Annex 4 Corporate Performance Report - Performance Target

Targets are examined once a year and set for the following financial year. The performance framework sets guidance when it comes to targets that look at past performance, benchmarks and previous targets. The intention of this annex is to present the changes in targets from the previous financial year.

Overall Summary of Changes

		A Clean and Welcoming Environment	Supporting Neighbourhoods	Promoting Inward Investment and Job Creation	Statistical Information	Partner Performance	Total
🟩	Target is more challenging	1	2	2	0	7	**12**
⬜	No change to target	5	2	0	4	3	**14**
🟥	Less challenging than previous target	0	1	0	0	0	**1**
🟪	New Measures	0	1	2	0	0	**3**
🟧	Measures Removed	2	1	2	0	2	**7**

Detail of Changes

The tables below show the history in the targets.

A Clean and Welcoming Environment

Measure	Target Words	2016-17 Actual	2016-17 Target	2017-18 Target	Reason for change in target
% of Environmental Health service requests responded to in the service standard response time	Higher is best	94.9%	95%	95%	**No change to target** As per performance framework guideline
Missed Bins as % of bins collected	Lower figure is best	0.13%	0.17%	0.15%	**Target is more challenging** As per performance framework guideline
% of household waste sent for reuse, recycling and composting	Higher is best	33.0%	36.4%	36.4%	**No change to target** As per performance framework guideline

Measure	Target Words	Actual	Target	Target	Reason
Number of street scene enforcement actions	Higher is best	65	59		**Measure removed** Based on service recommendation
% streets with litter below acceptable levels	Lower figure is best	13.9%	5%	5%	**No change to target** As per performance framework guideline
% streets with detritus below acceptable levels	Lower figure is best	21.9%	7%	7%	**No change to target** As per performance framework guideline
% streets with graffiti below acceptable levels	Lower figure is best	0.4%	1.4%	1.4%	**No change to target** As per performance framework guideline
% streets with fly posting below acceptable levels	Lower figure is best	0%	0.5%		**Measure removed** Based on service recommendation

Supporting Neighbourhoods

Measure	Target Words	2016-17 Actual	2016-17 Target	2017-18 Target	Reason for change in target
Average number of days taken to resolve ASB cases	Lower figure is best	42	30		**Measure removed** Based on service recommendation
% of anti-social behaviour service requests responded to in the service standard response time	Higher is best			95%	**New measure** Based on service recommendation
Empty homes brought back into use	Higher is best	31.50	31.75	31.75	**No change to target** Based on service recommendation
Number of dwellings where action taken to improve living conditions	Higher is best	64	80	71	**Less challenging target** Based on service recommendation
Number of homeless cases prevented	Higher is best	64	76	76	**No change to target** Based on service recommendation
Average time taken to make homelessness decisions	Lower figure is best	28	33	28	**Target is more challenging** Based on service recommendation
Average number of days in temporary accommodation	Lower figure is best	52	46	38	**Target is more challenging** Based on service recommendation

Promoting Inward Investment and Job Creation

Measure	Target Words	2016-17 Actual	2016-17 Target	2017-18 Target	Reason for change in target
Major Planning Applications determined within 13 weeks or agreed timescale	Higher is best	85%	79%	81%	**Target is more challenging** As per performance framework guideline
Minor planning applications determined within 8 weeks or agreed timescale	Higher is best	79%	70%	72%	**Target is more challenging** As per performance framework guideline
Number of visiting leisure vessels at RRH	Higher is best	4187	6120		**Measure removed** Based on service recommendation
Visitor Nights	Higher is best				**New measure** Based on service recommendation
Average total meterage of occupied permanent berths in Royal Ramsgate Harbour	Higher is best			3600	**New measure** Based on service recommendation
Number of fishing and angling boats in Ramsgate Marina	Higher is best	40	40		**Measure removed** Based on service recommendation

Statistical Information

Measure	Target Words	2016-17 Actual	2016-17 Target	2017-18 Target	Reason for change in target
Complaints Response Rate within 10 days	Higher is best	80%	90%	90%	**No change to target** As per performance framework guideline
Freedom of Information Response Rate within 20 days	Higher is best	89%	90%	90%	**No change to target** As per performance framework guideline
Sickness days per Full Time Equivalent (quarterly)	Lower figure is best	3.1	2	2	**No change to target** As per performance framework guideline

Partner Performance

Thanet District Council housing tenants:

Measure	Target Words	2016-17 Actual	2016-17 Target	2017-18 Target	Reason for change in target
Average re-let time in days (all stock including major works)	Lower figure is best	23.85	23.50	20	**Target is more challenging** Based on service recommendation
Current tenant arrears as a percentage of the projected annual rental income	Lower figure is best	1.56	1.5	1.5	**No change to target** Based on service recommendation
Overall customer satisfaction with day to day repairs	Higher is best	99.15	98%	98%	**No change to target** Based on service recommendation
Percentage of HRA capital programme spent	Higher is best	97.35	100%	100%	**No change to target** As per performance framework guideline

Revenues & Benefits

Measure	Target Words	2016-17 Actual	2016-17 Target	2017-18 Target	Reason for change in target
Average time to process all new claims & change events in Housing Benefit (HB) & Council Tax Benefit (CTB) (days)	Lower figure is best	7.31	9.00	8.50	**Target is more challenging** Based on service recommendation
% correct HB and CTB decisions	Higher is best	96.24	96%	96.50%	**Target is more challenging** Based on service recommendation
% Council Tax collected	Higher is best	96.50	96%	96.15%	**Target is more challenging** Based on service recommendation
% Business rates collected	Higher is best	99.07	98.05%	99.50%	**Target is more challenging** Based on service recommendation

Customer Services: Computers and phones

Measure	Target Words	2016-17 Actual	2016-17 Target	2017-18 Target	Reason for change in target
Average call waiting time (mins MM:SS)	Lower figure is best	00:48	1:00	00:50	**Target is more challenging** Based on service recommendation
% availability of corporate website	Higher is best	99.98	99.50%	99.50%	**No change to target** Based on service recommendation
Average face-to-face waiting time (mins MM:SS)	Lower figure is best	4:40	10:00		**Measure removed** Based on service recommendation
% of calls dealt with by automation	Higher is best	34.33%	21.00%	33%	**Target is more challenging** Based on service recommendation
% abandoned calls	Higher is best	5.08%	10%		**Measure removed** Based on service recommendation