

Annex 1 Corporate Performance Report - Performance Indicators

Thanet District Council

The targets are RAG rated

Red	Below target.
Amber	Actuals are within 5% of the target.
Green	At target or above target.
	Does not have a target for information.

A Clean and Welcoming Environment

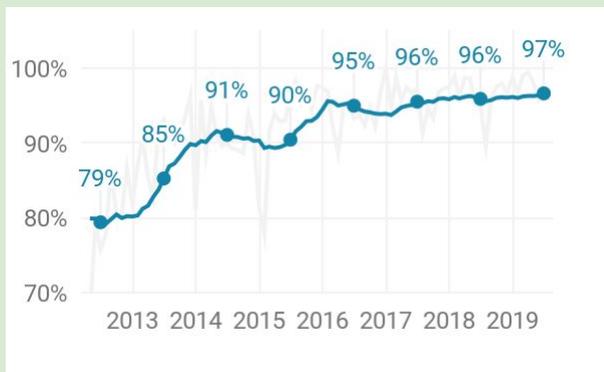
We want to encourage pride in our district by keeping Thanet clean. We are determined frontline services get it right.



Green

% of Environmental Health service requests responded to in the service standard response time

(LI369) (rolling 12 months)

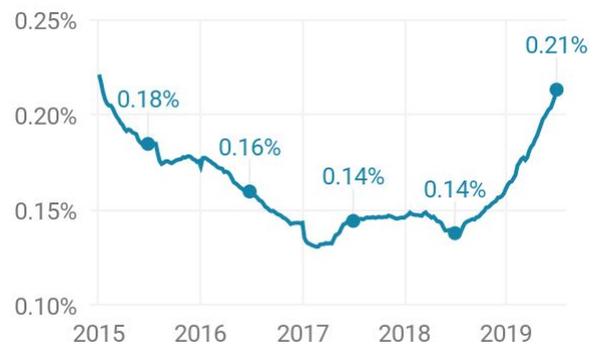


The team continue to positively meet their response targets.

Target 95% Higher figure is best

Red

Missed Bins as % of bins collected (rolling 12 months)



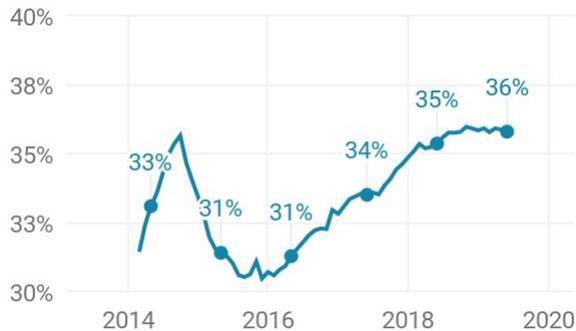
We continue to work hard to keep missed bins to a minimum, however, we are seeing an increasing trend of missed bins because of challenging issues, such as vehicle breakdowns with our ageing fleet and the ongoing challenges of road access issues for our larger ageing 26 tonne tri-stream lorries. The vehicle replacement programme is helping to tackle this as, when delivered, the new vehicles are more flexible and agile. The missed bin collection still averages around 60 missed bins per day out of around 18,000 successful daily collections.

Target 0.15% Lower figure is best

Amber

% of household waste sent for reuse, recycling and composting

(NI 192) (rolling 12 months)



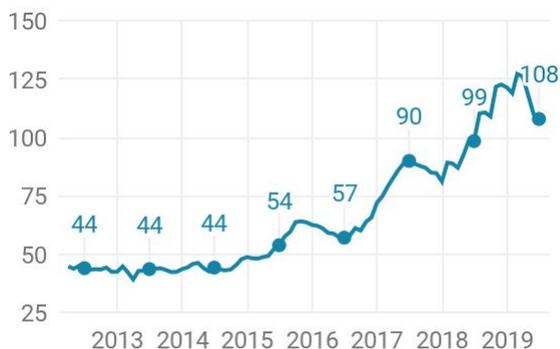
We're still working hard to improve overall performance through educating the public regarding contamination and recycling to increase resident participation.

We are continuing to work with the other 12 Kent councils on communications projects. We have recently achieved funding from WRAP to supply food waste bags free of charge to residents across Thanet to increase food waste recycling tonnages.

Target 36.4% Higher figure is better

Number of street scene enforcement actions

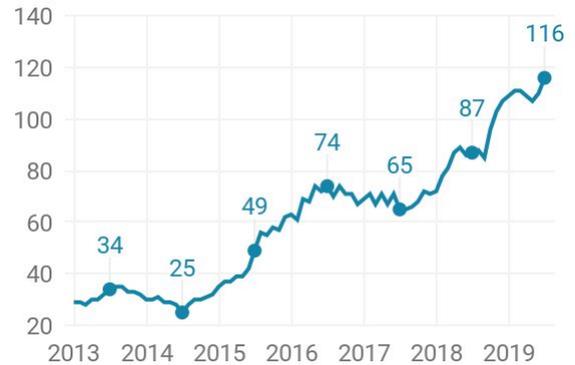
(LI362) (rolling 12 months)



1,296 street scene enforcement actions were carried out in the last 12 months. This now includes all enforcement actions undertaken. We continue to utilise the legislative tools and powers available to the enforcement team.

Number of dumped rubbish incidents reported on council-owned land

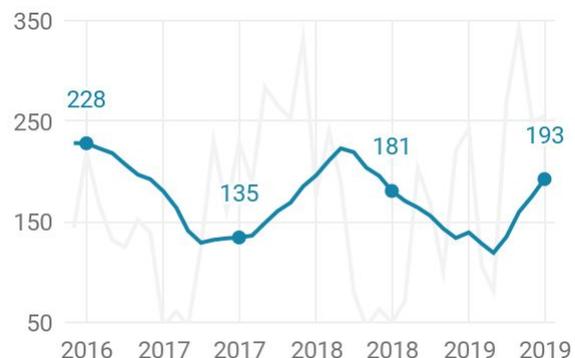
(LI364) (rolling 12 months sum)



We are continuing to use more powers to enforce against dumped rubbish and have made it easier for the public to report these incidents, hence the increase in reports. Our long-term plan is to increase targeted enforcement and court prosecutions to start to reduce the number of reported incidents.

Number of enforcement actions (Litter Fixed Penalty Notices – Environmental Enforcement Contract)

(LI362) (rolling 12 months)



2,312 Litter Fixed Penalty Notices have been issued over the last 12 months.

Red

Number of combined street scene enforcement actions

(LI362) (rolling 12 months)

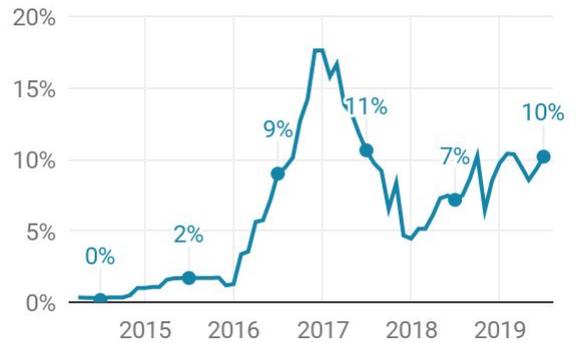


3,608 street scene enforcement actions were carried out in the last 12 months

Red

% streets with litter below acceptable levels

(NI195a) (rolling 12 months)



We recently have launched a [beauty of the beach campaign](#) encouraging residents and visitors to dispose of their litter.

Moving forward we will be training staff for more resilience on our mechanical equipment such as our large sweeper and surf rake. We continue however to meet the targets set through the defra code of practice on litter and refuse with regard to response times to reports.

Target 5.0% Lower figure is better

Green

% streets with detritus below acceptable levels

(NI195b) (rolling 12 months)

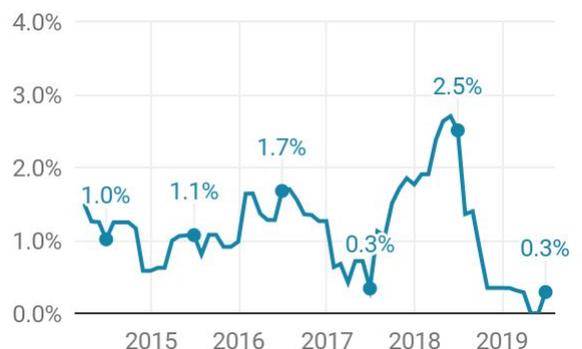


Our fleet of Mechanical sweepers, which became operational in 2017 are still significantly contributing to us consistently achieving our target. We have recently

Green

% streets with graffiti below acceptable levels

(NI195c) (rolling 12 months)



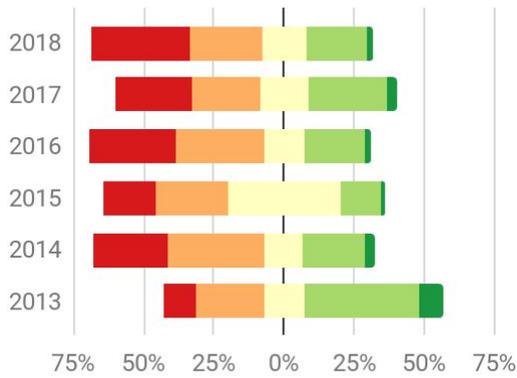
Our new graffiti cleaning and enforcement service is reducing incidents of graffiti and achieving our target.

acquired some backpack litter hoovers and a barrow with a Hoover attachment which aid the removal of detritus in heavily parked or restricted areas. These were funded externally.

Target 7.0% lower figure is better

Public opinion of the Street Cleaning Service

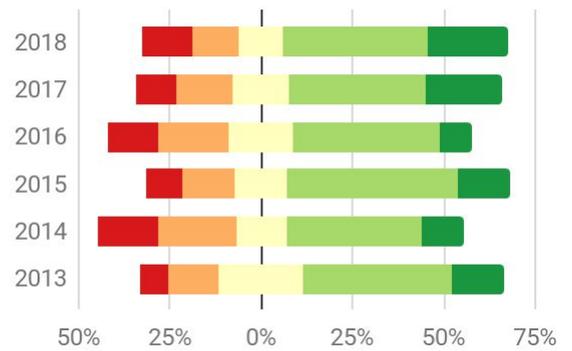
(annual survey)



Target 1.4% lower figure is better

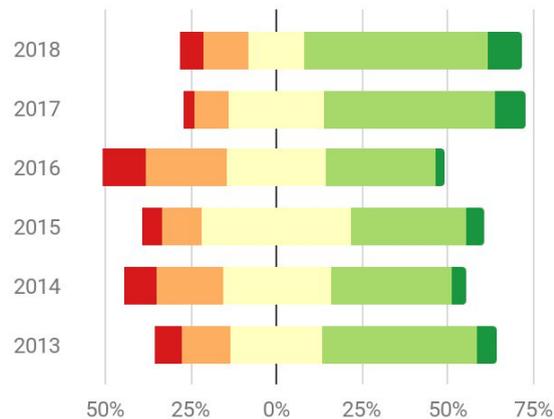
Public opinion of the Recycling Service

(annual survey)



Public opinion of Parks and Open Spaces

(annual survey)



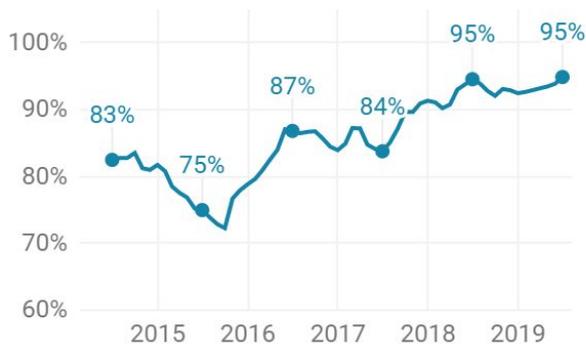
Supporting Neighbourhoods

We will work with partner agencies through the Thanet Health and Wellbeing Board to support people to make better lifestyle choices and operationally through our range of services provided directly to residents.



Amber

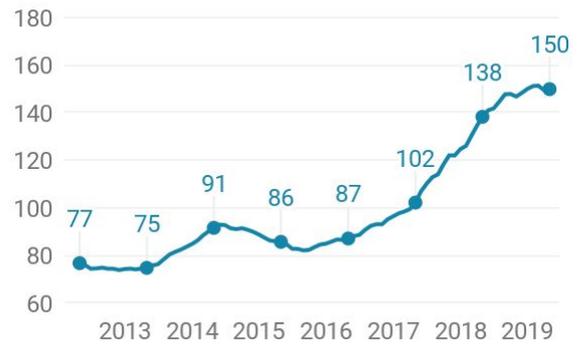
% of anti-social behaviour service requests responded to in the service standard response time
(rolling 12 months)



The hard work undertaken by the team can be clearly shown in the steady increase, by next quarter we should be meeting this target.

Target 95% Higher figure is best

Number of Crimes per 1,000 of the population
(rolling 12 Months) (LI300)



The figures now reflect the extent of offences committed against a victim.

Green

Empty homes brought back into use

(per quarter) (LI401) (rolling 12 months)



The Empty Property Team helped bring 46 empty homes back into use in the first quarter of the financial year. This has increased the rolling quarterly average to 38, which is the highest on record. A short video is available online which highlights the council's empty property work:

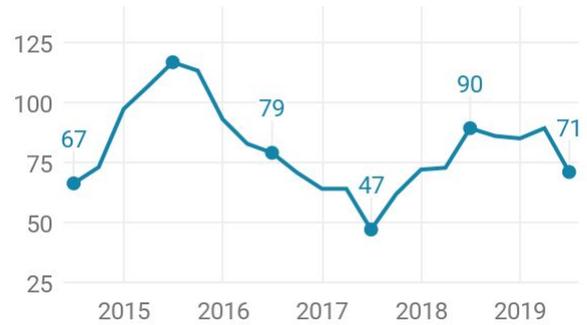
<https://www.thanet.gov.uk/your-services/housing/empty-properties/empty-property/>

Target 31.75 Higher figure is best

Green

Number of dwellings where action taken to improve living conditions

(category 1 and 2 hazards) (LI543)



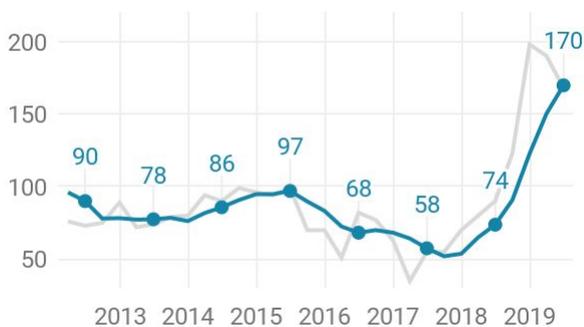
The target for the rolling quarterly average has been met. The Private Sector Housing Team continues to take a robust approach to enforcement action when landlords fail to maintain their properties in a safe condition. Prosecutions have been secured and publicised, and on 01 April 2019, the council introduced a new policy which allows it to impose civil penalties of up to £30,000.

Target 71 Higher figure is best

Green

Number of homeless cases prevented

(LI405D) (per quarter) (rolling 12 months)



Homeless Prevention is a service priority and there continues to be significant work undertaken within Thanet's private sector. Working with the local estate agents has enabled the Council to prevent 46 households from becoming homeless by offering alternative private rented options.

Target 76 Higher figure is best

Green

Average number of days taken to make homelessness decisions

(rolling 12 months)



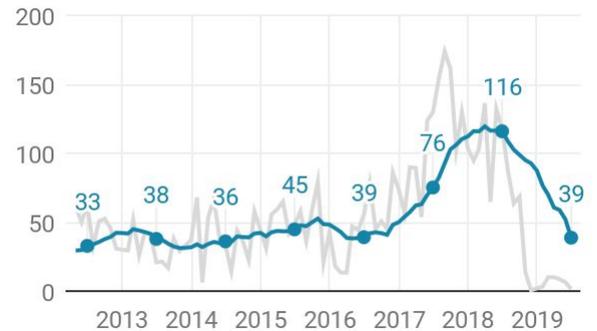
The last few quarters consistently show a reduction in the average time to make a homelessness decision. The number of homeless applications has reduced due to the effective homelessness prevention work. As a result, the average time to make decisions has also reduced. The anticipated improvement in performance following the backlog of decisions has been evident in figures however on occasions some cases can take longer than the ambitious target. Weekly case meetings are held to mitigate any delay in decision making.

Target 28 Lower figure is better

Amber

Average number of days in hotel accommodation (emergency homeless accommodation)

(rolling 12 months)



Within the quarter it has been necessary to use hotel accommodation for 11 households and this would be because we were unable to find suitable accommodation for specific requirements (such as disability) or due to an emergency & out of hours. The Council is looking at future temporary accommodation options. There will always be a need for hotel accommodation in instances of major emergencies or when the severe weather emergency protocol has been activated during periods of cold/extreme weather.

Target 38 Lower figure is better

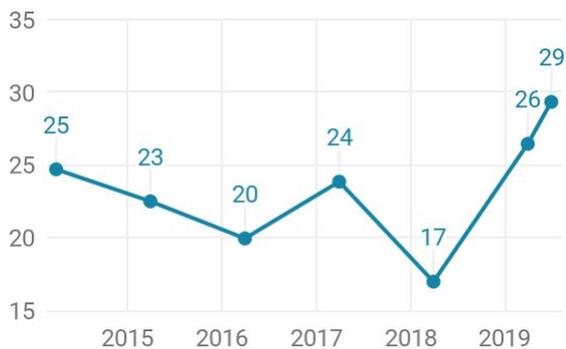
Number of empty homes in the district (empty for more than 6 months)

Description	Mar-2016	Sep-2018	% change since Mar 2016	Change since Mar 2016
Second Homes (Unoccupied and furnished)	1,370	1,622	18%	
Unoccupied and unfurnished	614	522	-15%	-92
Unoccupied and unfurnished for more than 2 years	244	261	7%	17
Unoccupied and unfurnished, requires or undergoing major repair and/or structural alteration	106	217	105%	111
Property left empty by a deceased person, waiting for probate or letters of administration to be granted	103	218	112%	115
Other	51	63	24%	12
Total (Excluding Second homes)	1,118	1,281	15%	163
Total (including second homes)	2,488	2,903	17%	415

Since March 2016 the overall number of empty properties (excluding 2nd homes) in the district has increased by 29%. This is despite the continued good work completed by the housing service to bring empty homes back into use. The most significant increase has been for those properties that require or are undergoing major repairs or alterations. The financial viability of these projects is often a barrier to owners completing the work and the service targets the most problematic empty properties for proactive intervention. There has also been an increase in the number of properties empty and waiting for probate to be granted. The underlying causes of these increases are complex, but background economic issues, linked to the local housing market play a significant role. Over a longer time period, since 2008 the overall number of empty properties has fallen. Second homes have also been increasing over this period.

Red

Average re-let time in days (all stock including major works)



See separate report

Target 20 Lower figure is better

Red

Current tenant arrears as a percentage of the projected annual rental income



See separate report

Target 1.5% Lower figure is better

Green

Overall customer satisfaction with day to day repairs



See separate report

Target 98% Higher figure is better

Red

Percentage of HRA capital programme spent

3.66%

See separate report

Target 100% (Year End Target) Higher figure is better

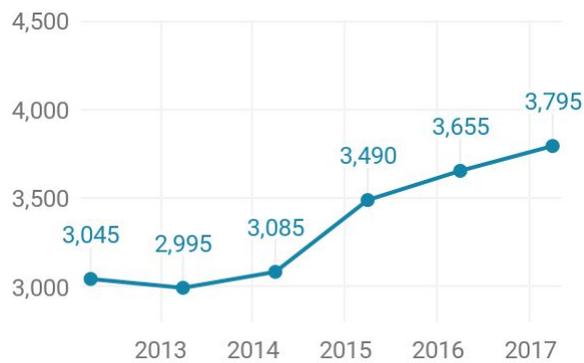
Promoting Inward Investment and Job Creation



Source: Jeff Spicer/Getty Images

Count of Enterprises in Thanet

(nomis data)

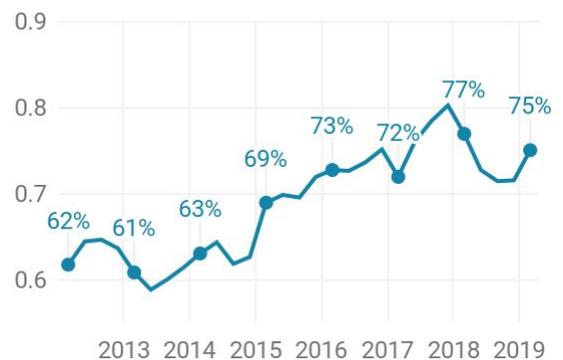


Thanet has seen a 27% increase in the number of enterprises from March 2012. This increase is more than the South East increase of 20% and the Kent increase of 21%

Higher figure is better

All people - Economically active - In employment

(nomis data)



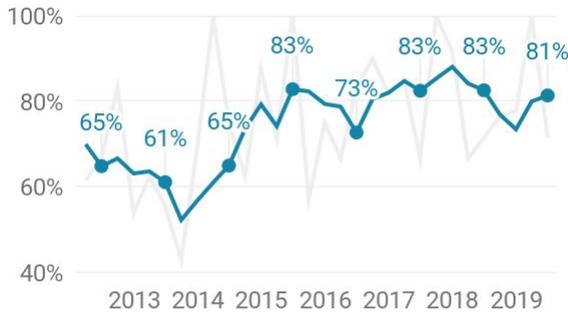
The figures show an increase in the number of those economically active (in employment).

Higher figure is better

Green

Major Planning Applications determined within 13 weeks or agreed timescale

(NI157a) (rolling 12 months)



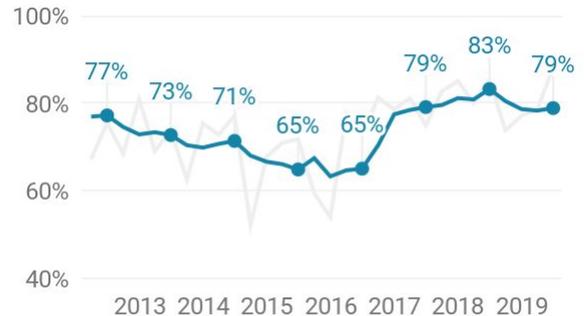
The department has achieved the target of 81% of applications determined within the required timescale for the rolling year average.

Target 81% Higher figure is better

Green

Minor planning applications determined within 8 weeks or agreed timescale

(NI157b) (rolling 12 months)

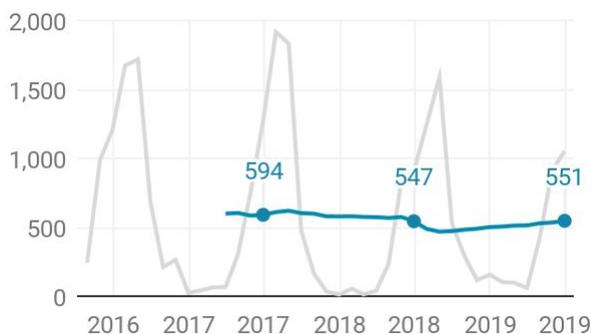


The service achieved above target with 88% of applications determined in time during the first quarter of 2019/20, with the rolling 12 month target achieved with 79% of applications determined within the required timescale

Target 72% Higher figure is better

Visitor Nights

(LI730) (rolling 12 months)



The rolling average is very similar to the same time last year with a modest increase in visitor nights recorded. [We actively encourage visitors to the harbour to enjoy Thanet's coastline, towns and attractions.](#) This engagement encourages visitors to stay longer in our district and increases the potential for repeat visits in the future. This customer interaction is considered to positively influence this indicator.

Green

Average total meterage of occupied permanent berths in Royal Ramsgate Harbour

(LI137) (Average rolling 12 months)



We are currently above the target. Since early 2014 this indicator has seen a steady recovery. Rolling average numbers have levelled out to an extent over the last 2 years with a very small reduction over the same time last year. This trend is largely due to the remaining availability of permanent berths and finite capacity of the Inner Marina. Factors such as the regeneration of the Military Road quayside and success of the harbour waterfront as a whole are believed to have

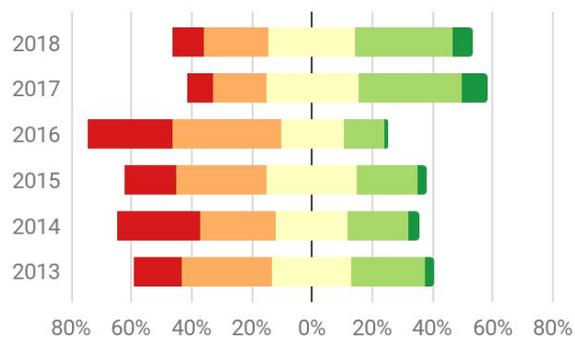
positively influenced permanent berth holder numbers and attracted new business to Ramsgate. Price point and consistent high quality customer service provided by marina staff, (as recorded in customer surveys) is also likely to be a contributory factor.

Higher figure is better

Target 3,600 Higher figure is better

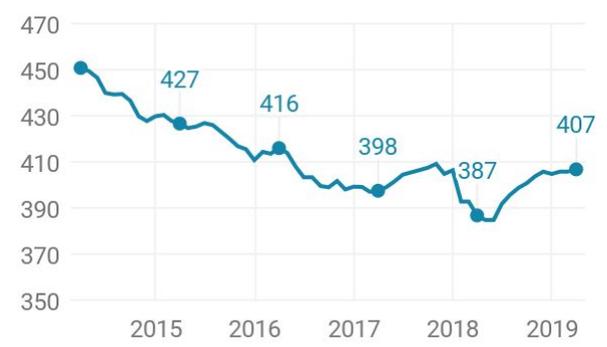
Statistical Information

Public opinion of whether the council provides Value for Money
(annual survey)



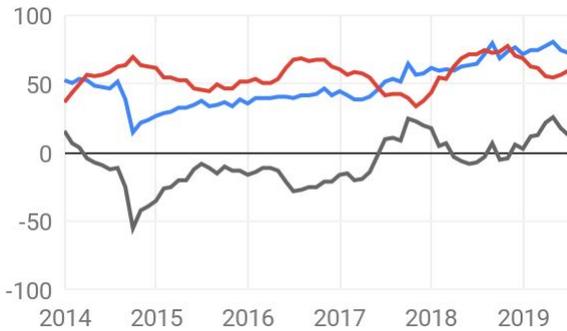
Higher figure is better

Thanet District Council Full time Equivalent count



Higher figure is better

Staff Starters and Leavers headcount (rolling 12 months totals)



Over the last 12 months there have been:

- 73 Starters
- 60 Leavers

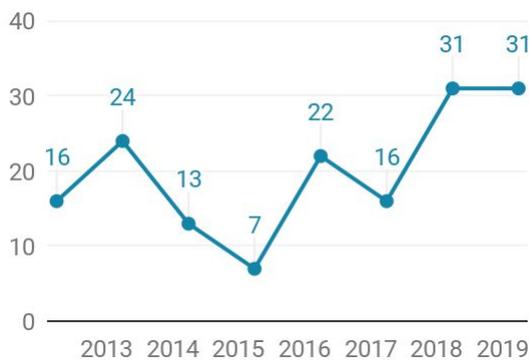
Meaning a net increase of 22 staff.

Registration rate for voting following annual canvas (%) (LI456)



Higher figure is better

Number of complaints made to the Standards Committee (LI519)



Although there were 31 complaints submitted, only 8 met the criteria to be dealt with as a standards complaint. The remaining 23 were not standards issues with many being service requests or issues such as missed bins which are dealt with in-service.

Lower figure is better

Green

Complaints Response Rate within 10 days (rolling 12 months)



Significant progress has been made as a result of a review of processes and the centralisation of complaints just under one year ago. These changes have resulted in continuous improvement in response times and the 90% target now being exceeded.

Target 90% Higher figure is better

Number of complaints
(rolling 12 months)



Lower figure is better

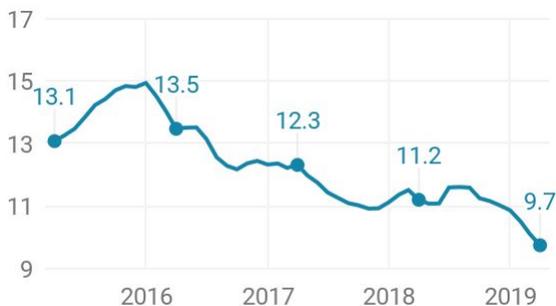
Freedom of Information Response Rate within 20 days
(rolling 12 months)



Target 90% Higher figure is better

Information Governance along with support from the Digital Team has ensured in the last three months that new practices and processes have been and continue to be implemented to ensure the improvement in response times to FOI's and Subject Access Requests (SAR).

Sickness days per Full Time Equivalent
(quarterly)



The target is 8 days per year. Performance remains below the target but has improved markedly after management action.

Average time to process all new claims & change events in Housing Benefit (HB) & Council Tax Benefit (CTB) (days)



As highlighted last month, work to clear outstanding work continued into June which has pushed reported performance out of target. Outstanding work has been halved to 2,305 items across the 3 LAs. Performance in the last week of June was ahead of target and

it is expected that overall reported performance will return to profile during July.
There are no concerns about the end of year performance being achieved.

Target 8 Lower figure is better

Target 8.50 Lower figure is better

Green

% correct HB and CTB decisions



Assessment quality for Thanet ended the year ahead of target.

Target 96% Higher figure is better

Amber

% Council Tax collected

28.47%

Headline collection rate has missed target by 0.33% -

Target 96.15% (Year End Target) Higher figure is better

Green

% Business rates collected

31.32%

Target: 98.2% (Year End Target) Higher figure is better

Green

% availability of the corporate website



Target met.

Target 99.5% Higher figure is better

Red

Average call waiting time (seconds)

357 seconds

Target: 233 Lower figure is better

% of calls dealt with by automation

Call wait times at Thanet remained outside of target during June. Significant volumes of staff training during May and June – both mandatory (Civica) corporate GDPR training and staff training to support the Target Operating Model (TOM) impacted resourcing, resulting in a reduced ability to recover from peak periods. A full recovery action plan is in place to improve performance significantly. Where call volumes relate to Revenues and Benefits the teams are working closely to identify the root cause of contact and address that at source, in order to remove the need for ongoing customer contact. Information relating to contact peaks is provided to the client teams on a monthly basis to enable service trends to be identified