














2013/14 Performance Summary and Proposed Targets for 2014/15

Performance Summary 2013/14			Summary of proposals for 2014/15		
	Number	Percentage		Number	
 Red Indicators	3	6%	2013/14 Indicators	50	
 Amber Indicators	8	16%	Deleted Indicators	1	
 Green Indicators	38	76%	New Indicators	14	
 Late Data	1	2%	Total	63	
Exceptions Report			Draft Target Summary		
Number of days to remove fly tips			Improved Target	8	16%
Processing of planning applications: Major applications in 13 weeks			Same Target	39	80%
Percentage of planning appeals dismissed			Reduced Target	2	4%








Chief Officer Communities & Business proposed Performance Indicators & Targets

Code	Short Name	2013/14 Value	2013/14 Target	Traffic Light	Proposed Target 2014/15	Commentary
Community Development						
LPI CD 001	Percentage of Community Safety Partnership actions achieved	98%	85%		85%	
LPI CD 005	Percentage of responses to reports of Anti Social Behaviour within 25 working days	100%	100%		100%	
LPI CD 006	Percentage of actions in the Sustainable Community Action Plan achieved	89%	80%		80%	Q3 performance was 84%. End of year data from partners being collated.
LPI CD 013	Percentage of actions in the Economic Development Action Plan achieved	N/A	85%		75%	New action plan was developed during 2013/14 and will take effect this year.
LPI CD 017	Percentage of 'Mind the Gap' Health Inequalities Action Plan on target	76%	82%		75%	
New	Percentage of anti social behaviour cases where an improvement in behaviour is recorded	New PI for 2014/15			80%	
New	Percentage of victims of anti social behaviour that were satisfied with the action taken	New PI for 2014/15			80%	
New	Percentage of organisations awarded grants meeting performance targets	New PI for 2014/15			75%	







Chief Officer Corporate Support proposed Performance Indicators & Targets

Code	Short Name	2013/14 Value	2013/14 Target	Traffic Light	Proposed Target 2014/15	Commentary
Customer Services						
LPI CS 001	Percentage of phone calls answered within 20 seconds by the Contact Centre	74.67%	70.00%		70%	
LPI CS 002	Percentage of phone calls to the Contact Centre abandoned by the caller	3.65%	5%		5%	
LPI CS 003	Percentage of all queries resolved at the first point of contact by the Contact Centre	83.44%	70%		80%	
Human Resources						
LPI HR 001	The average number of working days lost to sickness absence per FTE	8.67	9.50		9.00	







Chief Officer Environmental & Operational Services proposed Performance Indicators & Targets

Code	Short Name	2013/14 Value	2013/14 Target	Traffic Light	Proposed Target 2014/15	Commentary
Building Control						
LPI BC 001	Percentage of full plans / Building Notices acknowledged within 3 working days	97.75%	90%		90%	
LPI BC 002	Percentage of full plans checked within 10 working days	83.92%	80%		80%	
Land Charges						
LPI LC 002	The percentage of local land charge searches carried out within 10 working days	92.36%	90%		90%	
Clean Streets						
LPI Clean 001	Number of justified Street Cleaning complaints	39	100		80	
LPI Clean 002	Average number of days taken to remove fly tips which the District Council has responsibility to clear	5.7	5		5	<p>919 fly tips across Sevenoaks District were reported to the Council during the year. The Council is required to investigate each report to determine who is responsible for clearing the fly tip.</p> <p>Over the year the Council was required to remove 442 of the 919 fly tips reported (48%), clearing 68.3 tonnes of waste.</p> <p>As a result of the work load the target to clear all fly tips within 5 days was missed.</p>
LPI Clean 003	Average number of days taken to remove abandoned vehicles	0.9	3		3	
LPI Clean 004	Percentage of cleaning schedules completed to agreed frequency	97.2%	90%		94%	








Code	Short Name	2013/14 Value	2013/14 Target	Traffic Light	Proposed Target 2014/15	Commentary
Environmental Health						
LPI EH 004	Percentage of higher risk food inspections due that was done (higher risk is categories A & B)	100%	100%	✓	100%	
LPI EH 005	Percentage of due Environmental Protection Regulation inspections completed	100%	100%	✓	100%	
LPI EH 006	Percentage of animal licences issued that were due	100%	100%	✓	100%	
LPI EH 007	Percentage of Health and Safety category A premises inspections due which were completed	100%	100%	✓	100%	
LPI EH 008	Percentage of food establishments in the area which are broadly compliant with food hygiene law	90%	85%	✓	85%	
Licensing						
LPI LIC 001	Percentage of all applications outstanding for more than one month	3.14%	10%	✓	10%	
LPI LIC 002	The percentage of valid personal licences processed within 2 weeks	98.59%	95.00%	✓	95%	
LPI LIC 003	Percentage of new and variation of premises licences processed within 2 months of validation	88%	95%	⚠	95%	
LPI LIC 004	The percentage of valid temporary event notices processed within 72 hours	99.30%	90.00%	✓	90%	

Code	Short Name	2013/14 Value	2013/14 Target	Traffic Light	Proposed Target 2014/15	Commentary
Licensing (continued)						
New	Percentage of Hackney Carriage driver licenses issued within 10 days of validations	New for 14/15		N/a	90%	
New	Percentage of Private Hire driver licenses issued within 10 days of validations	New for 14/15		N/a	90%	
New	Percentage of Private Hire Operator licenses issued within 10 days of validations	New for 14/15		N/a	90%	
Parking & Amenity						
LPI PA 002	Percentage of Penalty Charge Notices cancelled	12.92%	12%		12%	
Waste & Recycling						
LPI Waste 001	Percentage of household waste sent for reuse, recycling and composting	32.3%	32.00%		32%	
LPI Waste 002	Number of missed collections per 100,000	7	10		10	
LPI Waste 003	Percentage of missed collections put right by the next working day	97.07%	97%		97%	
LPI Waste 004	Number of missed green waste collections	92	130		130	
LPI Waste 005	Percentage of missed green waste collections corrected by next working day	96.42%	98.00%		98%	

Chief Finance Officer proposed Performance Indicators & Targets

Code	Short Name	2013/14 Value	2013/14 Target	Traffic Light	Proposed Target 2014/15	Commentary
Finance						
LPI FS 001	Percentage of undisputed invoices paid within 30 days	98.8%	99%		99%	
LPI FS 003	Debts outstanding more than 61 days	£8,236	£20,000		£20,000	
Housing Benefits						
LPI HB 001	Average number of days to process new benefit claims	28	30		27	
LPI HB 006	Average number of days to process change of events	13	18		16	
Local Tax						
LPI TAX 001	The percentage of council tax collected in-year	98.5%	98.4%		98.4%	
LPI TAX 003	The percentage of business rates collected in-year	98.5%	98.5%		98.5%	

Chief Housing Officer proposed Performance Indicators & Targets






Code	Short Name	2013/14 Value	2013/14 Target	Traffic Light	Proposed Target 2014/15	Commentary
Housing Policy						
LPI HP 001	The number of dwellings vacant for more than six months returned to occupation or demolished	15	15		15	
LPI HP 002	Number of affordable homes delivered (gross)	60	29		77	
Housing Standards & Advice						
LPI SH 001	Total number of homelessness applications received	36	50		50	
LPI SH 002	Total number of homelessness acceptances	29	35		35	
LPI SH 004	Number of households living in temporary accommodation	4	20		20	
LPI PH 001	Number of Disabled Facilities Grants approved	81	30		80	
LPI PH 002	Number of unauthorised encampments started in the District	1	6		DELETE	
New	The number of rent in advance and deposit bonds completed	New indicator for 2014/15			50	


Code	Short Name	2013/14 Value	2013/14 Target	Traffic Light	Proposed Target 2014/15	Target Commentary
New	Number of private landlord scheme properties accredited				50	
New	Numbers of households who considered themselves as homeless from whom housing advice casework resolved their situation				300	

Chief Officer Legal & Governance proposed Performance Indicators & Targets

Code	Short Name	2013/14 Value	2013/14 Target	Traffic Light	Proposed Target 2014/15	Commentary
Democratic Services						
New	Number of freedom of information requests responded to within 20 days		New indicator for 2014/15		95%	
New	Data protection subject access requests sent within 40 days of receipt of payment		New indicator for 2014/15		95%	
Legal Services						
New	Percentage of instructions that are undertaken in house		New indicator for 2014/15		80%	

Chief Planning Officer proposed Performance Indicators & Targets

Code	Short Name	2013/14 Value	2013/14 Target	Traffic Light	Proposed Target 2014/15	Commentary
Development Control						
LPI DC 001	Percentage of planning applications assessed for validation in 5 days	86.04%	87.5%		87.5%	
LPI DC 002	Percentage of decisions delegated	99.97%	97%		97%	
LPI DC 007a	Processing of planning applications: Major applications in 13 weeks	70.73%	80.00%		80%	<p>29 of 41 major planning applications were determined within 13 weeks during the year. Recognising the more complex issues with larger schemes the Council regularly agree extension of time agreements with applicants.</p> <p>These are not currently reflected in the performance data but enable the Council and the applicant to agree a suitable timescale for determination of major schemes, aiding the decision making process and the quality of service to the customer.</p>
LPI DC 007b	Processing of planning applications: Minor applications in 8 weeks	75.78%	80.00%		80%	
LPI DC 007c	Processing of planning applications: Other applications in 8 weeks	88.88%	90.00%		90%	

Code	Short Name	2013/14 Value	2013/14 Target	Traffic Light	Proposed Target 2014/15	Commentary
LPI DC 009	Percentage of appeals against planning application refusal dismissed	58.33%	75%		75%	<p>The proportion of appeals dismissed has 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>Of the appeals allowed since the beginning of the year issues included residential character and amenity (which are often matters of individual judgement), Green Belt in 6 (generally extensions and replacement buildings), highway safety issues, a listed building consent, a tree application and a lawful development certificate.</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>
New	Percentage of enforcement visits undertaken within 3 days of receiving a complaint	New indicator for 2014/15			90%	
New	Percentage of enforcement notices issued within 28 days of authorisation	New indicator for 2014/15			100%	