

Appendix C – Exceptions Report

Key:



Green – Performance is at or above target



Amber – Performance is less than 10% below target


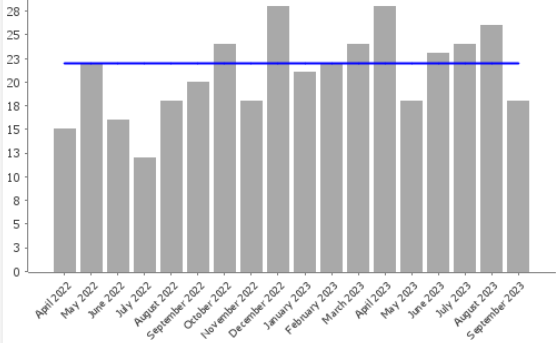


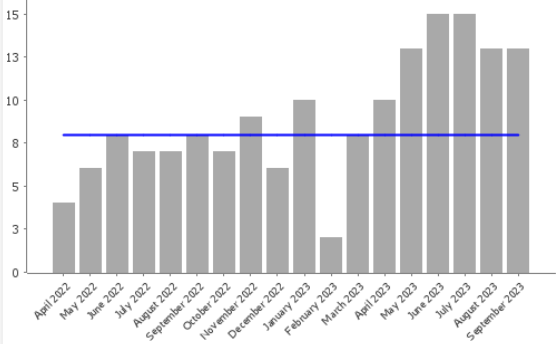



Red – Performance is 10% or more below target

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_AUL 1	Sevenoaks: Audit actions fully implemented within agreed timescales	100%	80%			83.33%	80%		Commentary is only provided for 'red' indicators

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_BR 04	The percentage of business rates collected in-year (Cumulative)	58%	56%	✔		58%	56%	✔	Commentary is only provided for 'red' indicators
LPI_CT 04	The percentage of council tax collected in-year (cumulative)	57.8%	57%	✔		57.8%	57%	✔	Commentary is only provided for 'red' indicators

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_FS 001	The percentage of undisputed invoices paid within 30 days or agreed terms	99.07%	99%	✔		99.37%	99%	✔	Commentary is only provided for 'red' indicators
LPI_FS 003	Sundry debts outstanding more than 60 days	£38,579	£40,000	✔		£38,579	£40,000	✔	Commentary is only provided for 'red' indicators

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 02	Average number of days to process a new claim for Housing Benefit (Monthly)	18	22			23	22		Commentary is only provided for 'red' indicators
LPI_HB 04	Average number of days to process a change in circumstances for Housing Benefit (monthly)	13	8			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.