

## Appendix A – Exceptions Report

### Key:



Green – Performance is at or above target

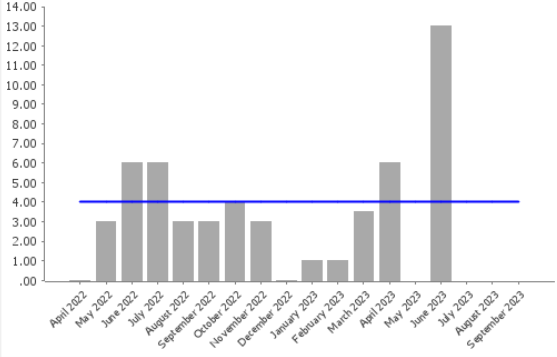


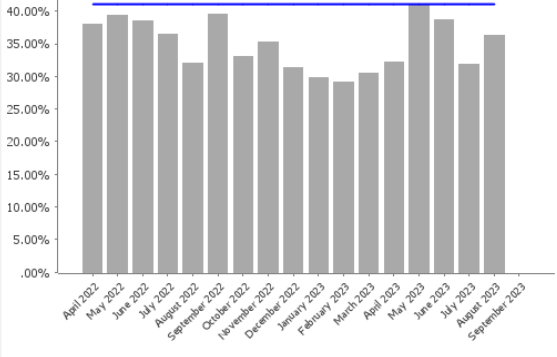




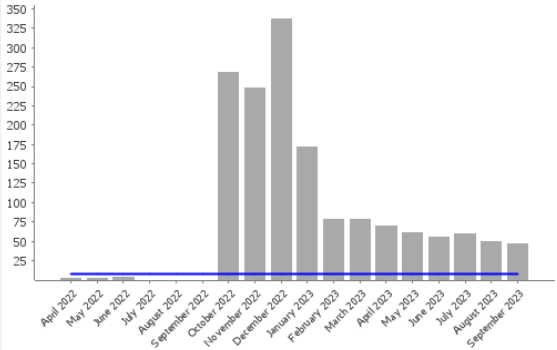


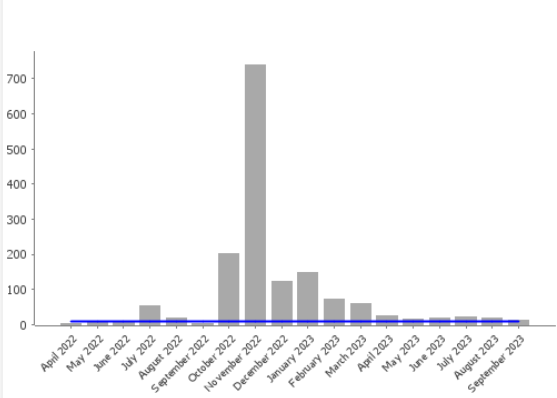

Amber – Performance is less than 10% below target


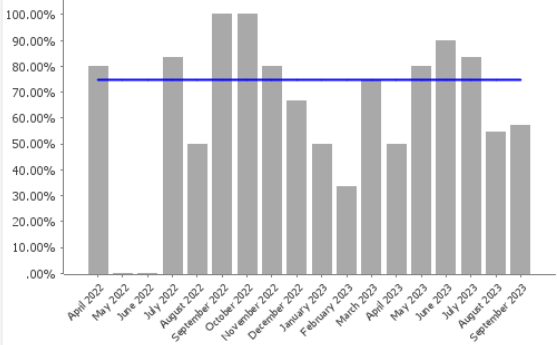


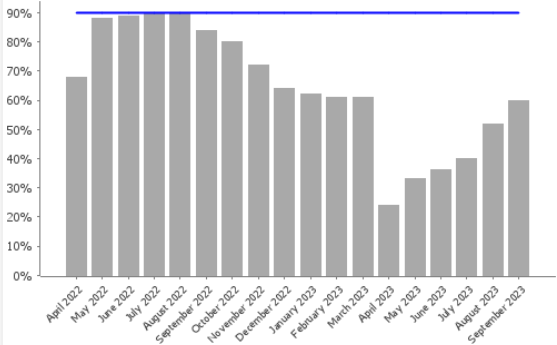




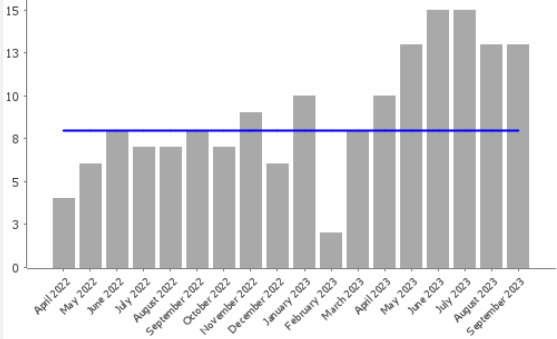


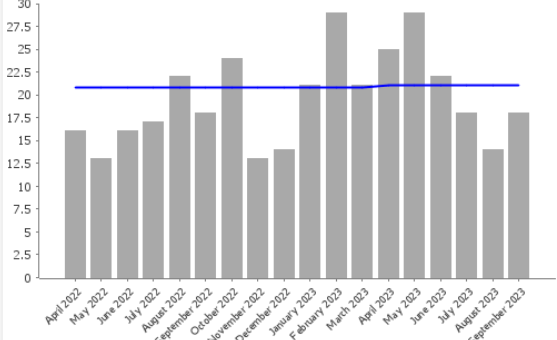

Red – Performance is 10% or more below target

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2023/24 Value	Year to date 2023/24 Target	Year to date 2023/24 Status	Latest Note
LPI_BC 03	Market Share	61.3%	70%			68.6%	70%		<p>Resources available within the Team during September meant that the usual level of work was not able to be undertaken. Once a vacancy has been filled the Team will be able to undertake usual levels of work and regain market share.</p> <p>The annual performance is currently amber and expected to meet target.</p>

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2023/24 Value	Year to date 2023/24 Target	Year to date 2023/24 Status	Latest Note
LPI_DS Clean 003	Average number of days taken to remove abandoned vehicles	N/A	4.00	N/a		9.5	4		For the year to date, the Council has been required to remove two abandoned vehicles from its land. There were none to remove in September. Whilst it is usual to remove within the four day target, the pressure on Council resources to ensure priority work such as waste collections has had an impact on the resource available and time taken to remove abandoned vehicles.
LPI_DS Waste 001	Percentage of household waste sent for reuse, recycling and composting	36.3%	41%			36.3%	41%		The current recycling rates across the district are consistently averaging 36%. We continue to take part 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. The Government are expected to confirm the requirement to collect food waste separately no later than March 2026, which would also have a positive effect on the overall amount of waste recycled.

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2023/24 Value	Year to date 2023/24 Target	Year to date 2023/24 Status	Latest Note
LPI_DS Waste 002	Number of missed collections per 100,000	46.8	8			56.9	8		<p>The council introduced new waste collection rounds in late 2022 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.</p> <p>The collection crews have worked hard to reduce the level of missed collections and where collections are missed the majority are collected on the following working day.</p>
LPI_DS Waste 004	Number of missed green waste collections	12	9			109	54		<p>High levels of black sack waste being left out for collection, staff absences and the use of temporary staff to ensure collection rounds can be completed has contributed to performance levels. Proposals are being made through the budget setting process to increase staffing capacity to ensure a high level of service is delivered to residents.</p>

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2023/24 Value	Year to date 2023/24 Target	Year to date 2023/24 Status	Latest Note
LPI_DM 009	Percentage of appeals against planning application refusal dismissed	57.1%	75%			66.1%	75%		<p>To the end of September there were 56 appeals against planning decisions, of which 37 have been dismissed.</p> <p>The successful appeals did not indicate trends that would impact on future appeal decisions.</p>
LPI_EH 006	Percentage of planning applications provided with comments within 21 days of receipt	60%	90%			60%	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>Team training is enabling a wider range of Officers to provide responses and is having a positive impact on performance.</p> <p>However, heavy workloads and staff absences has limited the ability to meet target in the first half of the year.</p>

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2023/24 Value	Year to date 2023/24 Target	Year to date 2023/24 Status	Latest Note																																						
LPI_HB 04	Average number of days to process a change in circumstances for Housing Benefit (monthly)	13	8		 <table border="1"> <caption>Performance Chart Data (LPI_HB 04)</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2022</td><td>4</td></tr> <tr><td>May 2022</td><td>6</td></tr> <tr><td>June 2022</td><td>8</td></tr> <tr><td>July 2022</td><td>7</td></tr> <tr><td>August 2022</td><td>7</td></tr> <tr><td>September 2022</td><td>7</td></tr> <tr><td>October 2022</td><td>7</td></tr> <tr><td>November 2022</td><td>9</td></tr> <tr><td>December 2022</td><td>6</td></tr> <tr><td>January 2023</td><td>10</td></tr> <tr><td>February 2023</td><td>2</td></tr> <tr><td>March 2023</td><td>10</td></tr> <tr><td>April 2023</td><td>13</td></tr> <tr><td>May 2023</td><td>15</td></tr> <tr><td>June 2023</td><td>15</td></tr> <tr><td>July 2023</td><td>13</td></tr> <tr><td>August 2023</td><td>13</td></tr> <tr><td>September 2023</td><td>13</td></tr> </tbody> </table>	Month	Value	April 2022	4	May 2022	6	June 2022	8	July 2022	7	August 2022	7	September 2022	7	October 2022	7	November 2022	9	December 2022	6	January 2023	10	February 2023	2	March 2023	10	April 2023	13	May 2023	15	June 2023	15	July 2023	13	August 2023	13	September 2023	13	13	8		The Team has experienced a number of absences related to ill-health. Work is prioritised to ensure new claims are assessed to target time. High workloads, coupled with insufficient resource has meant that not all changes to circumstances are assessed within the 8 day target.
Month	Value																																														
April 2022	4																																														
May 2022	6																																														
June 2022	8																																														
July 2022	7																																														
August 2022	7																																														
September 2022	7																																														
October 2022	7																																														
November 2022	9																																														
December 2022	6																																														
January 2023	10																																														
February 2023	2																																														
March 2023	10																																														
April 2023	13																																														
May 2023	15																																														
June 2023	15																																														
July 2023	13																																														
August 2023	13																																														
September 2023	13																																														
LPI_HS R 01	Total number housed through Sevenoaks District Housing Register nomination	18	21		 <table border="1"> <caption>Performance Chart Data (LPI_HS R 01)</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2022</td><td>16</td></tr> <tr><td>May 2022</td><td>13</td></tr> <tr><td>June 2022</td><td>16</td></tr> <tr><td>July 2022</td><td>17</td></tr> <tr><td>August 2022</td><td>22</td></tr> <tr><td>September 2022</td><td>18</td></tr> <tr><td>October 2022</td><td>24</td></tr> <tr><td>November 2022</td><td>13</td></tr> <tr><td>December 2022</td><td>14</td></tr> <tr><td>January 2023</td><td>21</td></tr> <tr><td>February 2023</td><td>29</td></tr> <tr><td>March 2023</td><td>21</td></tr> <tr><td>April 2023</td><td>25</td></tr> <tr><td>May 2023</td><td>29</td></tr> <tr><td>June 2023</td><td>22</td></tr> <tr><td>July 2023</td><td>18</td></tr> <tr><td>August 2023</td><td>14</td></tr> <tr><td>September 2023</td><td>18</td></tr> </tbody> </table>	Month	Value	April 2022	16	May 2022	13	June 2022	16	July 2022	17	August 2022	22	September 2022	18	October 2022	24	November 2022	13	December 2022	14	January 2023	21	February 2023	29	March 2023	21	April 2023	25	May 2023	29	June 2023	22	July 2023	18	August 2023	14	September 2023	18	126	126		<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>Bringing the housing register allocations back in-house has been a key factor in delivering improved performance.</p>
Month	Value																																														
April 2022	16																																														
May 2022	13																																														
June 2022	16																																														
July 2022	17																																														
August 2022	22																																														
September 2022	18																																														
October 2022	24																																														
November 2022	13																																														
December 2022	14																																														
January 2023	21																																														
February 2023	29																																														
March 2023	21																																														
April 2023	25																																														
May 2023	29																																														
June 2023	22																																														
July 2023	18																																														
August 2023	14																																														
September 2023	18																																														