



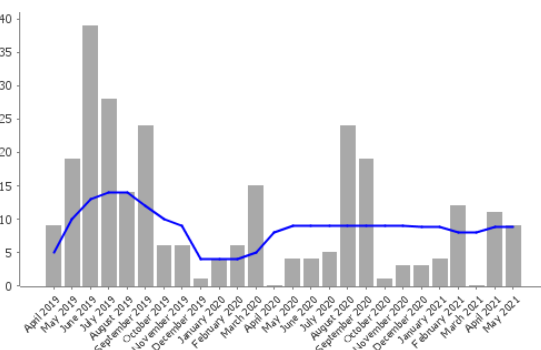




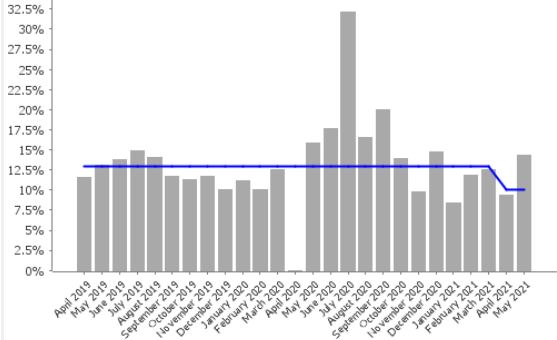


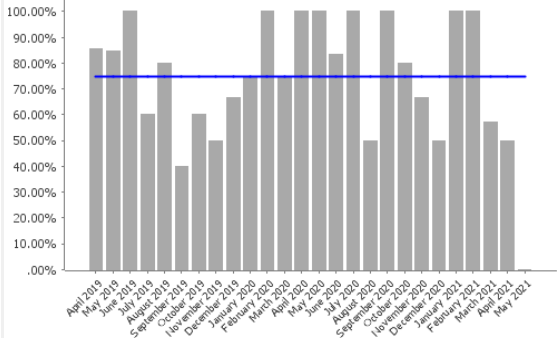

Appendix A


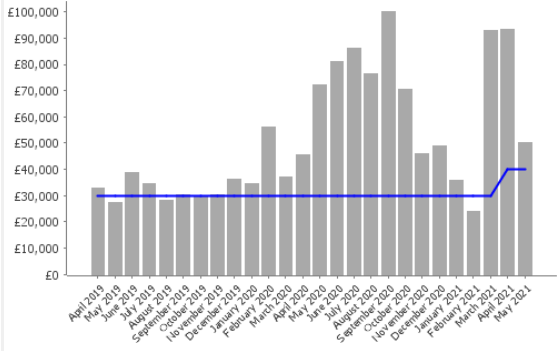


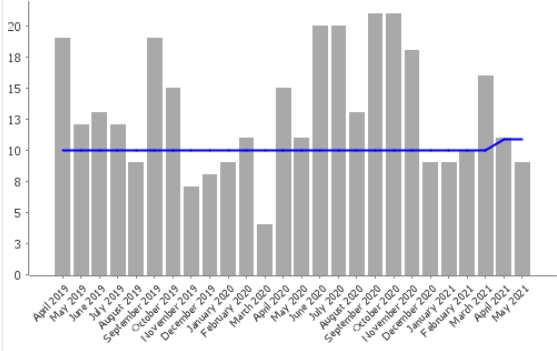

Scrutiny Committee – Exceptions Report


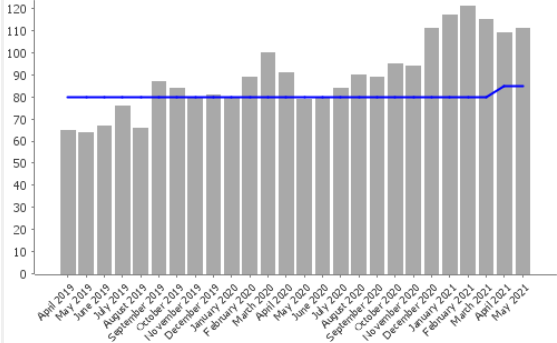


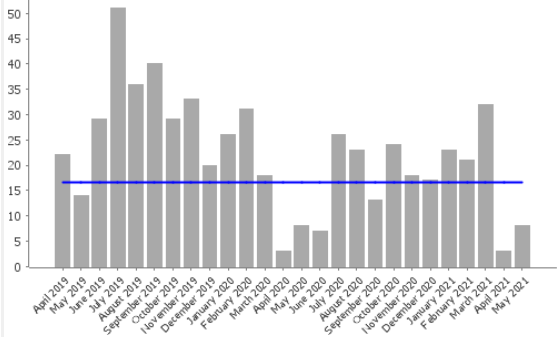

Key:


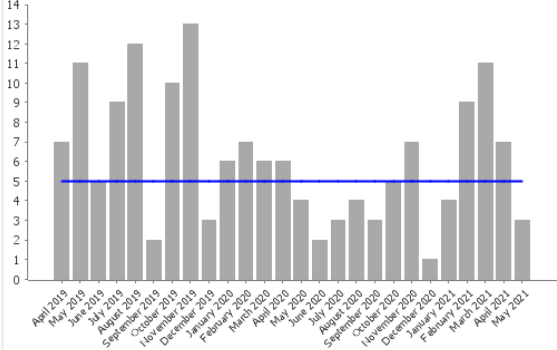

Status	Colour	Details
	Green	At or above target
	Amber	Less than 10% below target
	Red	10% or more below target


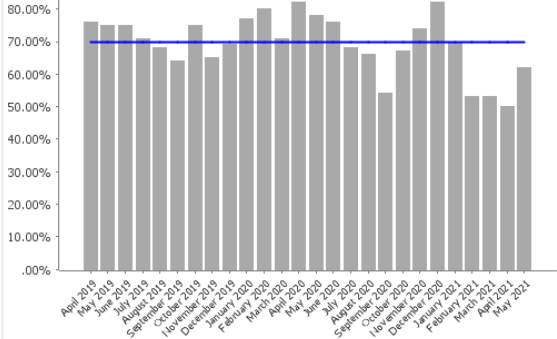


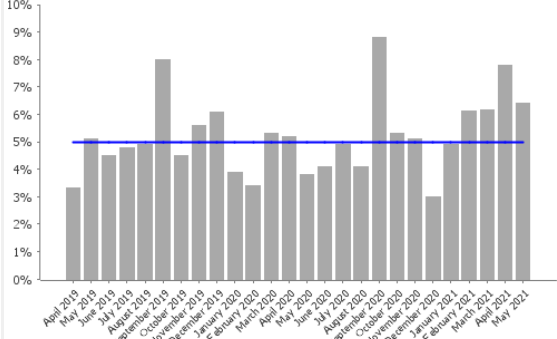

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2021/22 Value	Year to date 2021/22 Target	Year to date 2021/22 Status	Latest Note
LPI_DS Waste 004	Number of missed green waste collections	9	9			20	18		<p>The green waste service continues to be operating at extremely high levels of paid for collections, with over 1,400 new customers joining the service. Whilst performance has been close to target at the start of this financial year, there are some 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 2021/22 Value	Year to date 2021/22 Target	Year to date 2021/22 Status	Latest Note
LPI_PA002	Percentage of Penalty Charge Notices cancelled	14.29%	10%			11.8%	10%		The percentage of Penalty Charge Notices cancelled continues to be marginally above target due to the more pragmatic and softer approach taken by the Council during the ongoing pandemic and national restrictions resulting in temporarily more cancellations.
LPI_DM009	Percentage of appeals against planning application refusal dismissed	0%	75%			40%	75%		2 of the 5 planning appeals decisions this year have been dismissed. Officers continue to review the outcomes of planning appeals to ensure any learning is used to improve processes and decision making.

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2021/22 Value	Year to date 2021/22 Target	Year to date 2021/22 Status	Latest Note
LPI_FS 003	Sundry debts outstanding more than 60 days	£50,089	£40,000			£50,089	£40,000		Following Government guidance regarding COVID-19 and financial support SDC did not pursue sundry debts for a proportion of the last financial year. 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.
LPI_HS A 02	Number of households where a positive outcome has been achieved (homeless prevented or secures alternative accommodation)	9	11			20	22		Throughout the pandemic cases in the ability to prevent homelessness and secure alternative accommodation has been restricted. This has been 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 on the next page. Recent recruitments to the Housing Team, will allow the council to increase its focus on preventing homelessness and improving the availability of suitable accommodation

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2021/22 Value	Year to date 2021/22 Target	Year to date 2021/22 Status	Latest Note
LPI_HS A03	Number of households in all types of emergency & temporary accommodation	111	85			111	85		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.
LPI_HS R01	Total number housed through Sevenoaks District Housing Register nomination	8	16			11	33		Social housing lettings, by housing associations, were placed on hold due to the pandemic lockdown, therefore less applicants were being housed during this period. Lettings have now restarted with social distancing measures in place.

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2021/22 Value	Year to date 2021/22 Target	Year to date 2021/22 Status	Latest Note
LPI_PS H 02	Number of Disabled Facilities Grants completed	3	5			10	10		<p>Performance in the first two months of this year is on target. However, COVID-19 continues to have 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 delivering grants to as many residents as are eligible for support.</p>

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2021/22 Value	Year to date 2021/22 Target	Year to date 2021/22 Status	Latest Note
LPI_CS 001	Percentage of phone calls answered within 20 seconds by the Contact Centre	62%	70%			56%	70%		<p>Call volumes being received by Customer Solutions continue to remain high as they seek support from our services as a result of the pandemic. In comparison to the same period last year, calls have increased by 14%.</p> <p>Whilst the team continue to work hard to meet the councils high service standards these have not been met during the last two months.</p>
LPI_CS 002	Percentage of phone calls to the Contact Centre abandoned by the caller	6.4%	5%			7.1%	5%		<p>Call volumes will continue to monitored and where possible data will be used to identify areas where improvements could be made to our service to the customer.</p>