

| 2012 | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Total |
|-------------------------------------|------------|------------|------------|------------|------------|------------|-----------|-----------|------------|------------|------------|------------|-------------|
| SDC OOH calls for the month | 118 | 150 | 137 | 132 | 156 | 113 | 90 | 91 | 117 | 117 | 100 | 115 | 1436 |
| SDC's OOH Officers contacted | 32 | 31 | 41 | 31 | 25 | 21 | 11 | 31 | 27 | 20 | 23 | 24 | 317 |
| 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> | 118 | 150 | 137 | 132 | 156 | 113 | 90 | 91 | 117 | 117 | 100 | 115 | 1436 |
| 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> | 118 | 150 | 137 | 132 | 156 | 113 | 90 | 91 | 117 | 117 | 100 | 115 | 1436 |

| 2011 | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Total |
|-------------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| SDC OOH calls for the month | 149 | 130 | 118 | 110 | 99 | 97 | 90 | 65 | 77 | 114 | 104 | 124 | 1277 |
| SDC's OOH Officers contacted | 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 |

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

| 2013 | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Total |
|-------------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| SDC OOH calls for the month | 124 | 118 | 149 | 129 | 144 | 104 | 110 | 121 | 126 | 129 | 131 | 121 | 1506 |
| SDC's OOH Officers contacted | 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 |

