



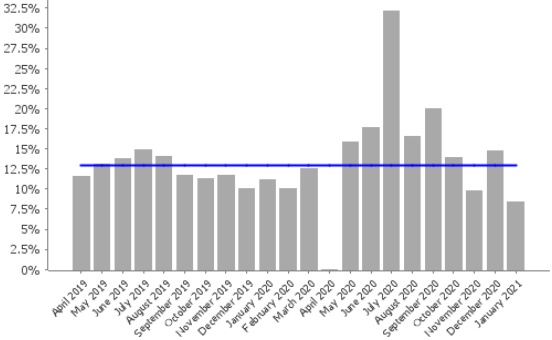




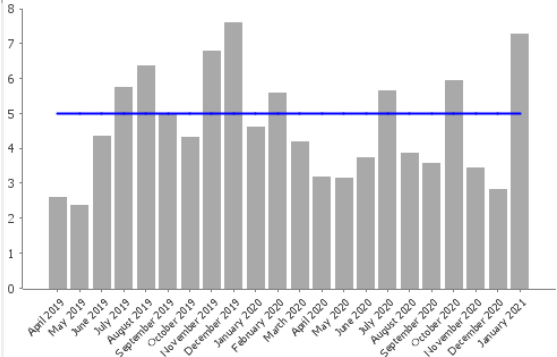


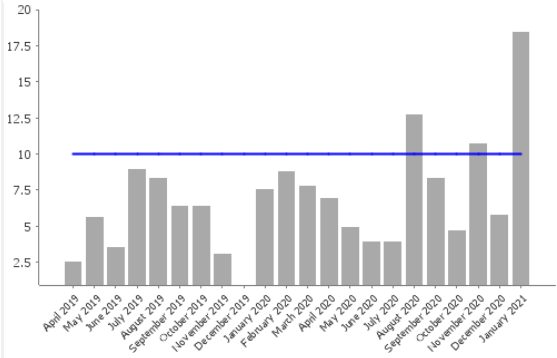

Appendix A


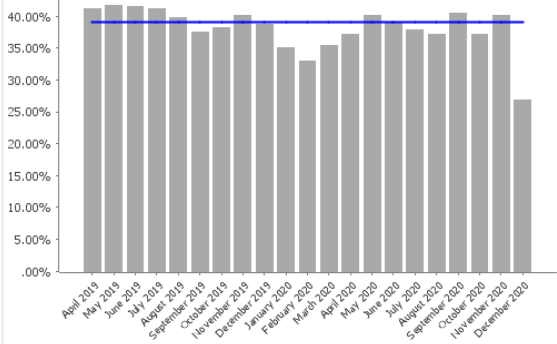


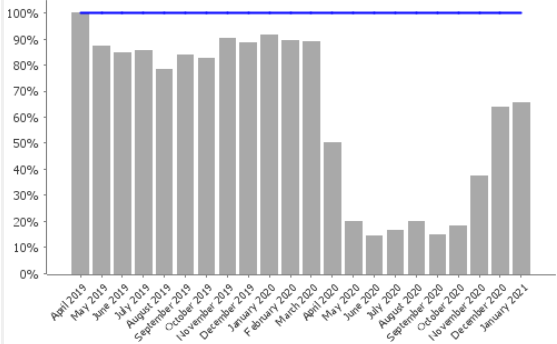

Scrutiny Committee – Exceptions Report


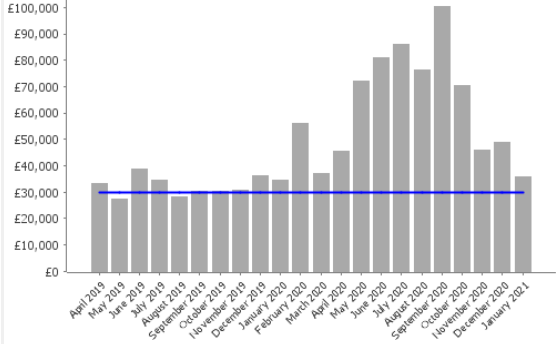


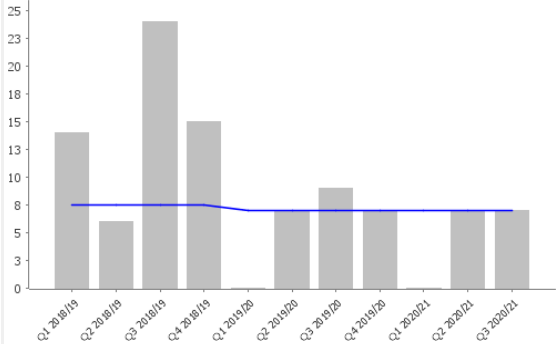

Key:


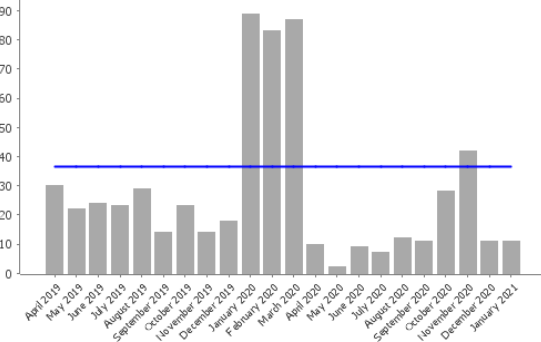

Status	Colour	Details
	Green	At or above target
	Amber	Less than 10% below target
	Red	10% or more below target


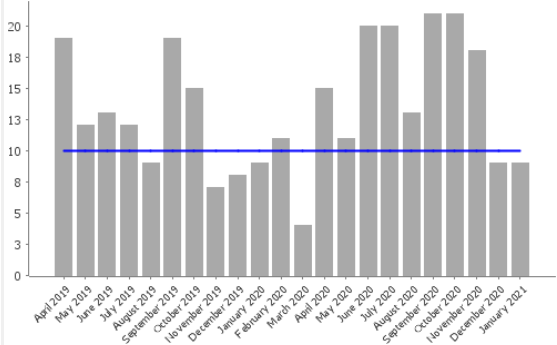


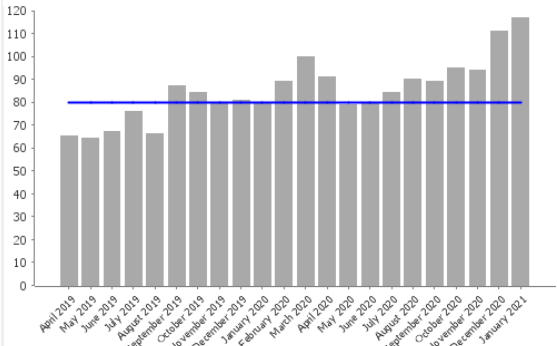

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2020/21 Value	Target	Status	Latest Note
LPI_PA 002	Percentage of Penalty Charge Notices cancelled	8.4%	13%			14.9%	13%		The percentage of Penalty Charge Notices cancelled has increased due to the more pragmatic and softer approach taken by the Council during the Pandemic and National Lockdowns resulting in temporarily more cancellations.


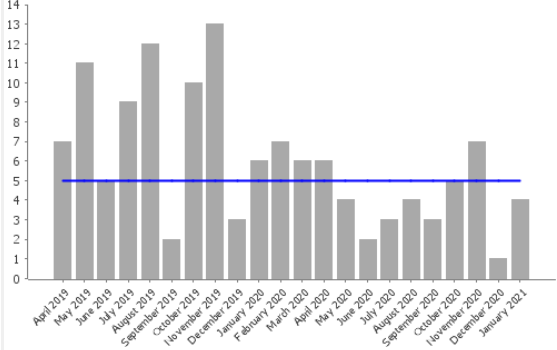

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2020/21 Value	Target	Status	Latest Note
LPI_DS Clean 002	Average number of days taken to remove fly tips which the District Council has responsibility to clear	7.3	5			4.3	5		Our enforcement team continue to work hard to remove fly tipping within the target period, however in January 2021 our resources were stretched due to staff shortages, increased waste weights, self-isolation and bad weather. This meant all available resources were allocated to ensuring domestic waste and recycling collections were made. Services are now back to normal.
LPI_DS Waste 002	Number of missed collections per 100,000	18.4	10			8	10		This short-term increase is due to the pressure placed on our waste collection teams by having to tip waste in Tunbridge Wells & Northfleet due to KCC Dunbrik site being closed. Increased weights of rubbish and recycling to be collected, staff shortages, self-isolation and bad weather over the last few months has had an impact on performance. Services are now back to normal.

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2020/21 Value	Target	Status	Latest Note
LPI_DS Waste 001	Percentage of household waste sent for reuse, recycling and composting	26.9%	39%			37.5%	39%		During the last few months residents have recycled less waste and presented more residual waste. However we expect the recycling rates to return to normal levels. Working with WRAP, the Waste Charity, campaigns are being considered to encourage residents to recycle more and reduce residual waste.
LPI_EH 004	Percentage of higher risk food inspections due that was done (higher risk is categories A & B)	65.4%	100%			65.4%	100%		Inspections were suspended by order of the Food Standards Agency until July 2020. They were again partially suspended during Lockdown 2, due to Kent being in a high tier before Christmas, and then there being a subsequent lockdown since January 2021. However, where possible those high risk inspections that are due have been prioritised. The figure is slowly catching up to where it should be and this is due to the tenacity of the team. The team's focus continues to be on supporting businesses through the Covid pandemic.

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2020/21 Value	Target	Status	Latest Note
LPI_FS 003	Sundry debts outstanding more than 61 days	£35,735	£30,000			£35,735	£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 is resulting in a reduction in the outstanding balances.
LPI_HS P 01	Number of customers housed in PSL property	7	7			14	21		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.

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2020/21 Value	Target	Status	Latest Note																																														
LPI_CD H 02	Number of customers engaged in the One You Services	11	36.67		 <table border="1"> <caption>Monthly Customer Engagement Data (Estimated)</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>30</td></tr> <tr><td>May 2019</td><td>22</td></tr> <tr><td>June 2019</td><td>25</td></tr> <tr><td>July 2019</td><td>23</td></tr> <tr><td>August 2019</td><td>28</td></tr> <tr><td>September 2019</td><td>15</td></tr> <tr><td>October 2019</td><td>25</td></tr> <tr><td>November 2019</td><td>15</td></tr> <tr><td>December 2019</td><td>18</td></tr> <tr><td>January 2020</td><td>88</td></tr> <tr><td>February 2020</td><td>82</td></tr> <tr><td>March 2020</td><td>88</td></tr> <tr><td>April 2020</td><td>10</td></tr> <tr><td>May 2020</td><td>2</td></tr> <tr><td>June 2020</td><td>10</td></tr> <tr><td>July 2020</td><td>8</td></tr> <tr><td>August 2020</td><td>12</td></tr> <tr><td>September 2020</td><td>11</td></tr> <tr><td>October 2020</td><td>28</td></tr> <tr><td>November 2020</td><td>42</td></tr> <tr><td>December 2020</td><td>11</td></tr> <tr><td>January 2021</td><td>11</td></tr> </tbody> </table>	Month	Value	April 2019	30	May 2019	22	June 2019	25	July 2019	23	August 2019	28	September 2019	15	October 2019	25	November 2019	15	December 2019	18	January 2020	88	February 2020	82	March 2020	88	April 2020	10	May 2020	2	June 2020	10	July 2020	8	August 2020	12	September 2020	11	October 2020	28	November 2020	42	December 2020	11	January 2021	11	143	440		<p>The One You service has seen a 61% decline in referrals to our lifestyle improvement services in 2020/21 by comparison to 2019/20. By comparison external services focusing on the treatment and support of Mental Health have seen a dramatic increase in referrals. It is suspected that the impact of COVID is currently mainly on Mental Health which in turn is limiting residents willingness to change behaviours which may be a coping mechanism for their own mental health. In addition, GP & Medical Referrals have reduced, which is likely to be due to the changes in working practices for GP's and a massive change in focus on protecting patients from COVID19 and rolling out a vaccination service.</p> <p>As the country begins to emerge from lockdown it is anticipated that referrals will increase and we will be able to provide greater levels of support to our residents through the One You service during the 2021/22.</p>
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LPI_HS A 02	Number of households where a positive outcome has been achieved (homeless prevented or secures alternative accommodation)	9	10			157	100		At the height of the pandemic cases in Kent during December and January the ability to prevent homelessness and secure alternative accommodation was restricted. This was accompanied by an increase in demand for housing support, which is shown by the increase in the use of temporary accommodation in the performance indicator below. The recent recruitment of an Accommodation Team Leader alongside the new Head of Housing, will allow the council to increase its focus on preventing homelessness and improving the availability of suitable accommodation.
LPI_HS A 03	Number of households in all types of emergency & temporary accommodation	117	80			117	80		The need for emergency accommodation remains high due to the number of approaches for homelessness and people being displaced due to the pandemic. An action plan is in place to support people to move on to permanent accommodation as lockdown eases to reduce the number of households in temporary accommodation.

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2020/21 Value	Target	Status	Latest Note																																														
LPI_PS H 02	Number of Disabled Facilities Grants completed	4	5		 <table border="1"> <caption>Monthly Performance Data (Estimated)</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>7</td></tr> <tr><td>May 2019</td><td>11</td></tr> <tr><td>June 2019</td><td>9</td></tr> <tr><td>July 2019</td><td>12</td></tr> <tr><td>August 2019</td><td>2</td></tr> <tr><td>September 2019</td><td>10</td></tr> <tr><td>October 2019</td><td>13</td></tr> <tr><td>November 2019</td><td>3</td></tr> <tr><td>December 2019</td><td>6</td></tr> <tr><td>January 2020</td><td>6</td></tr> <tr><td>February 2020</td><td>6</td></tr> <tr><td>March 2020</td><td>4</td></tr> <tr><td>April 2020</td><td>2</td></tr> <tr><td>May 2020</td><td>3</td></tr> <tr><td>June 2020</td><td>4</td></tr> <tr><td>July 2020</td><td>3</td></tr> <tr><td>August 2020</td><td>7</td></tr> <tr><td>September 2020</td><td>1</td></tr> <tr><td>October 2020</td><td>4</td></tr> <tr><td>November 2020</td><td>4</td></tr> <tr><td>December 2020</td><td>4</td></tr> <tr><td>January 2021</td><td>4</td></tr> </tbody> </table>	Month	Value	April 2019	7	May 2019	11	June 2019	9	July 2019	12	August 2019	2	September 2019	10	October 2019	13	November 2019	3	December 2019	6	January 2020	6	February 2020	6	March 2020	4	April 2020	2	May 2020	3	June 2020	4	July 2020	3	August 2020	7	September 2020	1	October 2020	4	November 2020	4	December 2020	4	January 2021	4	39	50		<p>COVID-19 has had an impact on the ability to deliver disabled facility grant adaptations.</p> <p>The number of referrals has reduced as the County Council Occupational Therapist was reallocated to help in areas relating to the Pandemic. There has also been a number of residents not wanting inspections or works to be undertaken as they were shielding or self-isolating.</p> <p>However, workflow has increased during the early months of 2021 and the Team has prioritised these inspections, with an aim of reaching the target number of grants completed.</p>
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