



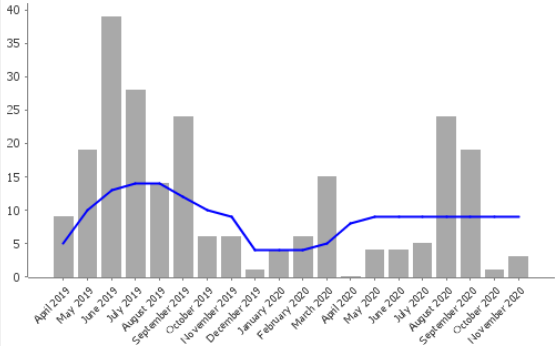


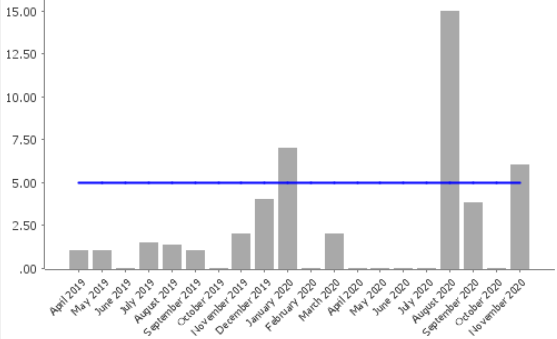


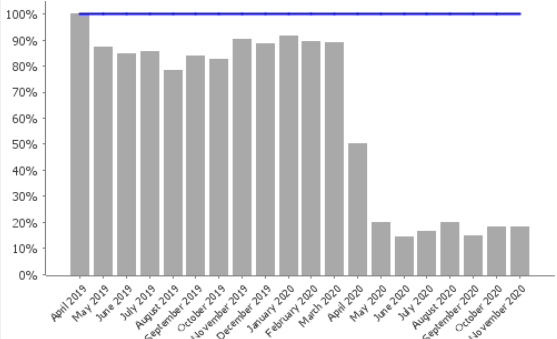




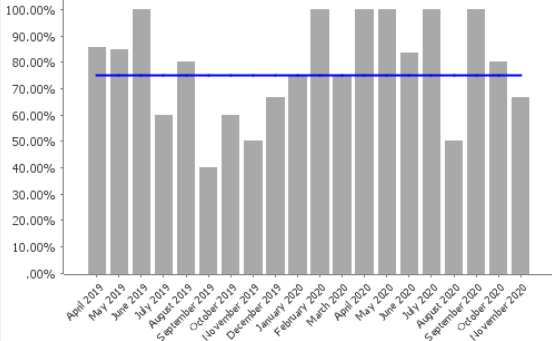


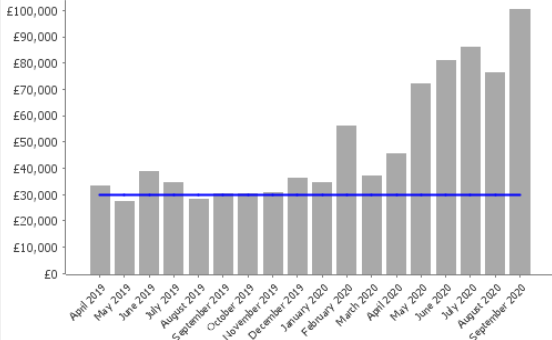

### Scrutiny Committee – Exceptions Report


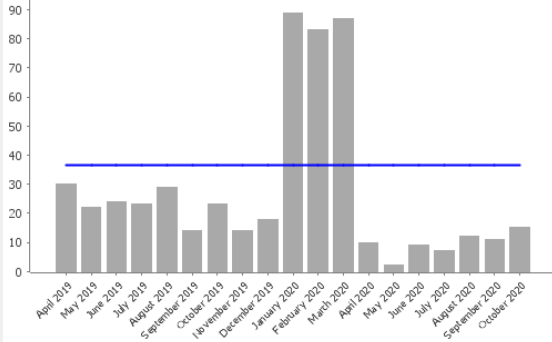


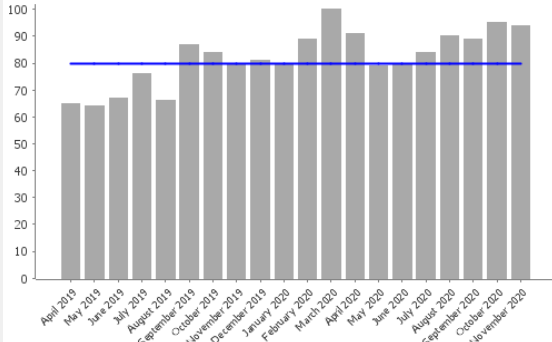

Key:


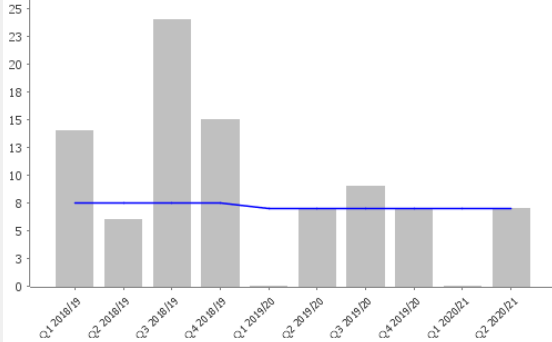

| Status  | Colour | Details                    |
|---|--------|----------------------------|
|  | Green  | At or above target         |
|  | Amber  | Less than 10% below target |
|  | Red    | 10% or more below target   |

| Code             | Short Name                               | Current Value | Current Target | Current Status  | Performance Chart   | Year to date |        |   | Latest Note   |
|------------------|--|---------------|----------------|---|---|--------------|--------|---|---|
|                  |  |               |                |   |   | 2020/21      |        |   |   |
|                  |  |               |                |   |   | Value        | Target | Status  |   |
| LPI_DS Waste 004 | Number of missed green waste collections | 3             | 9              |  |  | 60           | 71     |  | <p>Whilst performance has improved over the last two months, the green waste service has been operating at extremely high levels of paid for collections, with over 1,400 new customers joining the service. Staffing levels, HGV drivers and vehicles have been supporting domestic waste services. This has resulted in an increase to missed collections at peak times. We are currently looking to re-balance rounds and to introduce an In-cab technology pilot to improve performance for the garden waste service going forward.</p> |

| Code             | Short Name   | Current Value | Current Target | Current Status  | Performance Chart   | Year to date |        |   | Latest Note   |
|------------------|--|---------------|----------------|---|---|--------------|--------|---|---|
|                  |  |               |                |   |   | 2020/21      |        |   |   |
|                  |  |               |                |   |   | Value        | Target | Status  |   |
| LPI_DS Clean 003 | Average number of days taken to remove abandoned vehicles                                      | 6             | 5              |  |   | 3.1          | 5      |  | The Council was required to remove four abandoned vehicles during November. As resources were deployed to other priority services during the pandemic there was a slight delay in removal and target performance was marginally missed.   |
| LPI_EH 004       | Percentage of higher risk food inspections due that was done (higher risk is categories A & B) | 18.2%         | 100%           |  |  | 18.2%        | 100%   |  | Inspections were suspended by order of the Food Standards Agency until July 2020. Officers are now advised to only physically inspect as a last option, and phone call/questionnaire surveys have been accepted. The team's focus has been on supporting businesses through the Covid pandemic, which is a priority over the food hygiene inspection programme. The team are continuing to catch up on overdue high risk inspections, but access is proving difficult due to the fact that many of our high risk premises are care homes and are not allowing visitors. |

| Code      | Short Name   | Current Value | Current Target | Current Status  | Performance Chart   | Year to date |         |   | Latest Note  |
|-----------|--|---------------|----------------|---|---|--------------|---------|---|--|
|           |  |               |                |   |   | 2020/21      |         |   |  |
|           |  |               |                |   |   | Value        | Target  | Status  |  |
| LPI_DM009 | Percentage of appeals against planning application refusal dismissed | 66.7%         | 75%            |  |   | 83.3%        | 75%     |  | 20 of the 24 planning appeals decisions this year have been dismissed. In November, 1 of the 3 appeals considered was allowed. Officers continue to review the outcomes of planning appeals to ensure any learning is used to improve processes and decision making.   |
| LPI_FS003 | Sundry debts outstanding more than 61 days                           | £100,282      | £30,000        |  |  | £100,282     | £30,000 |  | Following Government guidance regarding COVID-19 and financial support SDC did not pursue sundry debts until recently. This, combined with the addition of Direct Services sundry debts now being included has led to a high debtor balance. The reminder process has now been reintroduced and will lead to a reduction in the outstanding balances |

| Code          | Short Name   | Current Value | Current Target | Current Status  | Performance Chart   | Year to date |        |   | Latest Note  |
|---------------|--|---------------|----------------|---|---|--------------|--------|---|--|
|               |  |               |                |   |   | 2020/21      |        |   |  |
|               |  |               |                |   |   | Value        | Target | Status  |  |
| LPI_CD<br>H02 | Number of customers engaged in the One You Services                      | 15            | 37             |  |   | 66           | 330    |  | The uptake on referrals and the number of residents accessing the service has reduced during lockdown. The Team are working to provide new and revised services, using digital and online technology, to continue to support residents in need of health and wellbeing lifestyle services. |
| LPI_HS<br>A03 | Number of households in all types of emergency & temporary accommodation | 94            | 80             |  |  | 94           | 80     |  | The need for emergency accommodation remains high due to the number of approaches for homelessness and people being displaced due to the pandemic.   |

| Code        | Short Name                                 | Current Value | Current Target | Current Status  | Performance Chart  | Year to date |        |            | Latest Note |            |   |            |    |            |    |            |   |            |   |            |   |            |   |            |   |            |   |   |    |   |   |
|-------------|--|---------------|----------------|---|--|--------------|--------|------------|-------------|------------|---|------------|----|------------|----|------------|---|------------|---|------------|---|------------|---|------------|---|------------|---|---|----|---|---|
|             |  |               |                |   |  | 2020/21      |        |            |             |            |   |            |    |            |    |            |   |            |   |            |   |            |   |            |   |            |   |   |    |   |   |
|             |  |               |                |   |  | Value        | Target | Status     |             |            |   |            |    |            |    |            |   |            |   |            |   |            |   |            |   |            |   |   |    |   |   |
| LPI_HS P 01 | Number of customers housed in PSL property | 7             | 7              |  |  <table border="1"> <caption>Performance Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2018/19</td><td>14</td></tr> <tr><td>Q2 2018/19</td><td>7</td></tr> <tr><td>Q3 2018/19</td><td>24</td></tr> <tr><td>Q4 2018/19</td><td>15</td></tr> <tr><td>Q1 2019/20</td><td>0</td></tr> <tr><td>Q2 2019/20</td><td>7</td></tr> <tr><td>Q3 2019/20</td><td>9</td></tr> <tr><td>Q4 2019/20</td><td>7</td></tr> <tr><td>Q1 2020/21</td><td>0</td></tr> <tr><td>Q2 2020/21</td><td>7</td></tr> </tbody> </table> | Quarter      | Value  | Q1 2018/19 | 14          | Q2 2018/19 | 7 | Q3 2018/19 | 24 | Q4 2018/19 | 15 | Q1 2019/20 | 0 | Q2 2019/20 | 7 | Q3 2019/20 | 9 | Q4 2019/20 | 7 | Q1 2020/21 | 0 | Q2 2020/21 | 7 | 7 | 14 |  | We continue to work with landlords to find properties for people on low income. This work has slowed down during the pandemic lockdown. We continue to promote this work and incentivise landlords. |
| Quarter     | Value                                      |               |                |   |  |              |        |            |             |            |   |            |    |            |    |            |   |            |   |            |   |            |   |            |   |            |   |   |    |   |   |
| Q1 2018/19  | 14   |               |                |   |  |              |        |            |             |            |   |            |    |            |    |            |   |            |   |            |   |            |   |            |   |            |   |   |    |   |   |
| Q2 2018/19  | 7  |               |                |   |  |              |        |            |             |            |   |            |    |            |    |            |   |            |   |            |   |            |   |            |   |            |   |   |    |   |   |
| Q3 2018/19  | 24   |               |                |   |  |              |        |            |             |            |   |            |    |            |    |            |   |            |   |            |   |            |   |            |   |            |   |   |    |   |   |
| Q4 2018/19  | 15   |               |                |   |  |              |        |            |             |            |   |            |    |            |    |            |   |            |   |            |   |            |   |            |   |            |   |   |    |   |   |
| Q1 2019/20  | 0  |               |                |   |  |              |        |            |             |            |   |            |    |            |    |            |   |            |   |            |   |            |   |            |   |            |   |   |    |   |   |
| Q2 2019/20  | 7  |               |                |   |  |              |        |            |             |            |   |            |    |            |    |            |   |            |   |            |   |            |   |            |   |            |   |   |    |   |   |
| Q3 2019/20  | 9  |               |                |   |  |              |        |            |             |            |   |            |    |            |    |            |   |            |   |            |   |            |   |            |   |            |   |   |    |   |   |
| Q4 2019/20  | 7  |               |                |   |  |              |        |            |             |            |   |            |    |            |    |            |   |            |   |            |   |            |   |            |   |            |   |   |    |   |   |
| Q1 2020/21  | 0  |               |                |   |  |              |        |            |             |            |   |            |    |            |    |            |   |            |   |            |   |            |   |            |   |            |   |   |    |   |   |
| Q2 2020/21  | 7  |               |                |   |  |              |        |            |             |            |   |            |    |            |    |            |   |            |   |            |   |            |   |            |   |            |   |   |    |   |   |