

Appendix 4

PERFORMANCE INDICATOR	TIME PERIOD	TARGET
BENEFITS		
Average number of days taken to process new claims for Housing Benefit	Monthly	18
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 to process change of circumstances for Housing Benefit from the date complete evidence is received.	Monthly	7
Average number of days taken to process new claims for Council Tax Reduction	Monthly	18
Average number of days taken to process change of circumstances for Council Tax Reduction	Monthly	10
BUILDING CONTROL		
Number of days taken to check full plans applications from receiving a valid application	Monthly	15 Days
BUSINESS SUPPORT		
Local Land Charges		
Respond to all LLC searches within 10 working days	Monthly	10 working days
Parking		
Respond to all FPN challenges within 20 working days	Monthly	20 working days
Licensing		
Process TENS applications within 24 hours	Monthly	100%
Process new applications and renewals within 30 working days	Monthly	10 working days
COMMERCIAL AND LICENSING		
Inspections - Food Hygiene		
% of premises rated 3 or above	Quarterly	95%
% of premises due for inspection, which are completed	Annual	95%
Number of complaints about food premises investigated	Monthly	<100
Licensing		
No of Licensed Premises inspected (subject to training)	Monthly	Tbc
No of caravan sites inspected	Monthly	tbc
No of licensed premises complaints investigated	Monthly	tbc
COMMERCIAL UNIT		
East Kent Housing		
Average time taken to re-let council dwellings exc major works	Quarterly	19 Days
% of emergency repairs completed on time	Quarterly	98%
% of routine repairs completed on time	Quarterly	90%
Creditors		
% of invoices paid within the agreed timescales	Quarterly	100% (30 Days)
COMMUNITY SAFETY		
CPN Notices issued for ASB related issues	Quarterly	6
PSPO Breaches by FPN/Prosecution	Quarterly	10
CPNWs issued for ASB related issues	Quarterly	24
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
COMPLAINTS AND FOI		
All standard FOI requests will be satisfactorily replied to within the statutory timeframe of 20 working days after receipt	Monthly	100%
All subject access requests will be satisfactorily replied to within the statutory timeframe of 40 days	Monthly	100%
All complaints will be acknowledged within 5 days as required in the policy	Monthly	100%
CORPORATE DEBT		
Business Rates collection target is met	Annual	97.50%
CUSTOMER SERVICES		
Calls served (versus volumes of calls received)	Monthly	80%
Reduce abandoned calls	Annual	1%
Reduce dissuaded calls	Annual	2%
Average wait time for calls (except at peak times)	Monthly	3 minutes
Increase of self serve transactions (compared to 2016/17)	Annually	10%
Customers seen within 10 minutes of an appointment	Monthly	90%

ENVIRONMENTAL PROTECTION		
Pollution Control		
Number of enforcement notices served (i.e. EPA section 79 - Abatement Notices, CPN, PDPA, COPA)	Monthly	60
Compliant air quality monitoring sites	Annual	100%
Dog Control		
Stray dogs found	Monthly	330
Stray dogs successfully returned to owner	Monthly	280
Enforcement		
Fixed Penalty Notices issued	Monthly	20
Enviro Crime Patrol hours (dog fouling & littering)	Monthly	2800hrs
Percentage of successful legal prosecutions against number of prosecution files passed to Legal	Monthly	
Warning Letters Issued (EE and EP service combined)	Monthly	240
HOUSING OPTIONS		
Number of homeless decisions made	Monthly	40
Average number of people in temporary accommodation	Monthly	35
Of which how many families	Monthly	6
Of which how many families over 6 weeks	Monthly	0
Of which how many 16/17 year olds	Monthly	0
Of which how many 16/17 year old over 6 weeks	Monthly	0
Average length of stay for families in B & B	Monthly	6 weeks
Average length of stay for singles in B & B	Monthly	8 weeks
HOUSING STRATEGY		
Long-term empty homes brought back into use	Annual	70
Council new builds to start on site	Annual	20
Additional affordable homes delivered in the district by the council and its partner agencies	Annual	80
Affordable homes provided in the district for low cost home ownership	Annual	32
Private sector homes improved as a result of intervention by the council and its partner agencies	Annual	120
LIFELINE		
Number of calls answered within 60 seconds	Monthly	97.50%
Number of calls answered within 180 seconds	Monthly	100%
PARKING		
Number of PCNs issued	Monthly	16,500
British vehicle PCN recovery rate	Quarterly	70%
Foreign vehicle PCN recovery rate	Quarterly	50%
PLANNING		
% of major planning applications to be determined within statutory period	Monthly	50%
% of non-major planning applications to be determined within statutory period	Monthly	70%
% of other planning applications to be determined within statutory period	Monthly	85%
REVENUES		
Council tax collection	Monthly	97.30%
Council tax reduction collection rate	Monthly	85%
WASTE		
Percentage of household waste recycled	Quarterly	47%
Number of missed collections per 100,000	Quarterly	50
Percentage of streets surveyed clear of litter within the district	Quarterly	95%
Percentage of streets surveyed clear of detritus within the district	Quarterly	90%
Number of days to remove fly tipped waste on public land once reported	Quarterly	3 days
Percentage of returns to empty a missed bin by the end of the next working day if it is reported within 24 hours	Quarterly	100%
Average number of days to respond to requests for unwanted bulky waste collections	Quarterly	5 working days
Average number of hours to remove offensive graffiti in public places.	Quarterly	4 hours