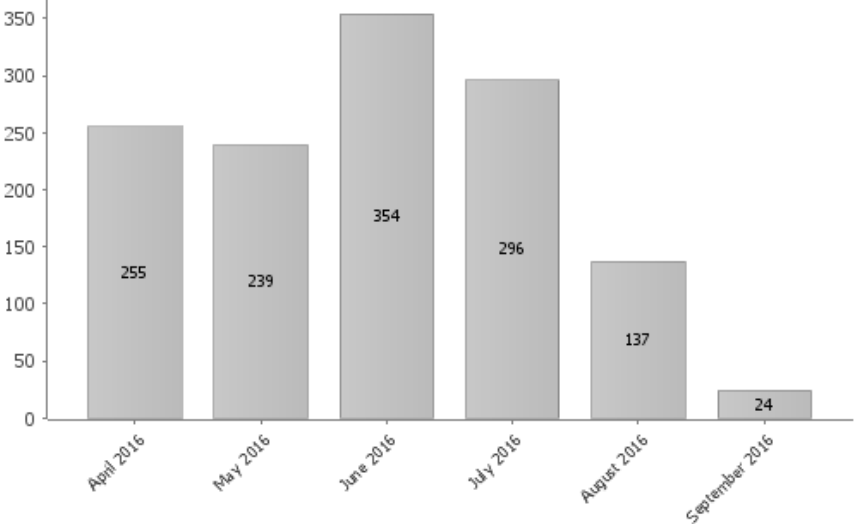
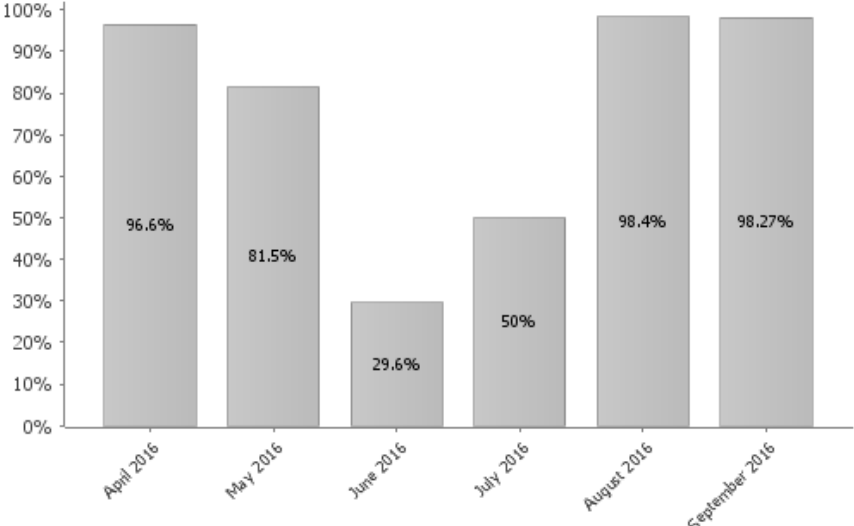
Performance Indicator	Performance	Notes																																
Commercial Unit - % of invoices paid within the agreed timescales	<table border="1"> <caption>Commercial Unit - % of invoices paid within the agreed timescales</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>96.97%</td> </tr> <tr> <td>Q2 2016/17</td> <td>95.3%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1 2016/17	96.97%	Q2 2016/17	95.3%	<table border="1"> <thead> <tr> <th>Department</th> <th>On Time</th> </tr> </thead> <tbody> <tr> <td>Charities</td> <td>100%</td> </tr> <tr> <td>Communications</td> <td>97.37%</td> </tr> <tr> <td>Community Safety</td> <td>97.65%</td> </tr> <tr> <td>Commercial & Technical Services</td> <td>94.02%</td> </tr> <tr> <td>East Kent Housing</td> <td>96.55%</td> </tr> <tr> <td>Finance</td> <td>90.79%</td> </tr> <tr> <td>Human Resources</td> <td>100%</td> </tr> <tr> <td>Leadership Support</td> <td>100%</td> </tr> <tr> <td>Planning & Environmental Health</td> <td>100%</td> </tr> <tr> <td>Regeneration & Economic Dev</td> <td>100%</td> </tr> <tr> <td>Strategic Dev Projects</td> <td>100%</td> </tr> <tr> <td>Solicitors</td> <td>99.45%</td> </tr> </tbody> </table>	Department	On Time	Charities	100%	Communications	97.37%	Community Safety	97.65%	Commercial & Technical Services	94.02%	East Kent Housing	96.55%	Finance	90.79%	Human Resources	100%	Leadership Support	100%	Planning & Environmental Health	100%	Regeneration & Economic Dev	100%	Strategic Dev Projects	100%	Solicitors	99.45%
Quarter	Percentage																																	
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Solicitors	99.45%																																	
Environmental Health (Pollution Control) - Number of enforcement notices served	<table border="1"> <caption>Environmental Health (Pollution Control) - Number of enforcement notices served</caption> <thead> <tr> <th>Month</th> <th>Number of Notices</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>1</td> </tr> <tr> <td>May 2016</td> <td>12</td> </tr> <tr> <td>June 2016</td> <td>3</td> </tr> <tr> <td>July 2016</td> <td>6</td> </tr> <tr> <td>August 2016</td> <td>2</td> </tr> <tr> <td>September 2016</td> <td>4</td> </tr> </tbody> </table>	Month	Number of Notices	April 2016	1	May 2016	12	June 2016	3	July 2016	6	August 2016	2	September 2016	4																			
Month	Number of Notices																																	
April 2016	1																																	
May 2016	12																																	
June 2016	3																																	
July 2016	6																																	
August 2016	2																																	
September 2016	4																																	

Performance Indicator	Performance	Notes														
Environmental Health (Pollution Control) - Compliant part A & part B environmental permits	 <p>A bar chart with a vertical axis from 0 to 25 in increments of 2.5. The horizontal axis lists months from April 2016 to September 2016. Each bar represents the number of compliant businesses, with the value '27' printed inside each bar.</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Count</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>27</td></tr> <tr><td>May 2016</td><td>27</td></tr> <tr><td>June 2016</td><td>27</td></tr> <tr><td>July 2016</td><td>27</td></tr> <tr><td>August 2016</td><td>27</td></tr> <tr><td>September 2016</td><td>27</td></tr> </tbody> </table>	Month	Count	April 2016	27	May 2016	27	June 2016	27	July 2016	27	August 2016	27	September 2016	27	There are 27 businesses that are regulated in the Shepway area for pollution.
Month	Count															
April 2016	27															
May 2016	27															
June 2016	27															
July 2016	27															
August 2016	27															
September 2016	27															
Environmental Health (Pollution Control) - Compliant air quality monitoring sites	 <p>A bar chart with a vertical axis from 0 to 14 in increments of 1. The horizontal axis lists months from April 2016 to September 2016. Bars for April through August show 12 sites, while the September bar shows 13 sites.</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Count</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>12</td></tr> <tr><td>May 2016</td><td>12</td></tr> <tr><td>June 2016</td><td>12</td></tr> <tr><td>July 2016</td><td>12</td></tr> <tr><td>August 2016</td><td>12</td></tr> <tr><td>September 2016</td><td>13</td></tr> </tbody> </table>	Month	Count	April 2016	12	May 2016	12	June 2016	12	July 2016	12	August 2016	12	September 2016	13	One new air quality monitoring site has been added to the monitoring network, this is installed in Kerrett Lane, Stanford. This is due to comparable data required before the completion of the M20 Lorry Park.
Month	Count															
April 2016	12															
May 2016	12															
June 2016	12															
July 2016	12															
August 2016	12															
September 2016	13															

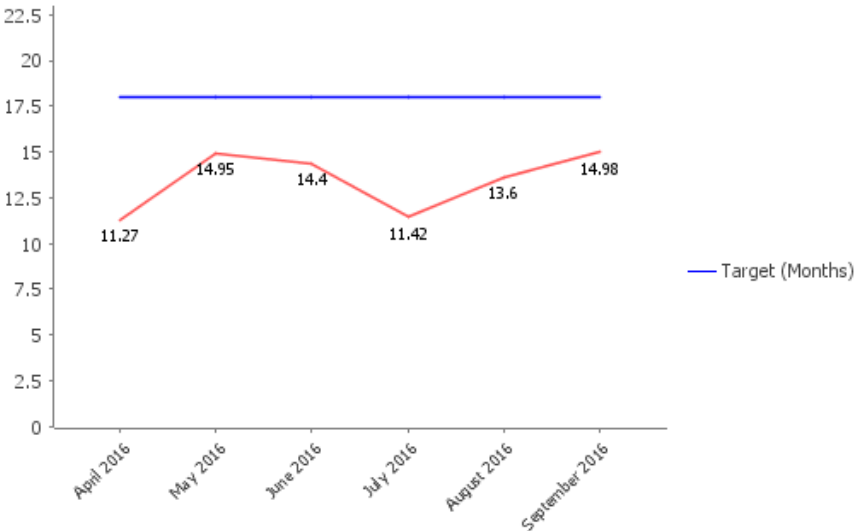
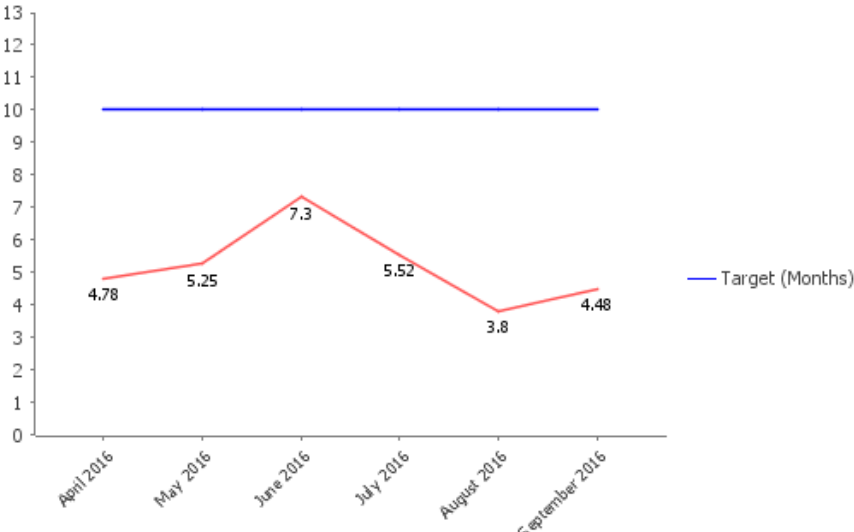
Performance Indicator	Performance	Notes														
Environmental Health (Pollution Control) - Number of contaminated land enquiries successfully dealt with	 <table border="1"> <thead> <tr> <th>Month</th> <th>Number of enquiries</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>2</td> </tr> <tr> <td>May 2016</td> <td>9</td> </tr> <tr> <td>June 2016</td> <td>4</td> </tr> <tr> <td>July 2016</td> <td>3</td> </tr> <tr> <td>August 2016</td> <td>1</td> </tr> <tr> <td>September 2016</td> <td>6</td> </tr> </tbody> </table>	Month	Number of enquiries	April 2016	2	May 2016	9	June 2016	4	July 2016	3	August 2016	1	September 2016	6	
Month	Number of enquiries															
April 2016	2															
May 2016	9															
June 2016	4															
July 2016	3															
August 2016	1															
September 2016	6															
Environmental Health (Pollution Control) - Stray dogs found	 <table border="1"> <thead> <tr> <th>Month</th> <th>Number of stray dogs found</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>14</td> </tr> <tr> <td>May 2016</td> <td>19</td> </tr> <tr> <td>June 2016</td> <td>13</td> </tr> <tr> <td>July 2016</td> <td>17</td> </tr> <tr> <td>August 2016</td> <td>13</td> </tr> <tr> <td>September 2016</td> <td>35</td> </tr> </tbody> </table>	Month	Number of stray dogs found	April 2016	14	May 2016	19	June 2016	13	July 2016	17	August 2016	13	September 2016	35	
Month	Number of stray dogs found															
April 2016	14															
May 2016	19															
June 2016	13															
July 2016	17															
August 2016	13															
September 2016	35															

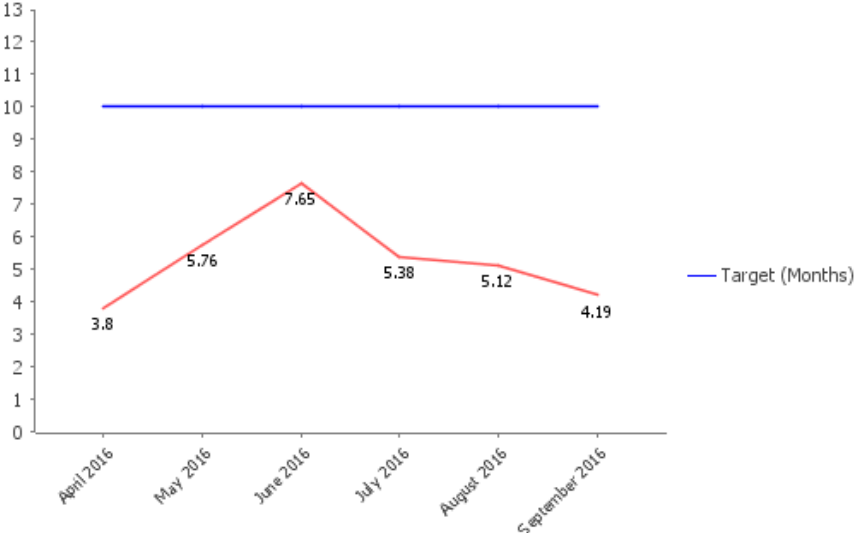
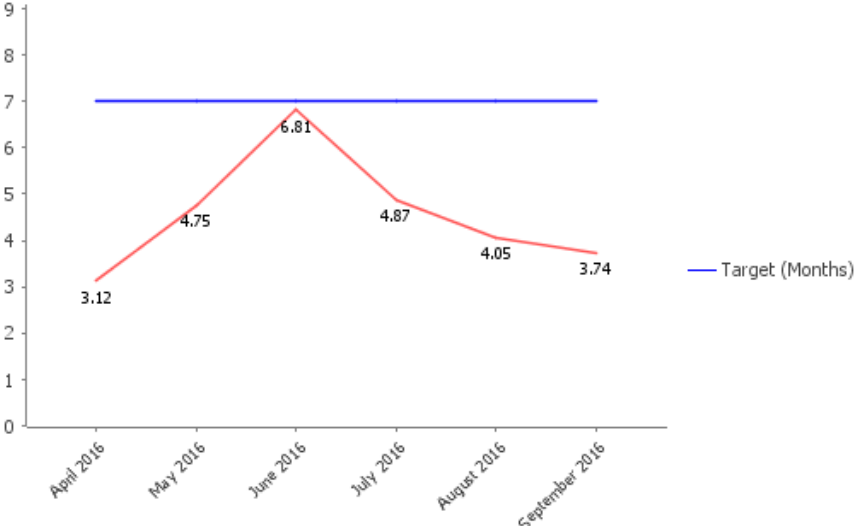
Performance Indicator	Performance	Notes														
Environmental Health (Pollution Control) - Stray dogs successfully returned to owner	 <table border="1" data-bbox="510 263 1361 772"> <thead> <tr> <th>Month</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>5</td> </tr> <tr> <td>May 2016</td> <td>4</td> </tr> <tr> <td>June 2016</td> <td>7</td> </tr> <tr> <td>July 2016</td> <td>4</td> </tr> <tr> <td>August 2016</td> <td>15</td> </tr> <tr> <td>September 2016</td> <td>7</td> </tr> </tbody> </table>	Month	Count	April 2016	5	May 2016	4	June 2016	7	July 2016	4	August 2016	15	September 2016	7	
Month	Count															
April 2016	5															
May 2016	4															
June 2016	7															
July 2016	4															
August 2016	15															
September 2016	7															
Environmental Health (Enforcement) - successful prosecutions	 <table border="1" data-bbox="510 785 1361 1318"> <thead> <tr> <th>Month</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>1</td> </tr> <tr> <td>May 2016</td> <td>3</td> </tr> <tr> <td>June 2016</td> <td>1</td> </tr> <tr> <td>July 2016</td> <td>0</td> </tr> <tr> <td>August 2016</td> <td>0</td> </tr> <tr> <td>September 2016</td> <td>0</td> </tr> </tbody> </table>	Month	Count	April 2016	1	May 2016	3	June 2016	1	July 2016	0	August 2016	0	September 2016	0	There have been no prosecutions in the last quarter; however there are a number being progressed and these will show in quarter 3.
Month	Count															
April 2016	1															
May 2016	3															
June 2016	1															
July 2016	0															
August 2016	0															
September 2016	0															

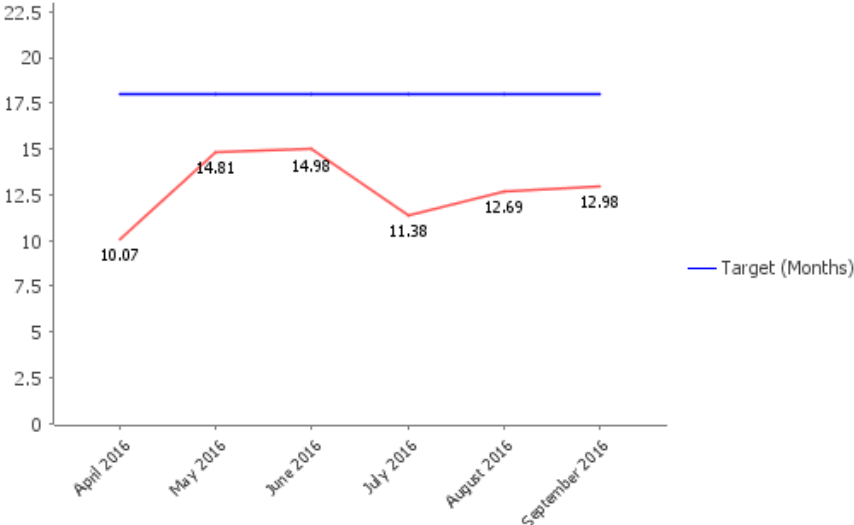
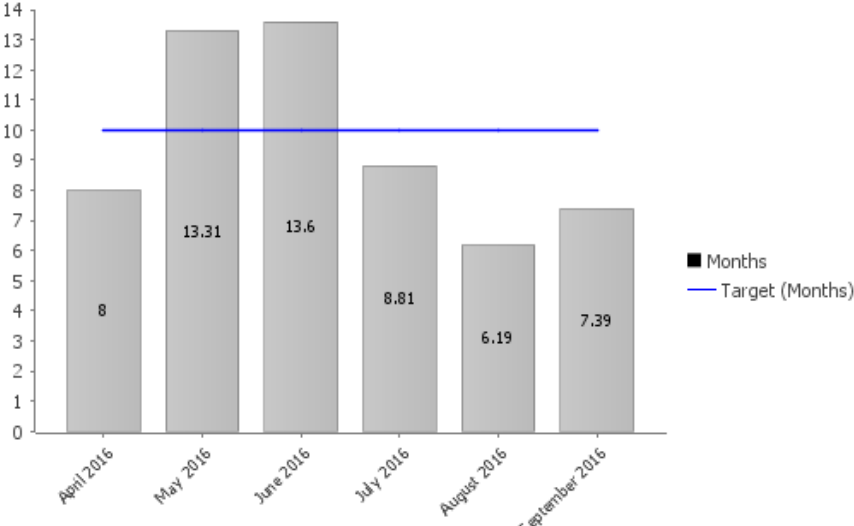
Performance Indicator	Performance	Notes														
Environmental Health (Enforcement) - formal cautions issued	 <table border="1"> <caption>Formal Cautions Issued</caption> <thead> <tr> <th>Month</th> <th>Number of Cautions</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>0</td> </tr> <tr> <td>May 2016</td> <td>1</td> </tr> <tr> <td>June 2016</td> <td>2</td> </tr> <tr> <td>July 2016</td> <td>0</td> </tr> <tr> <td>August 2016</td> <td>0</td> </tr> <tr> <td>September 2016</td> <td>2</td> </tr> </tbody> </table>	Month	Number of Cautions	April 2016	0	May 2016	1	June 2016	2	July 2016	0	August 2016	0	September 2016	2	September – both cautions were issued to the same person following a fly tipping investigation in Tontine Street.
Month	Number of Cautions															
April 2016	0															
May 2016	1															
June 2016	2															
July 2016	0															
August 2016	0															
September 2016	2															
Environmental Health (Enforcement) - fixed penalty notices issued	 <table border="1"> <caption>Fixed Penalty Notices Issued</caption> <thead> <tr> <th>Month</th> <th>Number of Notices</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>7</td> </tr> <tr> <td>May 2016</td> <td>3</td> </tr> <tr> <td>June 2016</td> <td>12</td> </tr> <tr> <td>July 2016</td> <td>9</td> </tr> <tr> <td>August 2016</td> <td>7</td> </tr> <tr> <td>September 2016</td> <td>5</td> </tr> </tbody> </table>	Month	Number of Notices	April 2016	7	May 2016	3	June 2016	12	July 2016	9	August 2016	7	September 2016	5	
Month	Number of Notices															
April 2016	7															
May 2016	3															
June 2016	12															
July 2016	9															
August 2016	7															
September 2016	5															

Performance Indicator	Performance	Notes														
Environmental Health (Enforcement) - number of hours spent on environmental crime patrol	 <table border="1" data-bbox="510 256 1361 783"> <caption>Hours spent on environmental crime patrol</caption> <thead> <tr> <th>Month</th> <th>Hours</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>255</td> </tr> <tr> <td>May 2016</td> <td>239</td> </tr> <tr> <td>June 2016</td> <td>354</td> </tr> <tr> <td>July 2016</td> <td>296</td> </tr> <tr> <td>August 2016</td> <td>137</td> </tr> <tr> <td>September 2016</td> <td>24</td> </tr> </tbody> </table>	Month	Hours	April 2016	255	May 2016	239	June 2016	354	July 2016	296	August 2016	137	September 2016	24	<p>The figure is lower due to high levels of staff sickness and holiday absence. In August a duty rota was introduced to ensure there is always an officer in the office able to respond to customer calls and allocate job tasks. In the interim, this has resulted in the level of patrols reducing, as customer calls were given priority. This has had a serious impact on the number of patrol hours as the staff available were dealing with jobs received by the team rather than patrolling the district.</p> <p>In August, the loss of man days due to holiday, sickness, etc was 55 days and in September this was 63 days. This dip in performance is temporary, with agency staff now appointed to provide cover and a permanent Team Leader recruited to monitor and improve performance.</p>
Month	Hours															
April 2016	255															
May 2016	239															
June 2016	354															
July 2016	296															
August 2016	137															
September 2016	24															
Complaints & FOI - Standard FOI requests will be satisfactorily replied to within statutory timeframe of 20 working days	 <table border="1" data-bbox="510 839 1361 1366"> <caption>Percentage of FOI requests replied to within statutory timeframe</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>96.6%</td> </tr> <tr> <td>May 2016</td> <td>81.5%</td> </tr> <tr> <td>June 2016</td> <td>29.6%</td> </tr> <tr> <td>July 2016</td> <td>50%</td> </tr> <tr> <td>August 2016</td> <td>98.4%</td> </tr> <tr> <td>September 2016</td> <td>98.27%</td> </tr> </tbody> </table>	Month	Percentage	April 2016	96.6%	May 2016	81.5%	June 2016	29.6%	July 2016	50%	August 2016	98.4%	September 2016	98.27%	<p>In June and July there were a number of large and complex FOI requests for information on major projects which were resource intensive and were not responded to within the statutory timeframe of 20 working days.</p>
Month	Percentage															
April 2016	96.6%															
May 2016	81.5%															
June 2016	29.6%															
July 2016	50%															
August 2016	98.4%															
September 2016	98.27%															

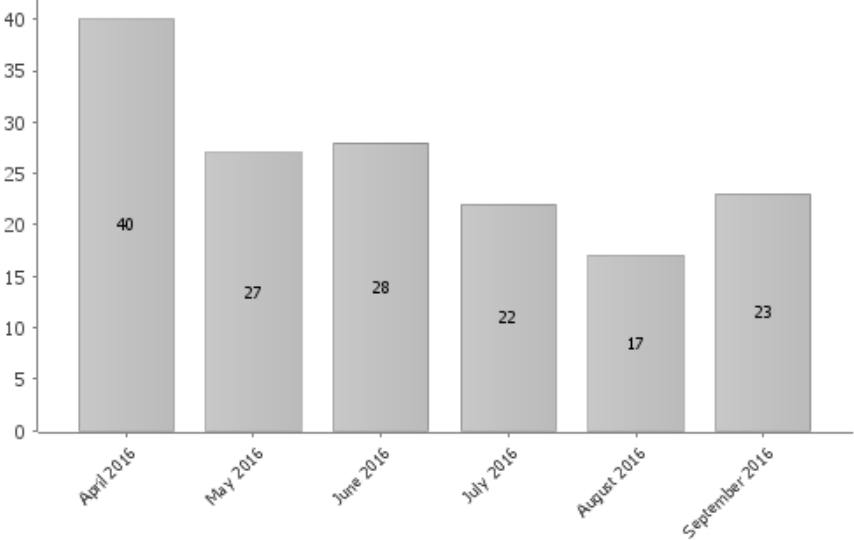
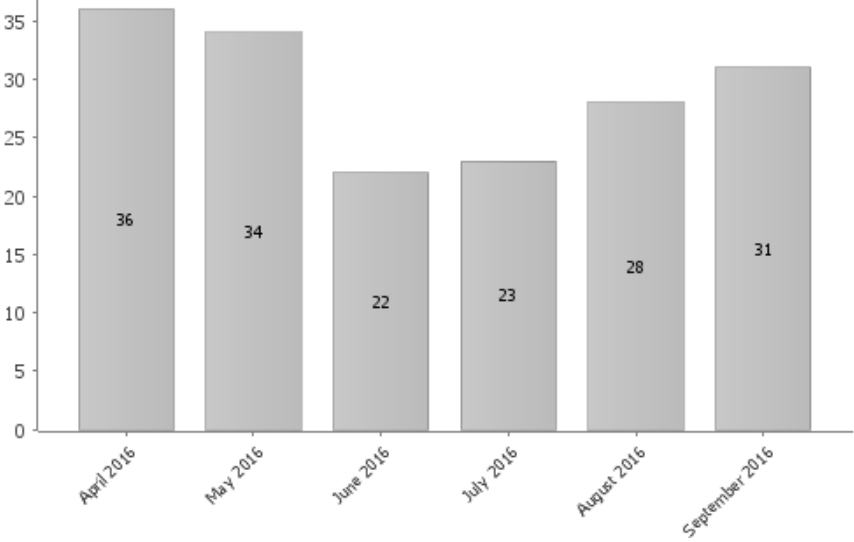
Performance Indicator	Performance	Notes														
<p>Complaints & FOI - All subject access requests will be satisfactorily replied to within the statutory timeframe of 40 days</p>	<table border="1"> <caption>Performance Data for Subject Access Requests (40-day timeframe)</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>66.7%</td> </tr> <tr> <td>May 2016</td> <td>0%</td> </tr> <tr> <td>June 2016</td> <td>100%</td> </tr> <tr> <td>July 2016</td> <td>100%</td> </tr> <tr> <td>August 2016</td> <td>100%</td> </tr> <tr> <td>September 2016</td> <td>50%</td> </tr> </tbody> </table>	Month	Performance (%)	April 2016	66.7%	May 2016	0%	June 2016	100%	July 2016	100%	August 2016	100%	September 2016	50%	<p>July - 2 requests were received, 1 was subsequently withdrawn.</p> <p>August – 5 requests were received, only 2 were valid and 1 of these was later withdrawn.</p> <p>September – 2 requests were received, 1 was responded to outside of the timeframe due to it's complexity.</p>
Month	Performance (%)															
April 2016	66.7%															
May 2016	0%															
June 2016	100%															
July 2016	100%															
August 2016	100%															
September 2016	50%															
<p>Complaints & FOI - All complaints will be acknowledged within 5 days</p>	<table border="1"> <caption>Performance Data for All Complaints (5-day timeframe)</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>100%</td> </tr> <tr> <td>May 2016</td> <td>100%</td> </tr> <tr> <td>June 2016</td> <td>100%</td> </tr> <tr> <td>July 2016</td> <td>100%</td> </tr> <tr> <td>August 2016</td> <td>100%</td> </tr> <tr> <td>September 2016</td> <td>100%</td> </tr> </tbody> </table>	Month	Performance (%)	April 2016	100%	May 2016	100%	June 2016	100%	July 2016	100%	August 2016	100%	September 2016	100%	
Month	Performance (%)															
April 2016	100%															
May 2016	100%															
June 2016	100%															
July 2016	100%															
August 2016	100%															
September 2016	100%															

Performance Indicator	Performance	Notes																					
Benefits - Average number of days taken to process new claims for Housing Benefit	 <table border="1" data-bbox="510 245 1361 778"> <caption>Performance Data for Housing Benefit Processing (Days)</caption> <thead> <tr> <th>Month</th> <th>Actual Performance (Days)</th> <th>Target (Days)</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>11.27</td> <td>17.5</td> </tr> <tr> <td>May 2016</td> <td>14.95</td> <td>17.5</td> </tr> <tr> <td>June 2016</td> <td>14.4</td> <td>17.5</td> </tr> <tr> <td>July 2016</td> <td>11.42</td> <td>17.5</td> </tr> <tr> <td>August 2016</td> <td>13.6</td> <td>17.5</td> </tr> <tr> <td>September 2016</td> <td>14.98</td> <td>17.5</td> </tr> </tbody> </table>	Month	Actual Performance (Days)	Target (Days)	April 2016	11.27	17.5	May 2016	14.95	17.5	June 2016	14.4	17.5	July 2016	11.42	17.5	August 2016	13.6	17.5	September 2016	14.98	17.5	Monthly target is to process within 18 days.
Month	Actual Performance (Days)	Target (Days)																					
April 2016	11.27	17.5																					
May 2016	14.95	17.5																					
June 2016	14.4	17.5																					
July 2016	11.42	17.5																					
August 2016	13.6	17.5																					
September 2016	14.98	17.5																					
Benefits - Average number of days to process new claims for Housing Benefit from the date the complete evidence is received.	 <table border="1" data-bbox="510 788 1361 1321"> <caption>Performance Data for Housing Benefit Processing (Days from Evidence Received)</caption> <thead> <tr> <th>Month</th> <th>Actual Performance (Days)</th> <th>Target (Days)</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>4.78</td> <td>10</td> </tr> <tr> <td>May 2016</td> <td>5.25</td> <td>10</td> </tr> <tr> <td>June 2016</td> <td>7.3</td> <td>10</td> </tr> <tr> <td>July 2016</td> <td>5.52</td> <td>10</td> </tr> <tr> <td>August 2016</td> <td>3.8</td> <td>10</td> </tr> <tr> <td>September 2016</td> <td>4.48</td> <td>10</td> </tr> </tbody> </table>	Month	Actual Performance (Days)	Target (Days)	April 2016	4.78	10	May 2016	5.25	10	June 2016	7.3	10	July 2016	5.52	10	August 2016	3.8	10	September 2016	4.48	10	Monthly target is to process within 10 days.
Month	Actual Performance (Days)	Target (Days)																					
April 2016	4.78	10																					
May 2016	5.25	10																					
June 2016	7.3	10																					
July 2016	5.52	10																					
August 2016	3.8	10																					
September 2016	4.48	10																					

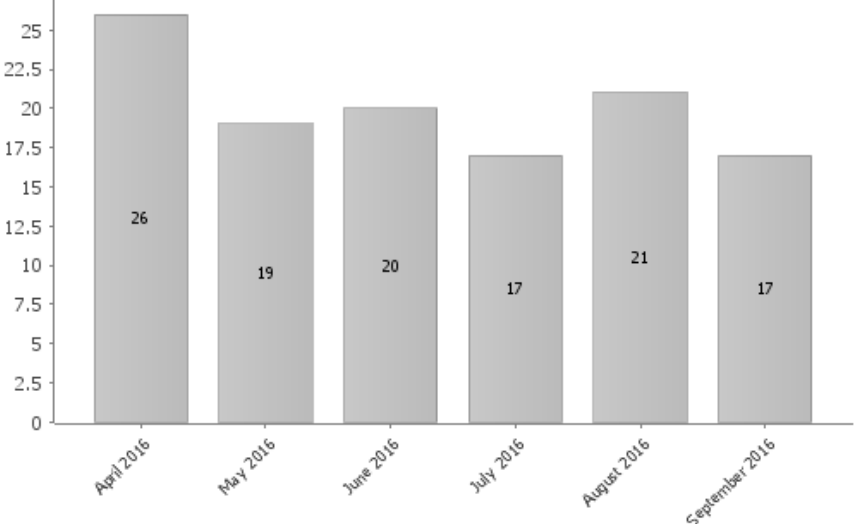
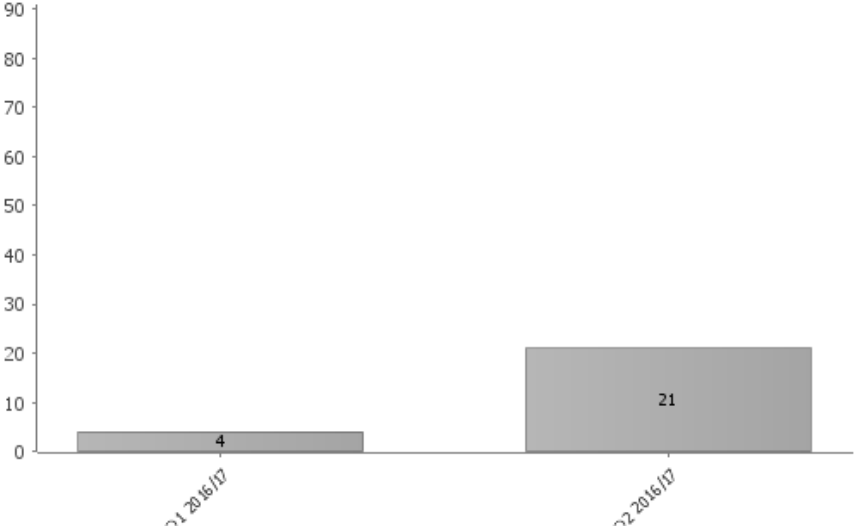
Performance Indicator	Performance	Notes														
Benefits - Average number of days taken to process change of circumstances for Housing Benefit	 <table border="1" data-bbox="510 248 1366 783"> <thead> <tr> <th>Month</th> <th>Average Number of Days</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>3.8</td> </tr> <tr> <td>May 2016</td> <td>5.76</td> </tr> <tr> <td>June 2016</td> <td>7.65</td> </tr> <tr> <td>July 2016</td> <td>5.38</td> </tr> <tr> <td>August 2016</td> <td>5.12</td> </tr> <tr> <td>September 2016</td> <td>4.19</td> </tr> </tbody> </table>	Month	Average Number of Days	April 2016	3.8	May 2016	5.76	June 2016	7.65	July 2016	5.38	August 2016	5.12	September 2016	4.19	Monthly target is to process within 10 days.
Month	Average Number of Days															
April 2016	3.8															
May 2016	5.76															
June 2016	7.65															
July 2016	5.38															
August 2016	5.12															
September 2016	4.19															
Benefits - Average number of days to process change of circumstances for Housing Benefit from the date complete evidence is received.	 <table border="1" data-bbox="510 799 1366 1326"> <thead> <tr> <th>Month</th> <th>Average Number of Days</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>3.12</td> </tr> <tr> <td>May 2016</td> <td>4.75</td> </tr> <tr> <td>June 2016</td> <td>6.81</td> </tr> <tr> <td>July 2016</td> <td>4.87</td> </tr> <tr> <td>August 2016</td> <td>4.05</td> </tr> <tr> <td>September 2016</td> <td>3.74</td> </tr> </tbody> </table>	Month	Average Number of Days	April 2016	3.12	May 2016	4.75	June 2016	6.81	July 2016	4.87	August 2016	4.05	September 2016	3.74	Monthly target is to process within 7 days.
Month	Average Number of Days															
April 2016	3.12															
May 2016	4.75															
June 2016	6.81															
July 2016	4.87															
August 2016	4.05															
September 2016	3.74															

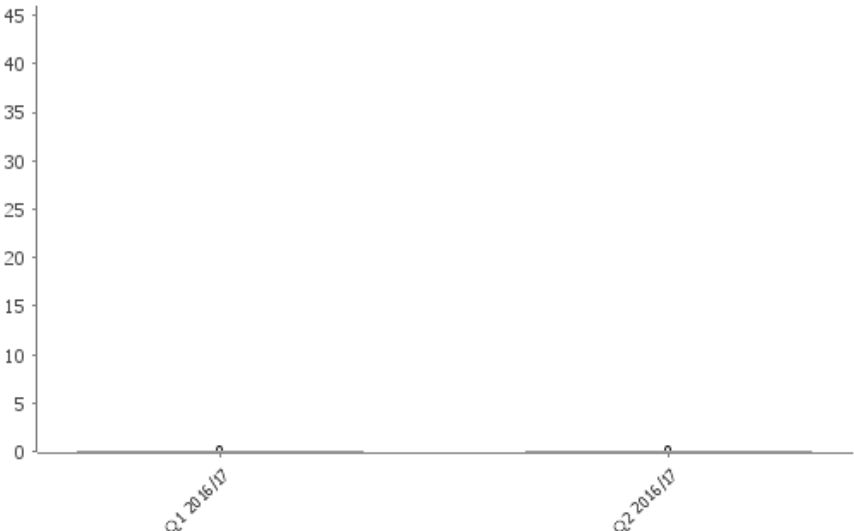
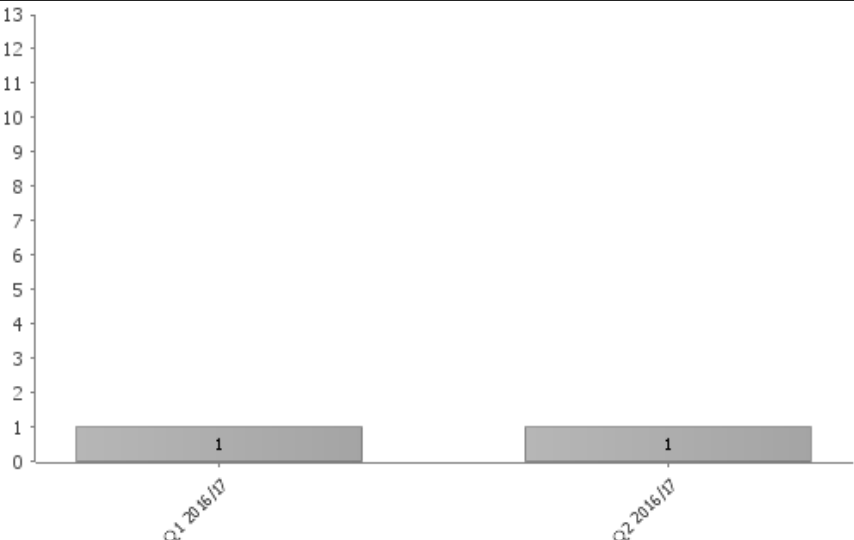
Performance Indicator	Performance	Notes														
Benefits - Average number of days taken to process new claims for Council Tax Reduction	 <table border="1"> <caption>Performance Data for New Claims</caption> <thead> <tr> <th>Month</th> <th>Average Number of Days</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>10.07</td> </tr> <tr> <td>May 2016</td> <td>14.81</td> </tr> <tr> <td>June 2016</td> <td>14.98</td> </tr> <tr> <td>July 2016</td> <td>11.38</td> </tr> <tr> <td>August 2016</td> <td>12.69</td> </tr> <tr> <td>September 2016</td> <td>12.98</td> </tr> </tbody> </table>	Month	Average Number of Days	April 2016	10.07	May 2016	14.81	June 2016	14.98	July 2016	11.38	August 2016	12.69	September 2016	12.98	Monthly target is to process within 18 days.
Month	Average Number of Days															
April 2016	10.07															
May 2016	14.81															
June 2016	14.98															
July 2016	11.38															
August 2016	12.69															
September 2016	12.98															
Benefits - Average number of days taken to process change of circumstances for Council Tax Reduction	 <table border="1"> <caption>Performance Data for Change of Circumstances</caption> <thead> <tr> <th>Month</th> <th>Average Number of Days</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>8</td> </tr> <tr> <td>May 2016</td> <td>13.31</td> </tr> <tr> <td>June 2016</td> <td>13.6</td> </tr> <tr> <td>July 2016</td> <td>8.81</td> </tr> <tr> <td>August 2016</td> <td>6.19</td> </tr> <tr> <td>September 2016</td> <td>7.39</td> </tr> </tbody> </table>	Month	Average Number of Days	April 2016	8	May 2016	13.31	June 2016	13.6	July 2016	8.81	August 2016	6.19	September 2016	7.39	Monthly target is to process within 10 days.
Month	Average Number of Days															
April 2016	8															
May 2016	13.31															
June 2016	13.6															
July 2016	8.81															
August 2016	6.19															
September 2016	7.39															

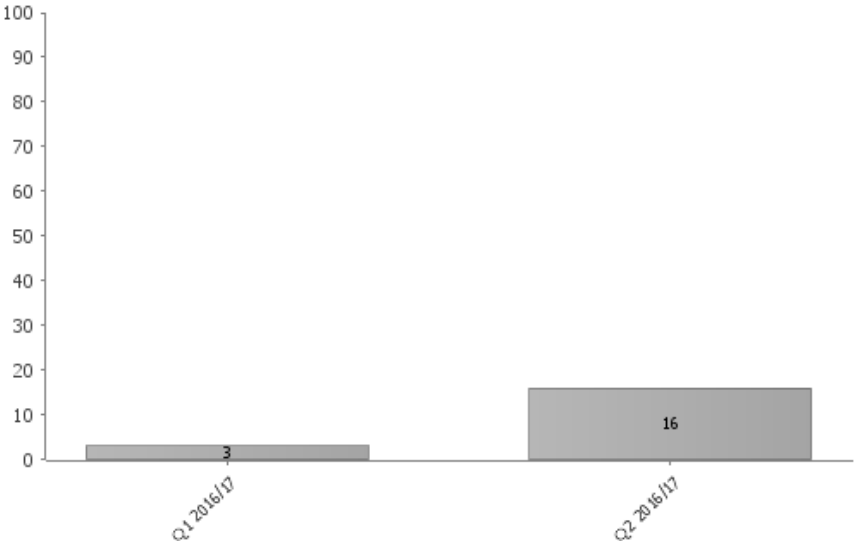
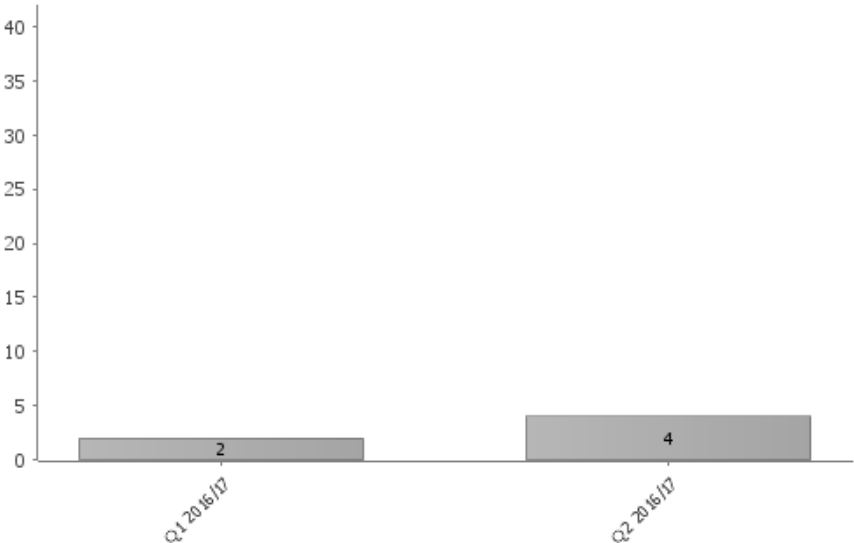
Performance Indicator	Performance	Notes														
Benefits - HB Processing accuracy	<table border="1"> <caption>HB Processing Accuracy Data</caption> <thead> <tr> <th>Month</th> <th>Accuracy (%)</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>92.67%</td> </tr> <tr> <td>May 2016</td> <td>95.27%</td> </tr> <tr> <td>June 2016</td> <td>92.5%</td> </tr> <tr> <td>July 2016</td> <td>94.54%</td> </tr> <tr> <td>August 2016</td> <td>99.11%</td> </tr> <tr> <td>September 2016</td> <td>97.42%</td> </tr> </tbody> </table>	Month	Accuracy (%)	April 2016	92.67%	May 2016	95.27%	June 2016	92.5%	July 2016	94.54%	August 2016	99.11%	September 2016	97.42%	
Month	Accuracy (%)															
April 2016	92.67%															
May 2016	95.27%															
June 2016	92.5%															
July 2016	94.54%															
August 2016	99.11%															
September 2016	97.42%															
Benefits - To process applications for Discretionary Housing Payment within an average of 2 working days	<table border="1"> <caption>Discretionary Housing Payment Processing Data</caption> <thead> <tr> <th>Month</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>100%</td> </tr> <tr> <td>May 2016</td> <td>100%</td> </tr> <tr> <td>June 2016</td> <td>100%</td> </tr> <tr> <td>July 2016</td> <td>100%</td> </tr> <tr> <td>August 2016</td> <td>96%</td> </tr> <tr> <td>September 2016</td> <td>100%</td> </tr> </tbody> </table>	Month	Percentage (%)	April 2016	100%	May 2016	100%	June 2016	100%	July 2016	100%	August 2016	96%	September 2016	100%	
Month	Percentage (%)															
April 2016	100%															
May 2016	100%															
June 2016	100%															
July 2016	100%															
August 2016	96%															
September 2016	100%															

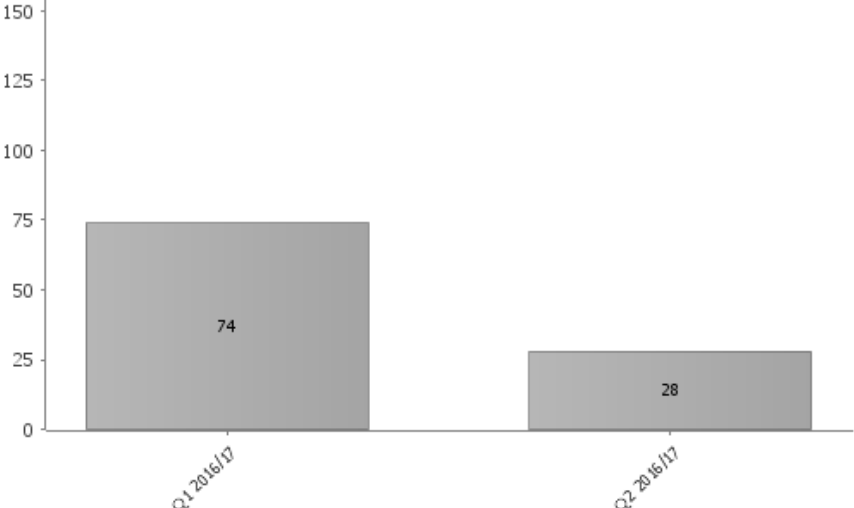
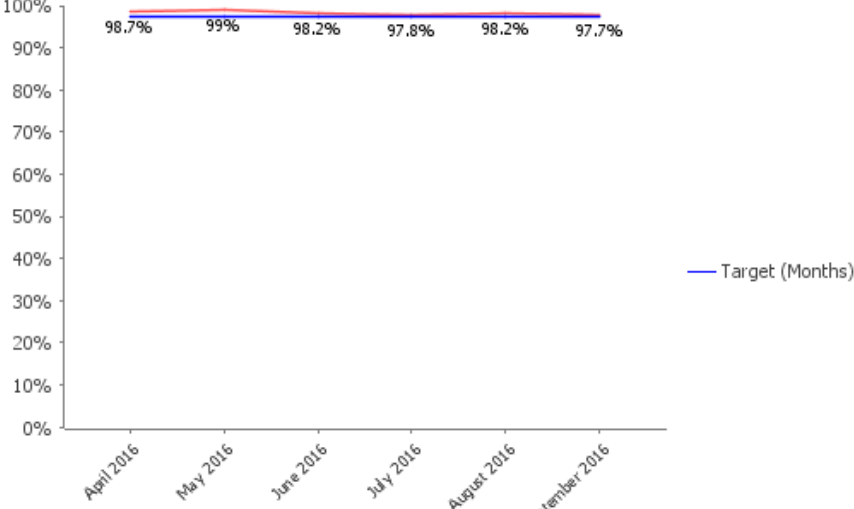
Performance Indicator	Performance	Notes														
Housing Options - Number of homeless decisions made	 <table border="1" data-bbox="510 252 1361 794"> <thead> <tr> <th>Month</th> <th>Number of Decisions</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>40</td> </tr> <tr> <td>May 2016</td> <td>27</td> </tr> <tr> <td>June 2016</td> <td>28</td> </tr> <tr> <td>July 2016</td> <td>22</td> </tr> <tr> <td>August 2016</td> <td>17</td> </tr> <tr> <td>September 2016</td> <td>23</td> </tr> </tbody> </table>	Month	Number of Decisions	April 2016	40	May 2016	27	June 2016	28	July 2016	22	August 2016	17	September 2016	23	In Quarter 2, the Housing Options Team received a total of 338 homeless approaches, from this 62 homeless decisions were made.
Month	Number of Decisions															
April 2016	40															
May 2016	27															
June 2016	28															
July 2016	22															
August 2016	17															
September 2016	23															
Housing Options - Average number of people in temporary accommodation	 <table border="1" data-bbox="510 810 1361 1353"> <thead> <tr> <th>Month</th> <th>Average Number of People</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>36</td> </tr> <tr> <td>May 2016</td> <td>34</td> </tr> <tr> <td>June 2016</td> <td>22</td> </tr> <tr> <td>July 2016</td> <td>23</td> </tr> <tr> <td>August 2016</td> <td>28</td> </tr> <tr> <td>September 2016</td> <td>31</td> </tr> </tbody> </table>	Month	Average Number of People	April 2016	36	May 2016	34	June 2016	22	July 2016	23	August 2016	28	September 2016	31	
Month	Average Number of People															
April 2016	36															
May 2016	34															
June 2016	22															
July 2016	23															
August 2016	28															
September 2016	31															

Performance Indicator	Performance	Notes														
Housing Options - Percentage of homeless cases prevented	<table border="1"> <caption>Percentage of Homeless Cases Prevented</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>50%</td> </tr> <tr> <td>May 2016</td> <td>45%</td> </tr> <tr> <td>June 2016</td> <td>50%</td> </tr> <tr> <td>July 2016</td> <td>40%</td> </tr> <tr> <td>August 2016</td> <td>49%</td> </tr> <tr> <td>September 2016</td> <td>40%</td> </tr> </tbody> </table>	Month	Percentage	April 2016	50%	May 2016	45%	June 2016	50%	July 2016	40%	August 2016	49%	September 2016	40%	<p>Quarter 1 April – 48 cases May – 48 cases June – 65 cases</p> <p>Quarter 2 July – 53 cases August – 57 cases September – 40 cases</p>
Month	Percentage															
April 2016	50%															
May 2016	45%															
June 2016	50%															
July 2016	40%															
August 2016	49%															
September 2016	40%															
Housing Options - Number of applications on the housing list	<table border="1"> <caption>Number of Applications on the Housing List</caption> <thead> <tr> <th>Month</th> <th>Number of Applications</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>1,342</td> </tr> <tr> <td>May 2016</td> <td>1,419</td> </tr> <tr> <td>June 2016</td> <td>1,520</td> </tr> <tr> <td>July 2016</td> <td>1,517</td> </tr> <tr> <td>August 2016</td> <td>1,496</td> </tr> <tr> <td>September 2016</td> <td>1,605</td> </tr> </tbody> </table>	Month	Number of Applications	April 2016	1,342	May 2016	1,419	June 2016	1,520	July 2016	1,517	August 2016	1,496	September 2016	1,605	
Month	Number of Applications															
April 2016	1,342															
May 2016	1,419															
June 2016	1,520															
July 2016	1,517															
August 2016	1,496															
September 2016	1,605															

Performance Indicator	Performance	Notes														
Housing Options - Average processing time for applicants on the housing list (days)	 <table border="1" data-bbox="510 252 1361 778"> <thead> <tr> <th>Month</th> <th>Average processing time (days)</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>26</td> </tr> <tr> <td>May 2016</td> <td>19</td> </tr> <tr> <td>June 2016</td> <td>20</td> </tr> <tr> <td>July 2016</td> <td>17</td> </tr> <tr> <td>August 2016</td> <td>21</td> </tr> <tr> <td>September 2016</td> <td>17</td> </tr> </tbody> </table>	Month	Average processing time (days)	April 2016	26	May 2016	19	June 2016	20	July 2016	17	August 2016	21	September 2016	17	<p>These figures are calculated from when the application is initially received until it going live on the system.</p> <p>The figures below detail the average time from when all of the documents have been received to the application being live on the system:</p> <p>July – 2 days August – 0.6 days September – 1 day</p>
Month	Average processing time (days)															
April 2016	26															
May 2016	19															
June 2016	20															
July 2016	17															
August 2016	21															
September 2016	17															
Housing Strategy - Long term empty homes brought back into use	 <table border="1" data-bbox="510 794 1361 1321"> <thead> <tr> <th>Quarter</th> <th>Number of homes</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>4</td> </tr> <tr> <td>Q2 2016/17</td> <td>21</td> </tr> </tbody> </table>	Quarter	Number of homes	Q1 2016/17	4	Q2 2016/17	21	<p>The annual target is 70 properties.</p> <p>A further 28 long-term empty homes are due to be made ready for occupation during Q3 (16/17). This includes 3 further properties improved through the Shepway NUE Plus scheme. The other 25 have been improved as a result of intervention action by the council, but with resources provided through the Kent No Use Empty scheme and through investment by the property owners.</p>								
Quarter	Number of homes															
Q1 2016/17	4															
Q2 2016/17	21															

Performance Indicator	Performance	Notes						
Housing Strategy - Council new builds to start on site	 <table border="1"> <caption>Performance Data for Council new builds to start on site</caption> <thead> <tr> <th>Quarter</th> <th>Performance</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>0</td> </tr> <tr> <td>Q2 2016/17</td> <td>0</td> </tr> </tbody> </table>	Quarter	Performance	Q1 2016/17	0	Q2 2016/17	0	<p>The annual target is 35 properties.</p> <p>The Council has schemes in place and 41 homes are due to start on site during 16/17.</p>
Quarter	Performance							
Q1 2016/17	0							
Q2 2016/17	0							
Housing Strategy - HRA property acquisitions completed	 <table border="1"> <caption>Performance Data for HRA property acquisitions completed</caption> <thead> <tr> <th>Quarter</th> <th>Performance</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>1</td> </tr> <tr> <td>Q2 2016/17</td> <td>1</td> </tr> </tbody> </table>	Quarter	Performance	Q1 2016/17	1	Q2 2016/17	1	<p>The annual target is 10 properties.</p> <p>A further 9 properties are currently being acquired by the council</p>
Quarter	Performance							
Q1 2016/17	1							
Q2 2016/17	1							

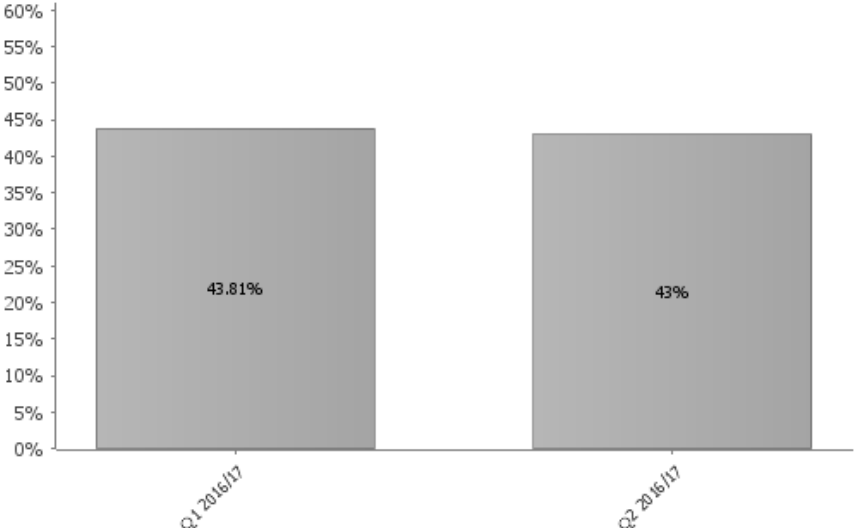
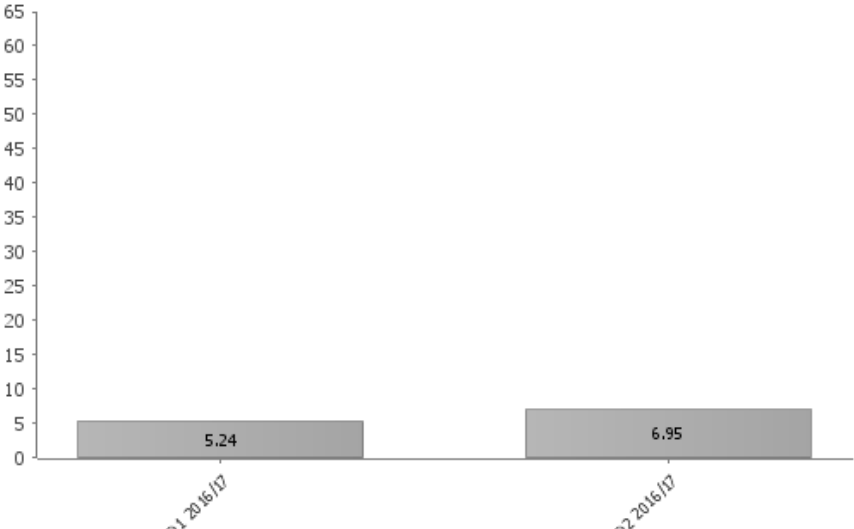
Performance Indicator	Performance	Notes						
Housing Strategy - Additional affordable homes delivered in the district by the council and its partner agencies	 <table border="1"> <caption>Performance Data for Additional Affordable Homes</caption> <thead> <tr> <th>Quarter</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>3</td> </tr> <tr> <td>Q2 2016/17</td> <td>16</td> </tr> </tbody> </table>	Quarter	Count	Q1 2016/17	3	Q2 2016/17	16	<p>The annual target is 80 properties.</p> <p>A further 70 affordable homes are due to be completed during 2016/17.</p>
Quarter	Count							
Q1 2016/17	3							
Q2 2016/17	16							
Housing Strategy - Homes provided in the district for low cost home ownership	 <table border="1"> <caption>Performance Data for Low Cost Home Ownership</caption> <thead> <tr> <th>Quarter</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>2</td> </tr> <tr> <td>Q2 2016/17</td> <td>4</td> </tr> </tbody> </table>	Quarter	Count	Q1 2016/17	2	Q2 2016/17	4	<p>The annual target is 32 properties.</p> <p>Based on the proposed starts on site for 16/17, the council is on track to meet this target.</p>
Quarter	Count							
Q1 2016/17	2							
Q2 2016/17	4							

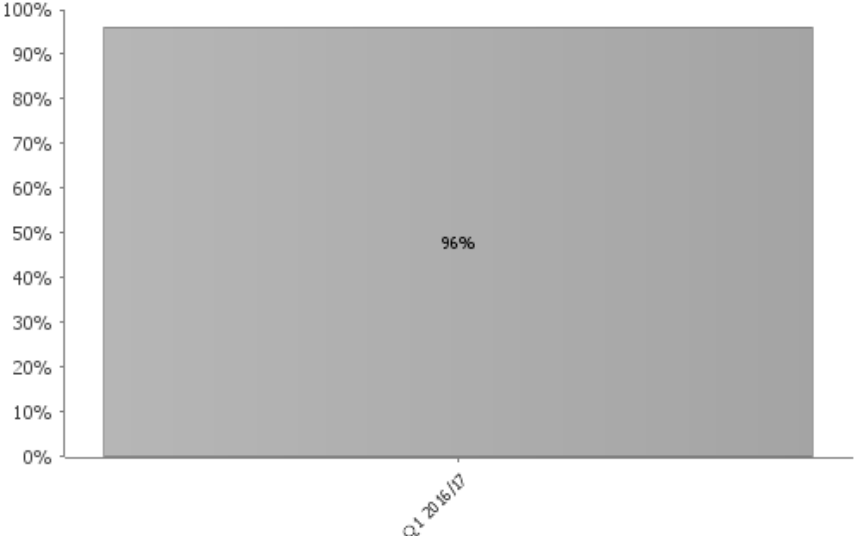
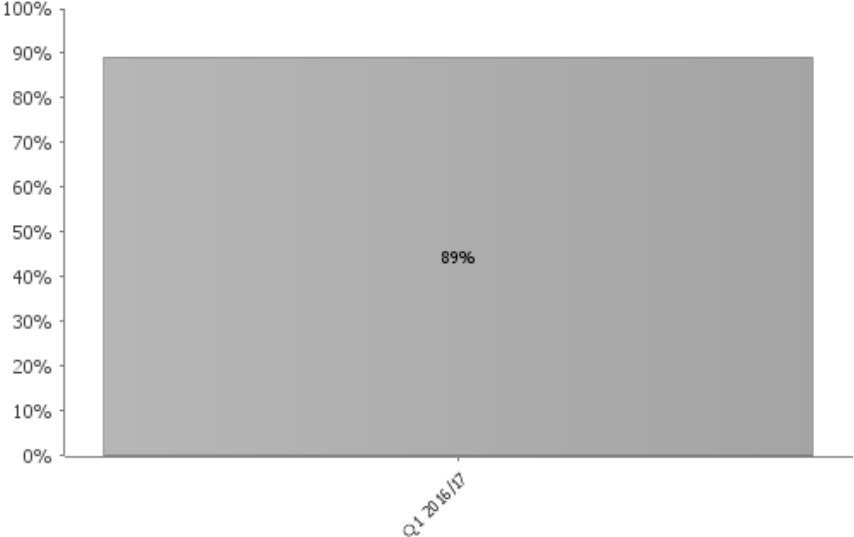
Performance Indicator	Performance	Notes
Housing Strategy - Private sector homes improved as a result of intervention by the council and its partner agencies	 <p>A bar chart with a vertical axis from 0 to 150 in increments of 25. The horizontal axis has two categories: 'Q1 2016/17' and 'Q2 2016/17'. The bar for Q1 2016/17 reaches the 75 mark and is labeled '74'. The bar for Q2 2016/17 reaches the 25 mark and is labeled '28'.</p>	The annual target is 120 properties, year to date 102 properties have been improved.
Lifeline - Number of calls answered within 60 seconds	 <p>A line chart with a vertical axis from 0% to 100% in 10% increments. The horizontal axis shows months from April 2016 to September 2016. A blue line represents the percentage of calls answered within 60 seconds, with data points: April (98.7%), May (99%), June (98.2%), July (97.8%), August (98.2%), and September (97.7%). A horizontal blue line at the 99% mark is labeled 'Target (Months)'.</p>	Number of calls:- April – 5,427 May – 5,749 June – 6,014 July – 5,939 August – 5,814 September – 6,006

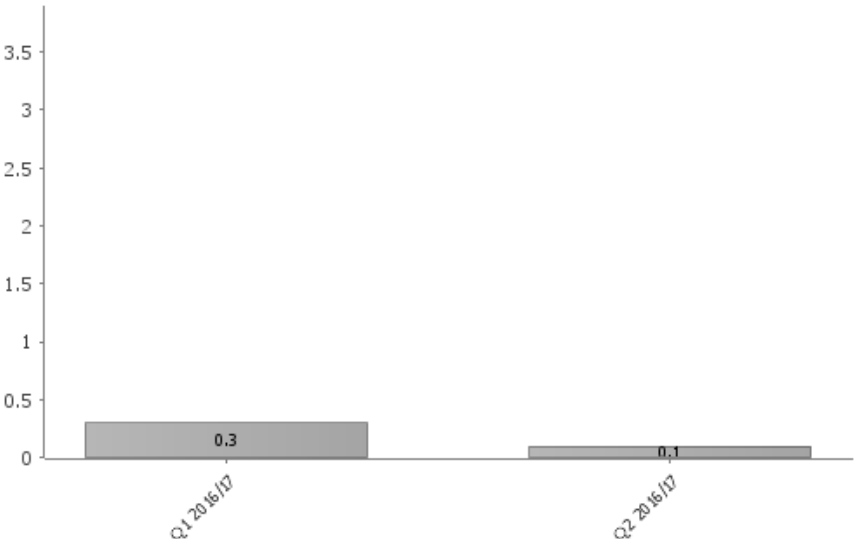
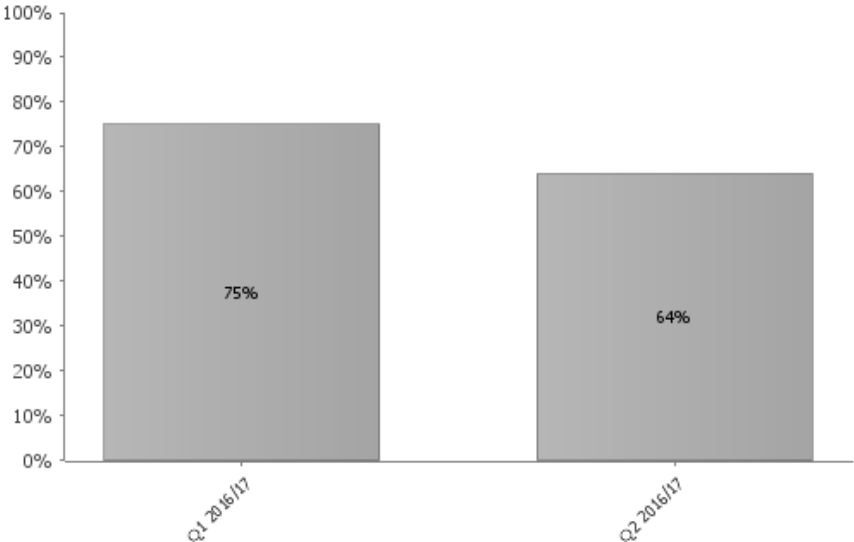
Performance Indicator	Performance	Notes														
Lifeline - Number of calls answered within 180 seconds	<table border="1"> <caption>Performance Data for Lifeline - Number of calls answered within 180 seconds</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>99.9%</td> </tr> <tr> <td>May 2016</td> <td>100%</td> </tr> <tr> <td>June 2016</td> <td>100%</td> </tr> <tr> <td>July 2016</td> <td>100%</td> </tr> <tr> <td>August 2016</td> <td>100%</td> </tr> <tr> <td>September 2016</td> <td>99.7%</td> </tr> </tbody> </table>	Month	Performance (%)	April 2016	99.9%	May 2016	100%	June 2016	100%	July 2016	100%	August 2016	100%	September 2016	99.7%	Number of calls: April – 5,506 May – 5,814 June – 6,105 July – 6,063 August – 5,932 September – 6,155
Month	Performance (%)															
April 2016	99.9%															
May 2016	100%															
June 2016	100%															
July 2016	100%															
August 2016	100%															
September 2016	99.7%															
Parking - Number of PCN's issued	<table border="1"> <caption>Performance Data for Parking - Number of PCN's issued</caption> <thead> <tr> <th>Month</th> <th>Number of PCN's</th> </tr> </thead> <tbody> <tr> <td>April 2016</td> <td>1,616</td> </tr> <tr> <td>May 2016</td> <td>1,772</td> </tr> <tr> <td>June 2016</td> <td>1,675</td> </tr> <tr> <td>July 2016</td> <td>1,968</td> </tr> <tr> <td>August 2016</td> <td>1,897</td> </tr> <tr> <td>September 2016</td> <td>1,928</td> </tr> </tbody> </table>	Month	Number of PCN's	April 2016	1,616	May 2016	1,772	June 2016	1,675	July 2016	1,968	August 2016	1,897	September 2016	1,928	The number of notices issued is monitored by the Transportation Manager.
Month	Number of PCN's															
April 2016	1,616															
May 2016	1,772															
June 2016	1,675															
July 2016	1,968															
August 2016	1,897															
September 2016	1,928															

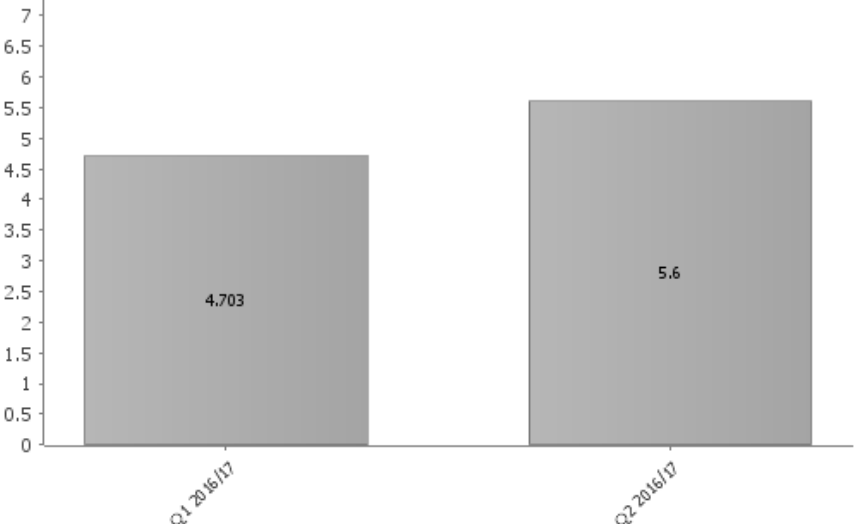
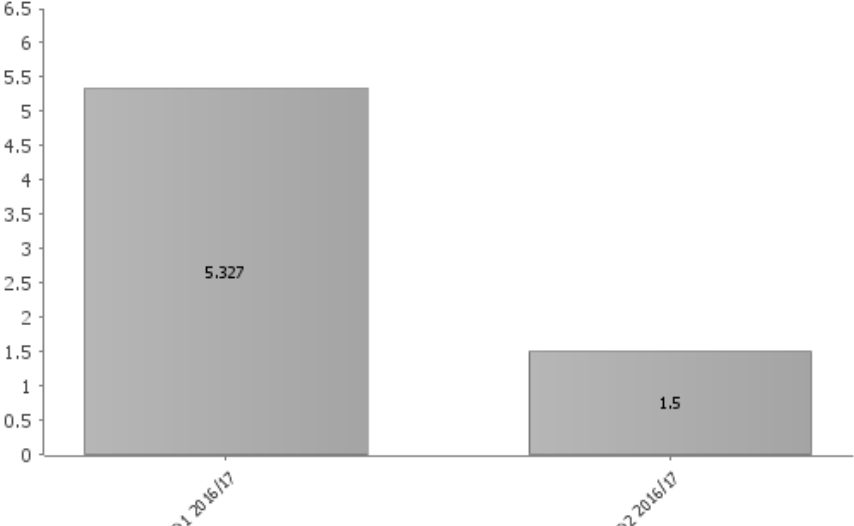
Performance Indicator	Performance	Notes						
Parking - British vehicle PCN recovery rate	<p>A bar chart with a vertical axis from 0% to 90% in 10% increments. The horizontal axis has two categories: Q1 2016/17 and Q2 2016/17. The bar for Q1 2016/17 reaches 52.85% and the bar for Q2 2016/17 reaches 62.5%.</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Recovery Rate</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>52.85%</td> </tr> <tr> <td>Q2 2016/17</td> <td>62.5%</td> </tr> </tbody> </table>	Quarter	Recovery Rate	Q1 2016/17	52.85%	Q2 2016/17	62.5%	Annual target is 70%. The quarter 1 figure was for all vehicles.
Quarter	Recovery Rate							
Q1 2016/17	52.85%							
Q2 2016/17	62.5%							
Parking - Foreign vehicle PCN recovery rate	<p>A bar chart with a vertical axis from 0% to 90% in 10% increments. The horizontal axis has two categories: Q1 2016/17 and Q2 2016/17. The bar for Q1 2016/17 is at 0% and the bar for Q2 2016/17 reaches 39.2%.</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Recovery Rate</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>0%</td> </tr> <tr> <td>Q2 2016/17</td> <td>39.2%</td> </tr> </tbody> </table>	Quarter	Recovery Rate	Q1 2016/17	0%	Q2 2016/17	39.2%	Recovery procedures are in place; however it is difficult to recover monies from foreign drivers.
Quarter	Recovery Rate							
Q1 2016/17	0%							
Q2 2016/17	39.2%							

Performance Indicator	Performance	Notes						
Planning - % of major planning applications to be determined within statutory period	<p>A bar chart with a vertical axis from 0% to 100% in 10% increments. The horizontal axis has two categories: 'Q1 2016/17' and 'Q2 2016/17'. The bar for Q1 2016/17 reaches the 69.23% mark, and the bar for Q2 2016/17 reaches the 90.91% mark.</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>69.23%</td> </tr> <tr> <td>Q2 2016/17</td> <td>90.91%</td> </tr> </tbody> </table>	Quarter	Performance (%)	Q1 2016/17	69.23%	Q2 2016/17	90.91%	Target is 50% July – 100% August – 100% September – 50%
Quarter	Performance (%)							
Q1 2016/17	69.23%							
Q2 2016/17	90.91%							
Planning - % of non major planning applications to be determined within statutory period	<p>A bar chart with a vertical axis from 0% to 90% in 10% increments. The horizontal axis has two categories: 'Q1 2016/17' and 'Q2 2016/17'. The bar for Q1 2016/17 reaches the 86.27% mark, and the bar for Q2 2016/17 reaches the 61.4% mark.</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>86.27%</td> </tr> <tr> <td>Q2 2016/17</td> <td>61.4%</td> </tr> </tbody> </table>	Quarter	Performance (%)	Q1 2016/17	86.27%	Q2 2016/17	61.4%	Target is 70% July – 59.26% August – 92.86% September – 62.50%
Quarter	Performance (%)							
Q1 2016/17	86.27%							
Q2 2016/17	61.4%							

Performance Indicator	Performance	Notes						
Waste Contract - Percentage of household waste recycled	 <table border="1"> <caption>Percentage of household waste recycled</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>43.81%</td> </tr> <tr> <td>Q2 2016/17</td> <td>43%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1 2016/17	43.81%	Q2 2016/17	43%	<p>Target is 47%</p> <p>July – 41.8% August – 44.56% September – 44.0%</p>
Quarter	Percentage							
Q1 2016/17	43.81%							
Q2 2016/17	43%							
Waste Contract - Number of missed collections per 100,000	 <table border="1"> <caption>Number of missed collections per 100,000</caption> <thead> <tr> <th>Quarter</th> <th>Number of missed collections per 100,000</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>5.24</td> </tr> <tr> <td>Q2 2016/17</td> <td>6.95</td> </tr> </tbody> </table>	Quarter	Number of missed collections per 100,000	Q1 2016/17	5.24	Q2 2016/17	6.95	<p>Target is 50</p> <p>July – 5.71 August – 6.96 September – 8.18</p>
Quarter	Number of missed collections per 100,000							
Q1 2016/17	5.24							
Q2 2016/17	6.95							

Performance Indicator	Performance	Notes				
Waste Contract - Percentage of streets surveyed clear of litter within the district	 <p>A bar chart with a vertical axis from 0% to 100% in 10% increments. A single grey bar represents the performance for Q1 2016/17, reaching the 96% mark. The label '96%' is placed inside the bar, and 'Q1 2016/17' is written below the x-axis.</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>96%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1 2016/17	96%	This figure is reported every 4 months, the next one being due in December and will therefore be included in the next quarterly report.
Quarter	Percentage					
Q1 2016/17	96%					
Waste Contract - Percentage of streets surveyed clear of detritus within the district	 <p>A bar chart with a vertical axis from 0% to 100% in 10% increments. A single grey bar represents the performance for Q1 2016/17, reaching the 89% mark. The label '89%' is placed inside the bar, and 'Q1 2016/17' is written below the x-axis.</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>89%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1 2016/17	89%	This figure is reported every 4 months, the next one being due in December and will therefore be included in the next quarterly report.
Quarter	Percentage					
Q1 2016/17	89%					

Performance Indicator	Performance	Notes						
<p>Waste Contract - No of days to remove fly tipped waste on public land once reported</p>	 <table border="1"> <caption>Performance Data for Fly Tipped Waste</caption> <thead> <tr> <th>Quarter</th> <th>Performance Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>0.3</td> </tr> <tr> <td>Q2 2016/17</td> <td>0.1</td> </tr> </tbody> </table>	Quarter	Performance Value	Q1 2016/17	0.3	Q2 2016/17	0.1	<p>There were 358 Instances of fly tipped waste during quarter 2.</p>
Quarter	Performance Value							
Q1 2016/17	0.3							
Q2 2016/17	0.1							
<p>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</p>	 <table border="1"> <caption>Performance Data for Missed Bin Returns</caption> <thead> <tr> <th>Quarter</th> <th>Performance Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>75%</td> </tr> <tr> <td>Q2 2016/17</td> <td>64%</td> </tr> </tbody> </table>	Quarter	Performance Value	Q1 2016/17	75%	Q2 2016/17	64%	<p>Target is 100%</p> <p>The number of bins returned to empty is still being reported incorrectly and is currently being verified with Veolia.</p>
Quarter	Performance Value							
Q1 2016/17	75%							
Q2 2016/17	64%							

Performance Indicator	Performance	Notes						
Waste Contract - Average number of days to respond to requests for unwanted bulky waste collections	 <table border="1" data-bbox="510 252 1361 778"> <thead> <tr> <th>Quarter</th> <th>Average Number of Days</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>4.703</td> </tr> <tr> <td>Q2 2016/17</td> <td>5.6</td> </tr> </tbody> </table>	Quarter	Average Number of Days	Q1 2016/17	4.703	Q2 2016/17	5.6	<p>Target is 5 days</p> <p>There were 413 Bulky collections in Quarter 2.</p> <p>Bulky waste collection dates are selected by the resident when payment is made and not due to the contractor not collecting the item in time.</p>
Quarter	Average Number of Days							
Q1 2016/17	4.703							
Q2 2016/17	5.6							
Waste Contract - Average number of hours to remove offensive graffiti in public places	 <table border="1" data-bbox="510 794 1361 1321"> <thead> <tr> <th>Quarter</th> <th>Average Number of Hours</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>5.327</td> </tr> <tr> <td>Q2 2016/17</td> <td>1.5</td> </tr> </tbody> </table>	Quarter	Average Number of Hours	Q1 2016/17	5.327	Q2 2016/17	1.5	<p>Target is 4 hours</p> <p>There were 3 instances of offensive graffiti during quarter 2.</p>
Quarter	Average Number of Hours							
Q1 2016/17	5.327							
Q2 2016/17	1.5							