

**HOUSING AND COMMUNITY SAFETY ADVISORY COMMITTEE**  
**08 October 2014 at 7.00 pm**

Further to the despatch of agenda and papers for the above meeting, please find the following background document(s):

- |    |  |   |
|----|--|---|
| 8. | <b>CCTV Service</b>  | <b>(Pages 1 - 16)</b><br><i>Richard Wilson</i>    |
| 9. | <b>Budget: Review of Service Plans and Service Change Impact Assessments (SCIAs)</b> | <b>(Pages 17 - 32)</b><br><i>Adrian Rowbotham</i> |

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**SEVENOAKS  
CCTV  
PERFORMANCE  
INDICATORS**

**1st APRIL 2014  
to  
31st MARCH 2015**



**August  
2014**

# Agenda Item 8

## CCTV PERFORMANCE

|   | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Total |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Data reviewed by request to the cctv suite              | 24  | 34  | 31  | 39  | 25  |     |     |     |     |     |     |     | 153   |
| Data seized due to evidential material                  | 6   | 8   | 13  | 17  | 7   |     |     |     |     |     |     |     | 51    |
| Stills produced after data review                       | 4   | 2   | 7   | 8   | 6   |     |     |     |     |     |     |     | 27    |
| Other agencies Kent Fire Brigade                        | 7   | 6   | 4   | 5   | 6   |     |     |     |     |     |     |     | 21    |
| Monitored Arrests (30)                                  | 3   | 5   | 1   | 2   | 1   |     |     |     |     |     |     |     | 12    |
| Instigated Arrests (10)                                 |     | 4   | 3   |     | 2   |     |     |     |     |     |     |     | 9     |
| Assisted Arrests (30)                                   | 2   | 2   | 8   | 10  | 4   |     |     |     |     |     |     |     | 26    |
| Force Control requests to CCTV (1100)                   | 106 | 135 | 114 | 119 | 115 |     |     |     |     |     |     |     | 589   |
| Reports to Force Control from CCTV (220)                | 8   | 18  | 15  | 12  | 17  |     |     |     |     |     |     |     | 70    |
| Assistance to Police (200)                              | 14  | 6   | 7   | 4   | 7   |     |     |     |     |     |     |     | 38    |
| Quality of life issues                                  | 26  | 22  | 29  | 38  | 25  |     |     |     |     |     |     |     | 140   |
| Police Attendance into the CCTV Control Room            | 18  | 35  | 36  | 30  | 15  |     |     |     |     |     |     |     | 134   |
| SDC Out of hours calls (1400)                           | 111 | 161 | 138 | 156 | 123 |     |     |     |     |     |     |     | 689   |
| TMBC Out of hours calls (1300)                          | 91  | 126 | 111 | 134 | 107 |     |     |     |     |     |     |     | 569   |
| Shopsafe / Pubwatch (400)                               | 25  | 18  | 26  | 22  | 20  |     |     |     |     |     |     |     | 111   |
| Instigated Incidents (no police resources available)(5) |     | 1   |     |     |     |     |     |     |     |     |     |     | 1     |
| Mising and Vulnerable Persons                           | 19  | 10  | 20  | 3   | 7   |     |     |     |     |     |     |     | 59    |
| Police Fixed Penalty Fines Assisted by CCTV             |     |     |     |     |     |     |     |     |     |     |     |     | 0     |
| Traffic Link Calls                                      | 25  | 30  | 26  | 54  | 45  |     |     |     |     |     |     |     | 180   |
| FPN's Monitored   |     |     |     |     |     |     |     |     |     |     |     |     | 0     |
| FPN's Insitigated                                       |     |     |     |     |     |     |     |     |     |     |     |     | 0     |
| FPN's Assisted  |     |     |     |     |     |     |     |     |     |     |     |     | 0     |
| Child Related Incidents                                 | 25  | 26  | 11  | 17  | 19  |     |     |     |     |     |     |     | 98    |
| Domestic Violence                                       | 2   | 1   | 1   | 3   | 3   |     |     |     |     |     |     |     | 10    |

## CCTV PERFORMANCE

### INSTIGATED ARRESTS

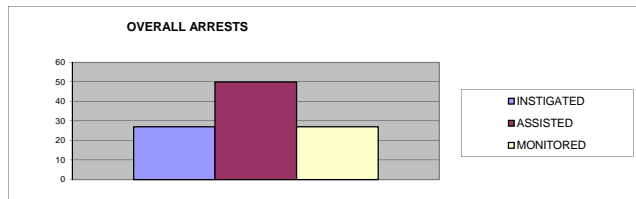
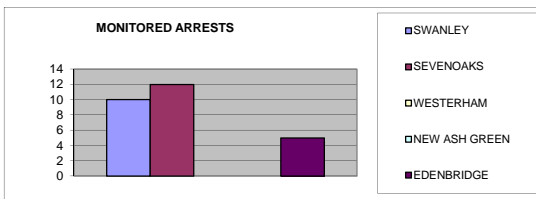
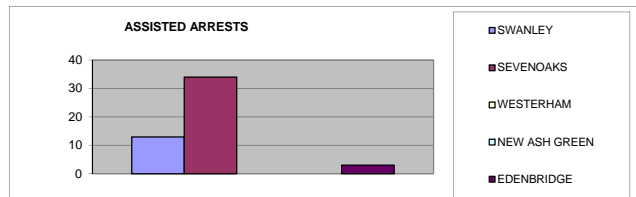
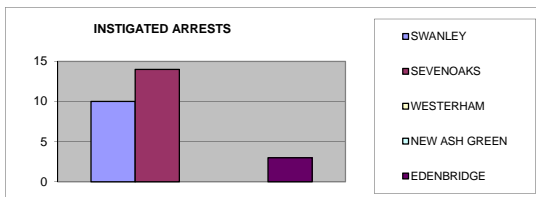
|               | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Total |
|---------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Swanley       |     |     |     |     | 1   |     |     |     |     |     |     |     | 1     |
| Sevenoaks     |     | 4   | 3   |     | 1   |     |     |     |     |     |     |     | 8     |
| Westerham     |     |     |     |     |     |     |     |     |     |     |     |     |       |
| New Ash Green |     |     |     |     |     |     |     |     |     |     |     |     |       |
| Edenbridge    |     |     |     |     |     |     |     |     |     |     |     |     | 0     |
| <b>TOTAL</b>  |     | 4   | 3   | 0   | 2   |     |     |     |     |     |     |     | 9     |

### ASSISTED ARRESTS

|               | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Total |
|---------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Swanley       |     |     |     | 1   | 2   |     |     |     |     |     |     |     | 3     |
| Sevenoaks     | 2   | 2   | 8   | 6   | 2   |     |     |     |     |     |     |     | 20    |
| Westerham     |     |     |     |     |     |     |     |     |     |     |     |     |       |
| New Ash Green |     |     |     |     |     |     |     |     |     |     |     |     |       |
| Edenbridge    |     |     |     | 3   |     |     |     |     |     |     |     |     | 3     |
| <b>TOTAL</b>  | 2   | 2   | 8   | 10  | 4   |     |     |     |     |     |     |     | 26    |

### MONITORED ARRESTS

|               | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Total |
|---------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Swanley       |     |     |     | 1   |     |     |     |     |     |     |     |     | 1     |
| Sevenoaks     | 1   | 4   | 1   |     |     |     |     |     |     |     |     |     | 6     |
| Westerham     | 1   | 1   |     |     |     |     |     |     |     |     |     |     | 2     |
| New Ash Green |     |     |     |     |     |     |     |     |     |     |     |     |       |
| Edenbridge    | 1   |     |     | 1   | 1   |     |     |     |     |     |     |     | 3     |
| <b>TOTAL</b>  | 3   | 5   | 1   | 2   | 1   |     |     |     |     |     |     |     | 12    |



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## Agenda Item 8

| 2012                                | Apr        | May        | Jun        | Jul        | Aug        | Sep        | Oct       | Nov       | Dec        | Jan        | Feb        | Mar        | Total       |
|-------------------------------------|------------|------------|------------|------------|------------|------------|-----------|-----------|------------|------------|------------|------------|-------------|
| <b>SDC OOH calls for the month</b>  | <b>118</b> | <b>150</b> | <b>137</b> | <b>132</b> | <b>156</b> | <b>113</b> | <b>90</b> | <b>91</b> | <b>117</b> | <b>117</b> | <b>100</b> | <b>115</b> | <b>1436</b> |
| <b>SDC's OOH Officers contacted</b> | <b>32</b>  | <b>31</b>  | <b>41</b>  | <b>31</b>  | <b>25</b>  | <b>21</b>  | <b>11</b> | <b>31</b> | <b>27</b>  | <b>20</b>  | <b>23</b>  | <b>24</b>  | <b>317</b>  |
| Number of calls referred to NWD     | 28         | 24         | 32         | 42         | 42         | 28         | 30        | 24        | 38         | 20         | 25         | 25         | 358         |
| Referrals & advise calls            | 58         | 95         | 64         | 59         | 89         | 64         | 49        | 36        | 52         | 77         | 52         | 66         | 761         |
| <i>Check</i>                        | <b>118</b> | <b>150</b> | <b>137</b> | <b>132</b> | <b>156</b> | <b>113</b> | <b>90</b> | <b>91</b> | <b>117</b> | <b>117</b> | <b>100</b> | <b>115</b> | <b>1436</b> |
| Noise / odour complaints            | 21         | 27         | 17         | 30         | 47         | 17         | 5         | 14        | 15         | 12         | 14         | 10         | 229         |
| Stray or lost dogs                  | 8          | 19         | 18         | 14         | 23         | 22         | 15        | 24        | 30         | 23         | 17         | 22         | 235         |
| Homeless or housing calls           | 4          | 9          | 9          | 3          | 5          | 10         | 8         | 2         | 1          | 8          | 6          | 2          | 67          |
| Refuse collection calls             | 4          | 6          | 11         | 2          | 3          | 1          | 4         | 1         | 4          | 7          | 2          | 3          | 48          |
| Highway enquiries                   | 1          | 3          | 3          | 5          |            | 1          | 4         | 1         | 3          | 1          |            | 4          | 26          |
| Parking problems & tickets etc      | 19         | 16         | 20         | 21         | 20         | 14         | 15        | 7         | 11         | 17         | 23         | 17         | 200         |
| Parks and open spaces               |            |            |            | 2          | 1          |            |           | 1         |            |            |            |            | 4           |
| Pest control calls                  | 1          | 6          | 4          | 7          |            |            |           | 1         | 1          | 1          |            | 1          | 22          |
| Dangerous structures / debris       | 2          | 1          |            |            | 1          | 2          |           |           | 1          |            | 1          | 1          | 9           |
| Dead animals                        | 11         | 3          | 4          |            | 2          | 5          | 1         |           | 2          | 2          | 1          | 1          | 32          |
| Fly tipping                         | 1          |            | 1          |            |            |            |           | 1         |            | 3          | 2          | 1          | 9           |
| Alarm call outs                     | 4          |            | 1          |            | 2          | 1          |           | 3         | 1          | 1          |            | 1          | 14          |
| General enquiries                   | 8          | 8          |            | 1          | 11         | 6          | 4         |           | 6          | 2          |            | 1          | 47          |
| Council tax & benefits calls        | 8          | 8          | 15         | 8          | 6          | 6          | 6         | 6         | 9          | 7          | 1          | 11         | 91          |
| Fire & smoke pollution issues       |            | 1          | 1          |            | 3          |            |           | 1         |            |            |            | 1          | 7           |
| Sewage / waterboard issues          | 1          | 4          | 3          | 1          | 1          | 2          | 1         | 1         | 3          | 4          | 2          |            | 23          |
| Licensing issues                    |            |            |            |            |            |            |           |           |            |            |            | 1          | 1           |
| Flooding                            | 2          |            |            | 10         |            |            |           | 8         | 5          |            |            | 1          | 26          |
| Test Calls                          | 6          | 36         | 21         | 19         | 22         | 16         | 21        | 15        | 19         | 26         | 26         | 28         | 255         |
| Other                               | 17         | 3          | 9          | 9          | 9          | 10         | 6         | 5         | 6          | 3          | 5          | 9          | 91          |
| <i>Check</i>                        | <b>118</b> | <b>150</b> | <b>137</b> | <b>132</b> | <b>156</b> | <b>113</b> | <b>90</b> | <b>91</b> | <b>117</b> | <b>117</b> | <b>100</b> | <b>115</b> | <b>1436</b> |

## Agenda Item 8

| 2011                                | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Total |
|-------------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| <b>SDC OOH calls for the month</b>  | 149 | 130 | 118 | 110 | 99  | 97  | 90  | 65  | 77  | 114 | 104 | 124 | 1277  |
| <b>SDC's OOH Officers contacted</b> | 36  | 43  | 45  | 27  | 41  | 32  | 29  | 6   | 15  | 20  | 23  | 22  | 339   |
| Number of calls referred to NWD     | 55  | 40  | 37  | 53  | 40  | 30  | 34  | 35  | 26  | 31  | 19  | 45  | 445   |
| Referrals & advise calls            | 58  | 47  | 36  | 30  | 18  | 35  | 27  | 24  | 36  | 63  | 62  | 57  | 493   |
| <i>Check</i>                        | 149 | 130 | 118 | 110 | 99  | 97  | 90  | 65  | 77  | 114 | 104 | 124 | 1277  |
| Noise / odour complaints            | 19  | 17  | 18  | 16  | 22  | 19  | 17  | 9   | 12  | 10  | 12  | 9   | 180   |
| Stray or lost dogs                  | 24  | 34  | 19  | 23  | 31  | 22  | 16  | 19  | 30  | 26  | 22  | 24  | 290   |
| Homeless or housing calls           | 6   | 6   | 6   | 5   | 4   | 10  | 5   | 5   | 5   | 4   | 11  | 7   | 74    |
| Refuse collection calls             | 9   | 9   | 6   | 8   | 4   | 4   | 5   | 1   | 2   | 6   | 3   | 4   | 61    |
| Highway enquiries                   | 8   | 2   | 7   | 2   | 4   | 2   | 1   |     | 2   | 8   | 3   | 4   | 43    |
| Parking problems & tickets etc      | 31  | 25  | 25  | 22  | 15  | 10  | 9   | 15  | 10  | 23  | 17  | 17  | 219   |
| Parks and open spaces               |     |     | 1   |     |     |     |     |     |     |     |     |     | 1     |
| Pest control calls                  | 4   | 4   | 10  | 4   | 3   |     |     |     | 2   |     |     | 2   | 29    |
| Dangerous structures / debris       |     | 2   | 1   |     |     |     | 1   |     |     | 3   |     | 1   | 8     |
| Dead animals                        | 3   | 3   | 1   | 1   | 3   | 1   | 2   | 2   | 1   | 3   | 3   | 6   | 29    |
| Fly tipping                         | 7   |     | 1   | 2   |     | 1   |     | 2   |     |     |     |     | 13    |
| Alarm call outs                     | 1   |     | 1   | 2   |     | 1   | 2   |     | 1   | 5   | 3   | 3   | 19    |
| General enquiries                   | 1   | 2   |     | 3   |     |     | 1   |     |     |     | 3   | 1   | 11    |
| Council tax & benefits calls        | 10  | 6   | 4   | 4   | 2   | 10  | 5   | 1   | 1   | 4   | 3   | 11  | 61    |
| Fire & smoke pollution issues       | 2   | 3   | 6   |     | 3   | 1   | 6   | 2   | 1   | 2   | 2   | 2   | 30    |
| Sewage / waterboard issues          | 7   | 5   | 5   | 5   | 5   | 3   | 4   | 2   | 3   | 4   | 2   | 2   | 47    |
| Licensing issues                    | 1   | 1   |     | 1   |     |     |     |     |     |     |     |     | 3     |
| Flooding                            |     |     |     |     |     |     |     |     |     |     |     |     |       |
| Other                               | 16  | 11  | 7   | 12  | 3   | 13  | 16  | 7   | 7   | 16  | 20  | 31  | 159   |
| <i>Check</i>                        | 149 | 130 | 118 | 110 | 99  | 97  | 90  | 65  | 77  | 114 | 104 | 124 | 1277  |





**Agenda Item 8  
Out of Hours Service for Sevenoaks District Council Performance Data for 2010/11**

| 2010                                      | Apr       | May        | Jun        | Jul        | Aug        | Sep       | Oct        | Nov       | Dec        | Jan       | Feb       | Mar       | Total       |
|---|-----------|------------|------------|------------|------------|-----------|------------|-----------|------------|-----------|-----------|-----------|-------------|
| <b>SDC OOH calls for the month</b>        | <b>98</b> | <b>120</b> | <b>124</b> | <b>145</b> | <b>109</b> | <b>96</b> | <b>108</b> | <b>88</b> | <b>136</b> | <b>99</b> | <b>72</b> | <b>88</b> | <b>1283</b> |
| <b>SDC's OOH Officers contacted</b>       | <b>24</b> | <b>32</b>  | <b>23</b>  | <b>37</b>  | <b>16</b>  | <b>29</b> | <b>53</b>  | <b>26</b> | <b>31</b>  | <b>32</b> | <b>20</b> | <b>36</b> | <b>359</b>  |
| <b>Number of calls referred to NWD</b>    | <b>48</b> | <b>54</b>  | <b>51</b>  | <b>65</b>  | <b>53</b>  | <b>50</b> | <b>35</b>  | <b>43</b> | <b>42</b>  | <b>37</b> | <b>30</b> | <b>28</b> | <b>536</b>  |
| <b>Referrals &amp; advise calls</b>       | <b>26</b> | <b>34</b>  | <b>50</b>  | <b>43</b>  | <b>40</b>  | <b>17</b> | <b>20</b>  | <b>19</b> | <b>63</b>  | <b>30</b> | <b>22</b> | <b>24</b> | <b>388</b>  |
| <i>Check</i>                              | <b>98</b> | <b>120</b> | <b>248</b> | <b>145</b> | <b>109</b> | <b>96</b> | <b>108</b> | <b>88</b> | <b>136</b> | <b>99</b> | <b>72</b> | <b>88</b> | <b>1283</b> |
| <b>Noise / odour complaints</b>           | <b>22</b> | <b>25</b>  | <b>40</b>  | <b>50</b>  | <b>29</b>  | <b>26</b> | <b>27</b>  | <b>18</b> | <b>11</b>  | <b>16</b> | <b>9</b>  | <b>9</b>  | <b>282</b>  |
| <b>Stray or lost dogs</b>                 | <b>32</b> | <b>26</b>  | <b>26</b>  | <b>28</b>  | <b>21</b>  | <b>24</b> | <b>23</b>  | <b>30</b> | <b>24</b>  | <b>21</b> | <b>20</b> | <b>33</b> | <b>308</b>  |
| <b>Homeless or housing calls</b>          | <b>6</b>  | <b>5</b>   | <b>5</b>   | <b>2</b>   | <b>5</b>   | <b>3</b>  | <b>4</b>   | <b>5</b>  | <b>13</b>  | <b>3</b>  |           | <b>2</b>  | <b>53</b>   |
| <b>Refuse collection calls</b>            | <b>6</b>  | <b>5</b>   | <b>4</b>   | <b>4</b>   | <b>4</b>   | <b>8</b>  | <b>2</b>   |           | <b>13</b>  | <b>18</b> | <b>3</b>  | <b>4</b>  | <b>71</b>   |
| <b>Highway enquiries</b>                  |           | <b>5</b>   | <b>2</b>   | <b>3</b>   | <b>6</b>   | <b>5</b>  |            | <b>4</b>  | <b>7</b>   |           | <b>3</b>  | <b>3</b>  | <b>38</b>   |
| <b>Parking problems &amp; tickets etc</b> | <b>7</b>  | <b>19</b>  | <b>15</b>  | <b>14</b>  | <b>17</b>  | <b>5</b>  | <b>20</b>  | <b>12</b> | <b>15</b>  | <b>23</b> | <b>20</b> | <b>17</b> | <b>184</b>  |
| <b>Parks and open spaces</b>              | <b>2</b>  |            |            | <b>6</b>   |            |           |            |           |            |           |           |           | <b>8</b>    |
| <b>Pest control calls</b>                 | <b>2</b>  | <b>4</b>   | <b>4</b>   | <b>9</b>   | <b>4</b>   | <b>3</b>  | <b>2</b>   |           | <b>1</b>   | <b>1</b>  |           |           | <b>30</b>   |
| <b>Dangerous structures / debris</b>      | <b>1</b>  | <b>1</b>   | <b>2</b>   | <b>2</b>   | <b>2</b>   | <b>1</b>  | <b>2</b>   |           |            |           | <b>1</b>  |           | <b>12</b>   |
| <b>Dead animals</b>                       | <b>2</b>  | <b>2</b>   | <b>2</b>   | <b>3</b>   |            | <b>2</b>  | <b>2</b>   | <b>4</b>  |            |           | <b>1</b>  | <b>1</b>  | <b>19</b>   |
| <b>Fly tipping</b>                        | <b>1</b>  | <b>1</b>   | <b>1</b>   | <b>1</b>   | <b>4</b>   | <b>1</b>  | <b>2</b>   | <b>2</b>  | <b>2</b>   | <b>2</b>  | <b>1</b>  | <b>1</b>  | <b>19</b>   |
| <b>Alarm call outs</b>                    |           | <b>3</b>   |            | <b>5</b>   | <b>1</b>   | <b>1</b>  | <b>4</b>   | <b>2</b>  | <b>1</b>   | <b>1</b>  |           |           | <b>18</b>   |
| <b>General enquiries</b>                  | <b>5</b>  | <b>9</b>   | <b>7</b>   | <b>6</b>   | <b>3</b>   | <b>4</b>  | <b>1</b>   |           | <b>1</b>   | <b>3</b>  | <b>3</b>  | <b>2</b>  | <b>44</b>   |
| <b>Council tax &amp; benefits calls</b>   | <b>3</b>  | <b>4</b>   | <b>1</b>   |            | <b>5</b>   | <b>5</b>  | <b>4</b>   | <b>1</b>  | <b>11</b>  | <b>2</b>  | <b>1</b>  | <b>4</b>  | <b>41</b>   |
| <b>Fire &amp; smoke pollution issues</b>  | <b>1</b>  | <b>1</b>   | <b>4</b>   | <b>1</b>   | <b>1</b>   | <b>4</b>  | <b>1</b>   |           |            |           |           | <b>2</b>  | <b>15</b>   |
| <b>Sewage / waterboard issues</b>         | <b>4</b>  | <b>5</b>   | <b>4</b>   | <b>7</b>   | <b>5</b>   | <b>1</b>  | <b>6</b>   | <b>3</b>  | <b>4</b>   | <b>5</b>  | <b>3</b>  | <b>3</b>  | <b>50</b>   |
| <b>Licensing issues</b>                   |           |            |            |            |            |           |            |           |            |           |           |           |             |
| <b>Flooding</b>                           |           |            |            |            |            |           |            |           |            |           | <b>3</b>  |           | <b>3</b>    |
| <b>Other</b>                              | <b>4</b>  | <b>5</b>   | <b>7</b>   | <b>4</b>   | <b>2</b>   | <b>3</b>  | <b>8</b>   | <b>7</b>  | <b>33</b>  | <b>4</b>  | <b>4</b>  | <b>7</b>  | <b>88</b>   |
| <i>Check</i>                              | <b>98</b> | <b>120</b> | <b>124</b> | <b>145</b> | <b>109</b> | <b>96</b> | <b>108</b> | <b>88</b> | <b>136</b> | <b>99</b> | <b>72</b> | <b>88</b> | <b>1283</b> |

## Agenda Item 8

| 2013                                | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Total |
|-------------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| <b>SDC OOH calls for the month</b>  | 124 | 118 | 149 | 129 | 144 | 104 | 110 | 121 | 126 | 129 | 131 | 121 | 1506  |
| <b>SDC's OOH Officers contacted</b> | 41  | 35  | 29  | 28  | 27  | 17  | 16  | 18  | 27  | 45  | 27  | 27  | 337   |
| Number of calls referred to NWD     | 28  | 25  | 39  | 40  | 50  | 33  | 22  | 30  | 26  | 22  | 21  | 25  | 361   |
| Referrals & advise calls            | 55  | 58  | 81  | 61  | 67  | 54  | 72  | 73  | 73  | 62  | 83  | 69  | 808   |
| <i>Check</i>                        | 124 | 118 | 149 | 129 | 144 | 104 | 110 | 121 | 126 | 129 | 131 | 121 | 1506  |
| Noise / odour complaints            | 6   | 23  | 18  | 22  | 31  | 15  | 7   | 4   | 7   | 7   | 4   | 7   | 151   |
| Stray or lost dogs                  | 29  | 17  | 35  | 33  | 32  | 22  | 13  | 27  | 15  | 13  | 19  | 25  | 280   |
| Homeless or housing calls           | 11  | 7   | 3   | 1   | 6   | 6   |     | 6   | 5   | 2   | 7   | 5   | 59    |
| Refuse collection calls             | 7   | 3   | 3   |     | 3   |     | 2   | 1   | 2   | 2   | 2   | 2   | 27    |
| Highway enquiries                   | 1   | 1   |     | 3   | 6   |     | 2   | 2   | 9   | 9   | 8   | 3   | 44    |
| Parking problems & tickets etc      | 5   | 13  | 20  | 17  | 10  | 11  | 16  | 21  | 14  | 7   | 14  | 21  | 169   |
| Parks and open spaces               | 1   |     |     | 1   | 1   |     | 1   | 1   |     |     |     |     | 5     |
| Pest control calls                  | 1   | 1   | 4   | 3   | 5   | 2   | 1   |     |     |     |     |     | 17    |
| Dangerous structures / debris       |     | 1   | 1   |     |     |     |     | 1   | 1   | 4   | 15  | 4   | 27    |
| Dead animals                        | 1   | 1   | 3   | 1   |     | 3   | 2   | 1   | 2   | 2   | 2   | 3   | 21    |
| Fly tipping                         |     | 3   | 1   |     |     |     | 1   | 2   |     |     | 1   |     | 8     |
| Alarm call outs                     | 1   |     | 4   | 3   |     |     | 2   | 2   |     | 2   |     | 3   | 17    |
| General enquiries                   | 5   |     | 4   |     | 2   | 2   | 3   | 5   |     | 2   | 10  |     | 33    |
| Council tax & benefits calls        | 6   | 10  | 5   | 3   | 7   | 6   | 6   | 5   | 3   | 4   | 5   | 8   | 68    |
| Fire & smoke pollution issues       | 1   | 1   | 2   | 1   | 3   | 5   | 1   |     |     |     |     | 2   | 16    |
| Sewage / waterboard issues          | 2   | 1   | 4   | 3   | 2   | 3   | 2   |     | 4   |     | 1   | 2   | 24    |
| Licensing issues                    |     |     | 1   |     | 1   |     |     |     |     |     |     |     | 2     |
| Flooding                            | 1   |     |     |     |     |     | 2   |     | 28  | 52  | 16  |     | 99    |
| Test Calls                          | 31  | 36  | 35  | 33  | 27  | 25  | 33  | 31  | 25  | 20  | 21  | 30  | 347   |
| Other                               | 15  |     | 6   | 5   | 8   | 4   | 16  | 12  | 11  | 3   | 6   | 6   | 92    |
| <i>Check</i>                        | 248 | 118 | 149 | 129 | 144 | 104 | 110 | 121 | 126 | 129 | 131 | 121 | 1630  |

## Agenda Item 8

| 2014                                | Apr        | May        | Jun        | Jul        | Aug        | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Total      |
|-------------------------------------|------------|------------|------------|------------|------------|-----|-----|-----|-----|-----|-----|-----|------------|
| <b>SDC OOH calls for the month</b>  | <b>111</b> | <b>161</b> | <b>138</b> | <b>156</b> | <b>123</b> |     |     |     |     |     |     |     | <b>689</b> |
| <b>SDC's OOH Officers contacted</b> | <b>26</b>  | <b>20</b>  | <b>21</b>  | <b>26</b>  | <b>16</b>  |     |     |     |     |     |     |     | <b>109</b> |
| Number of calls referred to NWD     | 27         | 49         | 51         | 59         | 43         |     |     |     |     |     |     |     | 229        |
| Referrals & advise calls            | 58         | 92         | 66         | 71         | 64         |     |     |     |     |     |     |     | 351        |
| <i>Check</i>                        | <b>111</b> | <b>161</b> | <b>138</b> | <b>156</b> | <b>123</b> |     |     |     |     |     |     |     | <b>689</b> |
| Noise / odour complaints            | 10         | 19         | 34         | 37         | 25         |     |     |     |     |     |     |     | 125        |
| Stray or lost dogs                  | 16         | 25         | 24         | 21         | 26         |     |     |     |     |     |     |     | 112        |
| Homeless or housing calls           | 7          | 5          | 9          | 10         | 9          |     |     |     |     |     |     |     | 40         |
| Refuse collection calls             | 4          | 5          | 4          |            | 3          |     |     |     |     |     |     |     | 16         |
| Highway enquiries                   | 2          | 4          | 3          | 1          |            |     |     |     |     |     |     |     | 10         |
| Parking problems & tickets etc      | 19         | 26         | 20         | 21         | 13         |     |     |     |     |     |     |     | 99         |
| Parks and open spaces               |            | 2          | 1          |            |            |     |     |     |     |     |     |     | 3          |
| Pest control calls                  | 1          | 8          | 3          | 12         | 4          |     |     |     |     |     |     |     | 28         |
| Dangerous structures / debris       |            | 1          |            | 6          | 2          |     |     |     |     |     |     |     | 9          |
| Dead animals                        |            | 2          | 1          |            | 1          |     |     |     |     |     |     |     | 4          |
| Fly tipping                         | 1          | 3          | 1          | 3          | 1          |     |     |     |     |     |     |     | 9          |
| Alarm call outs                     | 1          | 1          |            | 1          |            |     |     |     |     |     |     |     | 3          |
| General enquiries                   | 1          | 5          | 1          | 5          | 2          |     |     |     |     |     |     |     | 14         |
| Council tax & benefits calls        | 14         | 15         | 9          | 5          | 8          |     |     |     |     |     |     |     | 51         |
| Fire & smoke pollution issues       | 1          | 3          | 1          | 1          | 3          |     |     |     |     |     |     |     | 9          |
| Sewage / waterboard issues          | 1          | 3          | 1          | 3          |            |     |     |     |     |     |     |     | 8          |
| Licensing issues                    |            | 1          | 1          |            |            |     |     |     |     |     |     |     | 2          |
| Flooding                            |            |            |            |            | 2          |     |     |     |     |     |     |     | 2          |
| Test Calls                          | 24         | 27         | 23         | 25         | 19         |     |     |     |     |     |     |     | 118        |
| Other                               | 9          | 6          | 2          | 5          | 5          |     |     |     |     |     |     |     | 9          |
| <i>Check</i>                        | <b>111</b> | <b>161</b> | <b>138</b> | <b>156</b> | <b>123</b> |     |     |     |     |     |     |     | <b>689</b> |

## Agenda Item 8

| 2012                                      | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| <b>TMBC OOH calls for the month</b>       | 104 | 120 | 116 | 118 | 163 | 112 | 89  | 88  | 118 | 88  | 82  | 123 |
| <b>TMBC's OOH Officers contacted</b>      | 10  | 14  | 22  | 20  | 16  | 9   | 8   | 20  | 21  | 9   | 14  | 23  |
| <b>Number of calls referred to NWD</b>    | 36  | 35  | 32  | 52  | 58  | 37  | 33  | 28  | 30  | 19  | 15  | 29  |
| <b>Referrals &amp; advise calls</b>       | 58  | 71  | 62  | 46  | 89  | 66  | 48  | 40  | 67  | 60  | 53  | 71  |
| <i>Check</i>                              | 104 | 120 | 116 | 118 | 163 | 112 | 89  | 88  | 118 | 88  | 82  | 123 |
| <b>Noise / odour complaints</b>           | 15  | 13  | 13  | 35  | 55  | 33  | 13  | 7   | 15  | 8   | 8   | 14  |
| <b>Stray or lost dogs</b>                 | 16  | 13  | 10  | 8   | 14  | 20  | 7   | 13  | 13  | 7   | 8   | 14  |
| <b>Homeless or housing calls</b>          | 7   | 10  | 11  | 3   | 7   | 8   | 5   | 8   | 12  | 6   | 6   | 16  |
| <b>Refuse collection calls</b>            | 7   | 2   | 11  | 3   | 6   | 2   | 3   | 4   | 10  | 8   | 2   | 2   |
| <b>Highway enquiries</b>                  | 1   | 2   | 9   | 1   | 7   | 5   | 6   | 4   | 4   |     | 5   | 8   |
| <b>Parking problems &amp; tickets etc</b> | 3   | 2   | 7   | 6   | 4   | 2   | 3   | 4   | 2   | 3   | 3   | 2   |
| <b>Parks and open spaces</b>              | 1   | 3   |     | 2   | 2   | 4   | 3   | 3   |     |     |     | 1   |
| <b>Pest control calls</b>                 |     | 9   | 1   | 5   | 3   | 1   | 1   | 1   | 4   |     |     |     |
| <b>Dangerous structures / debris</b>      | 1   | 2   | 2   |     |     |     |     | 2   | 1   | 4   |     | 1   |
| <b>Dead animals</b>                       | 1   | 2   |     |     | 5   |     | 4   | 2   | 1   | 3   |     | 2   |
| <b>Fly tipping</b>                        | 3   | 1   | 1   | 4   | 2   |     | 1   | 2   |     |     |     |     |
| <b>Alarm call outs</b>                    | 5   | 4   | 2   | 7   | 5   | 3   | 7   | 3   | 4   | 4   | 5   | 4   |
| <b>General enquiries</b>                  | 8   | 10  | 2   | 3   | 9   | 4   | 1   | 1   | 4   | 7   |     | 4   |
| <b>Council tax &amp; benefits calls</b>   | 16  | 4   | 5   | 6   | 6   | 5   | 9   | 4   | 7   | 3   | 2   | 8   |
| <b>Fire &amp; smoke pollution issues</b>  | 1   | 1   |     | 1   | 3   | 2   |     | 1   |     | 1   | 3   |     |
| <b>Sewage / waterboard issues</b>         |     |     | 1   | 1   | 1   | 2   | 1   | 1   | 3   | 2   | 3   | 3   |
| <b>Licensing issues</b>                   |     |     |     |     |     |     |     | 1   |     |     |     |     |
| <b>Flooding</b>                           |     |     |     | 2   |     |     |     |     | 5   |     |     | 1   |
| <b>Test calls</b>                         | 19  | 37  | 26  | 24  | 23  | 16  | 18  | 19  | 27  | 26  | 32  | 30  |
| <b>Other</b>                              |     | 5   | 15  | 7   | 11  | 5   | 7   | 8   | 6   | 6   | 5   | 13  |
| <i>Check</i>                              | 104 | 120 | 116 | 118 | 163 | 112 | 89  | 88  | 118 | 88  | 82  | 123 |

# Agenda Item 8

|       |
|-------|
| Total |
| 1321  |
| 186   |
| 404   |
| 731   |
| 1321  |
| 229   |
| 143   |
| 99    |
| 60    |
| 52    |
| 41    |
| 19    |
| 25    |
| 13    |
| 20    |
| 14    |
| 53    |
| 53    |
| 75    |
| 13    |
| 18    |
| 1     |
| 8     |
| 297   |
| 88    |
| 1321  |

## Agenda Item 8

| <b>2011</b>                            | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Total |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| <b>TMBC OOH calls for the month</b>    | 111 | 118 | 108 | 133 | 92  | 88  | 66  | 65  | 90  | 74  | 107 | 114 | 1166  |
| <b>TMBC's OOH Officers contacted</b>   | 15  | 28  | 30  | 23  | 21  | 18  | 19  | 9   | 16  | 8   | 10  | 15  | 212   |
| <b>Number of calls referred to NWD</b> | 48  | 50  | 42  | 66  | 50  | 32  | 23  | 17  | 38  | 32  | 31  | 37  | 466   |
| <b>Referrals &amp; advise calls</b>    | 48  | 40  | 36  | 44  | 21  | 38  | 24  | 39  | 36  | 34  | 66  | 62  | 488   |
| <i>Check</i>                           | 111 | 118 | 108 | 133 | 92  | 88  | 66  | 65  | 90  | 74  | 107 | 114 | 1166  |
| Noise / odour complaints               | 14  | 24  | 21  | 31  | 21  | 20  | 15  | 3   | 14  | 7   | 6   | 10  | 186   |
| Stray or lost dogs                     | 24  | 9   | 16  | 15  | 10  | 12  | 6   | 14  | 8   | 3   | 9   | 15  | 141   |
| Homeless or housing calls              | 3   | 9   | 7   | 17  | 4   | 4   | 4   | 6   | 8   | 6   | 11  | 11  | 90    |
| Refuse collection calls                | 9   | 6   | 5   | 4   | 8   | 2   | 1   | 1   | 6   | 11  | 2   | 4   | 59    |
| Highway enquiries                      | 7   | 3   | 5   | 3   | 2   | 3   | 3   | 7   | 9   | 9   | 11  | 1   | 63    |
| Parking problems & tickets etc         | 9   | 3   | 8   | 6   | 5   | 3   | 8   | 4   | 2   | 3   | 6   | 6   | 63    |
| Parks and open spaces                  |     | 2   | 2   | 1   |     | 3   | 1   | 2   | 2   | 3   |     | 2   | 18    |
| Pest control calls                     | 2   | 8   | 8   | 10  | 8   | 3   | 2   |     | 1   | 1   |     | 2   | 45    |
| Dangerous structures / debris          | 1   |     |     | 2   | 1   |     |     |     | 2   |     |     | 1   | 7     |
| Dead animals                           | 2   | 6   | 2   | 2   | 2   |     | 2   | 4   | 2   | 1   | 5   | 4   | 32    |
| Fly tipping                            | 1   | 2   |     | 1   |     |     |     | 1   | 2   | 4   |     |     | 11    |
| Alarm call outs                        | 7   | 13  | 6   | 1   | 6   | 8   | 6   | 3   | 9   | 6   | 4   | 12  | 81    |
| General enquiries                      | 4   | 4   |     | 2   |     | 2   |     |     |     |     | 10  | 2   | 24    |
| Council tax & benefits calls           | 8   | 1   | 12  | 13  | 5   | 3   | 3   | 6   | 9   | 6   | 3   | 6   | 75    |
| Fire & smoke pollution issues          | 1   | 1   | 1   |     | 3   | 1   | 1   | 3   |     |     | 1   | 2   | 14    |
| Sewage / waterboard issues             | 3   | 2   | 3   | 4   | 4   | 2   | 2   | 3   | 1   | 2   | 3   |     | 29    |
| Licensing issues                       |     |     |     |     |     |     |     |     |     |     |     |     |       |
| Flooding                               |     |     |     |     |     |     |     |     |     |     |     |     |       |
| <b>Other</b>                           | 16  | 25  | 12  | 21  | 13  | 22  | 12  | 8   | 15  | 12  | 36  | 36  | 228   |
| <i>Check</i>                           | 111 | 118 | 108 | 133 | 92  | 88  | 66  | 65  | 90  | 74  | 107 | 114 | 1166  |

Agenda Item 8  
Out of Hours Service for Tonbridge Malling Borough Council Performance Data for  
2010/11

| 2010                                      | Apr        | May        | Jun        | Jul        | Aug        | Sep       | Oct       | Nov       | Dec       | Jan       | Feb       | Mar       | Total       |
|---|------------|------------|------------|------------|------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-------------|
| <b>TMBC OOH calls for the month</b>       | <b>114</b> | <b>116</b> | <b>114</b> | <b>137</b> | <b>101</b> | <b>72</b> | <b>86</b> | <b>65</b> | <b>85</b> | <b>76</b> | <b>64</b> | <b>79</b> | <b>1109</b> |
| <b>TMBC's OOH Officers contacted</b>      | <b>27</b>  | <b>28</b>  | <b>17</b>  | <b>33</b>  | <b>16</b>  | <b>21</b> | <b>15</b> | <b>14</b> | <b>13</b> | <b>18</b> | <b>9</b>  | <b>22</b> | <b>233</b>  |
| <b>Number of calls referred to NWD</b>    | <b>50</b>  | <b>47</b>  | <b>51</b>  | <b>77</b>  | <b>47</b>  | <b>32</b> | <b>43</b> | <b>26</b> | <b>24</b> | <b>35</b> | <b>30</b> | <b>34</b> | <b>496</b>  |
| <b>Referrals &amp; advise calls</b>       | <b>37</b>  | <b>41</b>  | <b>46</b>  | <b>27</b>  | <b>38</b>  | <b>19</b> | <b>28</b> | <b>25</b> | <b>48</b> | <b>23</b> | <b>25</b> | <b>23</b> | <b>380</b>  |
| <i>Check</i>                              | <b>114</b> | <b>116</b> | <b>114</b> | <b>137</b> | <b>101</b> | <b>72</b> | <b>86</b> | <b>65</b> | <b>85</b> | <b>76</b> | <b>64</b> | <b>79</b> | <b>1109</b> |
| <b>Noise / odour complaints</b>           | <b>28</b>  | <b>16</b>  | <b>20</b>  | <b>50</b>  | <b>22</b>  | <b>16</b> | <b>7</b>  | <b>12</b> | <b>8</b>  | <b>11</b> | <b>10</b> | <b>17</b> | <b>217</b>  |
| <b>Stray or lost dogs</b>                 | <b>19</b>  | <b>23</b>  | <b>13</b>  | <b>13</b>  | <b>11</b>  | <b>15</b> | <b>14</b> | <b>13</b> | <b>13</b> | <b>12</b> | <b>10</b> | <b>10</b> | <b>166</b>  |
| <b>Homeless or housing calls</b>          | <b>6</b>   | <b>6</b>   | <b>14</b>  | <b>8</b>   | <b>9</b>   | <b>8</b>  | <b>4</b>  | <b>8</b>  | <b>10</b> | <b>2</b>  | <b>6</b>  | <b>4</b>  | <b>85</b>   |
| <b>Refuse collection calls</b>            | <b>9</b>   | <b>9</b>   | <b>5</b>   | <b>7</b>   | <b>5</b>   | <b>4</b>  | <b>8</b>  | <b>3</b>  | <b>11</b> | <b>8</b>  | <b>5</b>  | <b>6</b>  | <b>80</b>   |
| <b>Highway enquiries</b>                  | <b>4</b>   | <b>6</b>   | <b>4</b>   | <b>4</b>   | <b>10</b>  | <b>2</b>  | <b>8</b>  | <b>2</b>  | <b>17</b> | <b>6</b>  | <b>4</b>  | <b>4</b>  | <b>71</b>   |
| <b>Parking problems &amp; tickets etc</b> | <b>2</b>   | <b>6</b>   | <b>4</b>   | <b>1</b>   | <b>2</b>   | <b>6</b>  | <b>5</b>  |           | <b>1</b>  | <b>3</b>  | <b>2</b>  | <b>2</b>  | <b>34</b>   |
| <b>Parks and open spaces</b>              |            |            | <b>2</b>   | <b>2</b>   | <b>2</b>   | <b>1</b>  | <b>1</b>  |           |           | <b>2</b>  | <b>2</b>  | <b>1</b>  | <b>13</b>   |
| <b>Pest control calls</b>                 | <b>2</b>   | <b>8</b>   | <b>13</b>  | <b>20</b>  | <b>6</b>   | <b>1</b>  | <b>2</b>  |           |           | <b>1</b>  |           | <b>1</b>  | <b>54</b>   |
| <b>Dangerous structures / debris</b>      | <b>1</b>   | <b>3</b>   |            | <b>1</b>   | <b>2</b>   |           | <b>1</b>  | <b>3</b>  |           |           |           | <b>1</b>  | <b>12</b>   |
| <b>Dead animals</b>                       | <b>1</b>   | <b>7</b>   | <b>2</b>   | <b>4</b>   |            | <b>1</b>  | <b>5</b>  | <b>1</b>  | <b>2</b>  | <b>2</b>  | <b>2</b>  | <b>3</b>  | <b>30</b>   |
| <b>Fly tipping</b>                        | <b>1</b>   | <b>1</b>   | <b>3</b>   | <b>3</b>   | <b>3</b>   |           |           |           |           |           |           | <b>2</b>  | <b>13</b>   |
| <b>Alarm call outs</b>                    | <b>13</b>  | <b>12</b>  | <b>10</b>  | <b>2</b>   | <b>5</b>   | <b>7</b>  | <b>3</b>  | <b>4</b>  | <b>8</b>  |           | <b>4</b>  | <b>6</b>  | <b>74</b>   |
| <b>General enquiries</b>                  | <b>5</b>   | <b>6</b>   | <b>3</b>   | <b>4</b>   | <b>7</b>   |           | <b>2</b>  | <b>4</b>  | <b>1</b>  |           | <b>1</b>  | <b>1</b>  | <b>34</b>   |
| <b>Council tax &amp; benefits calls</b>   | <b>6</b>   | <b>4</b>   | <b>4</b>   | <b>5</b>   | <b>3</b>   | <b>5</b>  | <b>8</b>  | <b>5</b>  | <b>4</b>  | <b>14</b> | <b>9</b>  | <b>7</b>  | <b>74</b>   |
| <b>Fire &amp; smoke pollution issues</b>  |            |            | <b>1</b>   | <b>2</b>   | <b>2</b>   | <b>1</b>  |           |           |           | <b>1</b>  |           |           | <b>7</b>    |
| <b>Sewage / waterboard issues</b>         | <b>8</b>   | <b>2</b>   | <b>8</b>   | <b>2</b>   | <b>9</b>   | <b>2</b>  | <b>3</b>  | <b>4</b>  | <b>4</b>  | <b>7</b>  | <b>3</b>  | <b>6</b>  | <b>58</b>   |
| <b>Licensing issues</b>                   | <b>1</b>   |            |            |            |            | <b>1</b>  |           |           |           |           |           |           | <b>2</b>    |
| <b>Flooding</b>                           |            |            |            |            | <b>1</b>   |           |           |           |           |           |           |           | <b>1</b>    |
| <b>Other</b>                              | <b>8</b>   | <b>7</b>   | <b>8</b>   | <b>9</b>   | <b>2</b>   | <b>2</b>  | <b>15</b> | <b>6</b>  | <b>6</b>  | <b>7</b>  | <b>6</b>  | <b>8</b>  | <b>84</b>   |
| <i>Check</i>                              | <b>114</b> | <b>116</b> | <b>114</b> | <b>137</b> | <b>101</b> | <b>72</b> | <b>86</b> | <b>65</b> | <b>85</b> | <b>76</b> | <b>64</b> | <b>79</b> | <b>1109</b> |



## Agenda Item 8

| 2013                                      | Apr       | May        | Jun        | Jul        | Aug        | Sep       | Oct        | Nov       | Dec        | Jan       | Feb        | Mar        | Total       |
|---|-----------|------------|------------|------------|------------|-----------|------------|-----------|------------|-----------|------------|------------|-------------|
| <b>2013 TMBC OOH calls for the month</b>  | <b>89</b> | <b>131</b> | <b>133</b> | <b>137</b> | <b>165</b> | <b>92</b> | <b>114</b> | <b>92</b> | <b>182</b> | <b>85</b> | <b>120</b> | <b>108</b> | <b>1448</b> |
| <b>TMBC's OOH Officers contacted</b>      | <b>16</b> | <b>13</b>  | <b>15</b>  | <b>29</b>  | <b>29</b>  | <b>28</b> | <b>23</b>  | <b>15</b> | <b>32</b>  | <b>9</b>  | <b>15</b>  | <b>12</b>  | <b>236</b>  |
| <b>Number of calls referred to NWD</b>    | <b>27</b> | <b>56</b>  | <b>45</b>  | <b>37</b>  | <b>66</b>  | <b>21</b> | <b>31</b>  | <b>14</b> | <b>36</b>  | <b>22</b> | <b>21</b>  | <b>31</b>  | <b>407</b>  |
| <b>Referrals &amp; advise calls</b>       | <b>46</b> | <b>62</b>  | <b>73</b>  | <b>71</b>  | <b>70</b>  | <b>43</b> | <b>60</b>  | <b>63</b> | <b>114</b> | <b>54</b> | <b>84</b>  | <b>65</b>  | <b>805</b>  |
| <i>Check</i>                              | <b>89</b> | <b>131</b> | <b>133</b> | <b>137</b> | <b>165</b> | <b>92</b> | <b>114</b> | <b>92</b> | <b>182</b> | <b>85</b> | <b>120</b> | <b>108</b> | <b>1448</b> |
| <b>Noise / odour complaints</b>           | <b>8</b>  | <b>24</b>  | <b>24</b>  | <b>31</b>  | <b>40</b>  | <b>11</b> | <b>6</b>   | <b>9</b>  | <b>10</b>  | <b>9</b>  | <b>4</b>   | <b>18</b>  | <b>194</b>  |
| <b>Stray or lost dogs</b>                 | <b>7</b>  | <b>16</b>  | <b>23</b>  | <b>18</b>  | <b>18</b>  | <b>8</b>  | <b>17</b>  | <b>19</b> | <b>13</b>  | <b>10</b> | <b>14</b>  | <b>14</b>  | <b>177</b>  |
| <b>Homeless or housing calls</b>          | <b>5</b>  | <b>3</b>   | <b>5</b>   | <b>7</b>   | <b>10</b>  | <b>16</b> | <b>6</b>   | <b>7</b>  | <b>21</b>  | <b>7</b>  | <b>2</b>   | <b>7</b>   | <b>96</b>   |
| <b>Refuse collection calls</b>            | <b>4</b>  | <b>9</b>   | <b>9</b>   | <b>5</b>   | <b>6</b>   | <b>1</b>  | <b>3</b>   | <b>1</b>  | <b>4</b>   | <b>1</b>  | <b>1</b>   | <b>2</b>   | <b>46</b>   |
| <b>Highway enquiries</b>                  | <b>3</b>  |            | <b>5</b>   | <b>3</b>   | <b>5</b>   | <b>1</b>  | <b>8</b>   | <b>4</b>  | <b>14</b>  | <b>2</b>  | <b>12</b>  | <b>2</b>   | <b>59</b>   |
| <b>Parking problems &amp; tickets etc</b> | <b>3</b>  | <b>6</b>   | <b>7</b>   | <b>2</b>   | <b>5</b>   | <b>3</b>  | <b>6</b>   | <b>2</b>  | <b>1</b>   |           | <b>2</b>   |            | <b>37</b>   |
| <b>Parks and open spaces</b>              | <b>3</b>  | <b>1</b>   | <b>1</b>   | <b>1</b>   | <b>8</b>   | <b>4</b>  | <b>1</b>   | <b>1</b>  |            |           |            |            | <b>20</b>   |
| <b>Pest control calls</b>                 | <b>3</b>  | <b>3</b>   | <b>4</b>   | <b>8</b>   | <b>5</b>   | <b>5</b>  | <b>1</b>   | <b>1</b>  |            |           |            | <b>1</b>   | <b>31</b>   |
| <b>Dangerous structures / debris</b>      |           |            |            | <b>1</b>   |            | <b>2</b>  | <b>3</b>   |           | <b>1</b>   | <b>6</b>  | <b>11</b>  | <b>2</b>   | <b>26</b>   |
| <b>Dead animals</b>                       |           | <b>2</b>   |            | <b>2</b>   | <b>3</b>   | <b>1</b>  | <b>2</b>   |           |            | <b>1</b>  | <b>1</b>   | <b>1</b>   | <b>13</b>   |
| <b>Fly tipping</b>                        | <b>2</b>  |            |            |            | <b>1</b>   |           | <b>1</b>   |           |            |           | <b>2</b>   |            | <b>6</b>    |
| <b>Alarm call outs</b>                    | <b>5</b>  | <b>5</b>   | <b>1</b>   | <b>5</b>   | <b>11</b>  | <b>7</b>  | <b>7</b>   | <b>10</b> | <b>10</b>  | <b>3</b>  | <b>4</b>   | <b>5</b>   | <b>73</b>   |
| <b>General enquiries</b>                  |           | <b>2</b>   | <b>7</b>   | <b>1</b>   | <b>1</b>   |           | <b>1</b>   | <b>3</b>  | <b>1</b>   | <b>1</b>  | <b>2</b>   |            | <b>19</b>   |
| <b>Council tax &amp; benefits calls</b>   | <b>6</b>  | <b>11</b>  | <b>7</b>   | <b>6</b>   | <b>7</b>   | <b>1</b>  | <b>6</b>   | <b>3</b>  | <b>13</b>  | <b>4</b>  | <b>4</b>   | <b>8</b>   | <b>76</b>   |
| <b>Fire &amp; smoke pollution issues</b>  |           |            | <b>2</b>   | <b>1</b>   |            |           |            |           |            |           | <b>2</b>   |            | <b>5</b>    |
| <b>Sewage / waterboard issues</b>         |           | <b>1</b>   | <b>1</b>   | <b>5</b>   | <b>2</b>   |           |            | <b>1</b>  | <b>3</b>   | <b>4</b>  |            | <b>2</b>   | <b>19</b>   |
| <b>Licensing issues</b>                   |           |            |            |            |            |           |            |           |            |           |            | <b>1</b>   | <b>1</b>    |
| <b>Flooding</b>                           |           |            |            |            | <b>1</b>   |           | <b>3</b>   |           | <b>49</b>  | <b>4</b>  | <b>16</b>  | <b>1</b>   | <b>74</b>   |
| <b>Test calls</b>                         | <b>32</b> | <b>35</b>  | <b>34</b>  | <b>32</b>  | <b>28</b>  | <b>21</b> | <b>34</b>  | <b>27</b> | <b>26</b>  | <b>19</b> | <b>33</b>  | <b>33</b>  | <b>354</b>  |
| <b>Other</b>                              | <b>8</b>  | <b>13</b>  | <b>3</b>   | <b>9</b>   | <b>14</b>  | <b>11</b> | <b>9</b>   | <b>4</b>  | <b>16</b>  | <b>14</b> | <b>10</b>  | <b>11</b>  | <b>122</b>  |
| <i>Check</i>                              | <b>89</b> | <b>131</b> | <b>133</b> | <b>137</b> | <b>165</b> | <b>92</b> | <b>114</b> | <b>92</b> | <b>182</b> | <b>85</b> | <b>120</b> | <b>108</b> | <b>1448</b> |

## Agenda Item 8

| 2014                                     | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Total |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| <b>2014 TMBC OOH calls for the month</b> | 91  | 126 | 111 | 134 | 107 |     |     |     |     |     |     |     | 569   |
| <b>TMBC's OOH Officers contacted</b>     | 7   | 6   | 5   | 5   | 13  |     |     |     |     |     |     |     | 36    |
| <b>Number of calls referred to NWD</b>   | 38  | 49  | 45  | 60  | 39  |     |     |     |     |     |     |     | 231   |
| <b>Referrals &amp; advise calls</b>      | 46  | 71  | 61  | 69  | 55  |     |     |     |     |     |     |     | 302   |
| <i>Check</i>                             | 91  | 126 | 111 | 134 | 107 | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 569   |
| Noise / odour complaints                 | 20  | 18  | 13  | 35  | 23  |     |     |     |     |     |     |     | 109   |
| Stray or lost dogs                       | 12  | 11  | 20  | 8   | 15  |     |     |     |     |     |     |     | 66    |
| Homeless or housing calls                | 7   | 3   | 7   | 3   | 10  |     |     |     |     |     |     |     | 30    |
| Refuse collection calls                  | 2   | 5   | 4   | 5   | 2   |     |     |     |     |     |     |     | 18    |
| Highway enquiries                        | 1   | 3   | 3   | 3   |     |     |     |     |     |     |     |     | 10    |
| Parking problems & tickets etc           | 2   | 2   | 1   | 5   | 3   |     |     |     |     |     |     |     | 13    |
| Parks and open spaces                    | 1   | 1   | 1   | 5   | 2   |     |     |     |     |     |     |     | 10    |
| Pest control calls                       | 2   | 6   | 5   | 1   | 1   |     |     |     |     |     |     |     | 15    |
| Dangerous structures / debris            |     | 3   | 1   | 5   | 6   |     |     |     |     |     |     |     | 15    |
| Dead animals                             | 2   |     | 2   | 4   | 2   |     |     |     |     |     |     |     | 10    |
| Fly tipping                              |     |     | 3   | 2   | 2   |     |     |     |     |     |     |     | 7     |
| Alarm call outs                          | 2   | 3   | 4   | 20  | 5   |     |     |     |     |     |     |     | 34    |
| General enquiries                        |     | 7   | 6   | 2   | 2   |     |     |     |     |     |     |     | 17    |
| Council tax & benefits calls             | 5   | 13  | 7   | 2   | 2   |     |     |     |     |     |     |     | 29    |
| Fire & smoke pollution issues            | 1   |     | 1   | 2   | 2   |     |     |     |     |     |     |     | 6     |
| Sewage / waterboard issues               |     | 2   |     | 1   | 1   |     |     |     |     |     |     |     | 4     |
| Licensing issues                         |     |     |     |     |     |     |     |     |     |     |     |     | 0     |
| Flooding                                 |     |     |     |     |     |     |     |     |     |     |     |     | 0     |
| Test calls                               | 23  | 33  | 23  | 24  | 22  |     |     |     |     |     |     |     | 125   |
| Other                                    | 11  | 16  | 10  | 7   | 7   |     |     |     |     |     |     |     | 51    |
| <i>Check</i>                             | 91  | 126 | 111 | 134 | 107 | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 569   |

Item 9: Budget 2015/16: Service Reviews and Service Change Impact Assessments (SCIAs)

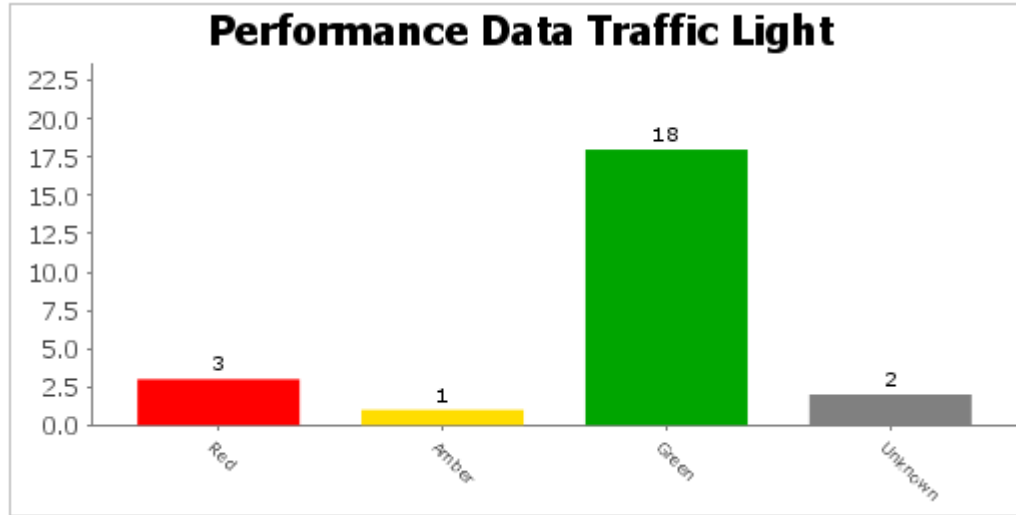
Background Document: Budgets 2014/15

|   | Pay Costs<br>£ | Running<br>Costs<br>£ | Income<br>£ | TOTAL<br>£ |
|---|----------------|-----------------------|-------------|------------|
| <u>Housing Policy</u>                     |                |                       |             |            |
| Energy Efficiency                         | 26,908         | 4,620                 | -8,310      | 23,218     |
| Housing Initiatives                       | 0              | 6,405                 | 0           | 6,405      |
| Leader Programme                          | 9,596          | 0                     | 0           | 9,596      |
| <u>Housing Advice and Standards</u>       |                |                       |             |            |
| Homeless                                  | 74,379         | 47,052                | -25,228     | 96,203     |
| Housing                                   | 323,884        | 139,580               | -16,814     | 446,650    |
| Private Sector Housing                    | 183,070        | 5,479                 | -33,651     | 154,898    |
| <u>Community Safety</u>                   |                |                       |             |            |
| Community Safety                          | 140,183        | 38,938                | 0           | 179,121    |
| <u>Housing Benefits and Benefit Fraud</u> |                |                       |             |            |
| Benefits Admin                            | 0              | 1,248,760             | -164,436    | 1,084,324  |
| <u>CCTV</u>                               |                |                       |             |            |
| CCTV                                      | 206,718        | 112,026               | -64,923     | 253,821    |
| <u>Environmental Health</u>               |                |                       |             |            |
| EH Commercial                             | 3,692          | 255,678               | -4,715      | 254,655    |
| EH Animal Control                         | 0              | 29,582                | -28,839     | 743        |
| EH Environmental Protection               | 6,997          | 394,559               | -19,871     | 381,685    |
| <u>Licensing</u>                          |                |                       |             |            |
| Licensing Regime                          | 27,016         | 94,474                | -126,642    | -5,152     |

note: Support Service allocations are excluded

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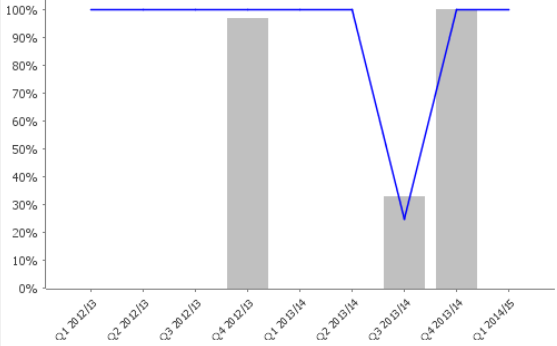


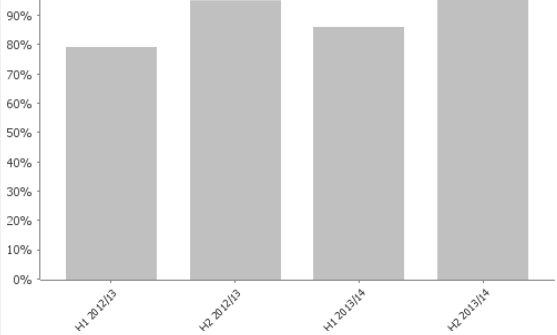

Housing & Community Safety Advisory Committee (July 2014 Data)



Page 19

| Code             | Short Name  | Current Value | Current Target | Current Status | Performance Chart | Cumulative (Year to Date) Performance |        |        | Latest Note |
|------------------|---|---------------|----------------|----------------|-------------------|---------------------------------------|--------|--------|-------------|
|                  |   |               |                |                |                   | 2014/15                               |        |        |             |
|                  |   |               |                |                |                   | Value                                 | Target | Status |             |
| LPI<br>EH<br>005 | Percentage of due Environmental Protection Regulation inspections completed | N/A           | 100%           | ?              |                   | N/A                                   | 100%   | ?      |             |

Agenda Item 9


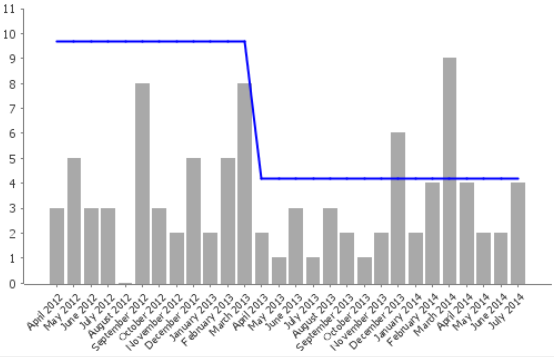


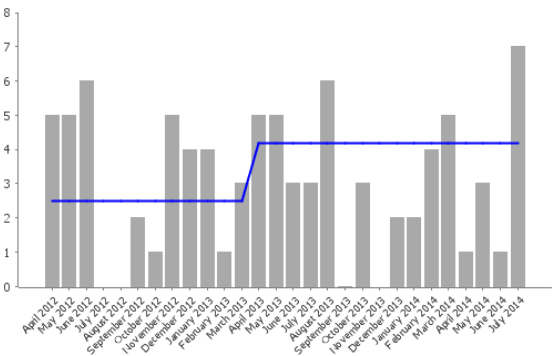

| Code                 | Short Name  | Current Value | Current Target | Current Status  | Performance Chart   | Cumulative (Year to Date) Performance |        |   | Latest Note |
|----------------------|---|---------------|----------------|---|---|---------------------------------------|--------|---|-------------|
|                      |   |               |                |   |   | 2014/15                               |        |   |             |
|                      |   |               |                |   |   | Value                                 | Target | Status  |             |
| LPI<br>EH<br>006     | Percentage of animal licences issued that were due          | N/A           | 100%           |  |   | N/A                                   | 100%   |  |             |
| Page 20<br>CD<br>001 | Percentage of Community Safety Partnership actions achieved | 98%           | 85%            |  |  | N/A                                   | 85%    |  |             |

| Code           | Short Name   | Current Value | Current Target | Current Status | Performance Chart | Cumulative (Year to Date) Performance |        |        | Latest Note |
|----------------|--|---------------|----------------|----------------|-------------------|---------------------------------------|--------|--------|-------------|
|                |  |               |                |                |                   | 2014/15                               |        |        |             |
|                |  |               |                |                |                   | Value                                 | Target | Status |             |
| LPI CD 002     | Percentage of anti-social behaviour cases where an improvement in behaviour is recorded  | 80%           | 80%            | ✓              |                   | 80%                                   | 80%    | ✓      |             |
| Page 24<br>003 | Percentage of victims of anti social behaviour that were satisfied with the action taken | 80%           | 80%            | ✓              |                   | 80%                                   | 80%    | ✓      |             |

| Code       | Short Name   | Current Value | Current Target | Current Status | Performance Chart | Cumulative (Year to Date) Performance |        |        | Latest Note |
|------------|--|---------------|----------------|----------------|-------------------|---------------------------------------|--------|--------|-------------|
|            |  |               |                |                |                   | 2014/15                               |        |        |             |
|            |  |               |                |                |                   | Value                                 | Target | Status |             |
| LPI CD 005 | Percentage of responses to reports of Anti Social Behaviour within 25 working days             | 100%          | 100%           | ✔              |                   | 100%                                  | 100%   | ✔      |             |
| EH 004     | Percentage of higher risk food inspections due that was done (higher risk is categories A & B) | 100%          | 100%           | ✔              |                   | 100%                                  | 100%   | ✔      |             |



| Code           | Short Name  | Current Value | Current Target | Current Status | Performance Chart | Cumulative (Year to Date) Performance |        |        | Latest Note |
|----------------|---|---------------|----------------|----------------|-------------------|---------------------------------------|--------|--------|-------------|
|                |   |               |                |                |                   | 2014/15                               |        |        |             |
|                |   |               |                |                |                   | Value                                 | Target | Status |             |
| LPI EH 007     | Percentage of Health and Safety category A premises inspections due which were completed        | 100%          | 100%           | ✓              |                   | 100%                                  | 100%   | ✓      |             |
| Page 23<br>008 | Percentage of food establishments in the area which are broadly compliant with food hygiene law | 90%           | 85%            | ✓              |                   | 90%                                   | 85%    | ✓      |             |


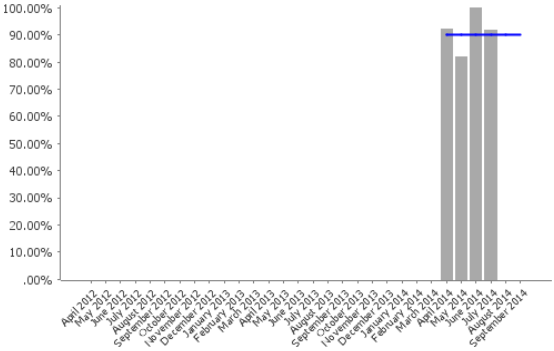


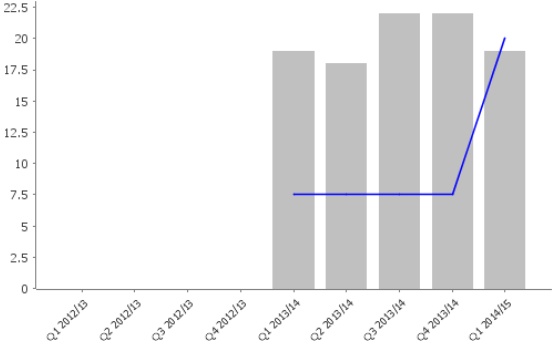

| Code         | Short Name   | Current Value | Current Target | Current Status  | Performance Chart   | Cumulative (Year to Date) Performance |        |   | Latest Note  |
|--------------|--|---------------|----------------|---|---|---------------------------------------|--------|---|--|
|              |  |               |                |   |   | 2014/15                               |        |   |  |
|              |  |               |                |   |   | Value                                 | Target | Status  |  |
| LPI HS A 001 | Total number of homelessness applications received | 4             | 4              |  |   | 12                                    | 17     |  |  |
| LPI HS A 003 | Number Rent In Advance and Deposit Bonds completed | 7             | 4              |  |  | 12                                    | 17     |  | <p>The lower than anticipated number of properties secured in the private sector is a reflection of how the inaccessibility of home ownership and also social housing have combined with welfare reform has driven unprecedented demand for the private rented sector. The demand for more affordable private lets far outstrips supply.</p> <p>We have consulted with landlords and are creating a new landlord package which includes incentives for them to accept a tenant on benefits. This has involved bidding for funding. Decisions on these bids will be made early October.</p> |


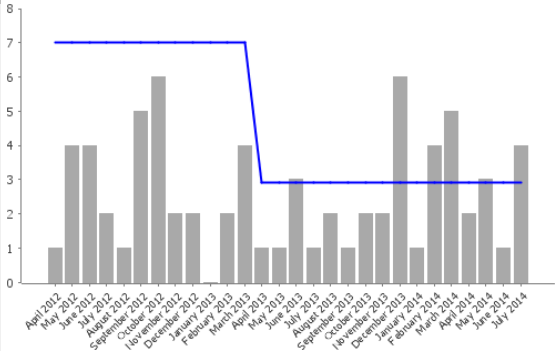


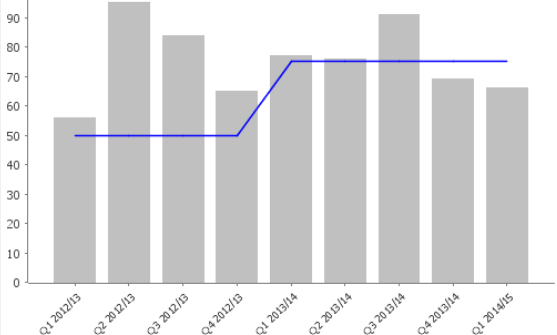

| Code           | Short Name   | Current Value | Current Target | Current Status | Performance Chart | Cumulative (Year to Date) Performance |        |        | Latest Note |
|----------------|--|---------------|----------------|----------------|-------------------|---------------------------------------|--------|--------|-------------|
|                |  |               |                |                |                   | 2014/15                               |        |        |             |
|                |  |               |                |                |                   | Value                                 | Target | Status |             |
| LPI HS A 004   | Number of households living in B & B                               | 1             | 20             | ✔              |                   | 1                                     | 20     | ✔      |             |
| Page 25<br>001 | Average number of days to process Housing Benefit new applications | 22            | 27             | ✔              |                   | 25                                    | 27     | ✔      |             |

| Code                  | Short Name  | Current Value | Current Target | Current Status | Performance Chart | Cumulative (Year to Date) Performance |        |        | Latest Note |
|-----------------------|---|---------------|----------------|----------------|-------------------|---------------------------------------|--------|--------|-------------|
|                       |   |               |                |                |                   | 2014/15                               |        |        |             |
|                       |   |               |                |                |                   | Value                                 | Target | Status |             |
| LPI<br>HB<br>006      | Average number of days to process Housing Benefit changes | 9             | 16             | ✔              |                   | 12                                    | 16     | ✔      |             |
| Page 26<br>HSP<br>002 | Number of affordable homes delivered (gross)              | 6             | 5              | ✔              |                   | 6                                     | 5      | ✔      |             |


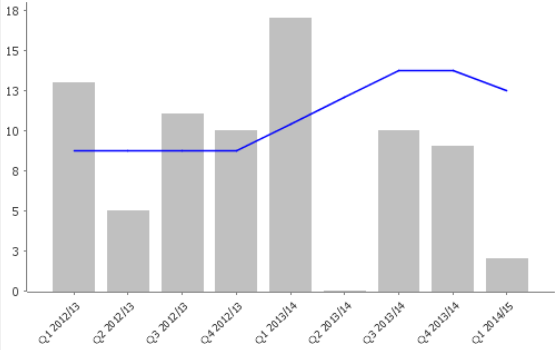

| Code           | Short Name   | Current Value | Current Target | Current Status | Performance Chart | Cumulative (Year to Date) Performance |        |        | Latest Note |
|----------------|--|---------------|----------------|----------------|-------------------|---------------------------------------|--------|--------|-------------|
|                |  |               |                |                |                   | 2014/15                               |        |        |             |
|                |  |               |                |                |                   | Value                                 | Target | Status |             |
| LPI LIC 001    | Percentage of all applications outstanding for more than one month | 0%            | 10%            | ✔              |                   | 1.89%                                 | 10%    | ✔      |             |
| Page 27 of 002 | The percentage of valid personal licences processed within 2 weeks | 100.00%       | 95.00%         | ✔              |                   | 100.00%                               | 95.00% | ✔      |             |

| Code        | Short Name   | Current Value | Current Target | Current Status | Performance Chart | Cumulative (Year to Date) Performance |        |        | Latest Note |
|-------------|--|---------------|----------------|----------------|-------------------|---------------------------------------|--------|--------|-------------|
|             |  |               |                |                |                   | 2014/15                               |        |        |             |
|             |  |               |                |                |                   | Value                                 | Target | Status |             |
| LPI LIC 003 | Percentage of applications for new and variation of premises licences processed within 2 calendar months (from date of validation to issue date) | 100%          | 95%            | ✓              |                   | 100%                                  | 95%    | ✓      |             |
| LPI LIC 004 | The percentage of valid temporary event notices processed within 72 hours  | 100.00%       | 90.00%         | ✓              |                   | 100.00%                               | 90.00% | ✓      |             |

| Code           | Short Name   | Current Value | Current Target | Current Status  | Performance Chart   | Cumulative (Year to Date) Performance |        |   | Latest Note |
|----------------|--|---------------|----------------|---|---|---------------------------------------|--------|---|-------------|
|                |  |               |                |   |   | 2014/15                               |        |   |             |
|                |  |               |                |   |   | Value                                 | Target | Status  |             |
| LPI LIC 005    | The percentage of driver and operator licenses issued within 10 days of validation | 91.67%        | 90.00%         |  |   | 91.84%                                | 90.00% |  |             |
| Page 29<br>001 | Number of Disabled Facilities Grants approved                                      | 19            | 20             |  |  | 19                                    | 20     |  |             |

| Code                   | Short Name   | Current Value | Current Target | Current Status  | Performance Chart   | Cumulative (Year to Date) Performance |        |   | Latest Note   |
|------------------------|--|---------------|----------------|---|---|---------------------------------------|--------|---|---|
|                        |  |               |                |   |   | 2014/15                               |        |   |   |
|                        |  |               |                |   |   | Value                                 | Target | Status  |   |
| LPI<br>HS A<br>002     | Total number of homelessness acceptances   | 4             | 3              |  |   | 10                                    | 12     |  | Low acceptances are a good outcome. It can mean that the households homelessness has been alleviated or prevented and also that the Council is making robust decisions about who is entitled to emergency assistance.   |
| Page 39<br>HS A<br>005 | Number of households who considered themselves as homeless for whom housing advice casework resolved their situation | 66            | 75             |  |  | 66                                    | 75     |  | The fact this PI has come in slightly under target reflects the complexity of prevention cases and an increase in footfall in reception in the last quarter which has impacted on officers ability to progress prevention work. Steps are being taken to reduce the number of reception callers by working closely with partners. A vacant Team Leader post on the Team has also just been filled and we are waiting for the new post holder to obtain medical clearance and referencing. |



| Code         | Short Name  | Current Value | Current Target | Current Status  | Performance Chart  | Cumulative (Year to Date) Performance |        |   | Latest Note  |
|--------------|---|---------------|----------------|---|--|---------------------------------------|--------|---|--|
|              |   |               |                |   |  | 2014/15                               |        |   |  |
|              |   |               |                |   |  | Value                                 | Target | Status  |  |
| LPI HS S 003 | Number of private landlord scheme properties accredited | 2             | 13             |  |  | 2                                     | 13     |  | <p>This PI is closely linked to LPI HS A 003.</p> <p>The lower than anticipated number of properties secured in the private sector is a reflection of how the inaccessibility of home ownership and also social housing have combined with welfare reform has driven unprecedented demand for the private rented sector. The demand for more affordable private lets far outstrips supply.</p> <p>We have consulted with landlords and are creating a new landlord package which includes incentives for them to accept a tenant on benefits. This has involved bidding for funding. Decisions on bids will be made early October.</p> |

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