

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)



Red

Missed Bins as % of bins collected

(rolling 12 months)



The pandemic has had a significant impact on the Waste and Recycling service, requiring changes to the way some materials are collected. In particular food waste is currently collected using a separate vehicle. These changes coupled with the effect that absence, due to shielding, self isolation and illness, has had on permanent staffing levels has resulted in a greater reliance on agency staff with some impact due to reduced local knowledge and experience. With more residents working from home we have also seen an increase in access issues for our 26 tonne vehicles due to higher numbers of parked cars on narrow residential streets.

Our aging fleet continues to suffer an increased frequency of breakdowns but a fleet of 11 new 26 tonne vehicles with greater

capacity and flexibility will be delivered in the first part of 2021 resolving the reliability issue and delivering improved serviceability. Despite the challenges this year we are completing 99.66% of all collections at first visit.

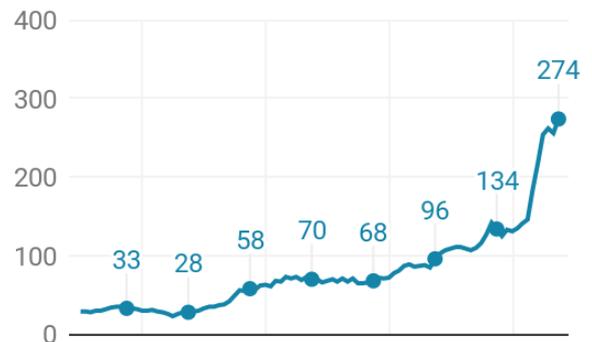
Target 95% Higher figure is best

Target 0.15% Lower figure is best

Amber

% of household waste sent for reuse, recycling and composting
(NI 192) (rolling 12 months)

Number of dumped rubbish incidents reported on council-owned land
(LI364) (rolling 12 months sum)



Target 36.4% Higher figure is better

Number of street scene enforcement actions
(LI362) (rolling 12 months)

Number of enforcement actions (Litter Fixed Penalty Notices – Environmental Enforcement Contract)
(LI362) (rolling 12 months)



Number of combined street scene enforcement actions
(LI362) (rolling 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. The increase in visitor footfall over recent years is of course welcome but has further influenced the need for efficient and consistent resource planning. The planned recruitment of Environmental Operatives to address the cleansing resourcing issue has been delayed in order to maintain a consistent household waste and recycling service during the pandemic. The method of recording data for this indicator is being reviewed but due to the need to focus operational resources on frontline services during the pandemic, data collection has not occurred in 2020. A new system for data collection to inform this indicator will commence in 2021.

Target 5.0% Lower figure is better

Target 5.0% Lower figure is better

Green

% streets with detritus below acceptable levels

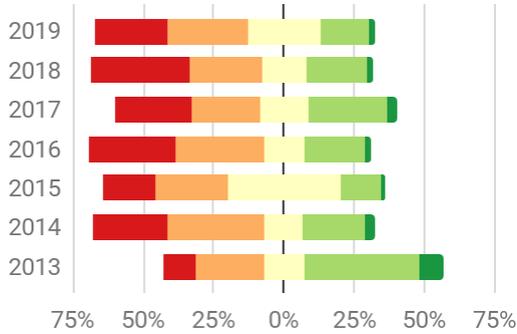
(NI195b) (rolling 12 months)



Target 7.0% lower figure is better

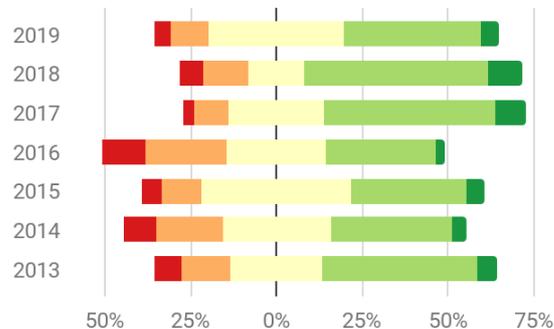
Public opinion of the Street Cleaning Service

(annual survey)



Public opinion of Parks and Open Spaces

(annual survey)



Green

% streets with graffiti below acceptable levels

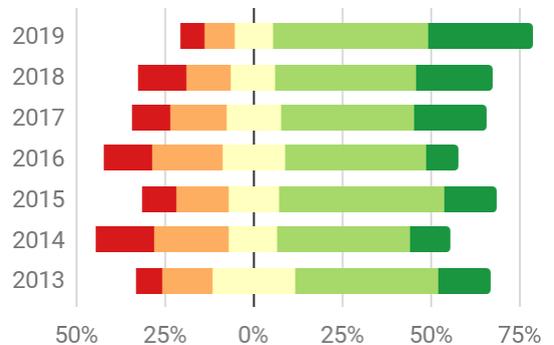
(NI195c) (rolling 12 months)



Target 1.4% lower figure is better

Public opinion of the Recycling Service

(annual survey)



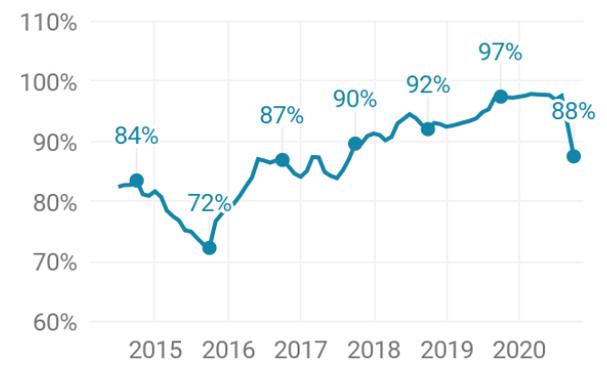
Supporting Neighbourhoods

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.



Red

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



This year has been particularly difficult as this team have been at the centre of the TDC response to the global pandemic, they have continued to provide that response as well as their normal workloads and inevitably there has been some slippage

Target 95% Higher figure is best

Number of Crimes per 1,000 of the population

(rolling 12 Months) (LI300)



Green

Empty homes brought back into use

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



Target 31.75 Higher figure is best

Red

Number of dwellings where action taken to improve living conditions

(category 1 and 2 hazards) (LI543)



The council continues to take robust action to ensure that tenants living in the private sector are protected from unsafe housing conditions. In the first half of the financial year, 110 statutory enforcement notices were served, which is a higher than average number. However, our externally funded rogue landlord programme ended on 31 March 2020 impacting on the number of homes where the team could inspect and take action. In addition, we are now in the final year of the selective licensing designation in Cliftonville and had always profiled a reduction in activity as the end of the scheme approached. These changes, together with reduced capacity to carry out inspections during the Covid-19 pandemic has resulted in fewer homes being improved. We are currently exploring options with the MHCLG for a further selective licensing designation in the future.

Target 71 Higher figure is best

Green

Number of homeless cases prevented

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



Target 76 Higher figure is best

Green

Average number of days taken to make homelessness decisions

(rolling 12 months)



Target 28 Lower figure is better

Green

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

(rolling 12 months)



Target 38 Lower figure is better

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

Description	Mar-2016	Sep-2020	% change since Mar 2016	Change since Mar 2016
Second Homes (Unoccupied and furnished)	1,370 	1,627	19%	
Unoccupied and unfurnished	614 	870	42%	256
Unoccupied and unfurnished for more than 2 years	106 	274	158%	168
Unoccupied and unfurnished, requires or undergoing major repair and/or structural alteration	106 	187	76%	81
Property left empty by a deceased person , waiting for probate or letters of administration to be granted	103 	144	40%	41
Other	51 	48	-6%	-3
Total (Excluding Second homes)	980 	1,523	55%	543
Total (including second homes)	2,350 	3,150	34%	800

Promoting Inward Investment and Job Creation



Source: Jeff Spicer/Getty Images

Count of Enterprises in Thanet
(nomis data)



Higher figure is better

All people - Economically active - In employment
(nomis data)



Higher figure is better

Red

Major Planning Applications determined within 13 weeks or agreed timescale (NI157a) (rolling 12 months)

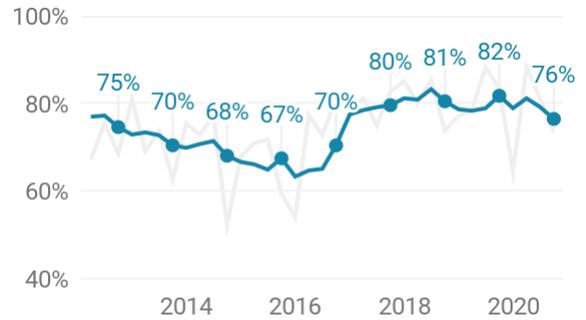


The downturn in time is as a result of protracted negotiations on older major planning applications, with 18 majors determined in the second quarter (about half determined in a normal calendar). This has been noted as anticipated in previous performance review updates, and also reflects the ½ post vacancy in officer posts since January. We aim to achieve an increase in percentage above the current level by the end of the financial year, with an additional planning officer recruited to assist with increased workload of major applications (started January 2021).

Target 81% Higher figure is better

Green

Minor planning applications determined within 8 weeks or agreed timescale (NI157b) (rolling 12 months)



.

Target 72% Higher figure is better

Visitor Nights

(LI730) (rolling 12 months)



Higher figure is better

Green

Average total meterage of occupied permanent berths in Royal Ramsgate Harbour (LI137) (Average rolling 12 months)

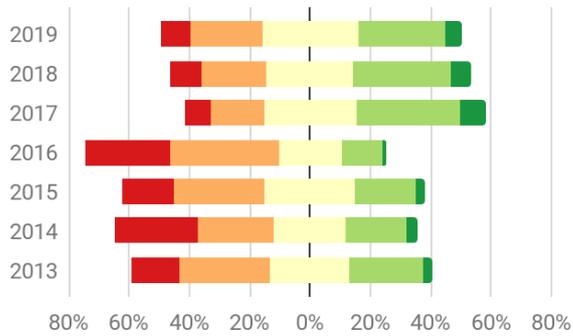


Target 3,600 Higher figure is better

Statistical Information

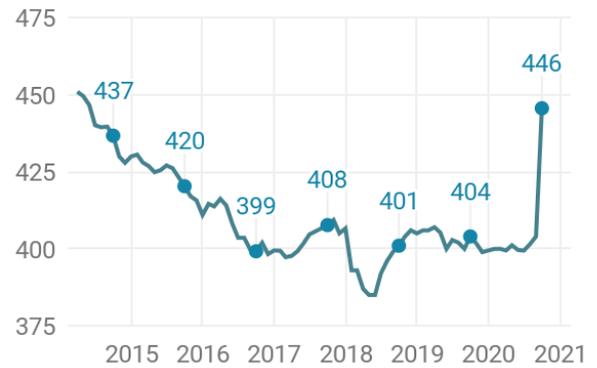
Public opinion of whether the council provides Value for Money

(annual survey)



Higher figure is better

Thanet District Council Full time Equivalent count



The graph reflects the transfer of the new Tenant and Leaseholder service to TDC.

Staff Starters and Leavers headcount (rolling 12 months totals)



Over the last 12 months there have been:

- 31 Starters
- 19 Leavers

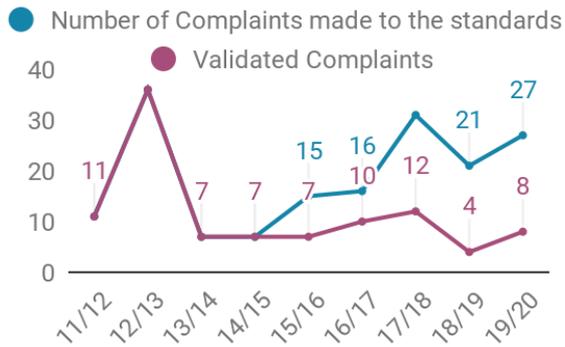
Meaning a net increase of 50

Registration rate for voting following annual canvas (%) (L1456)



Higher figure is better

Number of complaints made to the Standards Committee (L1519)



Lower figure is better

Green

Complaints Response Rate within 10 days (rolling 12 months)



Target 90% Higher figure is better

Amber

Number of complaints (rolling 12 months)



Lower figure is better

Amber

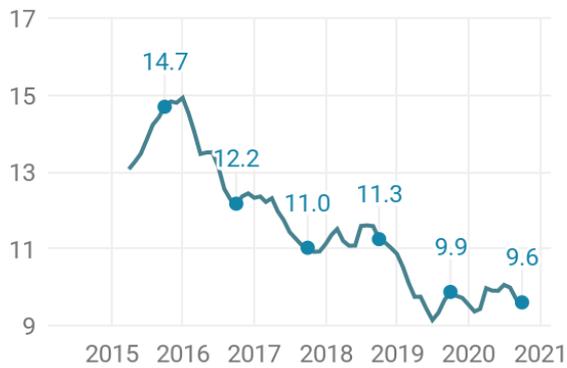
Freedom of Information Response Rate within 20 days (rolling 12 months)



Target 90% Higher figure is better

Red

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

Green

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

62.87%
expected at October 63.47%

Target 94.91% (Year End Target) Higher figure is better

Red

% Business rates collected

60.72%

expected at October 64.76%

Headline collection is 4.04% down on expected collection, which equates to £580k.

Due to the economic implications and restrictions of coronavirus and the first national lockdown, recovery of outstanding business rate debt was suspended for the first half of the financial year. Formal recovery action for the current year began on 19 October 2020, with 289 reminder notices to a value of £1.2m being issued for 2020 instalments. These notices will have been sent to businesses that are not benefiting from the Covid relief and grant schemes and therefore likely to be harder to collect.

Further coronavirus restrictions will continue to add additional pressure. Recovery will continue, with those businesses that have not paid their outstanding balances being sent a Final Notice in November, asking for full payment of the total rates due for the rest of the year.

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

Green

Average call waiting time (seconds)

206_{seconds}

Target: 233 Lower figure is better

Green

% availability of the corporate website



Target 99.5% Higher figure is better