Appendix 3

Appendix 3	TIME DEDICE	T400FT
PERFORMANCE INDICATOR BENEFITS	TIME PERIOD	TARGET
Average number of days taken to process new claims for Housing Benefit	Monthly	18
	Monthly	10
Average number of days to process new claims for Housing Benefit from the date complete evidence is received.	Monthly	10
Average number of days taken to process change of circumstances for Housing Benefit	Monthly	10
Average number of days taken to process change of circumstances for Housing Benefit from the date complete	Worlding	10
evidence is received.	Monthly	7
Average number of days taken to process new claims for Council Tax Reduction	Monthly	18
Average number of days taken to process new dams to obtain that reduction	Monthly	10
BUILDING CONTROL	Wioriumy	10
Number of building control applications received	Monthly	
Number of days taken to check full plans applications from receiving a valid application	Monthly	15 Days
Respond to Dangerous Structure notifications within 2 hours	Monthly	100%
Register and acknowledge Building Notices within 3 days	Monthly	90%
	Monthly	90% 80%
full plans application decisions issued within statutory time limits BUSINESS SUPPORT (LAURA)	WOTHIN	0070
` ,		
Planning and Building Control	NA Al- lo	4000/
nput planning & building control applications within 24 hours of receipt	Monthly	100%
og pre-app requests within 24 hours of receipt	Monthly	100%
cknowledge neighbour comments within 24 hours	Monthly	100%
ssue decisions the same day	Monthly	100%
Inswer all general enquiries within 20 working days	Monthly	100%
action amendments within 24 hours	Monthly	100%
Answer all LLC enquiries relating to Planning and Building Control within 5 working days	Monthly	100%
ocal Land Charges		4000/
Respond to all LLC searches within 10 working days	Monthly	100%
Private Sector Housing		
Carry out passport checks for DFG within 5 working days and once result received log on M3 within 2 working	Monthly	100%
lays		
Answer all LLC enquiries relating to Private Sector Housing within 5 working days	Monthly	100%
Revenues and Benefits		
ndexing for incoming post to be completed within 2 working days	Monthly	100%
lousing		
Applications/change of circumstance to be completed within 10 working days	Monthly	100%
Request for documentation to be sent within 10 working days	Monthly	100%
Removals cleared within 30 days after deadline	Monthly	100%
Parking		
Respond to all FPN challenges within 20 working days	Monthly	100%
ssue permit within 5 working days of receipt of application	Monthly	100%
icensing		
	Monthly	100%
	,	
Process new applications and renewals within 30 working days	Monthly	100%
Process new applications and renewals within 30 working days BUSINESS SUPPORT (SYSTEMS)	Monthly	
Process new applications and renewals within 30 working days BUSINESS SUPPORT (SYSTEMS) Revenue system correctly set up and billed correctly.	Monthly Annual	100%
Process new applications and renewals within 30 working days BUSINESS SUPPORT (SYSTEMS) Revenue system correctly set up and billed correctly. System availability	Monthly Annual Monthly	100% 99%
Process TENS applications within 24 hours Process new applications and renewals within 30 working days BUSINESS SUPPORT (SYSTEMS) Revenue system correctly set up and billed correctly. System availability New projects delivered Respond to system failures	Monthly Annual	100%

nspections - Food Hygiene % of premises rated 3 or above	Quarterly	95%
% of premises due for inspection, which are completed	Annual	95%
lumber of complaints about food premises investigated	Quarterly	<100
lealth and Safety - Corporate	Quarterly	100
lo of corporate accidents reported to Environment Health	Monthly	< 40
No of corporate accidents reported to Environment relation	Monthly	< 4
to of corporate accidents reported to the 13E for further investigation.	Quarterly	< 20
lealth and Safety	Quarterly	< 20
•	Quartarly	< 100 Riddor
lo of RIDDOR reports received	Quarterly	< 100 Complaints
lo of RIDDOR reports/complaints investigated by the Council (guarterly)	Quarterly	100 Complaints
1 1 3 7 11 37	Quarterly	
.icensing lo of Licensed Premises inspected (subject to training)	Monthly	>150
	Monthly	>100
No of Hackney Cabs and Private Hire Vehicles viewed	Monthly	
No of premises inspected under the Gaming Act	Monthly	tbc
lo of caravan sites inspected	Monthly	>20
lo of events logged on Event App	Monthly	>250
lo of licensed premises complaints investigated	Monthly	<100
OMMERCIAL UNIT		
CT Contract	M- 0.1	
Total no of incidents logged during the period.	Monthly	
lumber of incidents resolved during the period	Monthly	
lumber of incidents unresolved during the period.	Monthly	
6 of critical application availability	Monthly	
verage % of customers satisfied with service received.	Monthly	
ast Kent Housing		
verage time taken to re-let council dwellings exc major works	Quarterly	19 Days
Rent arrears as % of projected annual rental income	Quarterly	1.04%
6 of emergency repairs completed on time	Quarterly	98%
6 of routine repairs completed on time	Quarterly	90%
Creditors		
% of invoices paid within the agreed timescales	Quarterly	100% (30 Days)
eas Cliff Hall		
Ficket sales achieved	Annual	50,000
tythe Pool		ŕ
Annual income	Annual	£260K
COMMUNITY SAFETY & WELLBEING		
Number of supported community litter picks	Quarterly	24
Number of community volunteer hours	Quarterly	1200
Number of corporate social responsibility business volunteer hours	Quarterly	240
nvestigate and resolved ASB complaints	Quarterly	100
CPNWs issued for ASB related issues	Quarterly	24
CPNs issued for ASB related issues	Quarterly	6
PSPO Breaches by FPN/prosecution	Quarterly	10
Engagement	Quarterly	10
	0	24 primary E accorder
lumber of schools engaged in engagement/learning events	Quarterly	24 primary, 5 secondar
to the section the first terretal code to the section of the secti	Our and a releas	and 1 special school
Health and wellbeing targeted public awareness events	Quarterly	3
Member ward grants allocated	Annual	100%
COMPLAINTS AND FOI		
All standard FOI requests will be satisfactorily replied to within the statutory timeframe of 20 working days after	Monthly	100%
eceipt		
All subject access requests will be satisfactorily replied to within the statutory timeframe of 40 days	Monthly	100%
All complaints will be acknowledged within 5 days as required in the policy	Monthly	100%
Complainants will receive the appropriate stage response within 20 days as required in the policy	Monthly	100%
COMMUNICATIONS		
	Monthly	
lumber of articles in the press each month regarding SDC	Monthly	
lumber of articles in the press each month regarding SDC lumber of people reached through Social Media (Facebook and Twitter)		
lumber of articles in the press each month regarding SDC lumber of people reached through Social Media (Facebook and Twitter)	Monthly	
lumber of articles in the press each month regarding SDC lumber of people reached through Social Media (Facebook and Twitter) lumber of people engaged through Social Media e.g. Liked,retweeted,shared	Monthly Monthly	
Number of articles in the press each month regarding SDC Number of people reached through Social Media (Facebook and Twitter) Number of people engaged through Social Media e.g. Liked,retweeted,shared Number of new followers and likes on Social Media	Monthly	
Number of articles in the press each month regarding SDC Number of people reached through Social Media (Facebook and Twitter) Number of people engaged through Social Media e.g. Liked,retweeted,shared Number of new followers and likes on Social Media Number of visits to the Council's website		
Number of articles in the press each month regarding SDC Number of people reached through Social Media (Facebook and Twitter) Number of people engaged through Social Media e.g. Liked,retweeted,shared Number of new followers and likes on Social Media Number of visits to the Council's website CORPORATE DEBT	Monthly Monthly	97 50°4
Number of articles in the press each month regarding SDC Number of people reached through Social Media (Facebook and Twitter) Number of people engaged through Social Media e.g. Liked,retweeted,shared Number of new followers and likes on Social Media Number of visits to the Council's website CORPORATE DEBT Susiness Rates collection target is met	Monthly Monthly Monthly	97.50% 10%
Aumber of articles in the press each month regarding SDC Aumber of people reached through Social Media (Facebook and Twitter) Aumber of people engaged through Social Media e.g. Liked,retweeted,shared Aumber of new followers and likes on Social Media Aumber of visits to the Council's website CORPORATE DEBT Susiness Rates collection target is met Council Tax CTRS arrears target is met	Monthly Monthly Monthly Annual	10%
Aumber of articles in the press each month regarding SDC Aumber of people reached through Social Media (Facebook and Twitter) Alumber of people engaged through Social Media e.g. Liked,retweeted,shared Aumber of new followers and likes on Social Media Aumber of visits to the Council's website CORPORATE DEBT Business Rates collection target is met Council Tax CTRS arrears target is met Business Rates and Council Tax arrears reduction	Monthly Monthly Monthly Annual Annual	10% 15%
Aumber of articles in the press each month regarding SDC Jumber of people reached through Social Media (Facebook and Twitter) Jumber of people engaged through Social Media e.g. Liked,retweeted,shared Jumber of new followers and likes on Social Media Jumber of visits to the Council's website CORPORATE DEBT Business Rates collection target is met Jouncil Tax CTRS arrears target is met Jounsies Rates and Council Tax arrears reduction Reduction in Housing Benefit Overpayment arrears	Monthly Monthly Monthly Annual Annual Annual	10% 15% 15%
Aumber of articles in the press each month regarding SDC Aumber of people reached through Social Media (Facebook and Twitter) Alumber of people engaged through Social Media e.g. Liked,retweeted,shared Aumber of new followers and likes on Social Media Aumber of visits to the Council's website CORPORATE DEBT Business Rates collection target is met Council Tax CTRS arrears target is met Business Rates and Council Tax arrears reduction	Monthly Monthly Monthly Annual Annual	10% 15%

Opportunitas - net income retained Opportunitas - number of quotations given Opportunitas - number of quotations accepted	Monthly Annual Annual Monthly Annual Monthly Annual Annual Annual Annual Annual Annual Monthly Monthly	80% 1% 2% 3 minutes 10% 90% Two successful application At least two At least two At least 10 employees seen. A 10% increase in visitors accessing the site 90% 60 100% 330 280 50 2800hrs (234 pm)
Reduce dissuaded calls Average wait time for calls (except at peak times) norease of self serve transactions (compared to 2016/17) Customers seen within 10 minutes of an appointment ECONOMIC DEVELOPMENT Apply for external funding. nivestment in SDC area scheme Delivery of business accommodation scheme. Delivery of the engagement programme to key employers Folkestone.works website ELECTORAL SERVICES Achieve a 90% return rate on household enquiry forms returned during the annual canvass ENVIRONMENTAL PROTECTION Pollution Control Number of enforcement notices served (i.e. EPA section 79 - Abatement Notices, CPN, PDPA, COPA) Compliant air quality monitoring sites Dog Control Stray dogs found Stray dogs successfully returned to owner Enforcement Fixed Penalty Notices issued Enviro Crime Patrol hours (dog fouling & littering) Percentage of successful legal prosecutions against number of prosecution files passed to Legal Warning Letters Issued (EE and EP service combined) SRONINDS MAINTENANCE Maintain a 4+ rating on trip advisor for the Coastal Park 5 % increase on volunteer hours Opportunitas - net income retained Opportunitas - number of quotations given Opportunitas - number of quotations given Opportunitas - number of quotations accepted Opportunitas - number of prosecution made within 33 days Average number of households in temporary accommodation Of which how many families	Annual Monthly Annual Annual Annual Annual Annual Annual Annual Monthly Monthly Monthly Monthly Monthly Monthly Monthly Monthly Monthly	2% 3 minutes 10% 90% Two successful application At least two At least two At least 10 employees seen. A 10% increase in visitors accessing the site 90% 60 100% 330 280 50 2800hrs (234 pm)
Average wait time for calls (except at peak times) Customers seen within 10 minutes of an appointment CONOMIC DEVELOPMENT Apply for external funding. Apply for external funding. Delivery of business accommodation scheme. Delivery of business accommodation scheme. Delivery of the engagement programme to key employers Folkestone.works website ELECTORAL SERVICES Achieve a 90% return rate on household enquiry forms returned during the annual canvass ENVIRONMENTAL PROTECTION Pollution Control Number of enforcement notices served (i.e. EPA section 79 - Abatement Notices, CPN, PDPA, COPA) Compliant air quality monitoring sites Dog Control Stray dogs found Stray dogs successfully returned to owner Enforcement Evide Penalty Notices issued Enviro Crime Patrol hours (dog fouling & littering) Percentage of successful legal prosecutions against number of prosecution files passed to Legal Warning Letters Issued (EE and EP service combined) BROUNDS MAINTENANCE Maintain a 4+ rating on trip advisor for the Coastal Park 5% increase on volunteer hours Opportunitas - value of works invoiced Opportunitas - value of works invoiced Opportunitas - number of quotations given Opportunitas - number of quotations given Opportunitas - number of quotations given Opportunitas - number of quotations accepted Opportunitas - number of puotations accepted Opportunitas - number of puotations accepted Opportunitas - number of contents served Housing Options Mumber of homeless decisions made Mumber of homeless decisions made within 33 days Average number of households in temporary accommodation Of which how many families Of which how many families	Monthly Annual Monthly Annual Annual Annual Annual Annual Monthly Monthly Monthly Monthly Monthly Monthly Monthly Monthly Monthly	3 minutes 10% 90% Two successful application At least two At least two At least 10 employees seen. A 10% increase in visitors accessing the site 90% 60 100% 330 280 50 2800hrs (234 pm)
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Compliant air quality monitoring sites Dog Control Stray dogs found Stray dogs successfully returned to owner Enforcement Eixed Penalty Notices issued Enviro Crime Patrol hours (dog fouling & littering) Percentage of successful legal prosecutions against number of prosecution files passed to Legal Warning Letters Issued (EE and EP service combined) SROUNDS MAINTENANCE Maintain a 4+ rating on trip advisor for the Coastal Park 5 % increase on volunteer hours Dipportunitas - value of works invoiced Dipportunitas - net income retained Dipportunitas - number of quotations given Dipportunitas - number of quotations accepted Dipportunitas - number of clients served HOUSING OPTIONS Number of homeless decisions made Number of decisions made within 33 days Average number of days to complete homeless decisions Average number of households in temporary accommodation Of which how many families Of which how many families over 6 weeks	Annual Monthly Monthly Monthly Monthly Monthly Monthly	100% 330 280 50 2800hrs (234 pm)
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Enviro Crime Patrol hours (dog fouling & littering) Percentage of successful legal prosecutions against number of prosecution files passed to Legal Warning Letters Issued (EE and EP service combined) SEROUNDS MAINTENANCE Alaintain a 4+ rating on trip advisor for the Coastal Park 5 % increase on volunteer hours Deportunitas - value of works invoiced Deportunitas - number of quotations given Deportunitas - number of quotations accepted Deportunitas - number of clients served HOUSING OPTIONS Jumber of homeless decisions made Aumber of decisions made within 33 days Average number of days to complete homeless decisions Average number of households in temporary accommodation Def which how many families Def which how many families over 6 weeks	Monthly Monthly	2800hrs (234 pm)
Enviro Crime Patrol hours (dog fouling & littering) Percentage of successful legal prosecutions against number of prosecution files passed to Legal Warning Letters Issued (EE and EP service combined) SEROUNDS MAINTENANCE Alaintain a 4+ rating on trip advisor for the Coastal Park is increase on volunteer hours Opportunitas - value of works invoiced Opportunitas - number of quotations given Opportunitas - number of quotations accepted Opportunitas - number of clients served HOUSING OPTIONS Number of homeless decisions made Number of decisions made within 33 days Number of days to complete homeless decisions Neverage number of households in temporary accommodation Of which how many families Of which how many families over 6 weeks	Monthly Monthly	2800hrs (234 pm)
Percentage of successful legal prosecutions against number of prosecution files passed to Legal Warning Letters Issued (EE and EP service combined) BROUNDS MAINTENANCE Admintain a 4+ rating on trip advisor for the Coastal Park is increase on volunteer hours Deportunitas - value of works invoiced Deportunitas - net income retained Deportunitas - number of quotations given Deportunitas - number of quotations accepted Deportunitas - number of clients served Deportunitas - number of clients served IOUSING OPTIONS Jumber of homeless decisions made Jumber of decisions made within 33 days Average number of days to complete homeless decisions Average number of households in temporary accommodation of which how many families Def which how many families over 6 weeks	Monthly	
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Opportunitas - value of works invoiced Opportunitas - net income retained Opportunitas - number of quotations given Opportunitas - number of quotations accepted Opportunitas - number of clients served Opportunitas - number of homeless decisions made Opportunitas - number of homeless decisions made Opportunitas - number of days to complete homeless decisions Opportunitas - number of households in temporary accommodation Opportunitas - number of quotations accepted Opportunitas - number of households in temporary accommodation Opportunitas - number of households in temporary accommodation Opportunitas - number of days to complete homeless decisions Opportunitas - number of households in temporary accommodation Opportunitas - number	Annual	3500
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Opportunitas - number of clients served HOUSING OPTIONS Number of homeless decisions made Number of homeless decisions made within 33 days Average number of days to complete homeless decisions Average number of households in temporary accommodation Of which how many families Of which how many families over 6 weeks	Quarterly	150
Number of homeless decisions made Number of decisions made within 33 days Nuerage number of days to complete homeless decisions Nuerage number of households in temporary accommodation Of which how many families Of which how many families over 6 weeks	Quarterly	150
Number of decisions made within 33 days Average number of days to complete homeless decisions Average number of households in temporary accommodation Of which how many families Of which how many families over 6 weeks		
Average number of days to complete homeless decisions Average number of households in temporary accommodation Of which how many families Of which how many families over 6 weeks	Monthly	66
Average number of days to complete homeless decisions Average number of households in temporary accommodation Of which how many families Of which how many families over 6 weeks	Monthly	46
Average number of households in temporary accommodation Of which how many families Of which how many families over 6 weeks	Monthly	25
Of which how many families Of which how many families over 6 weeks	Monthly	35
	Monthly	6
Of which how many 16/17 year olds	Monthly	0
	Monthly	0
Of which how many 16/17 year old over 6 weeks	Monthly	0
verage length of stay for families in B & B	Monthly	6 weeks
werage length of stay for singles in B & B	Monthly	8 weeks
lumber of homeless approaches	Monthly	300
lumber of homeless approaches prevented including advice	Monthly	125
s of homeless prevented	Monthly	50%
verage processing time for applicants on the housing list		8 working days
overage number of working days to provide a Housing Options interview for anyone who is threatened with	IVIOLITIA	5 working days
nomelessness within 2 months	Monthly Monthly	
OUSING STRATEGY	Monthly	
ong-term empty homes brought back into use		
Council new builds/acquisitions completed	Monthly	70
Additional affordable homes delivered in the district by the council and its partner agencies	Monthly Annual	70 20
Affordable homes provided in the district for low cost home ownership	Monthly	20
Private sector homes improved as a result of intervention by the council and its partner agencies	Monthly Annual Annual	

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succession planning / talent management reviews with Heads of Service	Annual	2 per HoS
Completion of performance reviews for relevant staff	Annual	100%
_M Level 3 qualification (Ashford)	Annual	95% pass rate
_M Level 3 qualification (Dover x 2 cohorts)	Annual	95% pass rate
_M Level 5 qualification (Dover)	Annual	95% pass rate
_M Level 5 qualification (Thanet)	Annual	95% pass rate
successful completion of the ILM L3 & L5 external verification assessments	Annual	100%
evelopment sessions for middle managers & team leaders on Leadership and Management	Annual	6 sessions
compliance with mandatory / statutory training (eg safeguarding, prevention or radicalism & terrorism)	Annual	100%
oft skills development sessions for all staff	Annual	4 sessions
Innual staff survey Net Promoter score increases	Annual	-25
lumber of days absence per employee	Monthly	Less than 7 days per employee
staff paid on time and correctly	Monthly	100%
televant staff completing DBS checks	Annual	100%
televant staff evidencing DBS certificate to HR	Annual	100%
AND AND PROPERTY		
tent reviews completed	Quarterly	100%
sset condition surveys completed	Quarterly	100%
l'anned maintenance work completed	Quarterly	100%
IFELINE	Quarterly	10070
	Monthly	07 50%
lumber of calls answered within 60 seconds	Monthly	97.50%
lumber of calls answered within 180 seconds	Monthly	100%
Irgent lifeline referrals installed within 2 days	Monthly	90%
lon-urgent lifeline referrals installed within 5 days	Monthly	90%
Irgent lifeline repairs carried out within 24 hours	Monthly	90%
lon-urgent lifeline repairs carried out within 5 days	Monthly	90%
ARKING		
Gross income per off-street parking space	Annual	£500
Pross income per on-street parking space	Annual	£520
car park usage expressed as a percentage of capacity	Quarterly	10%
lumber of PCNs issued	Monthly	16,500
tritish vehicle PCN recovery rate	Quarterly	70%
oriegn vehicle PCN recovery rate	Quarterly	50%
LANNING	,	
6 of major planning applications to be determined within statutory period	Quarterly	50%
of non-major planning applications to be determined within statutory period	Quarterly	70%
6 of other planning applications to be determined within statutory period	Quarterly	85%
lational threshold for quality of decisions on applications for major development to be met or exceeded	Quarterly	Currently no more than
	·	20% of decisions
Proposed national threshold for quality of decisions on applications for non major development to be met or xceeded Preaches of planning control complaints acknowledged within 2 working days of receipt complainant notified of how council intends to deal with breach of planning control complaint within 20	Quarterly Quarterly	overturned at appeal, proposed to be 10% Proposed to be no more than 10-20% of decisions overturned at appeal 80%
xceeded	Quarterly Quarterly	overturned at appeal, proposed to be 10% Proposed to be no more than 10-20% of decisions overturned at appeal
xceeded Greaches of planning control complaints acknowledged within 2 working days of receipt Complainant notified of how council intends to deal with breach of planning control complaint within 20 Forking days of receipt Vritten request for pre application advice acknowledged within 4 working days Vritten request for pre application advice not requiring a meeting to be sent a full written response within 20	,	overturned at appeal, proposed to be 10% Proposed to be no more than 10-20% of decisions overturned at appeal 80%
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