

Thanet District Council



Corporate Performance refresh

Overview and Scrutiny Panel

Introduction

- New approach to corporate performance
- Needs to link to the Corporate Statement
- Delayed due to Covid

Context

Residents have told us they want to:

- feel safe
- have clean streets
- have thriving towns

They also want the council to be:

- efficient
- transparent
- trusted
- responsive

Objective

Internal

- To improve the way we manage corporate performance - create a more effective tool for services

External

- To improve the information we share with our residents - provide insight into the things that matter most and to do so in a clear/transparent way

Principles

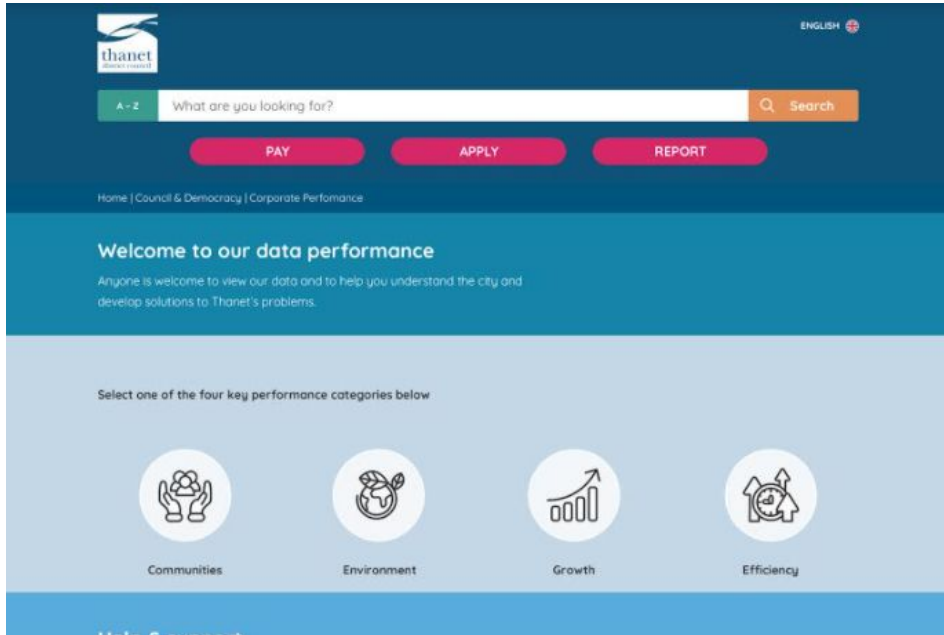
- To be more transparent
- To be more engaging
- Focus on the things that matter
- To move away from the numbers
- Demonstrate we are effective
- Demonstrate impact

	QUANTITY	QUALITY
EFFORT	<p>How much did we do?</p> <p>How many customers? How many activities?</p>	<p>How well did we do it?</p> <p>How can we measure the quality of our efforts?</p>
EFFECT	<p>How many customers are better off?</p>	<p>What is the percentage of customers better off?</p>

Proposed changes

1. Reduce the number of measures
2. Align measures to corporate objectives (environment, communities, growth)
3. Include measures which demonstrate efficiency
4. Publish live data on the website - shift the focus of the reports and enhance Scrutiny role
5. Create interactive data
6. Remove targets - move to acceptable/good baseline
7. Put more emphasis on customer satisfaction
8. Reduce the frequency of reporting

Proposed web pages



Home | Council & Democracy | Corporate Performance

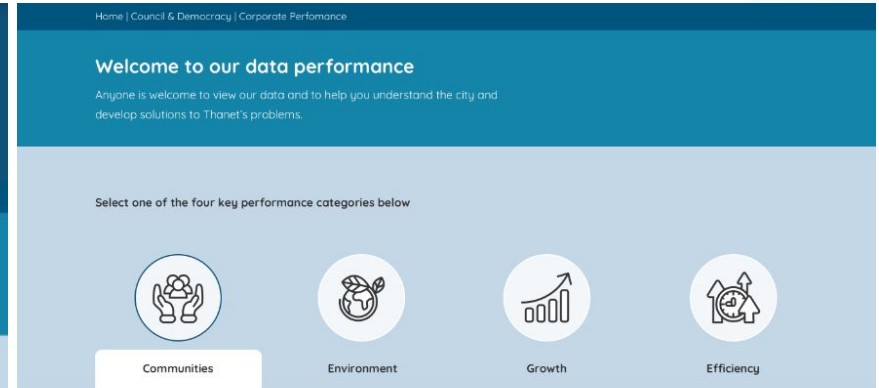
Welcome to our data performance

Anyone is welcome to view our data and to help you understand the city and develop solutions to Thanet's problems.

Select one of the four key performance categories below

- Communities
- Environment
- Growth
- Efficiency

Home | Council & Democracy | Corporate Performance



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Community performance indicators [See all >](#)

A summary of the past year of the Thanet housing within the community. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna.

Number of steps and Rolling 7 day average



Number of steps and Rolling 7 day average



Communities



Measure name	What is being measured	Why is it being measured
Empty homes brought back into use	Homes empty for more than 6 months, returned to use following council intervention	Empty homes impact on quality of the urban environment and are a wasted opportunity to increase the supply of homes for local people.
Number of homes where action taken to improve living conditions	Homes where Category 1 and/or 2 hazards have been resolved following council intervention.	Housing conditions directly impact on the quality of life and health outcomes of local residents. There is a strong link between poor housing conditions and health inequality. This is a specific outcome set out in the council's Corporate Statement.
Number of empty homes in the district	Background data including all homes that have been empty for more than 6 months	This data provides contextual information for the council's work to return empty homes to use. It also helps to inform the council's Local Plan and it's Housing, Homelessness and Rough Sleeping strategy.
Number of homeless cases prevented	Households where action from the council has enabled a household to stay in their home or to secure a new home.	Homelessness prevention is a key focus of the council's Corporate Statement. Successful prevention helps to improve the outcomes for homeless households and reduce the cost of emergency and temporary accommodation for the council.

Communities cont.



Households in temporary accommodation	Number of statutory homeless households in TA.	Living in temporary accommodation can be an unsettling and stressful experience for homeless households, and reducing the time spent in temporary accommodation and the number of households that need to use it, will help improve the outcomes for people using this service. Temporary Accommodation is also a significant cost for the council.
All new homes completed	All homes, all tenures.	The construction of new homes makes a significant contribution to the local economy and helps to ensure that local people have access to the homes that they need.
Affordable homes completed	Includes all TDC and HA homes, social, affordable and intermediate rented and shared ownership.	New affordable homes are needed to meet the needs of local people living in housing needs or on low incomes. The shortage of affordable homes is a key driver of homelessness and the council's housing register. Quality affordable homes can help to tackle health and economic inequalities. New homes is a key focus of the council's Corporate Statement.

Average relet time for council homes	Average time from termination to tenancy start for all voids, excluding where a decision has been taken to hold a property empty.	The council's Corporate Statement specifically set out to return the management of council homes to the council's direct control. Empty council homes has a direct impact on income for the council's Housing Revenue Account. In additional the reletting of council homes is a key source of accommodation for local households in housing need.
Rent arrears	Total current rent arrears as a proportion of the debit	The council's Corporate Statement specifically set out to return the management of council homes to the council's direct control. Rent arrears has a direct impact on income for the council's Housing Revenue Account. Preventing rent arrears in the first place can help to reduce the financial stress for low income households.
HRA Capital Programme Delivery	Proportion of capital programme milestones reached. Procurement advertised, contract let, start on site, completion of works.	The delivery of the council's Capital Programme was a key factor in the decision to return the management of council housing to the council. The capital programme helps to improve the condition of the council's housing stock and

Communities cont.



Tenant and Leaseholder Health and Safety Compliance	Overall compliance score - A combined score based on detailed workstream reports for each of the main six areas of compliance.	Tenant Health and Safety compliance is a statutory requirement and a key factor in the decision to return the management of the council's housing stock to the council. Effective health and safety compliance serves to protect the council's tenants and leaseholders.
Planning Appeals	Percentage of planning appeals dismissed - Minimum 60%	This is a measure of the quality of the council's decision making about planning applications. The correct decision made first time supports the economic growth of the district and the provision of the homes and infrastructure that the district needs.
Percentage of randomly inspected sites which are mainly free from litter or refuse	Sample of how clean streets are in the district	Top priority for residents
Number of Service requests - community Safety	Number of requests for service received for community safety	To ensure adequate resources are available during peak times
Community Services Survey	Public perception	To inform the work of the Thanet community safety partnership

Environment



Measure name	What is being measured	Why is it being measured
TDC Greenhouse emissions	Greenhouse gas emissions from gas, electricity and petrol/diesel that TDC procures (Scope 1 and 2 emissions)	Part of our carbon footprint calculations. (Full carbon footprint will be calculated in the next 6 months).
Trees	Number of trees removed and planted on TDC Open Spaces	As part of our carbon footprint calculations and impact on the ecological emergency
% of area of open spaces managed for pollinators	% area of TDC open spaces managed for pollinators	This measurement is part of our impact on the ecological emergency
Recycling rate	% of recycled material (food waste, garden waste, mixed recycling and paper and card) of the overall collected waste	
% of bins collected	The number of bins that should be collected less missed bins / Total bins collected	
Residents (customers of the service) survey to ask if they are happy with the service for enforcement.		
% response rate within timescale for all enforcement reports	1st response with in service standard (for all enforcement types + beach complains except stray dogs)	

Enforcement actions take for reference

Residents Survey - Public opinion of the Street Cleaning Service	Residents satisfaction of the streets cleansing	To monitor public satisfaction with this service. Every year 'clean streets' is confirmed as one of the top three priorities for local people - it is important to understand residents' perception of this service.
Public opinion of Parks and Open Spaces	Residents satisfaction of parks and open spaces in the district	
Public opinion of the Recycling Service	Residents satisfaction of recycling in the district	The waste and recycling service provided by the council reaches the most residents in the district As a key council service it is important to understand how local people view the service they receive.
Number of Service requests - Environmental protection	Number of requests for service received for Environmental Protection	to ensure adequate resources are available during peak times

Growth



Measure name	What is being measured	Why is it being measured
Unemployment	unemployment rates	indicator of overall growth in district
Wages	Average wages	indicator of overall growth in district
% Business rates collected	collected business rates / Business rates due	

Efficiency



Measure name	What is being measured	Why is it being measured
Public opinion of whether the council provides Value for Money	Residents opinion	As a publicly funded organisation it is important to establish whether residents feel they receive value for money for the services they receive.
% Council Tax collected	collected council tax / Council tax due	
Complaints	Number of complaints	
Freedom of information Requests	Number of Freedom information requests	

Next steps

- Update Performance Management Framework
- Seek input from Scrutiny and Cabinet
- Finalise development of the website
- Implement from 1 April
- In place 2021-2024