















Cabinet Performance Report (Data for July 2013)

Portfolio Holder for Economic & Community Development

Performance Summary

Current Months Performance	Indicators	Year to Date Performance
	Percentage of Penalty Charge Notices cancelled	
	Percentage of full plans / Building Notices acknowledged within 3 working days	
	Percentage of full plans checked within 10 working days	
	The percentage of local land charge searches carried out within 10 working days	
	Percentage of actions in the Sustainable Community Action Plan achieved	
	Percentage of actions in the Economic Development Action Plan achieved	
	Percentage of Health Action Plan on target	







Exceptions Report

No red indicators to report

Cabinet Performance Report (Data for July 2013)

Portfolio Holder for Finance & Resources

Performance Summary

































Current Months Performance	Indicators	Year to Date Performance
	Debts outstanding more than 61 days	
	The percentage of business rates collected in-year	
	The percentage of council tax collected in-year	

Exceptions Report

No red indicators to report


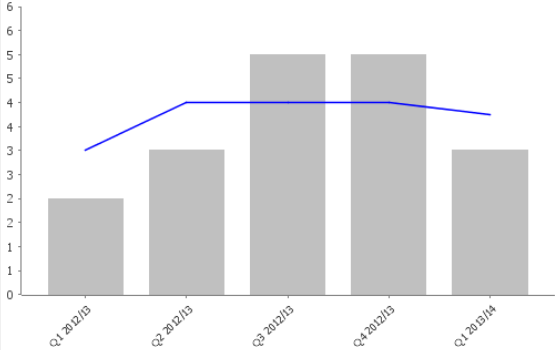

Portfolio Holder for Housing & Community Safety

Performance Summary

Current Months Performance	Indicators	Year to Date Performance
	Average number of days to process new benefits claims	
	Average number of days to process change of events	
	Percentage of higher risk food inspections due that was done (higher risk is categories A & B)	
	Percentage of food establishments in the area which are broadly compliant with food hygiene law	
	The percentage of valid personal licences processed within 2 weeks	
	The percentage of valid temporary event notices processed within 72 hours	
	Number of unauthorised encampments started in the District	
	Total number of homelessness applications received	
	Number of households living in temporary accommodation	
	Number of affordable homes delivered (gross)	
	Total number of homelessness acceptances	
	The number of dwellings vacant for more than six months returned to occupation or demolished	
	Percentage of due Environmental Protection Regulation inspections completed	
	Percentage of animal licences issued that were due	
	Percentage of Health and Safety category A premises inspections due which were completed	
	Percentage of Community Safety Partnership actions achieved	































Portfolio Holder for Housing & Community Safety

Exceptions Report

Code	Short Name	Current Months Value	Current Months Target	Current Months Status	Performance Chart	Cumulative (Year to Date) Performance			Officer Commentary
						2013/14			
						Value	Target	Status	
LPI HP 001	The number of dwellings vacant for more than six months returned to occupation or demolished	3	4			3	4		<p>Targets for the number of empty homes returned to use are based on officers best estimate of completions expected each quarter. However, there is often some slippage in progress which can result in works to empty properties being delivered later than first anticipated. The target remains reasonable for 15 empty properties to be returned to use by the end of the financial year.</p> <p>The Council continues to work proactively and effectively with the Kent County Council No Use Empty scheme and has access to funding to turn around empty homes.</p>



Portfolio Holder for Planning & Environment

Performance Summary


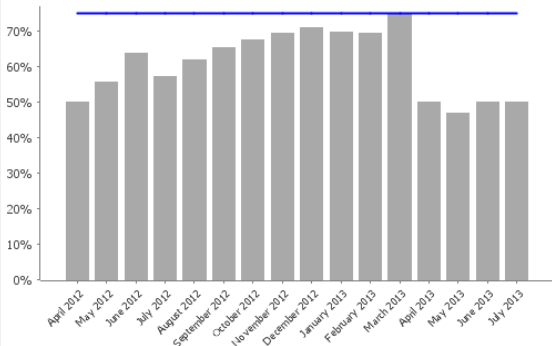

Current Months Performance	Indicators	Year to Date Performance
	Percentage of household waste sent for reuse, recycling and composting	
	Number of missed collections per 100,000	
	Number of missed green waste collections	
	Average number of days taken to remove fly tips which the District Council has responsibility to clear	
	Average number of days taken to remove abandoned vehicles	
	Percentage of cleaning schedules completed to agreed frequency	
	Number of justified Street Cleaning complaints	
	Percentage of planning applications assessed for validation in 5 days	
	Percentage of decisions delegated	
	Percentage of missed green waste collections corrected by next working day	
	Processing of planning applications: Minor applications in 8 weeks	
	Processing of planning applications: Other applications in 8 weeks	
	Percentage of missed collections put right by the next working day	
	Processing of planning applications: Major applications in 13 weeks	
	Percentage of appeals against planning application refusal dismissed	

Portfolio Holder for Planning & Environment


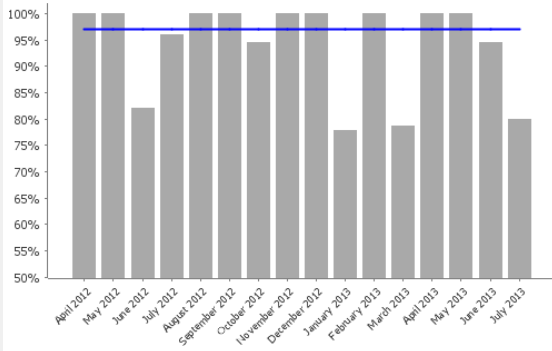

Exceptions Report

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LPI DC 007a	Processing of planning applications: Major applications in 13 weeks	66.67%	80.00%			54.55%	80.00%		<p>In July two of three major applications were determined within the statutory period, the exception being the Morewood Close residential development which exceeded the statutory period because Members voted to defer the application at the April Committee for the scheme to be revised.</p> <p>For the year to date 6 of 11 major applications have been determined within the statutory period. Of those that went out of time Bourchier Close, Greatness Mills and 94-96 London Road were called to Committee.</p> <p>Communication was maintained throughout with the applicants in these cases including advance notification of the likely Committee date.</p> <p>Each of the remaining cases only slightly exceeded the statutory period and included an amendment to a scheme at Bonney Way, Swanley.</p>

Cabinet Performance Report (Data for July 2013)

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LPI DC 009	Percentage of appeals against planning application refusal dismissed	50%	75%		 <table border="1"> <caption>Monthly Performance Data (Estimated)</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Apr 2012</td><td>50%</td></tr> <tr><td>May 2012</td><td>55%</td></tr> <tr><td>June 2012</td><td>65%</td></tr> <tr><td>July 2012</td><td>58%</td></tr> <tr><td>August 2012</td><td>62%</td></tr> <tr><td>September 2012</td><td>65%</td></tr> <tr><td>October 2012</td><td>68%</td></tr> <tr><td>November 2012</td><td>70%</td></tr> <tr><td>December 2012</td><td>72%</td></tr> <tr><td>January 2013</td><td>70%</td></tr> <tr><td>February 2013</td><td>70%</td></tr> <tr><td>March 2013</td><td>75%</td></tr> <tr><td>April 2013</td><td>50%</td></tr> <tr><td>May 2013</td><td>48%</td></tr> <tr><td>June 2013</td><td>50%</td></tr> <tr><td>July 2013</td><td>50%</td></tr> </tbody> </table>	Month	Percentage	Apr 2012	50%	May 2012	55%	June 2012	65%	July 2012	58%	August 2012	62%	September 2012	65%	October 2012	68%	November 2012	70%	December 2012	72%	January 2013	70%	February 2013	70%	March 2013	75%	April 2013	50%	May 2013	48%	June 2013	50%	July 2013	50%	50%	75%		<p>The proportion of appeals dismissed has unfortunately risen this year after hitting the 75% target in 2012/13 if Member overturns are disregarded. Analysis of the appeals allowed shows that the determining issues were very wide ranging with no single issue dominant.</p> <p>Out of 20 appeals allowed since the beginning of the year, residential character and amenity which are often matters of individual judgement were determining issues in 7 cases and Green belt in 6 (generally extensions and replacement buildings), actually a lower proportion than in some previous quarters.</p> <p>The other appeals included two affordable housing cases where the previous history was particularly relevant, a highway safety issue, one fence, a listed building consent, a tree application and a lawful development certificate. Three appeals allowed were Member overturns.</p> <p>Officers continue to review appeal decisions to identify lessons for improving future practice and briefing sessions are also held on appeals for Development Control Committee Members.</p>
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LPI Waste 003	Percentage of missed collections put right by the next working day	80%	97%		 <table border="1"> <caption>Performance Chart Data (Estimated)</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>April 2012</td><td>100%</td></tr> <tr><td>May 2012</td><td>100%</td></tr> <tr><td>June 2012</td><td>82%</td></tr> <tr><td>July 2012</td><td>95%</td></tr> <tr><td>August 2012</td><td>100%</td></tr> <tr><td>September 2012</td><td>100%</td></tr> <tr><td>October 2012</td><td>95%</td></tr> <tr><td>November 2012</td><td>100%</td></tr> <tr><td>December 2012</td><td>100%</td></tr> <tr><td>January 2013</td><td>78%</td></tr> <tr><td>February 2013</td><td>78%</td></tr> <tr><td>March 2013</td><td>100%</td></tr> <tr><td>April 2013</td><td>100%</td></tr> <tr><td>May 2013</td><td>100%</td></tr> <tr><td>June 2013</td><td>95%</td></tr> <tr><td>July 2013</td><td>80%</td></tr> </tbody> </table>	Month	Percentage	April 2012	100%	May 2012	100%	June 2012	82%	July 2012	95%	August 2012	100%	September 2012	100%	October 2012	95%	November 2012	100%	December 2012	100%	January 2013	78%	February 2013	78%	March 2013	100%	April 2013	100%	May 2013	100%	June 2013	95%	July 2013	80%	93.61%	97%		<p>During July there were only 10 missed collections across the District. 8 of these were collected the next working day. The two remaining missed collections were corrected but not within the target time.</p> <p>The year to date performance relates to only 47 missed collections in the first four months of the year, which equates to one missed collection in every 18,000. Of those which were missed 44 were collected the next working day.</p>
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Cabinet Performance Report (Data for July 2013)

Portfolio Holder for Strategy & Performance

Performance Summary

Current Months Performance	Indicators	Year to Date Performance
	Percentage of all queries resolved at the first point of contact by the Contact Centre	
	Percentage of phone calls to the Contact Centre abandoned by the caller	
	The average number of working days lost to sickness absence per FTE	
	The percentage of Local Performance Indicators at or above target level	
	Percentage of phone calls answered within 20 seconds by the Contact Centre	

Exceptions Report

No red indicators to report