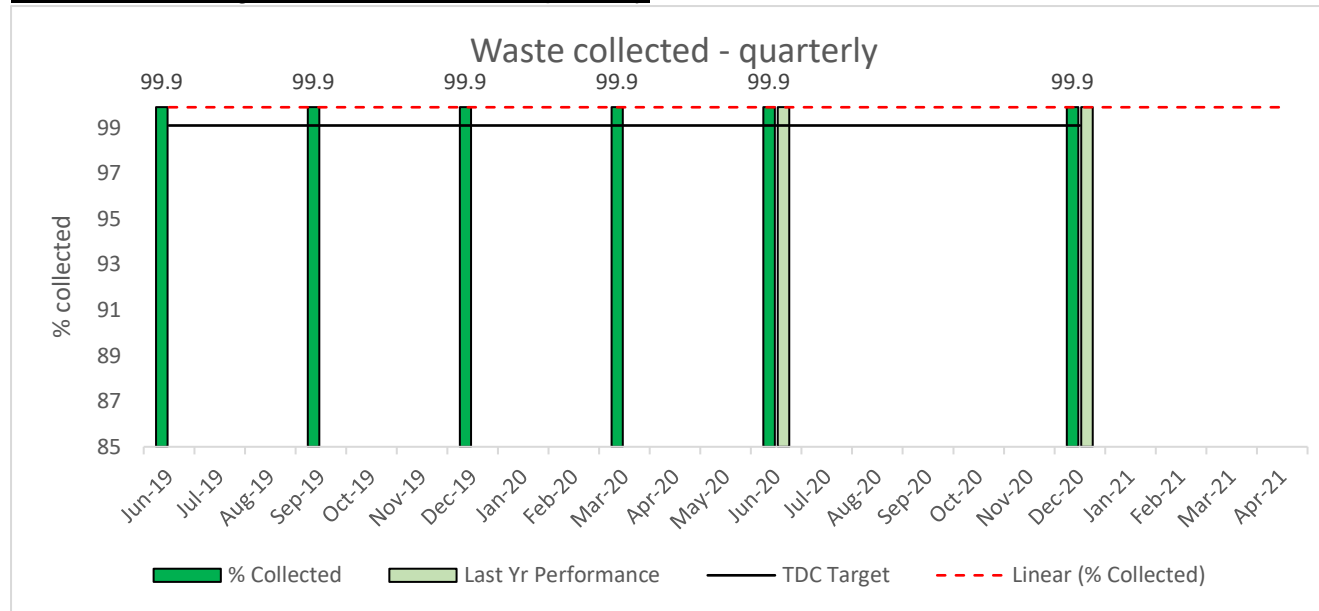


APPENDIX A - Community Services Performance Charts

CS1a – Percentage of waste collected - quarterly

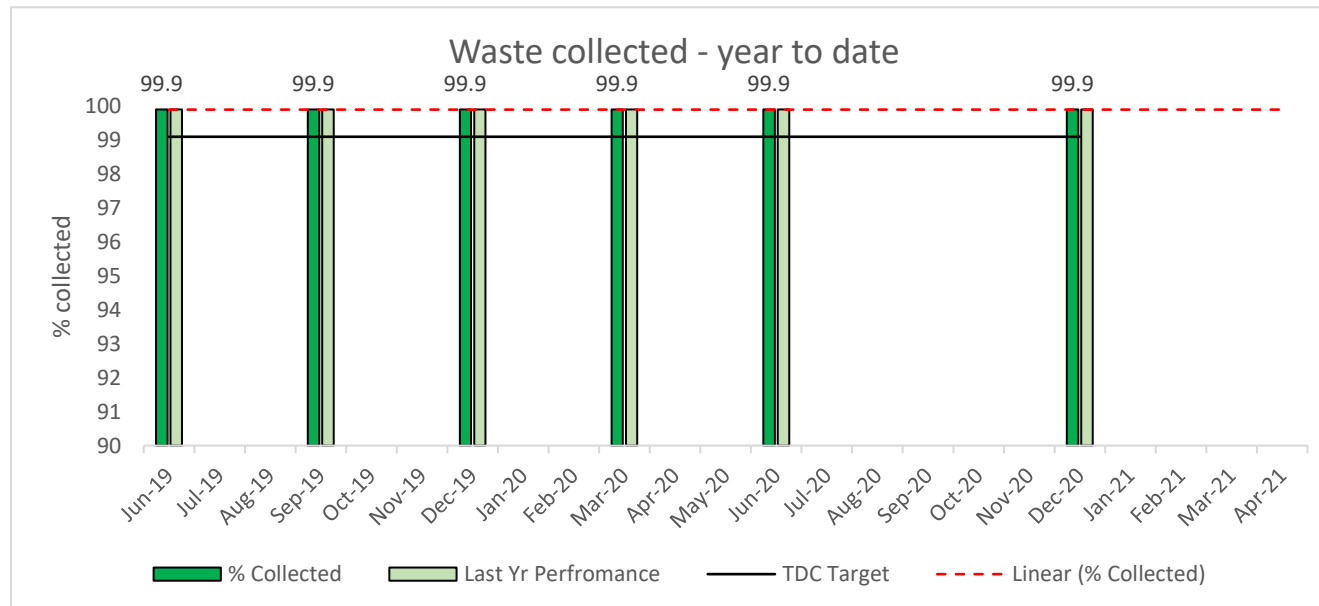


Performance Summary

- At present we are migrating between two different performance reporting systems, and as such it has not been possible to report on Quarter 4, though there were some significant disruptions. The performance reporting under the new contract is being developed in-line with the defined timescales set out in the specification and contract.

- Target: 99%.

CS1b - Percentage of waste collected - year to date

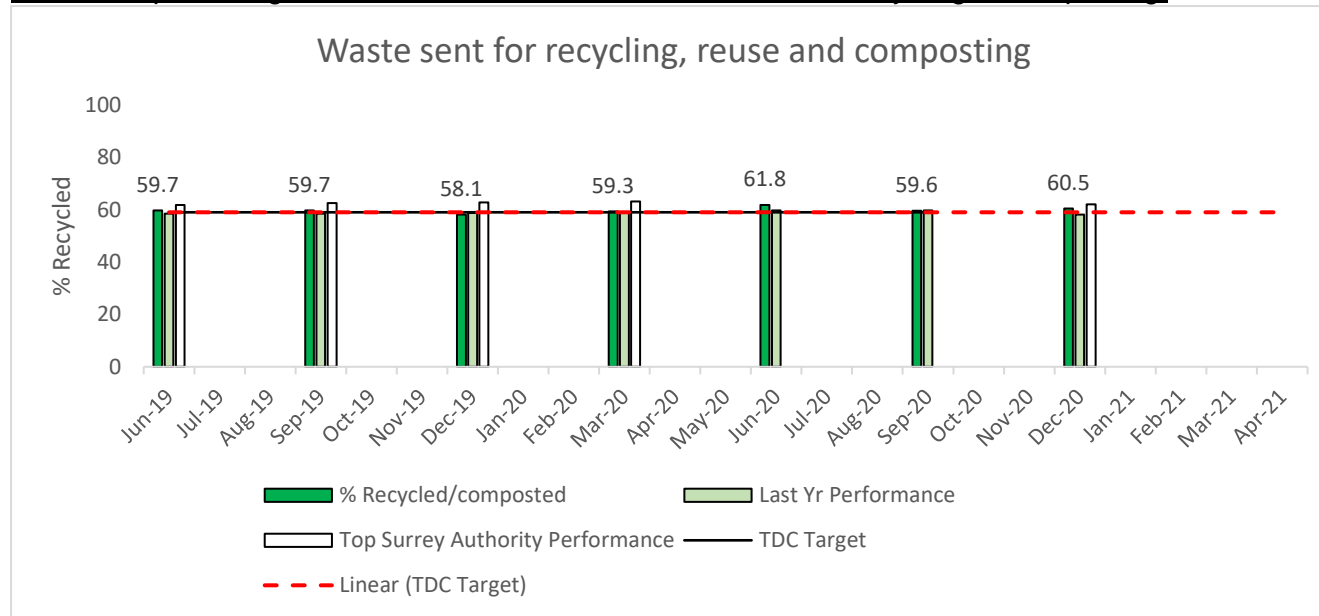


Performance Summary

- See above (CS1a).
- Target: 99%.

APPENDIX A - Community Services Performance Charts

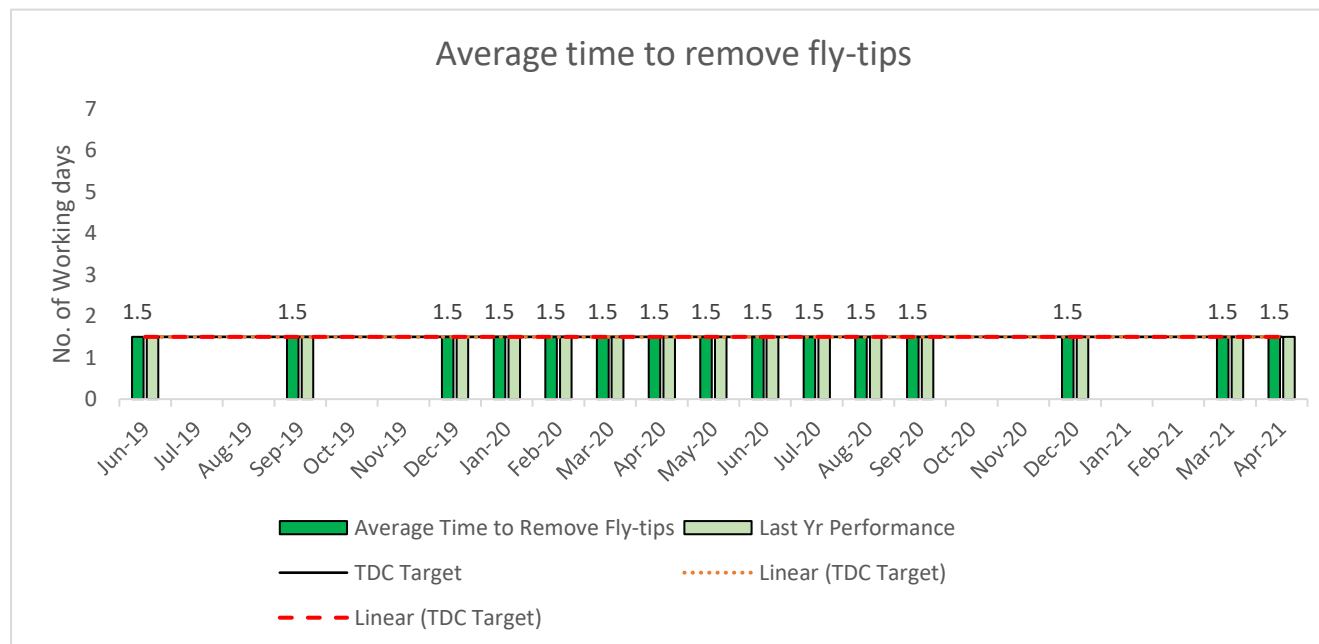
CS2 - The percentage of household waste that is sent for reuse, recycling or composting.



Performance Summary

- We have only had Quarter 3 information signed off for recycling performance. The Locality Services Manager estimates that Quarter 4 would be in the region of 59.1% based on last year's figure. This would provide an end of year average of 60.3%, which is 0.3% above our target.
- Note: data is subject to annual audit by the Department for Environment, Food and Rural Affairs and their subsequent sign-off (October / November).
- Target: 59%.

CS3 - Average time to remove fly-tips (working days)

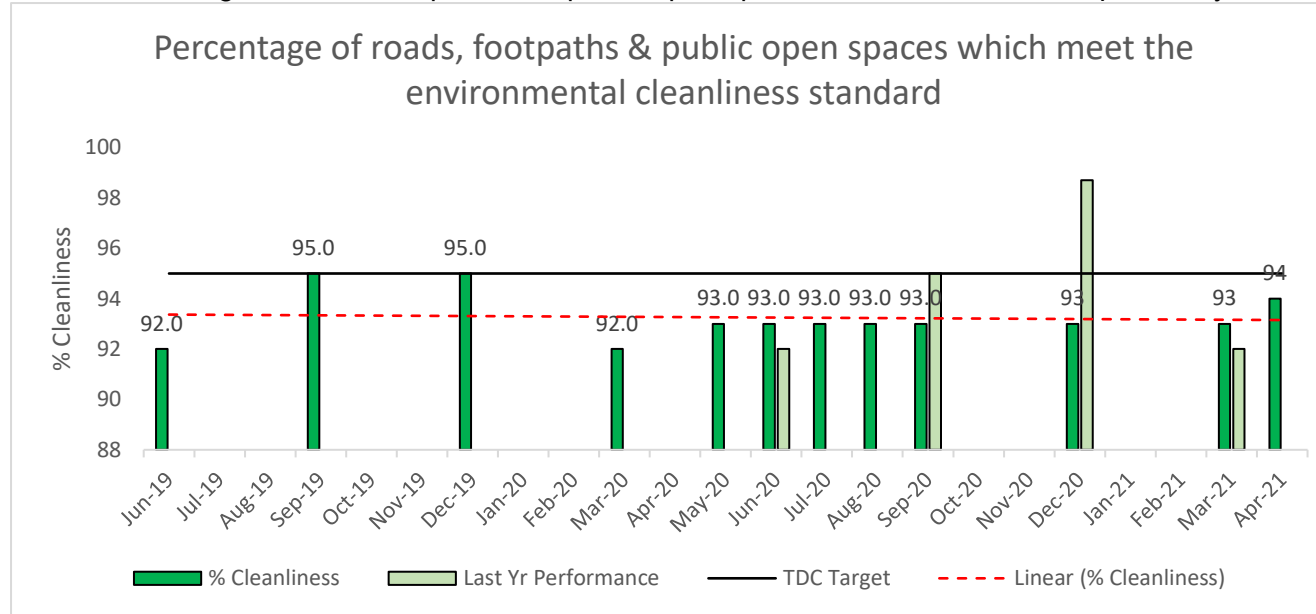


Performance Summary

- Consistent performance into Quarter 4 2020/21.
- Note: this indicator does not measure waste left outside properties that is due to be collected by regular household waste service. Further, if a case is reported, and then further reports received on the same case, the duplicate cases are closed immediately as the case has already been logged on the system.
- Target: 1.5 days.

APPENDIX A - Community Services Performance Charts

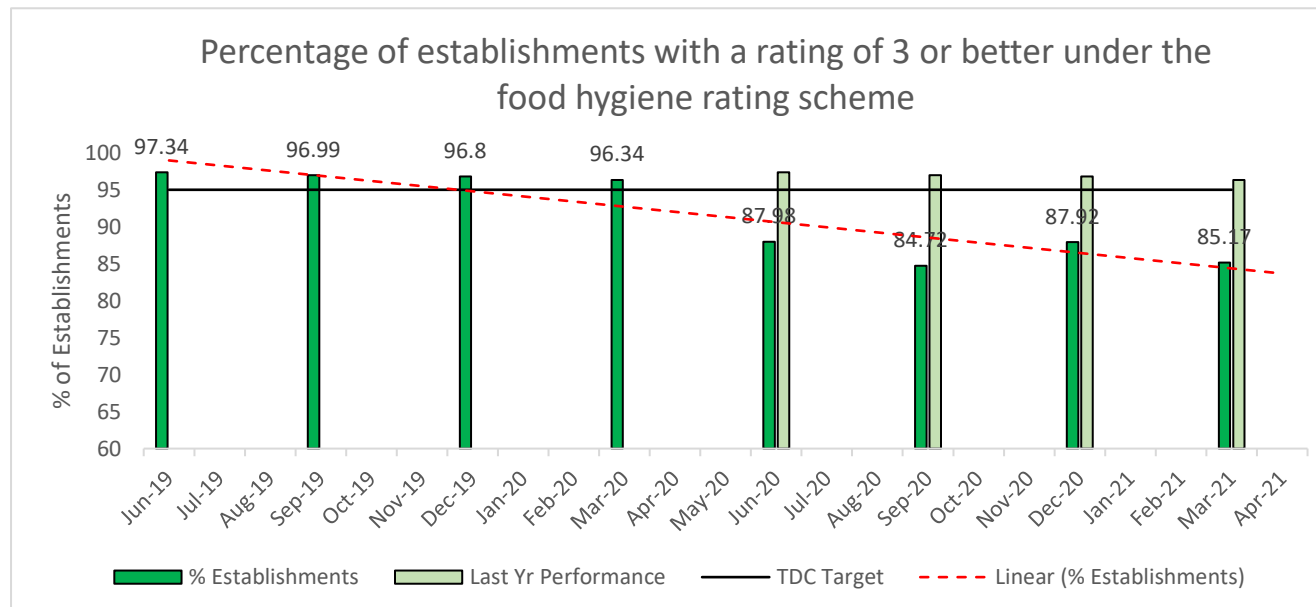
CS4 – Percentage of roads, footpaths and public open spaces, which are TDC’s responsibility which meet the environment cleanliness standard



Performance Summary

- Performance is marginally closer to target as we enter Quarter 1 of 2021/22.
- Target: 95%.

CS5 – Percentage of establishments with a rating of 3 (generally satisfactory) or better under the Food Hygiene Rating Scheme

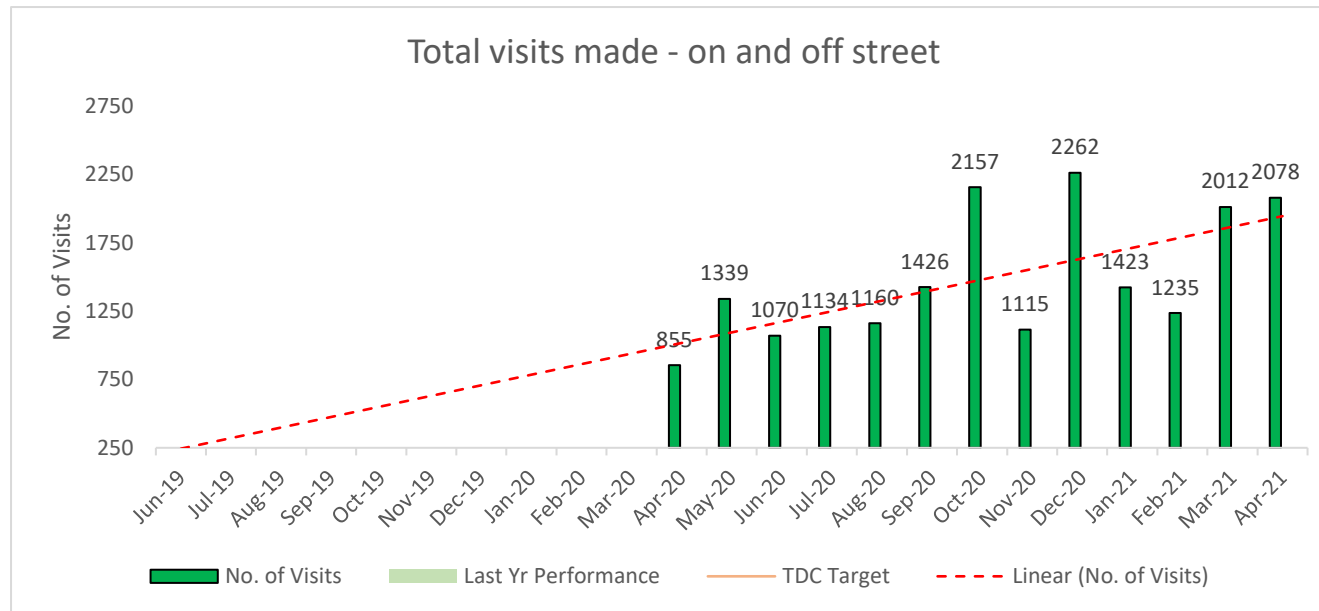


Performance Summary

- The continued significant reduction in this KPI is due to the restrictions on officer site visits and the operation of food businesses during the COVID-19 periods of lockdown, which has meant that during the last quarter face-to-face inspections at Mole Valley could only be carried out between 01/09/20 to 19/10/20 and 15/12/20 to 18/12/20 and at Tandridge up until 18/12/20 and no face-to-face inspections have been possible during this quarter.
- In line with the Food Standards Agency’s (FSA’s) guidance to local authority Food Enforcement services during the pandemic, overdue inspections of high risk food businesses and the inspection of newly registered food businesses, have and continue to be screened to identify any potential public health/consumer protection concerns and prioritised for either remote telephone intervention and/or inspection when permitted/
- Target: 95%.

APPENDIX A - Community Services Performance Charts

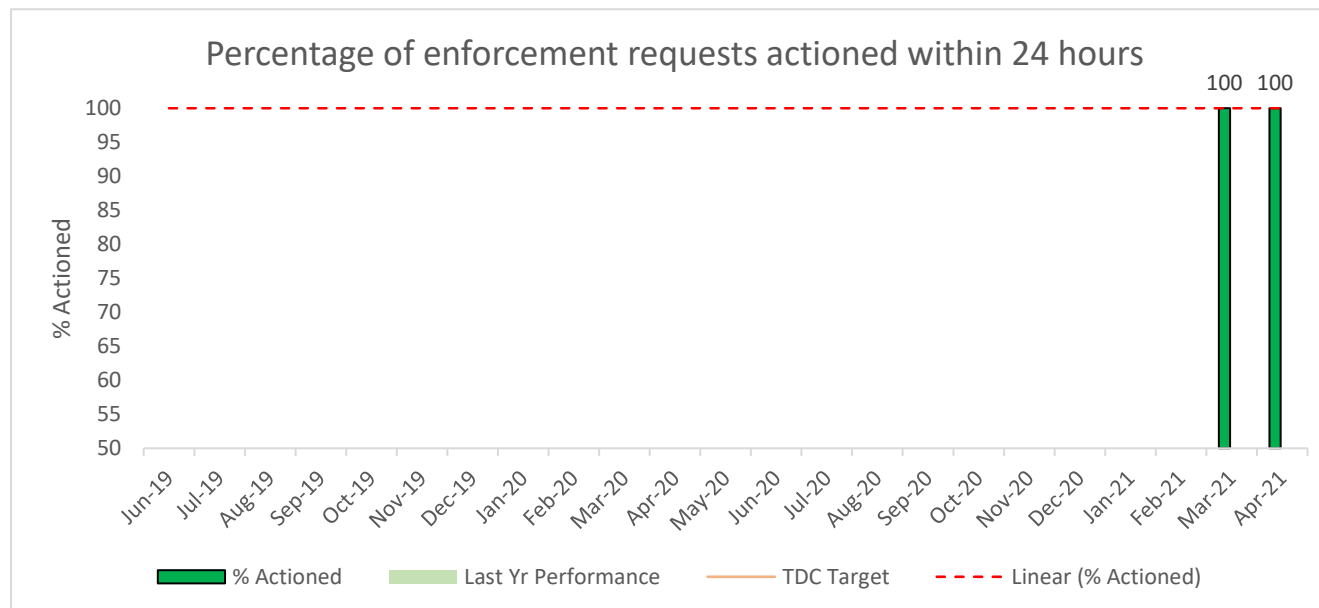
CS6 – Parking enforcement: Total visits made (on and off street)



Performance Summary

- The number of parking enforcement visits throughout the district is increasing in line with the relaxation of Covid guidelines. The whole of the district is covered by the parking enforcement contract with Civil Enforcement Officers (CEOs) patrolling the entire district, but the team concentrates on areas of particular concern. By focussing the enforcement patrols, we are able to support high density areas that include town centres and the ongoing safety issues of illegal parking around schools.
- No target set.

CS7 – Parking enforcement: Percentage of enforcement requests actioned within 24 hours

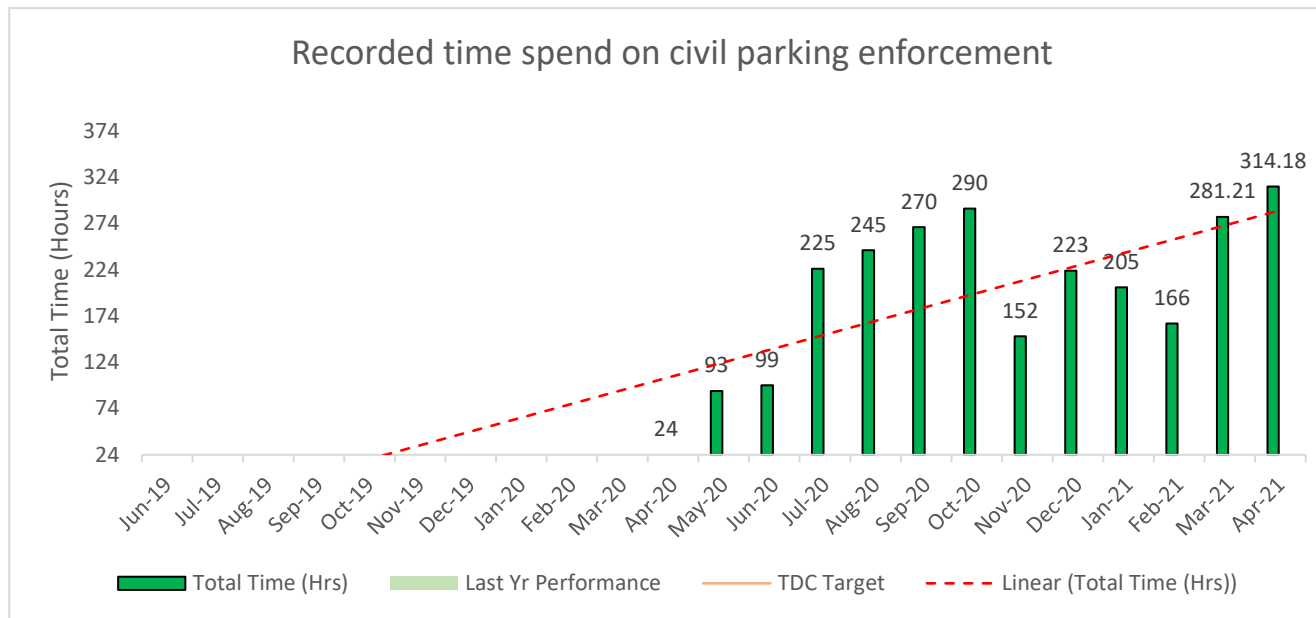


Performance Summary

- This indicator has been monitored from March 2021. Any requests made on a Saturday will be actioned the following Monday, unless a specific out of hours request has been made. Requests come from the police, members of the public, Tandridge District Council and elected Members. Requests can be made directly to Sevenoaks District Council or via Tandridge District Council.
- No target set.

APPENDIX A - Community Services Performance Charts

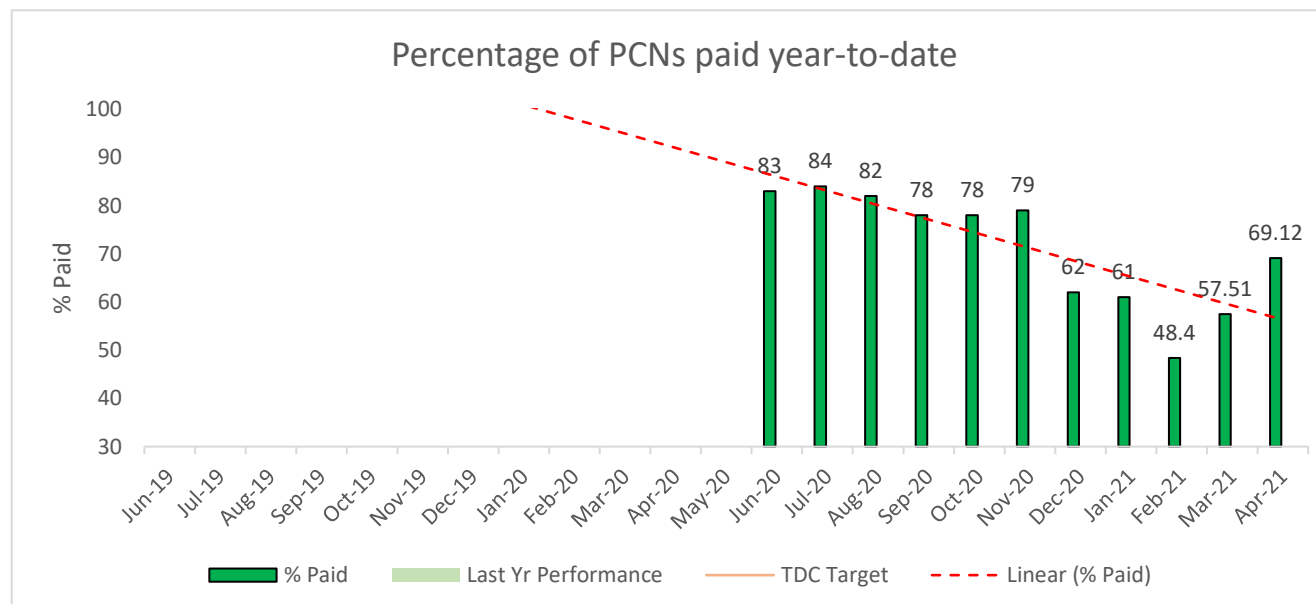
CS8 – Parking enforcement: Recorded time spend on civil parking enforcement



Performance Summary

- Time spent in the district is increasing in line with the relaxation of Covid restrictions.
- No target set.

CS9 – Parking enforcement: Percentage of PCNs paid year-to-date



Performance Summary

- April's figure is an improvement on the previous month. Sevenoaks will continue to push for payment of fines.
- No target set.

APPENDIX A - Community Services Performance Charts

CS10 – Parking noticed issued by area

| Area Name | Jan-21 | | Feb-21 | | Mar-21 | | Apr-21 | |
|--|---------|----------|---------|----------|---------|----------|---------|----------|
| | Tickets | Warnings | Tickets | Warnings | Tickets | Warnings | Tickets | Warnings |
| Bletchingley and Nutfield | 3 | | | | 6 | | | |
| Burstow, Horne, Smallfield and Outwood | 2 | | | | 1 | | 2 | |
| Caterham (including Chaldon, Harestone, Portley, Queens Park & Valley) | 43 | 95 | 120 | 7 | 192 | 7 | 217 | 4 |
| Dormansland and Felcourt | | | 2 | | | | | |
| Felbridge | | | | | | | | |
| Godstone & Bletchingley | | | | | 3 | | 1 | |
| Limpsfield | | | | | 20 | 1 | 15 | |
| Lingfield and Crowhurst | 1 | 3 | 3 | | 27 | 1 | 7 | 2 |
| Oxted North & Tandridge | 1 | | 57 | 1 | 81 | 2 | 101 | |
| Oxted South | | | | | | | 1 | |
| Tatsfield and Titsey | | | | | | | | |
| Warlingham East, Warlingham West and Chelsham and Farleigh | 18 | | 1 | 2 | 17 | 1 | 14 | 2 |
| Westway | | | | | | | | |
| Whyteleafe | 23 | 1 | 39 | 3 | 38 | | 74 | 7 |
| Woldingham | 2 | | 3 | | | | 2 | |
| Totals: | 93 | 99 | 225 | 13 | 385 | 12 | 434 | 15 |

Performance Summary

- Although visits are made throughout the entire district, in some more rural areas where there are limited parking restrictions in place, the Civil Enforcement Officers have not seen any contraventions. If Members have any specific concerns about their Ward, please contact us.
- Officers are continuing to investigate if Caterham on the Hill and Valley can be separated in an efficient way.
- No target set.