

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

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

2011	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
TMBC OOH calls for the month	111	118	108	133	92	88	66	65	90	74	107	114	1166
TMBC's OOH Officers contacted	15	28	30	23	21	18	19	9	16	8	10	15	212
Number of calls referred to NWD	48	50	42	66	50	32	23	17	38	32	31	37	466
Referrals & advise calls	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													
Other	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

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

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

