

Corporate Performance Report – Key Focus

Thanet District Council

The council has 37 key focuses relate to the performance measures of the council, 69 corporate priorities and values are covered by the Key measures. The chart below shows the balance of Key focuses against the council's corporate priorities and values



| Team | Focus | Due | A clean and Welcoming environment | Supporting Neighbourhoods | Promoting Inward investment and job creation | Delivering value for Money | Supporting the work force | Promoting Open Communications |
|--------------------|---|-----------|-----------------------------------|---------------------------|--|----------------------------|---------------------------|-------------------------------|
| Financial Services | Deliver a balanced budget for 2017-2021 | 2017 Q1 | ✓ | ✓ | ✓ | ✓ | | ✓ |
| Financial Services | Ensure the HRA and other strategic Business Plans are on a sound financial basis | 31-Mar-17 | | ✓ | | ✓ | | |
| Housing Services | Empty Homes: Directing resources towards bringing more empty homes back into use. | On-going | ✓ | ✓ | | ✓ | | |
| Housing Services | Improving housing conditions across the district, with a particular focus on areas with high levels of deprivation and poor housing conditions. | On-going | ✓ | ✓ | | | | |

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| Housing Services | Working with residents and landlords to improve the standard of housing management. | On-going | ✓ | ✓ | | | | |
| Housing Services | Develop new HRA Business Plan for the coming period. | 2017 | | | ✓ | ✓ | | |
| Housing Services | Working with East Kent Housing to ensure the provision of a high quality, cost effective service to residents. | On-going | ✓ | | | ✓ | | |
| Housing Services | Preventing Homelessness - providing a comprehensive housing options service that focuses on early intervention to support vulnerable households into suitable accommodation. Mitigating the need for temporary or emergency accommodation is an essential part of this. | On-going | | ✓ | | | | |
| Housing Services | Reviewing the services provided by the Housing options team to ensure that they are able to respond to the increasing number of households at risk of losing their home. | 2017 | | ✓ | | ✓ | | |
| Housing Services | Improving the operational efficiency of the housing service, through the use of technology and flexible working | 2018 | | | ✓ | ✓ | ✓ | |
| Waste and Street Cleansing | Strive to continually improve the standard of service, adopting a "right first time" approach in order to reduce missed bins and increase efficiencies by reducing dependency on resources allocated to failure demand. | 2017 Q1 | ✓ | ✓ | | ✓ | | |
| Waste and Street Cleansing | Obtain maximum benefit from procurement programmes to reduce capital outlay in fleet (and other) purchasing | 2016 Q4 | | | | ✓ | | |
| Waste and Street Cleansing | Optimise the waste collection rounds to realise efficiencies. | 2017 Q1 | | | | ✓ | | |
| Waste and Street Cleansing | Develop innovative recycling and waste solutions within high density urban areas. | 2017 Q2 | ✓ | ✓ | | | | |
| Waste and Street Cleansing | Develop innovative recycling and waste solutions within high density urban areas. | 2017 Q1 | ✓ | ✓ | | | | |
| Waste and Street Cleansing | Explore all opportunities to increase participation in recycling | 2017 Q2 | | ✓ | | | | |
| Waste and Street Cleansing | Implement robust measures to reduce contamination of dry recyclates by both residents and by crews NB: Current contamination rate is 12% (Average 8 RCV's full each month) | 2017 Q2 | | ✓ | | | | |
| Waste and Street Cleansing | · Increase the proportion of recycling to waste to meet both regional and national targets NB: National / EU target is to achieve 50% recycling rate by 2020 TDC Rate is currently 32% Failure to achieve the target will result in financial penalties· Explore all opportunities to Increase participation | 2017 Q2 | | ✓ | | | | |
| Waste and Street Cleansing | Develop educational programmes for schools to encourage children to lead on recycling initiatives at home and at school | 2017 Q2 | | ✓ | | | | |
| Waste and Street Cleansing | Meet and maintain the Environment Agency TEEP Test in relation to the quality of recyclate collected. | 2016Q3 | | ✓ | | | | |
| Waste and Street Cleansing | · Explore opportunities to innovate and improve street cleansing for better outcomes, improve public perception and reducing costs. | 2017 Q2 | ✓ | ✓ | | | | |

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| Waste and Street Cleansing | · Actively reduce customer complaints by adopting a right first time attitude, and ensuring that frequency and quality are constantly monitored and poor performance challenged. | 2017 Q1 | ✓ | ✓ | | | | |
| Civil Enforcement Parking | Investigating new handheld technology equipment for the Civil Enforcement Officers . | 2017 | | ✓ | | | | |
| Street scene Enforcement | Implementation of CCTV system upgrade, and an options appraisal of CCTV provision going forward | Q1/2017 | | ✓ | | | | |
| Street scene Enforcement | Better integration, analysis, use of deployable resources and an intelligence-led approach to enforcement activities. | Q2/2017 | | ✓ | | | | |
| Street scene Enforcement | Update street scene enforcement protocols to support effective prioritisation of action and in order to keep up with any changes in legislation including a new enforcement and investigation policy and procedure. | Q2/2017 | | ✓ | | | | |
| Street scene Enforcement | Integrate Operation Cleansweep with Margate Taskforce Streetweek operations to avoid duplication and better focus resources. | Q1/2017 | | ✓ | | | | |
| Street scene Enforcement | Increase enforcement activity actions, such as notices, warnings, penalty notices and prosecutions | Q1/2017 | | ✓ | | | | |
| Street scene Enforcement | Coordinated safety, education and enforcement initiatives | Q2/2017 | | ✓ | | | | |
| Street scene Enforcement | Introduction of an internal enforcement education and skills programme | Q3/2017 | | ✓ | | | | |
| Maritime Operations | To increase the port's visibility within the sector. | Mar-20 | | | ✓ | ✓ | | |
| Maritime Operations | To work towards achieving 5 stars in the Gold Anchor scheme. | Mar-18 | ✓ | ✓ | ✓ | ✓ | | |
| Growth and Development | Determination of around 1300 Planning Applications p.a. including the following sites of strategic significance: Birchington and Westgate Manston Westwood Manston Green· The Lido and Rendezvous· Airport | Ongoing | | ✓ | ✓ | | | ✓ |
| Growth and Development | Responding to major consultations on applications determined by other bodies such as: The Richborough connection to be determined by the Planning Inspector under NSIP Thanet Wind Farm extension to be determined by the Planning Inspector under NSIP | RC – 2017; TWF - 2019 | | ✓ | ✓ | | | ✓ |
| Growth and Development | Responding to major consultations on applications determined by other bodies such as: Thanet Parkway likely to be determined by KCC | Ongoing | | ✓ | ✓ | | | ✓ |
| Growth and Development | Provide clear and consistent pre-application advice to add value to planning proposals and provide certainty to attract inward investment | Ongoing | | | ✓ | | | ✓ |
| Information Governance | Improve response rates to all IG requests | 2017 Q2 | | | | | ✓ | ✓ |