

Appendix 3

Form Name (SELF)	2018-19	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Abandoned vehicle report		52	44	40	44	47	36	30	22	26	26		
Allotments - Join the waiting list		14	17	14	18	8	24	13	7	8	9		
Assisted bin and sack collections		3	5	4	5	6	1	0	1	0	2		
Bulky waste - Book a collection		203	188	194	179	189	173	208	179	125	185		
Bulky waste - Change or cancel your booking		23	33	35	33	28	26	17	22	12	17		
Business Rates - Direct Debit		7	3	7	1	3	2	1	1	1	0		
Change of Circumstances		127	81	87	91	84	112	101	75	49	68		
Clear sacks - order more		103	103	100	153	127	130	131	82	77	123		
Clinical Waste - No Contact from Cannon		1	1	1	2	0	3	1	0	1	2		
Clinical waste - Request a collection or delivery		56	47	64	47	87	60	60	67	62	77		
Community Right To Bid		0	0	0	0	0	0	0	0	0	0		
Community Trigger Report		2	0	0	0	0	0	0	0	0	0		
Complaints		82	98	127	72	87	71	60	58	37	58		
Compliments		5	17	20	22	11	7	20	8	2	11		
Contact Us		212	173	158	153	146	135	133	80	74	131		
Council housing - Request a non-urgent repair		42	53	22	38	35	44	55	31	16	40		
Council Tax - Application for a carer to be disregarded		0	0	0	0	0	0	0	0	0	0		
Council Tax - Apprentice disregard		0	0	0	0	0	0	0	0	0	0		
Council Tax - Change paperless billing email address		6	2	0	0	1	3	1	2	1	2		
Council Tax - Child benefit disregard		0	0	0	0	0	0	0	0	0	0		
Council Tax - Contact a Recovery Officer		8	4	8	6	6	10	9	6	9	10		
Council Tax - Direct Debit		309	171	166	202	192	189	180	156	114	144		
Council Tax - Income and Expenditure Information form		0	4	5	7	7	8	10	6	6	10		
Council Tax - Opt out of paperless billing		3	1	0	1	0	0	0	1	2	2		
Council Tax - Paperless billing sign up		33	19	27	25	16	17	16	15	16	25		
Council Tax - Request for information from personal representatives		1	0	0	0	0	0	0	0	0	0		
Council Tax - Request to pay over 12 months		26	21	8	13	7	8	9	6	6	11		
Council Tax - Single Person Discount Application		71	78	45	79	59	79	72	78	52	69		
Council Tax - Single Person Discount Review		3	1	2	3	1	3	5	2	4	3		
Council Tax - Uninhabitable property discount		1	10	1	3	4	3	1	5	2	3		
Council Tax - Unoccupied Property Owned by a Charity		0	0	0	0	0	0	0	0	0	0		
Criminal Record Check Payment		4	1	13	1	1	5	0	4	0	4		
Dead animal removal		6	7	5	11	8	5	4	8	6	13		
Disabled Parking Bay Application		8	5	1	3	5	2	4	3	1	4		
Dog fouling report		9	3	3	6	4	6	4	10	11	6		
Driver Licence - Apply or renew		13	9	9	9	6	16	10	5	9	12		
Empty property report		3	3	2	0	0	4	3	0	1	2		
Family history - Free search request		10	7	8	9	7	9	9	11	4	9		
Fixed Penalty Notice (FPN) - Challenge the fine		4	3	0	8	3	0	0	0	1	0		
Fly tipping report		127	193	264	223	146	180	128	116	81	118		
Fraud - Report suspected fraud		9	8	8	5	5	13	9	3	4	12		
Garage or Parking Space application		20	25	13	24	26	15	18	14	9	26		
Garden waste - Order a garden bin		0	636	339	100	140	79	33	31	10	11		
Garden waste - Order sacks		17	61	62	35	26	12	16	7	4	1		
Garden Waste - Sign up for Direct Debit		12	87	85	6	4	1	2	0	0	0		
Graffiti report		14	75	37	19	6	9	3	11	16	11		

Community Trigger Report	0	0	0	0	0	0	0	0	0	0
Complaints	0	0	0	0	0	0	0	0	0	0
Compliments	6	6	8	9	7	9	7	6	5	6
Contact Us	0	0	0	0	0	0	0	0	0	0
Council housing - Request a non-urgent repair	3	2	3	1	0	2	1	3	1	0
Council Tax - Application for a carer to be disregarded	0	0	0	0	0	0	0	0	0	0
Council Tax - Apprentice Disregard	0	0	0	0	0	0	0	0	0	0
Council Tax - Change paperless billing email address	0	0	0	0	0	0	0	0	0	0
Council Tax - Child Benefit Disregard	0	0	0	0	0	0	0	0	0	0
Council Tax - Contact a Recovery Officer	0	0	0	0	0	0	0	0	0	0
Council Tax - Direct Debit	0	0	0	0	0	0	0	0	0	0
Council Tax - Income and Expenditure Information form	0	0	0	0	0	0	0	0	0	0
Council Tax - Opt out of paperless billing	0	0	0	0	0	0	0	0	0	0
Council Tax - Paperless billing sign up	0	0	0	0	0	0	0	0	0	0
Council Tax - Request for information from personal representatives	0	0	0	0	0	0	0	0	0	0
Council Tax - Request to pay over 12 months	0	0	0	0	0	0	0	0	0	0
Council Tax - Single Person Discount Application	1	2	1	0	0	4	2	4	1	1
Council Tax - Single Person Discount Review	0	0	0	0	0	0	0	0	0	0
Council Tax - Uninhabitable property discount	0	0	0	0	0	0	0	0	0	0
Council Tax - Unoccupied Property Owned by a Charity	0	0	0	0	0	0	0	0	0	0
Criminal Record Check Payment	0	0	0	0	0	0	0	0	0	0
Dead animal removal	7	5	8	13	7	3	10	3	3	6
Disabled Parking Bay Application	0	0	1	1	0	0	2	0	0	0
Dog fouling report	2	0	2	1	0	3	0	2	1	3
Driver Licence - Apply or renew	0	0	0	0	0	0	0	0	0	0
Empty property report	0	0	0	0	0	0	0	0	0	0
Family history - Free search request	0	0	0	0	0	0	0	0	0	0
Fixed Penalty Notice (FPN) - Challenge the fine	0	0	0	0	0	0	0	0	0	0
Fly tipping report	98	172	179	161	117	91	111	83	61	104
Fraud - Report suspected fraud	0	0	0	0	0	0	0	0	0	0
Garage or Parking Space application	0	0	0	0	0	0	0	0	0	0
Garden waste - Order a garden bin	0	244	127	28	61	21	10	22	4	6
Garden waste - Order sacks	41	104	116	62	44	40	31	13	7	2
Garden Waste - Sign up for Direct Debit	0	0	0	0	0	0	0	0	0	0
Graffiti report	3	11	9	1	2	2	0	1	2	4
Grass cutting request	0	17	39	7	7	2	0	0	0	0
Gravesend Market - Apply for a temporary stall	0	0	0	0	0	0	0	0	0	0
Join the Mayor's Walk	0	0	0	0	0	0	0	0	0	0
Litter bins - Report overflowing or broken bins	1	6	10	10	7	2	7	6	1	4
Litter bins - Request a new street litter bin	0	0	2	3	0	1	0	0	1	1
Litter picking - Set up a community litter picking group	0	0	0	0	0	0	0	0	0	0
Lost cat	2	1	4	3	2	0	3	1	0	1
Lunch payment	-	-	0	0	0	0	0	0	0	0
Mayoral Civic Engagement										0
Missed bin or sack report	234	361	422	362	325	231	265	226	173	239
Missed commercial trade waste bin or sack collection	1	0	0	0	0	0	0	0	0	0
Moving in, out or within the borough	106	101	108	121	135	133	109	138	104	115
Open Register - Opt in or out	0	0	0	0	0	0	0	0	0	0
Operator Licence - Apply or renew	0	0	0	0	0	0	1	0	0	0
Opt in for bins	0	9	3	2	1	2	2	0	0	1

Overgrown weeds	0	2	5	4	4	3	2	0	0	3			
Pest Control - Request treatment	24	22	29	47	40	31	32	20	25	20			
Planning - Report a breach of planning permission	0	0	0	0	0	0	0	0	0	0			
Planning Application Payment	0	0	0	0	0	0	0	0	0	0			
Rear access ways - Cleaning request	1	1	7	13	10	4	3	1	1	1			
Recycling bins - Order a new, replacement or additional bin	188	210	228	177	193	163	172	123	95	153			
Rent - Direct Debit Sign Up	0	0	0	0	0	0	0	0	0	0			
Replace a Taxi or Private Hire licence, plate or badge	0	0	0	0	0	0	0	0	0	0			
Request bigger rubbish bin	22	33	30	20	18	12	8	15	5	9			
Road signs and markings - Report a fault	1	5	0	1	0	0	1	0	0	0			
RPHD Knowledge Test	0	0	0	0	0	0	0	0	0	0			
Safeguarding Training	0	0	0	0	0	0	0	0	0	0			
Street cleaning request	17	21	36	33	37	15	22	33	27	46			
Street Knowledge Test	0	0	0	0	0	0	0	0	0	0			
Taxi or Private Hire drivers - Update Licence	0	0	0	0	0	0	0	0	0	0			
Temporary Event Notice											0		
Vehicle licence - Apply or renew	0	0	0	0	0	0	0	0	0	0			
Vehicle licence - Regrade	0	0	0	0	0	0	0	0	0	0			
Vehicle licence - Transfer an existing licence	0	0	0	0	0	0	0	0	0	0			
Work experience application	0	0	0	0	0	0	0	0	0	0			
	946	1589	1637	1349	1231	982	1033	906	646	955	0	0	
Service: Contact Centre only													
	2018-19	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Bereavement report		77	68	54	62	55	60	64	58	43	93		
Card Refund Request		4	3	3	4	9	8	4	6	15	22		
Chase abandoned vehicle request		1	1	0	3	0	1	1	0	0	0		
Council Tax - Notepad		41	93	81	92	98	81	105	118	69	90		
General enquiry		260	449	462	392	293	275	246	155	101	187		
Payment Form (CCC only)		3	130	161	107	89	97	85	99	84	111		
		386	744	761	660	544	522	505	436	312	503	0	0
TOTAL (Self, Service, and contact centre only forms)		3927	5720	5563	4753	4408	3926	3805	3254	2471	3635	0	0