

# **Annex 1 Corporate Performance Report - Performance Indicators**

**Thanet District Council**

**The targets are RAG rated**

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

# A Clean and Welcoming Environment

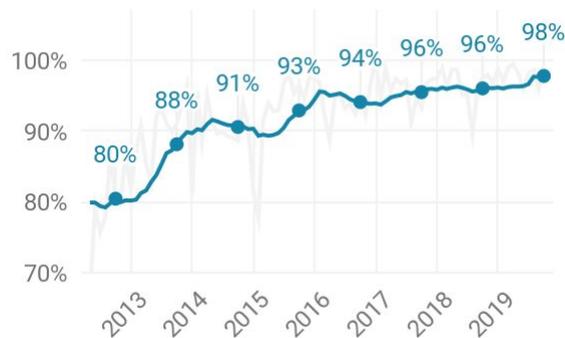
We want to encourage pride in our district by keeping Thanet clean. We are determined frontline services get it right.



## Green

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

(LI369) (rolling 12 months)



Work continues positively and we are exceeding our target.

Target 95% Higher figure is best

## Amber

## Red

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

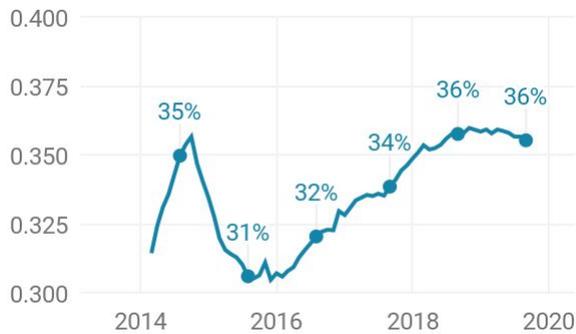


The introduction of a live in-cab reporting system will enable crews to record bins not presented in time for collection, which we anticipate will reduce the number of reported misses. We have experienced significant issues with access to roads having contractors on site, road works for broadband, water and other utilities which likely accounts for the increase in reported misses. Roads are returned to with a smaller vehicle at the soonest opportunity.

Target 0.15% Lower figure is best

### % of household waste sent for reuse, recycling and composting

(NI 192) (rolling 12 months)

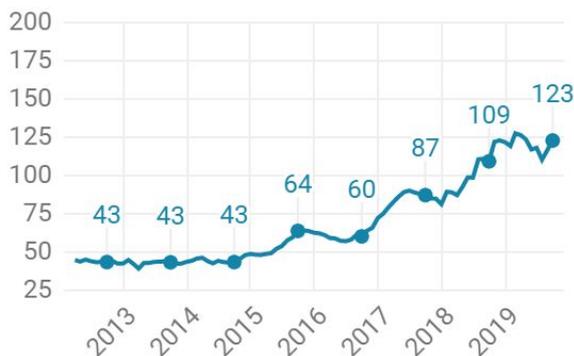


We're still working hard to improve overall performance through regular training of staff, issuing information to the public regarding contamination and ongoing education on recycling to increase resident participation. We are continuing to work with the other 12 Kent councils in partnership under the banner of the Kent Resource Partnership on communications projects. Funding from WRAP has helped 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

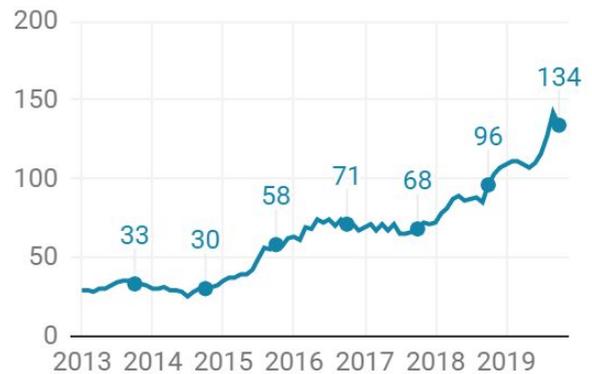
(LI362) (rolling 12 months)



1,472 street scene enforcement actions were carried out in the last 12 months. This now includes all enforcement actions undertaken. We continue to use the legislative tools and powers available to the enforcement team. The

### Number of dumped rubbish incidents reported on council-owned land

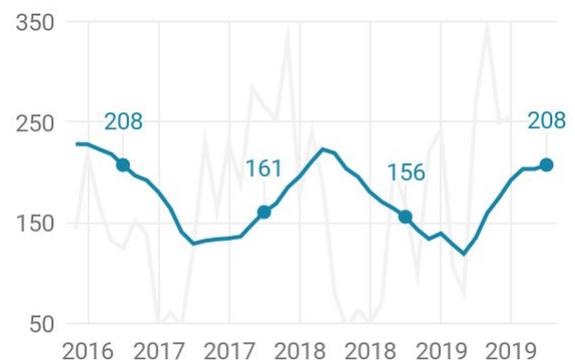
(LI364) (rolling 12 months sum)



We are continuing to use more legislative powers to enforce against dumped rubbish, and the ease for the public to report these incidents online and through mobile technology reflects in the growth trend over 6 years. Recent court prosecutions have been encouraging, with large fines and costs handed out to offenders and the [council continues to publish these details to act as a deterrent](#).

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

(LI362) (rolling 12 months)



1870 Litter Fixed Penalty Notices have been issued over the last 12 months. The contract with Kingdom Services ended officially at the end of August. There are no plans to re-tender the contract as

benefit of joint enforcement is proven through the use of CCTV in identifying fly-tipping offenders, leading to an increase in £400 Fixed Penalty Notices being issued when appropriate.

the three-year enforcement project has not demonstrated any significant change in behaviour with regards to littering. The Council is now set to recruit an Educational Enforcement Officer to address this ongoing issue.

The focus will be education first to ensure that residents, visitors & tourists understand their responsibility for working with us to [keep our beautiful island clean and tidy](#).

### Number of combined street scene enforcement actions

(LI362) (rolling 12 months)

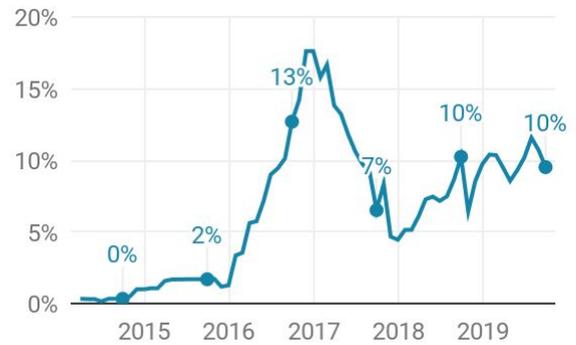


3,342 street scene enforcement actions were carried out in the last 12 months

### Red

### % streets with litter below acceptable levels

(NI195a) (rolling 12 months)



All available resources are deployed 7 days a week to tackle this increasing problem in high footfall areas. We will continue to work hard to target our resources to support this.

Target 5.0% Lower figure is better

### Green

### % streets with detritus below acceptable levels

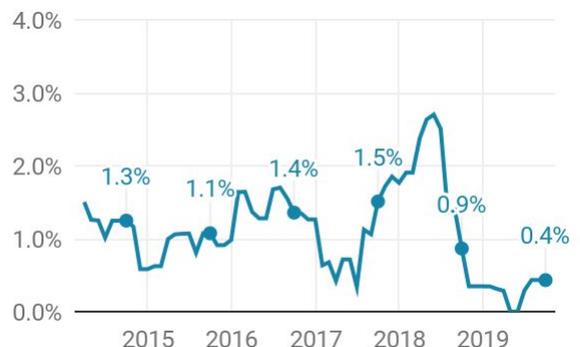
(NI195b) (rolling 12 months)



### Green

### % streets with graffiti below acceptable levels

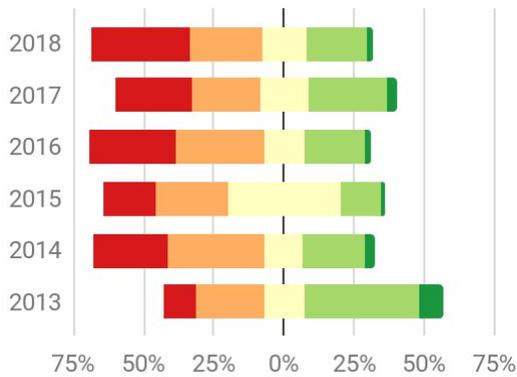
(NI195c) (rolling 12 months)



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

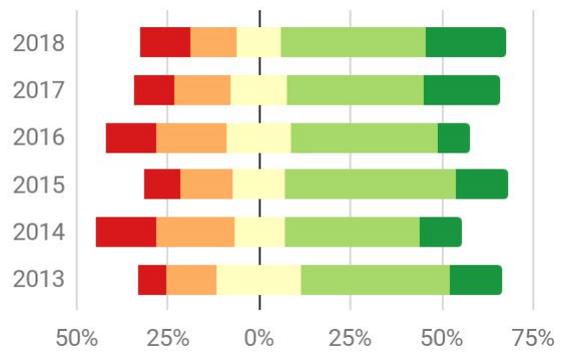
### Public opinion of the Street Cleaning Service (annual survey)



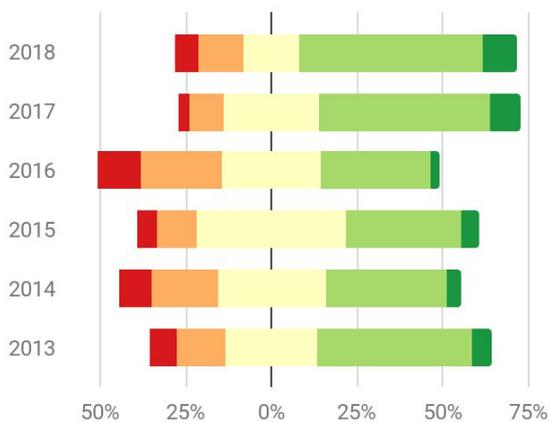
Our new graffiti cleaning and enforcement service is reducing incidents of graffiti and achieving our target. The evidence recorded by CCTV is proving particularly effective in supporting our [social media appeals](#).

Target 1.4% lower figure is better

### Public opinion of the Recycling Service (annual survey)



### Public opinion of Parks and Open Spaces (annual survey)



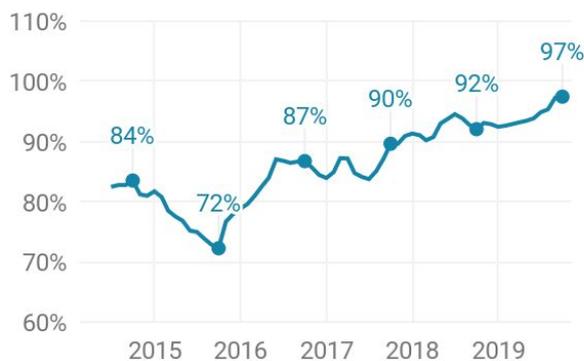
# Supporting Neighbourhoods

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.



## Green

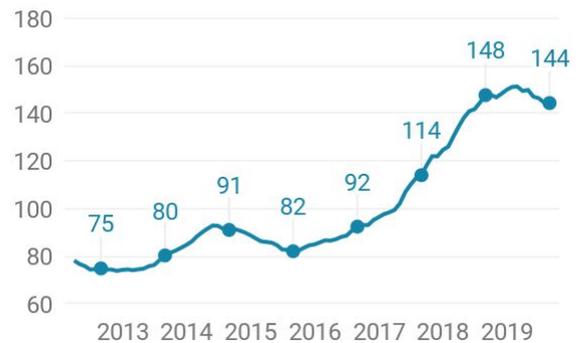
**% of anti-social behaviour service requests responded to in the service standard response time**  
(rolling 12 months)



This is the highest response rate on record.

Target 95% Higher figure is best

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

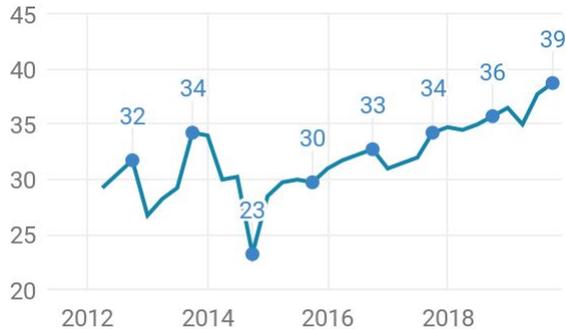


Police Chief Inspector attend Overview and Scrutiny Panel in October 2019 to give an update on [crime stats for Thanet](#)

## Green

### Empty homes brought back into use

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



The Empty Property Team helped bring 45 empty homes back into use in the second quarter of the financial year. This has increased the rolling quarterly average to 39, which is the highest on record. Furthermore, the team successfully secured its first prosecution in respect of a Community Protection Notice, which concerned an empty property that had front and back gardens strewn with building debris. A short video is available online which highlights the council's empty property work:

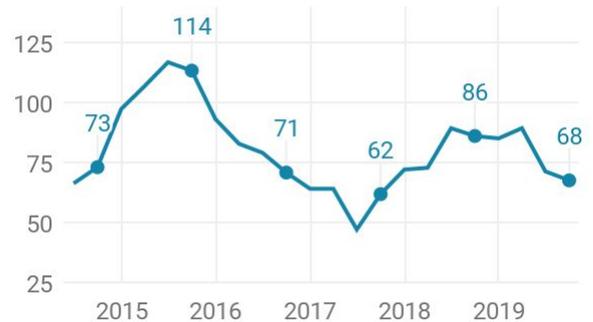
<https://www.thanet.gov.uk/your-services/housing/empty-properties/empty-property/>

Target 31.75 Higher figure is best

## Amber

### Number of dwellings where action taken to improve living conditions

(category 1 and 2 hazards) (LI543)



Some 76 homes were subject to completed enforcement interventions in the second quarter of the financial year. 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. In addition to a number of successful prosecutions, the team issued its first two financial penalties of £4,000 and £12,000, following the introduction of a financial penalties policy in April this year.

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 have consistently shown a reduction in the average time to make homelessness decisions. Despite more households seeking assistance, the number of statutory homeless applications has reduced as a direct result of the effectiveness of homelessness prevention work. As a result, the average time to make decisions has also reduced. Weekly case meetings continue to be held to ensure that all cases that need a statutory decision are progressed promptly.

Target 28 Lower figure is better

Green

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

(rolling 12 months)



Ending the routine use of bed and breakfast accommodation has been a significant achievement for the housing service, as illustrated by the latest figures. There will always be the exceptional need for this type of accommodation, for example in emergency situations or during periods of severe weather. The team is working hard to ensure that it is only ever used as a last resort and for as short a period as possible. The overall number of households in all forms of temporary accommodation has also fallen by 38% over the past 18 months, from a high of 188 to 117 households at the end of Q2.

Target 38 Lower figure is better

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

Description	Mar-2016	Oct-2019	% change since Mar 2016	Change since Mar 2016
Second Homes (Unoccupied and furnished)	1,370	1,622	18%	
Unoccupied and unfurnished	614	895	46%	281
Unoccupied and unfurnished for more than 2 years	244	276	13%	32
Unoccupied and unfurnished, requires or undergoing major repair and/or structural alteration	106	206	94%	100
Property left empty by a deceased person, waiting for probate or letters of administration to be granted	103	194	88%	91
Other	51	49	-4%	-2
<b>Total (Excluding Second homes)</b>	<b>1,118</b>	<b>1,620</b>	<b>45%</b>	<b>502</b>
<b>Total (including second homes)</b>	<b>2,488</b>	<b>3,242</b>	<b>30%</b>	<b>754</b>

Since March 2016 the overall number of empty properties (excluding 2nd homes) in the district has increased by 30%. 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. The underlying causes of the increase 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. The council will continue to work to tackle the issues of empty homes and will publish an Empty Homes Plan for the district.

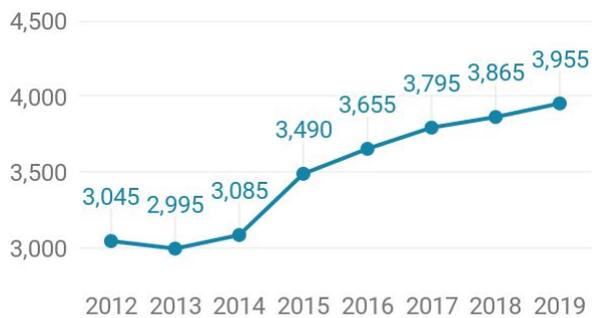
# Promoting Inward Investment and Job Creation



Source: Jeff Spicer/Getty Images

## Count of Enterprises in Thanet

(nomis data)

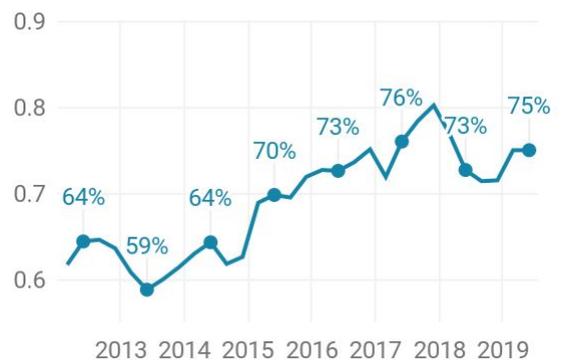


Thanet has seen a 29.9% increase in the number of enterprises from March 2012. This increase is more than the South East increase of 22% and the Kent increase of 24%

Higher figure is better

## All people - Economically active - In employment

(nomis data)



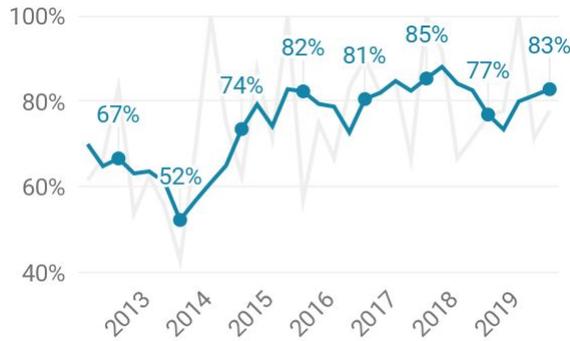
The figures show an increase in the number of those economically active (in employment).

Higher figure is better

Green

### Major Planning Applications determined within 13 weeks or agreed timescale

(NI157a) (rolling 12 months)



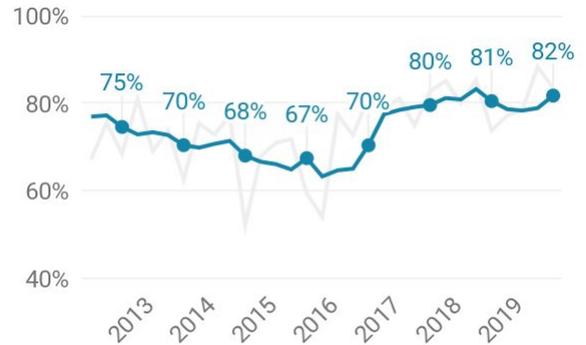
The department has achieved the target for the rolling year average, with 83% of applications in time. It is expected that this may reduce in the next quarter with a significant number of major applications on hand awaiting determination.

Target 81% Higher figure is better

Green

### Minor planning applications determined within 8 weeks or agreed timescale

(NI157b) (rolling 12 months)

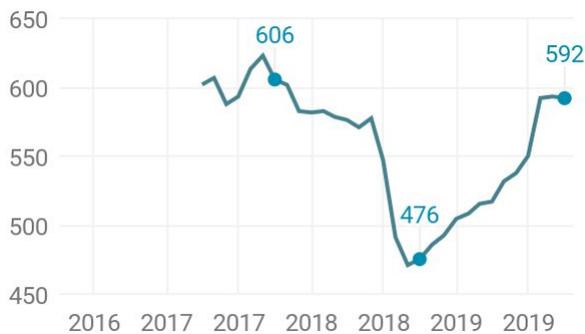


The service achieved above target with 82%.

Target 72% Higher figure is better

### Visitor Nights

(LI730) (rolling 12 months)



The rolling average is showing better performance over the same period last year. This is supported by observations at the harbour over the summer season when the visitor marina was full for several weeks over peak season. [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

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. However rolling average numbers have reduced slightly over the last 2 years, 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

future. This customer interaction is considered to positively influence this indicator.

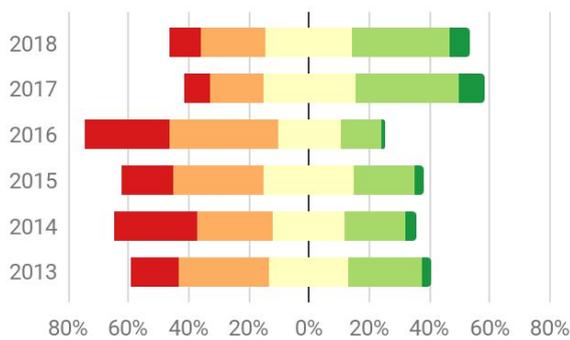
Higher figure is better

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.

Target 3,600 Higher figure is better

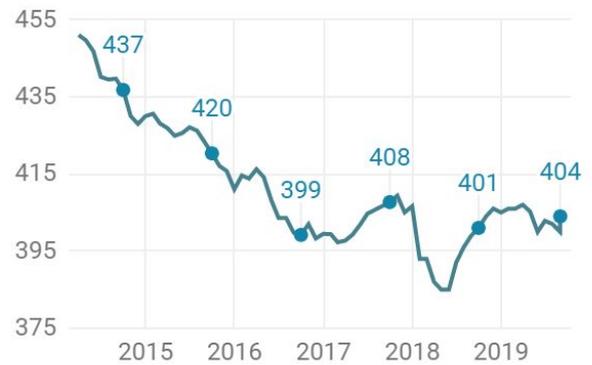
## Statistical Information

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



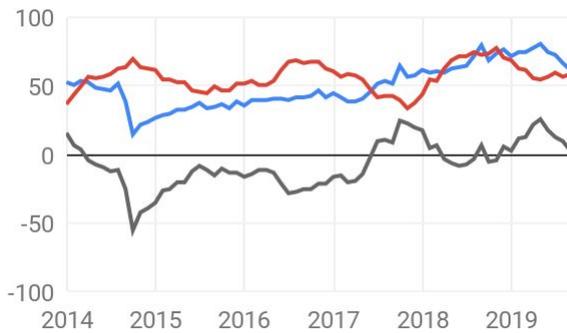
Higher figure is better

**Thanet District Council Full time Equivalent count**



Higher figure is better

### Staff Starters and Leavers headcount (rolling 12 months totals)



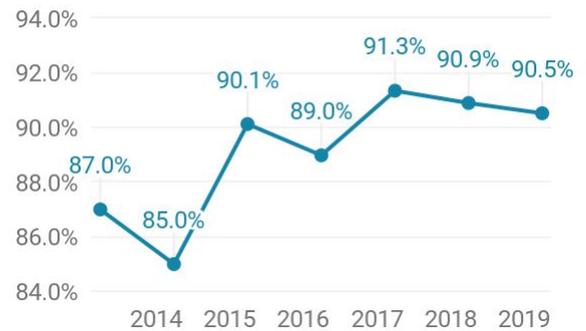
Over the last 12 months there have been:

- 65 Starters
- 58 Leavers

Meaning a net increase of 7

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

(LI456)



Higher figure is better

### Number of complaints made to the Standards Committee

(LI519)



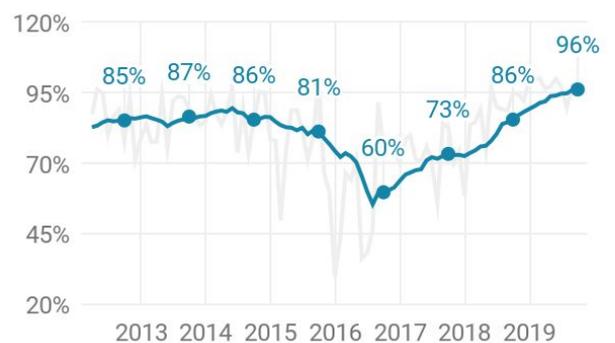
Although there were 31 complaints submitted, only 8 met the criteria to be dealt with as a standards complaint. The remaining 23 were not standards issues with many being service requests or issues such as missed bins which are dealt with in-service.

Lower figure is better

### Green

### Complaints Response Rate within 10 days

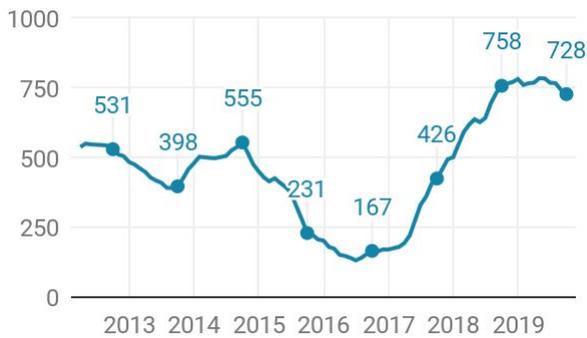
(rolling 12 months)



As a result of a review of processes and the centralisation of complaints, the target of 90% is now being met and exceeded.

Target 90% Higher figure is better

**Number of complaints**  
(rolling 12 months)



Following a review of systems, processes and resources, a large number of complaints were identified in 2017 as being excluded from the statistic. These are now being reflected in the numbers, which are based on a rolling 12 months.

Lower figure is better

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



We are working with the Information Commissioner's Office to ensure that we respond to all FOIs. An internal audit has taken place to understand the root cause of delays. The audit has highlighted the need for extra resource to address the backlog. We will also make a simpler process to ensure that we respond to all FOIs in time.

Target 90% Higher figure is better

**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.

Target 8 Lower figure is better

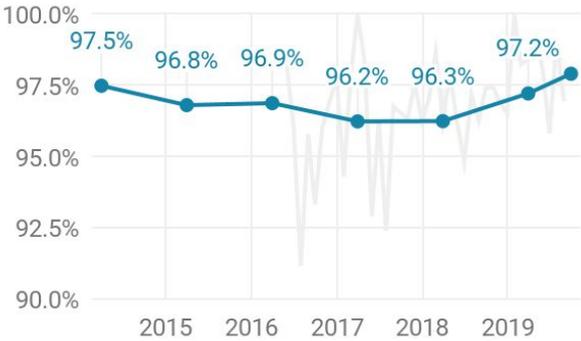
**Average time to process all new claims & change events in Housing Benefit (HB) & Council Tax Benefit (CTB) (days)**



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**

**55.30%**  
expected at Q2 55.8%

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

Amber

% Business rates collected

**56.01%**

expected at Q2 57.64%

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

Red

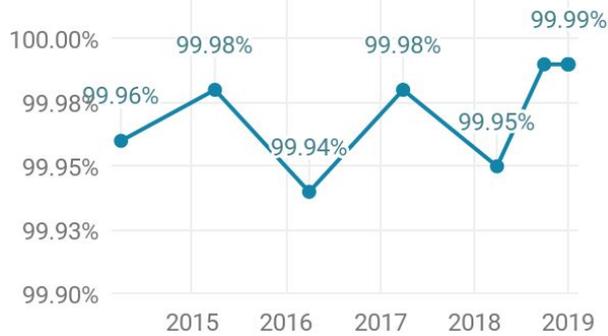
Average call waiting time (seconds)

**300** seconds

Target: 233 Lower figure is better

Green

% availability of the corporate website



Target met.

Target 99.5% Higher figure is better