



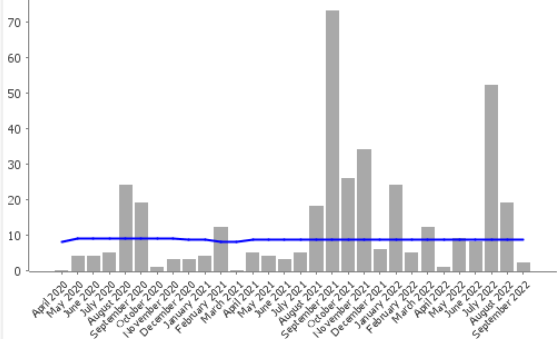




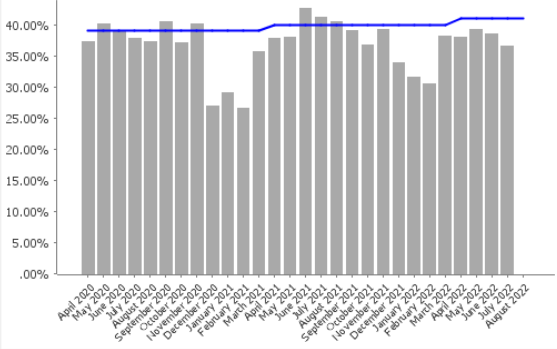


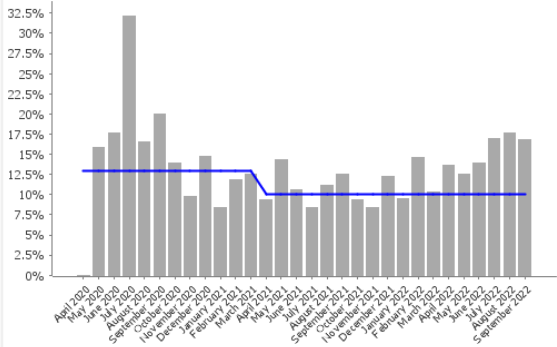

Appendix A


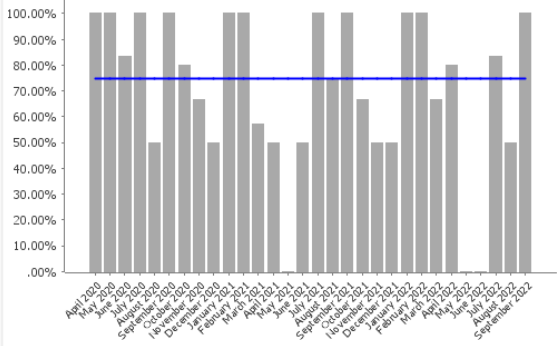


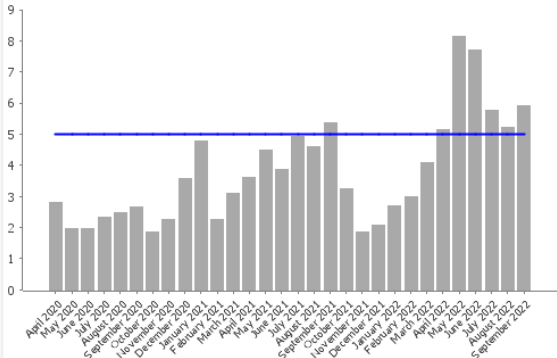

Scrutiny Committee – Exceptions Report


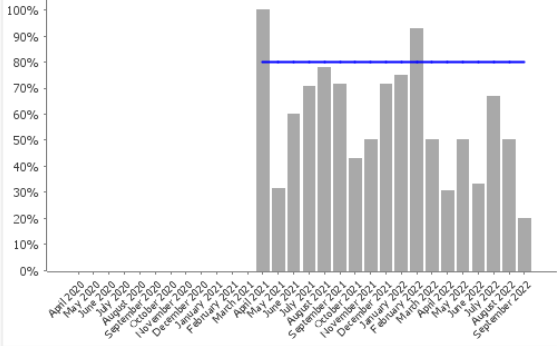


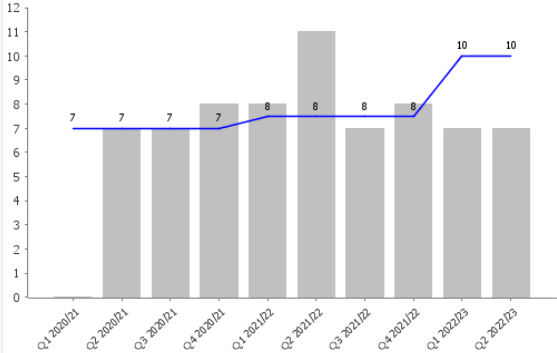

Key:


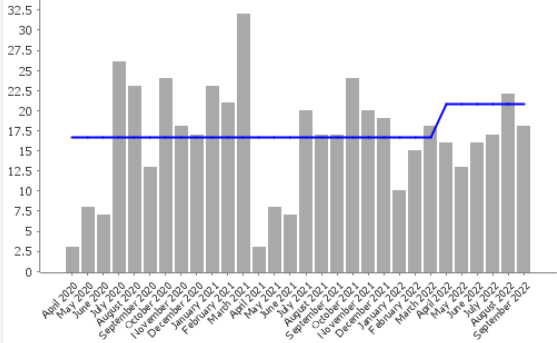


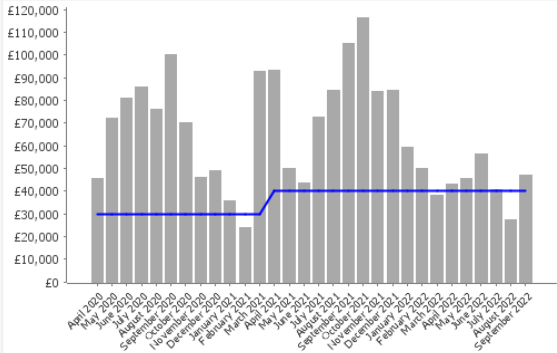

Status	Colour	Details
	Green	At or above target
	Amber	Less than 10% below target
	Red	10% or more below target


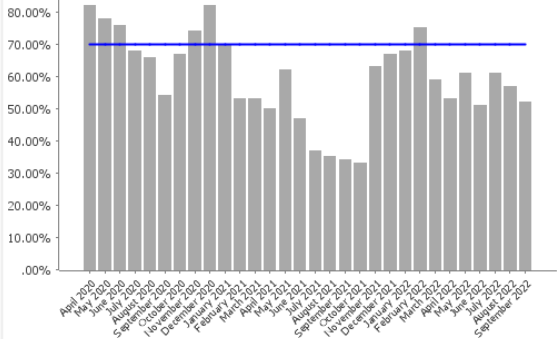


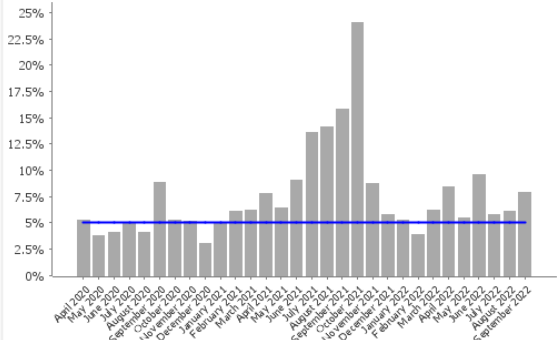

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2022/23 Value	Year to date 2022/23 Target	Year to date 2022/23 Status	Latest Note
LPI_DS Waste 004	Number of missed green waste collections	2	9			91	53		<p>The green waste service continues to operate at extremely high levels of collections. Performance is under pressure due to the prioritisation given to weekly domestic waste collections. There remains an increase in the use of pre-paid paper garden sacks, which is problematic, given the pressure on resources, as every single street across the district must be visited to see if residents have put them out for collection. Performance has improved in recent months and is aimed to improve further as a result of the new collection round regime since 17 October 2022.</p>

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2022/23 Value	Year to date 2022/23 Target	Year to date 2022/23 Status	Latest Note
LPI_DS Waste 001	Percentage of household waste sent for reuse, recycling and composting	36.53%	41%			38.1%	41%		There continues to be slow progress on increasing recycling rates across the district. We are participating in local and county initiatives aimed at encouraging residents to recycle more waste. Further projects to decrease over-use of the black sack general waste system may be required to improve recycling rates further.
LPI_PA 002	Percentage of Penalty Charge Notices cancelled	16.76%	10%			15.21%	10%		A new appeals policy has been introduced for the cancellation of a PCN for a first offence for designated 'offences', e.g. where a registration number is incorrectly entered, but the parking is paid for in full. This has resulted in increases to cancellations as the new policy is in line with National guidance.

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2022/23 Value	Year to date 2022/23 Target	Year to date 2022/23 Status	Latest Note
LPI_D M 009	Percentage of appeals against planning application refusal dismissed	100%	75%			66.67%	75%		For the year to date there have been 26 appeals with 16 of these in the last quarter. The number of outstanding appeals still awaiting a decision, including 4 that have been waiting since 2021, is 55. Three appeals were allowed in the last quarter, two on the same site. They did not indicate any new trends that would impact on future appeal decisions. With more appeal decisions awaited that have not yet been determined, there is scope for the target to be met.
LPI_CS V 01	Average number of days taken to validate a planning application	5.9	5			6.3	5		The team have been one member of staff down for 6 months. We currently have the advert out for the vacancy for the fourth time and in addition, we have recruited an apprentice for this role, who starts at the end of October. This has an impact on a small team. Applications have been steady throughout the year, but we have had some busier months and this year we have seen an increase in major applications that are time consuming. The team have been working hard to catch up and reduce the processing time for validations.

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2022/23 Value	Year to date 2022/23 Target	Year to date 2022/23 Status	Latest Note
LPI_A U01	Audit actions fully implemented within agreed timescales	20%	80%			43.48%	80%		The Internal Audit team are working with responsible officers to ensure implementation dates are realistic when set. Any actions that are overdue are reported and commented on in quarterly follow-up reports.
LPI_H SP 01	Number of customers housed in PSL property	7	10			14	20		<p>A key issue for the District is the lack of affordable rented accommodation due to the increase in private rental prices, the shortage of properties and the increased demands on the sector.</p> <p>Colleagues continue to encourage local landlords to bring forward additional properties that can be let to those requiring housing. Support and funding to landlords remains available through the Council's Help to Let scheme.</p>

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LPI_H S R 01	Total number housed through Sevenoaks District Housing Register nomination	18	21			102	125		<p>Demand for social housing remains high in the District. The number of available nominations depends on the availability of accommodation from our Registered Provider partners. (WKHA/Moat/Orbit)</p> <p>The Council is in the process of implementing its new housing allocations policy and will assume responsibility for administering allocations to seek to home more people through the housing register process.</p>
LPI_FS 003	Sundry debts outstanding more than 60 days	£47,213	£40,000			£47,213	£40,000		<p>An additional single debt outstanding has led to target being exceeded during September. Along with all other outstanding sundry debts, these continue to be actively managed to maximise the council's collection rate.</p>

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2022/23 Value	Year to date 2022/23 Target	Year to date 2022/23 Status	Latest Note
LPI_CS001	Percentage of phone calls answered within 20 seconds by the Contact Centre	52%	70%			55.8%	70%		<p>Call volumes have risen by 30% on pre-pandemic levels. In addition, there have been a number of vacancies across the team, which have been successfully recruited to in recent weeks and the new members of staff are currently undergoing their induction and training.</p>
LPI_CS002	Percentage of phone calls to the Contact Centre abandoned by the caller	7.9%	5%			7.2%	5%		<p>The team have seen additional calls from residents in relation to the government's £150 grant paid through a council tax reduction and more recently answering residents' questions in relation to the changes to refuse collection days.</p> <p>Projects have been identified to seek to reduce call volumes, with work underway to improve online services for customers who are willing and able to self-serve.</p>