


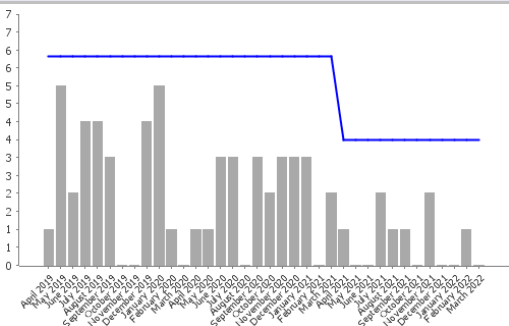

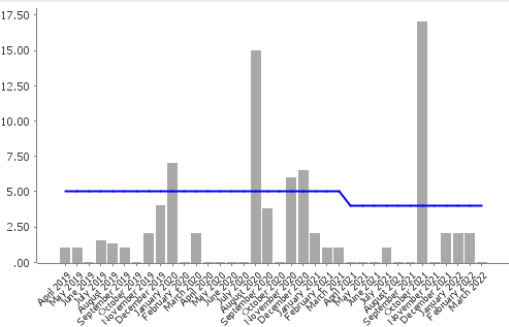

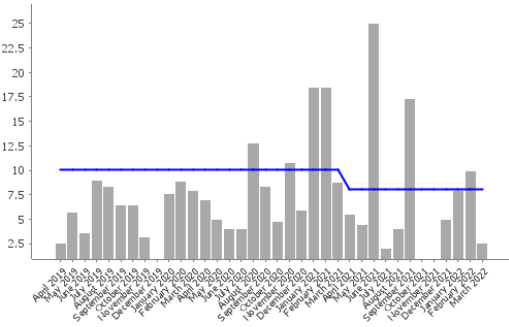

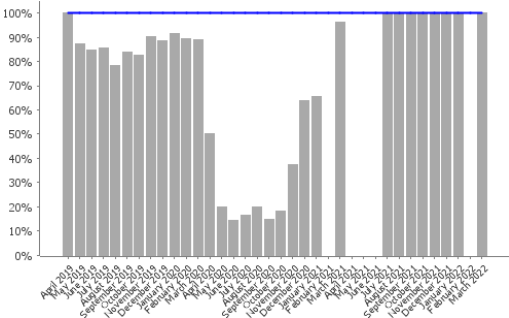



Key Performance Indicator Report – April 2021 to March 2022

Status	Colour	Details
	Green	At or above target
	Amber	Less than 10% below target
	Red	10% or more below target

Cleaner & Greener

Description	Performance Chart	Value	Target	Status
Number of justified Street Cleaning complaints		8	42	
Average number of days taken to remove abandoned vehicles		2.00	4.00	
Number of missed collections per 100,000		6.9	8	
Percentage of higher risk food inspections due that was done (higher risk is categories A & B)		100%	100%	

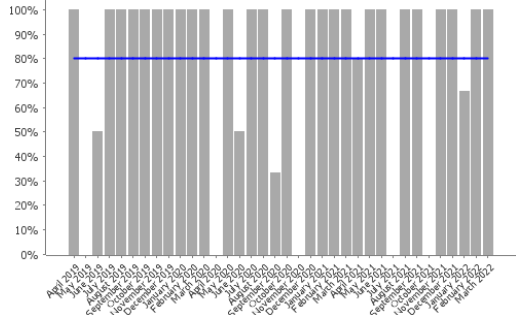
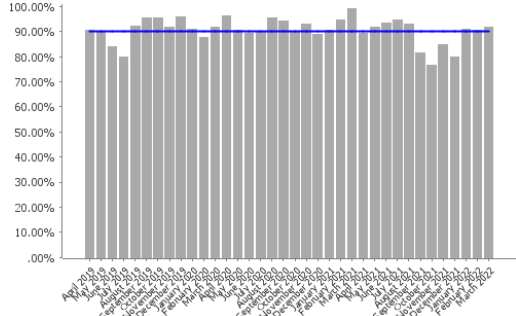
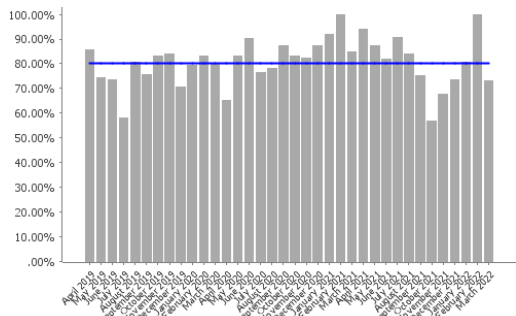
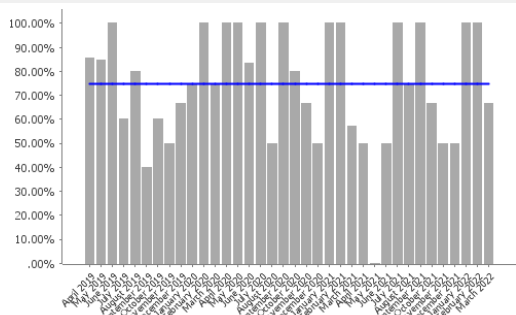
Percentage of valid animal licences processed within 10 weeks		100%	90%	✓
The percentage of renewal invitations sent out by deadline (Sevenoaks)		98.61%	95%	✓
The percentage of valid personal licences processed within 14 working days (Hub Team)(Sevenoaks)		98.44%	95%	✓
Percentage of unopposed applications for new and variation of premises licences processed within 2 calendar months (from date of validation to issue date) (All) (Sevenoaks)		100%	95%	✓
The percentage of valid temporary event notices processed within one working day of receipt (Sevenoaks)		98.66%	95%	✓
The percentage of driver and operator licenses issued within 12 days of validation (Hub Team) (Sevenoaks)		99.24%	90%	✓

Percentage of cleaning schedules completed to agreed frequency		89.2%	90%	
National indicator - Percentage of household waste sent for reuse, recycling and composting		37.72%	40.00%	
Percentage of Penalty Charge Notices cancelled		10.89%	10%	
Average number of working days taken to remove fly tips which the District Council has responsibility to clear		3.5	4	
Percentage of missed collections put right by the next working day		94.5%	98%	
Number of missed green waste collections		215	105	

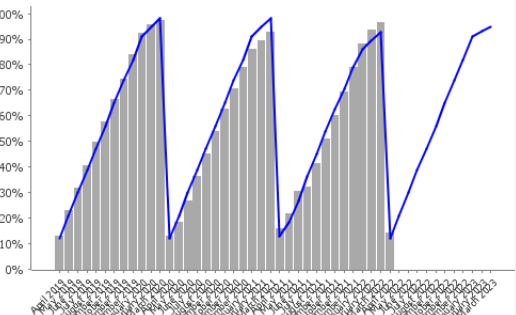
Percentage of missed green waste collections corrected by next working day		92.95%	98.00%	
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Development & Conservation

Description	Performance Chart	Value	Target	Status
Percentage of full plans / Building Notices acknowledged within 3 working days		95.17%	80%	
Percentage of full plans checked within 15 working days		99.17%	95%	
Market Share		70.92%	70%	
Average number of days taken to validate a planning application		3.65	5	

Description	Performance Chart	Value	Target	Status
Processing of planning applications: Major applications in 13 weeks		92.59%	80.00%	✅
Processing of planning applications: Other applications in 8 weeks		88.18%	90.00%	⚠️
Processing of planning applications: Minor applications in 8 weeks		80.24%	80.00%	✅
Percentage of appeals against planning application refusal dismissed		72.73%	75.00%	⚠️

Finance & Investments

Description	Performance Chart	Value	Target	Status
The percentage of business rates collected in-year (Cumulative)		96.4%	92.7%	✅

Description	Performance Chart	Value	Target	Status
The percentage of council tax collected in-year (cumulative)		98.1%	98.6%	⚠️
The percentage of undisputed invoices paid within 30 days or agreed terms		97.58%	99%	⚠️
Sundry debts outstanding more than 60 days		£38,165	£40,000	✅
Average number of days to process a new claim for Housing Benefit (Monthly)		15	23	✅
Average number of days to process a change in circumstances for Housing Benefit (monthly)		7	9	✅

Description	Performance Chart	Value	Target	Status
Sevenoaks: Audit actions fully implemented within agreed timescales		67.74%	80%	

Housing & Health

Description	Performance Chart	Value	Target	Status
Number of referrals to the One You Kent Service (SDC area)		406	400	
Number of individuals completing the One You initial appointment		222	300	
Number of households where a positive outcome has been achieved (homeless prevented or secures alternative accommodation)		242	130	

Description	Performance Chart	Value	Target	Status
Number of customers housed in PSL property		34	30	🟢
Total number housed through Sevenoaks District Housing Register nomination		178	200	🔴
Number of Disabled Facilities Grants completed		98	60	🟢
Percentage of Health Action Plan on target		77%	80%	⚠️
Number of households in all types of emergency & temporary accommodation		134	85	🔴

Description	Performance Chart	Value	Target	Status
Number of households in B & B		6	5	

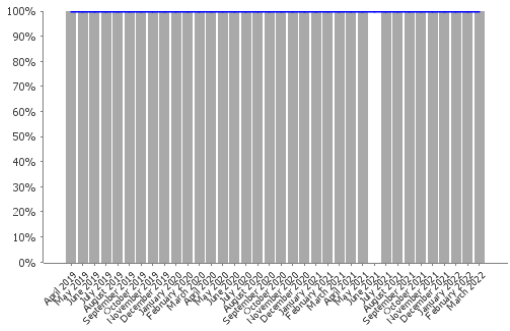

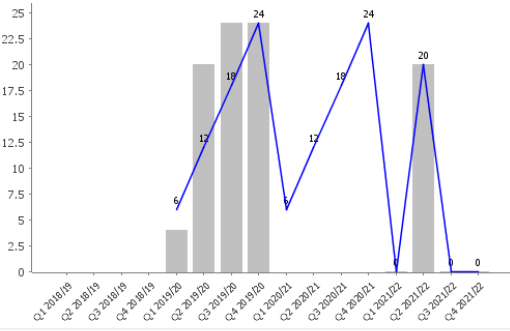

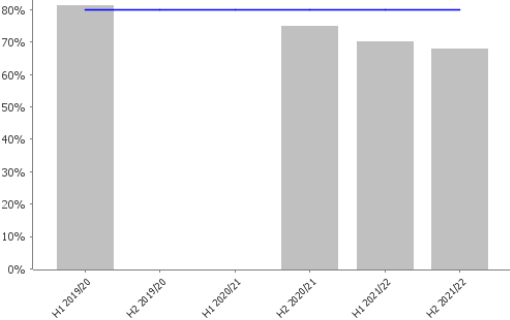
Improvement & Innovation

Description	Performance Chart	Value	Target	Status
Average number of days to process a land charge search		4.31	10	
Percentage of planning applications submitted and received electronically		95.08%	80.00%	
The average number of working days lost to sickness absence per FTE		7.55	9.00	

Description	Performance Chart	Value	Target	Status
Percentage of phone calls answered within 20 seconds by the Contact Centre		52.50%	70.00%	
Percentage of phone calls to the Contact Centre abandoned by the caller		10.08%	5%	

People and Places

Description	Performance Chart	Value	Target	Status
Percentage of actions in the Sustainable Community Action Plan achieved		96%	85%	
Percentage of Community Safety Partnership actions achieved		98%	90%	

Description	Performance Chart	Value	Target	Status
Percentage of responses to reports of Anti Social Behaviour within 25 working days	 <p>A bar chart showing the percentage of responses to reports of Anti Social Behaviour within 25 working days. The y-axis ranges from 0% to 100% in 10% increments. The x-axis lists months from April 2018 to February 2022. Every bar is at the 100% level.</p>	100%	100%	
Number of Family Fun Days delivered throughout the District	 <p>A bar and line chart showing the number of Family Fun Days delivered throughout the District. The y-axis ranges from 0 to 25 in increments of 2.5. The x-axis shows quarters from Q1 2018/19 to Q4 2021/22. Bars represent the number of days delivered, and a blue line connects the data points. Data values are labeled on the bars: 6, 12, 19, 24, 9, 12, 19, 24, 20, 0, 0.</p>	20	20	
Percentage of performance of organisations awarded grants on target (over £500)	 <p>A bar chart showing the percentage of performance of organisations awarded grants on target (over £500). The y-axis ranges from 0% to 80% in 10% increments. The x-axis shows six periods: H1 2018/19, H2 2019/20, H1 2020/21, H2 2020/21, H1 2021/22, and H2 2021/22. A horizontal blue line is drawn at the 80% target level. The bars show values of approximately 80%, 0%, 75%, 70%, 68.98%, and 68.98% respectively.</p>	68.98%	80%	