



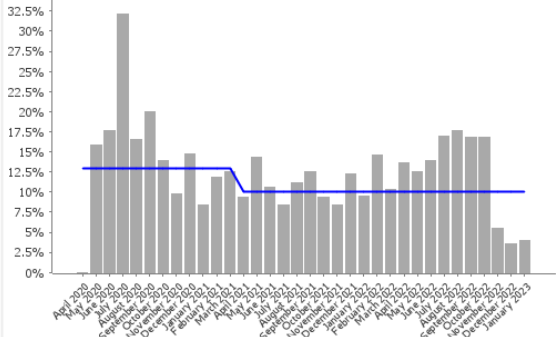




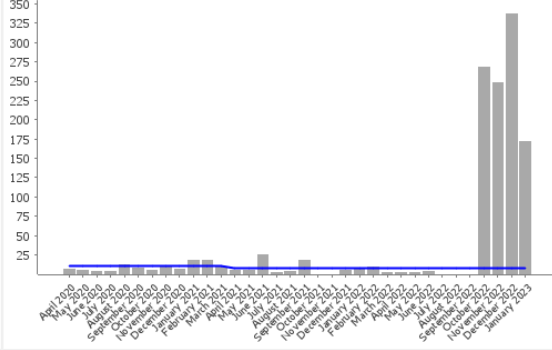


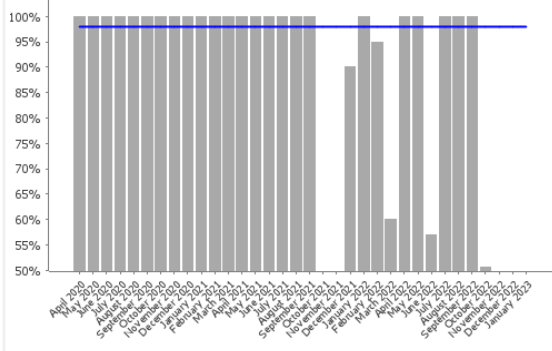

Appendix A


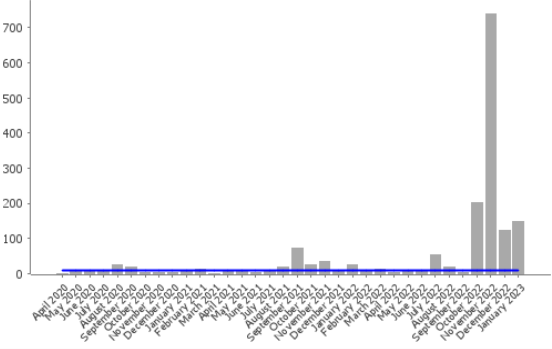


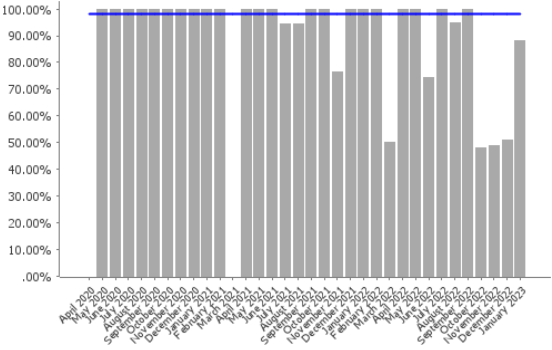

Scrutiny Committee – Exceptions Report


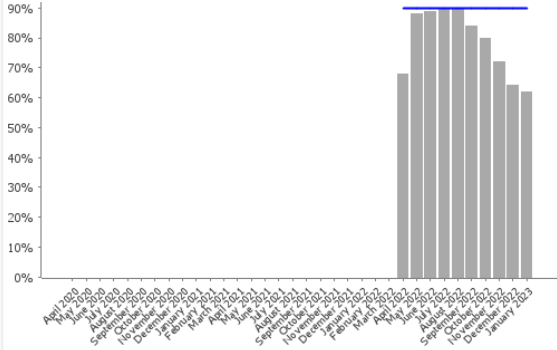


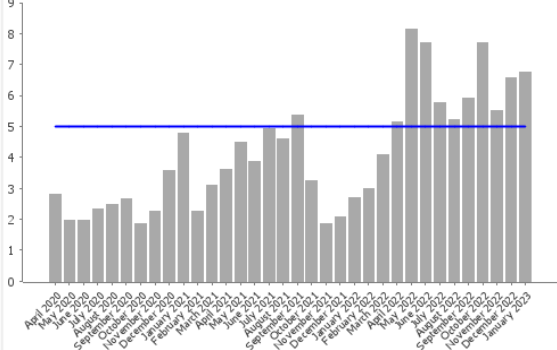

Key:


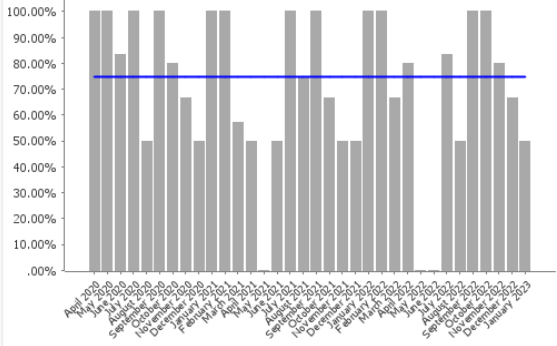


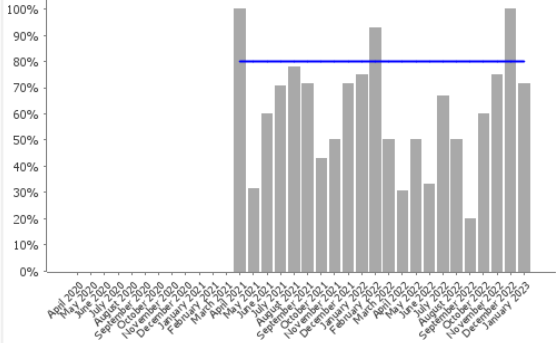

Status	Colour	Details
	Green	At or above target
	Amber	Less than 10% below target
	Red	10% or more below target


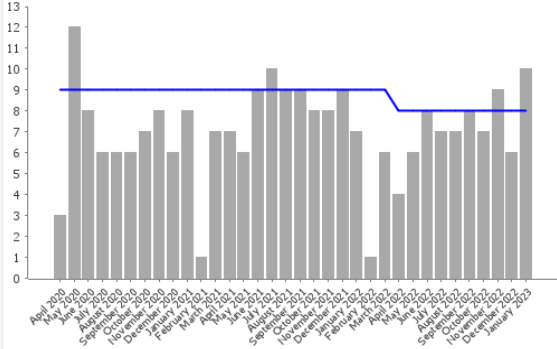


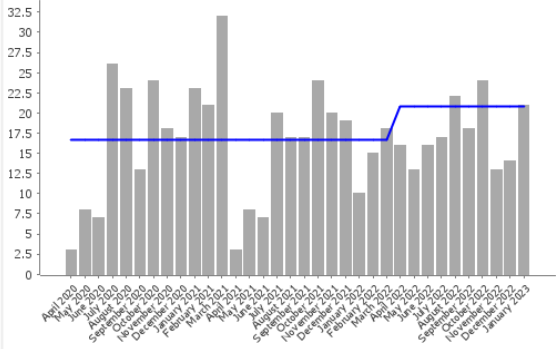

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2022/23 Value	Year to date 2022/23 Target	Year to date 2022/23 Status	Latest Note
LPI_PA 002	Percentage of Penalty Charge Notices cancelled	3.9%	10%			12.1%	10%		A new appeals policy has been introduced which allows automatic cancellation of a PCN for a first offence for soft errors, i.e. where a vehicle registration has been entered incorrectly, but parking has been paid for in full. Whilst CEO's adapted to the new arrangements there was an increase in cancellations, but since November performance has returned to target levels.


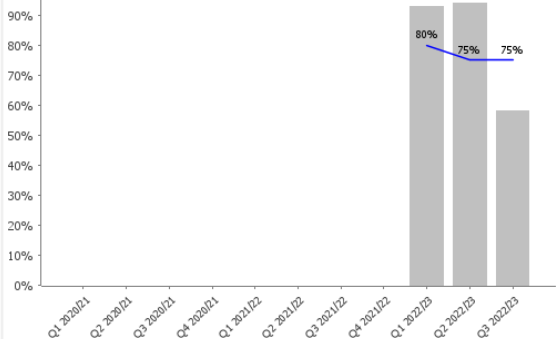


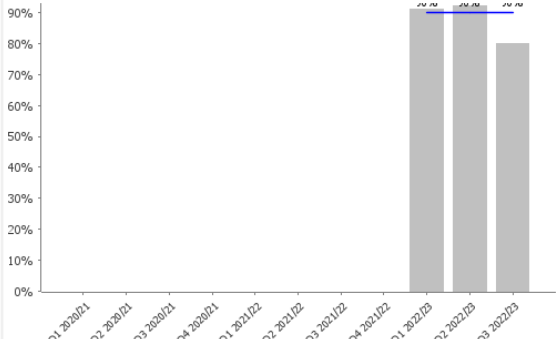

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2022/23 Value	Year to date 2022/23 Target	Year to date 2022/23 Status	Latest Note
LPI_DS Waste 002	Number of missed collections per 100,000	171.5	8			103.5	8		<p>On the 17 October 2022 the council introduced new waste collection rounds that affected every household in the district for rubbish, recycling and garden waste. This was the first change in over 10 years, with new collection days and introducing a zonal system for waste collections. As a result of implementation there were a large number of reported missed collections. This is a combination of genuine missed collections as crews adapted to the new rounds, but also a high proportion of reports, where waste was placed out after the crew has visited, or where waste had been placed out on the wrong day. However it has not been possible to separate these reports.</p>
LPI_DS Waste 003	Percentage of missed collections put right by the next working day	22.9%	98%			72.9%	98%		<p>As crews have adapted to the new rounds and residents become more familiar with the new collection days and times, missed collections will significantly reduce, assuming no adverse impacts from winter weather affecting the ability to safely complete collection rounds.</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 004	Number of missed green waste collections	147	9			1303	70		See commentary for LPI_DS Waste 002
LPI_DS Waste 005	Percentage of missed green waste collections corrected by next working day	88%	98%			80.5%	98%		See commentary for LPI_DS Waste 002

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_EH006	Percentage of planning applications provided with comments within 21 days of receipt	62%	90%			62%	90%		<p>The Environmental Protection Team have reduced reliance on external contractors to deliver this aspect of the service and consequently there has been less dedicated resource allocated to the delivery of this PI.</p> <p>3 members of the team are being trained to enable them to provide responses but owing to heavy workloads and a number of involved cases within the team this is taking longer than we would have liked.</p> <p>Once training has been completed, it is expected that performance levels will improve</p>
LPI_CSV01	Average number of days taken to validate a planning application	6.8	5			6.5	5		<p>As a small team, absence has a high impact on individual workloads. The team is now fully staffed, and whilst applications have been steady throughout the year, there have been busier months and an increase in major applications that are time consuming to validate. The team continue to work additional hours to catch up and reduce the processing time for validations. The team have worked hard to get the service closer to the 5 day target and they will continue to do so.</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_DM 009	Percentage of appeals against planning application refusal dismissed	50%	75%			71.4%	75%		For the year to date there have been 35 appeals of which 25 have been dismissed. Three of eight appeals were allowed during December and January. However, 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_AUL 1	Audit actions fully implemented within agreed timescales	71.4%	80%			53.7%	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.

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_HB 04	Average number of days to process a change in circumstances for Housing Benefit	10	8			7	8		The Team have been under extra pressure since the turn of the year, due to staff absences and a necessary IT upgrade that moved the back office system onto the cloud. The year to date average continues to meet target.
LPI_HS R 01	Total number housed through Sevenoaks District Housing Register nomination	21	21			174	208		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)

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_CD H 06	Percentage of participants of tier 2 weight management that have lost weight at the end of their active intervention	58%	75%			58%	75%		Whilst below the target level, participants continue to make good progress with their weight management targets. No weight management groups started in Quarter 3 to ensure previous groups could continue to be supported to achieve their targets.
LPI_CD H 07	Percentage of clients that have completed an end of intervention satisfaction service and recorded as at least "satisfied" with the 1:1 lifestyle support and weight loss services they may have received.	80%	90%			80%	90%		Satisfaction with support services remains high. No weight management groups started in Quarter 3 to ensure previous groups could continue to be supported to achieve their targets. This continued support will seek to positively impact on satisfaction with the service.

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_CS 001	Percentage of phone calls answered within 20 seconds by the Contact Centre	70%	70%	✔		57.7%	70%	✘	Call volumes remain on average 20% higher this year. In this most recent period the impact from changes to refuse collections has caused a peak in call volumes. Work continues to address the general call increase, with much work underway to improve online services for customers who are willing and able to self-serve for simple tasks.
LPI_CS 002	Percentage of phone calls to the Contact Centre abandoned by the caller	4%	5%	✔		7.2%	5%	✘	See Commentary for LPI_CS 001 (above)