

Appendix B – Cleaner & Greener Performance 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_DS Clean 001	Number of justified Street Cleaning complaints	0	3			0	21		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_DS Clean 002	Average number of working days taken to remove fly tips which the District Council has responsibility to clear	2.4	4	✔	<table border="1"> <caption>Monthly Average Number of Working Days</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2022</td><td>3.0</td></tr> <tr><td>May 2022</td><td>1.5</td></tr> <tr><td>June 2022</td><td>2.2</td></tr> <tr><td>July 2022</td><td>1.4</td></tr> <tr><td>August 2022</td><td>1.4</td></tr> <tr><td>September 2022</td><td>1.6</td></tr> <tr><td>October 2022</td><td>2.1</td></tr> <tr><td>November 2022</td><td>1.4</td></tr> <tr><td>December 2022</td><td>1.7</td></tr> <tr><td>January 2023</td><td>2.2</td></tr> <tr><td>February 2023</td><td>2.3</td></tr> <tr><td>March 2023</td><td>1.9</td></tr> <tr><td>April 2023</td><td>1.7</td></tr> <tr><td>May 2023</td><td>2.1</td></tr> <tr><td>June 2023</td><td>1.6</td></tr> <tr><td>July 2023</td><td>1.9</td></tr> <tr><td>August 2023</td><td>2.0</td></tr> <tr><td>September 2023</td><td>2.1</td></tr> <tr><td>October 2023</td><td>2.3</td></tr> </tbody> </table>	Month	Value	April 2022	3.0	May 2022	1.5	June 2022	2.2	July 2022	1.4	August 2022	1.4	September 2022	1.6	October 2022	2.1	November 2022	1.4	December 2022	1.7	January 2023	2.2	February 2023	2.3	March 2023	1.9	April 2023	1.7	May 2023	2.1	June 2023	1.6	July 2023	1.9	August 2023	2.0	September 2023	2.1	October 2023	2.3	2	4	✔	Commentary is only provided for 'red' indicators		
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LPI_DS Waste 003	Percentage of missed collections put right by the next working day	100%	98%	✔	<table border="1"> <caption>Monthly Percentage of Missed Collections Put Right</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2022</td><td>100%</td></tr> <tr><td>May 2022</td><td>100%</td></tr> <tr><td>June 2022</td><td>55%</td></tr> <tr><td>July 2022</td><td>100%</td></tr> <tr><td>August 2022</td><td>100%</td></tr> <tr><td>September 2022</td><td>100%</td></tr> <tr><td>October 2022</td><td>100%</td></tr> <tr><td>November 2022</td><td>50%</td></tr> <tr><td>December 2022</td><td>100%</td></tr> <tr><td>January 2023</td><td>100%</td></tr> <tr><td>February 2023</td><td>100%</td></tr> <tr><td>March 2023</td><td>65%</td></tr> <tr><td>April 2023</td><td>95%</td></tr> <tr><td>May 2023</td><td>92%</td></tr> <tr><td>June 2023</td><td>98%</td></tr> <tr><td>July 2023</td><td>98%</td></tr> <tr><td>August 2023</td><td>92%</td></tr> <tr><td>September 2023</td><td>100%</td></tr> <tr><td>October 2023</td><td>95%</td></tr> <tr><td>November 2023</td><td>100%</td></tr> </tbody> </table>	Month	Value	April 2022	100%	May 2022	100%	June 2022	55%	July 2022	100%	August 2022	100%	September 2022	100%	October 2022	100%	November 2022	50%	December 2022	100%	January 2023	100%	February 2023	100%	March 2023	65%	April 2023	95%	May 2023	92%	June 2023	98%	July 2023	98%	August 2023	92%	September 2023	100%	October 2023	95%	November 2023	100%	96.1%	98%	⚠	Commentary is only provided for 'red' indicators
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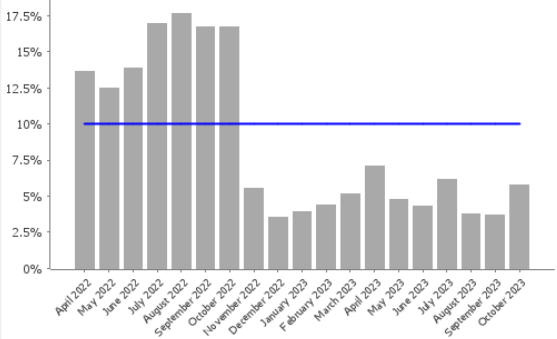


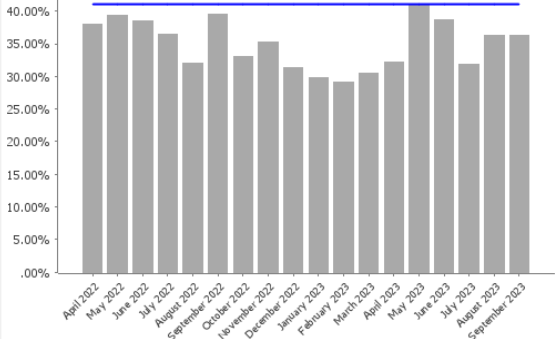

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LPI_DS Waste 005	Percentage of missed green waste collections corrected by next working day	100%	98%	✔	<table border="1"> <caption>Performance Chart Data (Percentage of missed green waste collections corrected)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2022</td><td>98</td></tr> <tr><td>May 2022</td><td>98</td></tr> <tr><td>June 2022</td><td>75</td></tr> <tr><td>July 2022</td><td>98</td></tr> <tr><td>August 2022</td><td>95</td></tr> <tr><td>September 2022</td><td>98</td></tr> <tr><td>October 2022</td><td>48</td></tr> <tr><td>November 2022</td><td>48</td></tr> <tr><td>December 2022</td><td>50</td></tr> <tr><td>January 2023</td><td>88</td></tr> <tr><td>February 2023</td><td>98</td></tr> <tr><td>March 2023</td><td>98</td></tr> <tr><td>April 2023</td><td>98</td></tr> <tr><td>May 2023</td><td>98</td></tr> <tr><td>June 2023</td><td>98</td></tr> <tr><td>July 2023</td><td>98</td></tr> <tr><td>August 2023</td><td>95</td></tr> <tr><td>September 2023</td><td>98</td></tr> <tr><td>October 2023</td><td>98</td></tr> </tbody> </table>	Month	Value (%)	April 2022	98	May 2022	98	June 2022	75	July 2022	98	August 2022	95	September 2022	98	October 2022	48	November 2022	48	December 2022	50	January 2023	88	February 2023	98	March 2023	98	April 2023	98	May 2023	98	June 2023	98	July 2023	98	August 2023	95	September 2023	98	October 2023	98	99.1%	98%	✔	Commentary is only provided for 'red' indicators
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LPI_EH 001	Average time taken (days) to provide a response to service requests	2	5	✔	<table border="1"> <caption>Performance Chart Data (Average time taken in days)</caption> <thead> <tr> <th>Month</th> <th>Value (days)</th> </tr> </thead> <tbody> <tr><td>April 2022</td><td>3</td></tr> <tr><td>May 2022</td><td>4</td></tr> <tr><td>June 2022</td><td>3</td></tr> <tr><td>July 2022</td><td>5</td></tr> <tr><td>August 2022</td><td>2</td></tr> <tr><td>September 2022</td><td>3</td></tr> <tr><td>October 2022</td><td>3</td></tr> <tr><td>November 2022</td><td>2</td></tr> <tr><td>December 2022</td><td>2</td></tr> <tr><td>January 2023</td><td>3</td></tr> <tr><td>February 2023</td><td>4</td></tr> <tr><td>March 2023</td><td>3</td></tr> <tr><td>April 2023</td><td>2</td></tr> <tr><td>May 2023</td><td>2</td></tr> <tr><td>June 2023</td><td>3</td></tr> <tr><td>July 2023</td><td>2</td></tr> <tr><td>August 2023</td><td>2</td></tr> <tr><td>September 2023</td><td>2</td></tr> <tr><td>October 2023</td><td>2</td></tr> </tbody> </table>	Month	Value (days)	April 2022	3	May 2022	4	June 2022	3	July 2022	5	August 2022	2	September 2022	3	October 2022	3	November 2022	2	December 2022	2	January 2023	3	February 2023	4	March 2023	3	April 2023	2	May 2023	2	June 2023	3	July 2023	2	August 2023	2	September 2023	2	October 2023	2	2	5	✔	Commentary is only provided for 'red' indicators
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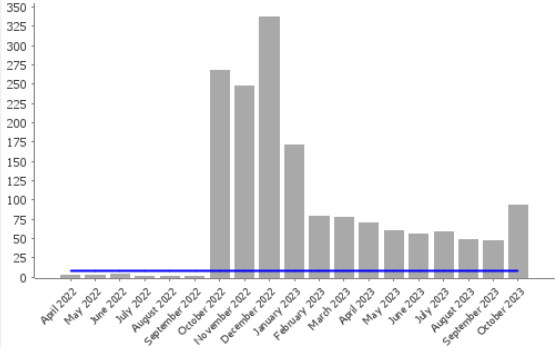


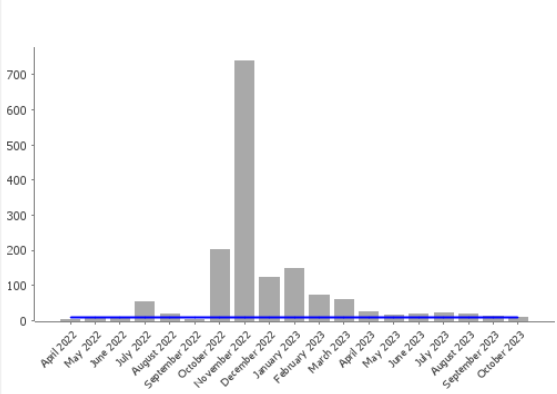

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LPI_EH 002	Average time taken (weeks) to issue an Animal Welfare Licence	7	10	✔	<table border="1"> <caption>Performance Chart Data for LPI_EH 002</caption> <thead> <tr> <th>Quarter</th> <th>Value (Weeks)</th> </tr> </thead> <tbody> <tr> <td>Q1 2022/23</td> <td>5</td> </tr> <tr> <td>Q2 2022/23</td> <td>5</td> </tr> <tr> <td>Q3 2022/23</td> <td>7</td> </tr> <tr> <td>Q4 2022/23</td> <td>7</td> </tr> <tr> <td>Q1 2023/24</td> <td>9</td> </tr> <tr> <td>Q2 2023/24</td> <td>7</td> </tr> </tbody> </table>	Quarter	Value (Weeks)	Q1 2022/23	5	Q2 2022/23	5	Q3 2022/23	7	Q4 2022/23	7	Q1 2023/24	9	Q2 2023/24	7	8	10	✔	Commentary is only provided for 'red' indicators																										
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LPI_EH 004	Percentage of higher risk food inspections due that was done (higher risk is categories A & B)	100%	100%	✔	<table border="1"> <caption>Performance Chart Data for LPI_EH 004</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2022</td><td>100</td></tr> <tr><td>May 2022</td><td>100</td></tr> <tr><td>June 2022</td><td>100</td></tr> <tr><td>July 2022</td><td>100</td></tr> <tr><td>August 2022</td><td>100</td></tr> <tr><td>September 2022</td><td>100</td></tr> <tr><td>October 2022</td><td>100</td></tr> <tr><td>November 2022</td><td>100</td></tr> <tr><td>December 2022</td><td>100</td></tr> <tr><td>January 2023</td><td>100</td></tr> <tr><td>February 2023</td><td>100</td></tr> <tr><td>March 2023</td><td>100</td></tr> <tr><td>April 2023</td><td>100</td></tr> <tr><td>May 2023</td><td>100</td></tr> <tr><td>June 2023</td><td>100</td></tr> <tr><td>July 2023</td><td>100</td></tr> <tr><td>August 2023</td><td>100</td></tr> <tr><td>September 2023</td><td>100</td></tr> <tr><td>October 2023</td><td>100</td></tr> </tbody> </table>	Month	Value (%)	April 2022	100	May 2022	100	June 2022	100	July 2022	100	August 2022	100	September 2022	100	October 2022	100	November 2022	100	December 2022	100	January 2023	100	February 2023	100	March 2023	100	April 2023	100	May 2023	100	June 2023	100	July 2023	100	August 2023	100	September 2023	100	October 2023	100	100%	100%	✔	Commentary is only provided for 'red' indicators
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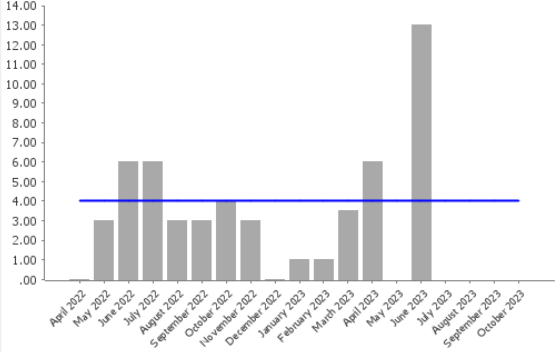


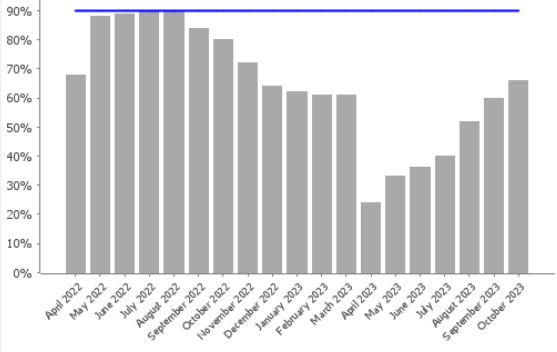

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LPI_EH009	Percentage of Licensing applications provided with comments within 28 days	95%	90%	✔	<table border="1"> <caption>Monthly Performance Data for LPI_EH009</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2022</td><td>85</td></tr> <tr><td>May 2022</td><td>90</td></tr> <tr><td>June 2022</td><td>80</td></tr> <tr><td>July 2022</td><td>65</td></tr> <tr><td>August 2022</td><td>100</td></tr> <tr><td>September 2022</td><td>100</td></tr> <tr><td>October 2022</td><td>100</td></tr> <tr><td>November 2022</td><td>100</td></tr> <tr><td>December 2022</td><td>100</td></tr> <tr><td>January 2023</td><td>100</td></tr> <tr><td>February 2023</td><td>100</td></tr> <tr><td>March 2023</td><td>95</td></tr> <tr><td>April 2023</td><td>50</td></tr> <tr><td>May 2023</td><td>80</td></tr> <tr><td>June 2023</td><td>100</td></tr> <tr><td>July 2023</td><td>90</td></tr> <tr><td>August 2023</td><td>95</td></tr> <tr><td>September 2023</td><td>95</td></tr> <tr><td>October 2023</td><td>95</td></tr> </tbody> </table>	Month	Value (%)	April 2022	85	May 2022	90	June 2022	80	July 2022	65	August 2022	100	September 2022	100	October 2022	100	November 2022	100	December 2022	100	January 2023	100	February 2023	100	March 2023	95	April 2023	50	May 2023	80	June 2023	100	July 2023	90	August 2023	95	September 2023	95	October 2023	95	95%	90%	✔	Commentary is only provided for 'red' indicators
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LPI_LIC01(s)	The percentage of renewal invitations sent out by deadline (Sevenoaks)	100%	95%	✔	<table border="1"> <caption>Monthly Performance Data for LPI_LIC01(s)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2022</td><td>100</td></tr> <tr><td>May 2022</td><td>100</td></tr> <tr><td>June 2022</td><td>100</td></tr> <tr><td>July 2022</td><td>100</td></tr> <tr><td>August 2022</td><td>100</td></tr> <tr><td>September 2022</td><td>100</td></tr> <tr><td>October 2022</td><td>100</td></tr> <tr><td>November 2022</td><td>100</td></tr> <tr><td>December 2022</td><td>100</td></tr> <tr><td>January 2023</td><td>100</td></tr> <tr><td>February 2023</td><td>100</td></tr> <tr><td>March 2023</td><td>100</td></tr> <tr><td>April 2023</td><td>100</td></tr> <tr><td>May 2023</td><td>100</td></tr> <tr><td>June 2023</td><td>100</td></tr> <tr><td>July 2023</td><td>100</td></tr> <tr><td>August 2023</td><td>100</td></tr> <tr><td>September 2023</td><td>100</td></tr> <tr><td>October 2023</td><td>100</td></tr> </tbody> </table>	Month	Value (%)	April 2022	100	May 2022	100	June 2022	100	July 2022	100	August 2022	100	September 2022	100	October 2022	100	November 2022	100	December 2022	100	January 2023	100	February 2023	100	March 2023	100	April 2023	100	May 2023	100	June 2023	100	July 2023	100	August 2023	100	September 2023	100	October 2023	100	100%	95%	✔	Commentary is only provided for 'red' indicators
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LPI_LIC 03(s)	Percentage of unopposed applications for new and variation of premises licences processed within 2 calendar months (from date of validation to issue date) (All) (Sevenoaks)	100%	95%	✔	<table border="1"> <caption>Performance Chart Data for LPI_LIC 03(s)</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>April 2022</td><td>100%</td></tr> <tr><td>May 2022</td><td>100%</td></tr> <tr><td>June 2022</td><td>100%</td></tr> <tr><td>July 2022</td><td>100%</td></tr> <tr><td>August 2022</td><td>100%</td></tr> <tr><td>September 2022</td><td>100%</td></tr> <tr><td>October 2022</td><td>100%</td></tr> <tr><td>November 2022</td><td>100%</td></tr> <tr><td>December 2022</td><td>100%</td></tr> <tr><td>January 2023</td><td>100%</td></tr> <tr><td>February 2023</td><td>100%</td></tr> <tr><td>March 2023</td><td>100%</td></tr> <tr><td>April 2023</td><td>100%</td></tr> <tr><td>May 2023</td><td>100%</td></tr> <tr><td>June 2023</td><td>100%</td></tr> <tr><td>July 2023</td><td>100%</td></tr> <tr><td>August 2023</td><td>100%</td></tr> <tr><td>September 2023</td><td>100%</td></tr> <tr><td>October 2023</td><td>100%</td></tr> </tbody> </table>	Month	Percentage	April 2022	100%	May 2022	100%	June 2022	100%	July 2022	100%	August 2022	100%	September 2022	100%	October 2022	100%	November 2022	100%	December 2022	100%	January 2023	100%	February 2023	100%	March 2023	100%	April 2023	100%	May 2023	100%	June 2023	100%	July 2023	100%	August 2023	100%	September 2023	100%	October 2023	100%	100%	95%	✔	Commentary is only provided for 'red' indicators
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LPI_PA 002	Percentage of Penalty Charge Notices cancelled	5.8%	10%		 <table border="1"> <caption>Monthly Percentage of Penalty Charge Notices Cancelled</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>April 2022</td><td>13.5%</td></tr> <tr><td>May 2022</td><td>12.5%</td></tr> <tr><td>June 2022</td><td>14.0%</td></tr> <tr><td>July 2022</td><td>16.5%</td></tr> <tr><td>August 2022</td><td>17.0%</td></tr> <tr><td>September 2022</td><td>16.5%</td></tr> <tr><td>October 2022</td><td>16.5%</td></tr> <tr><td>November 2022</td><td>6.0%</td></tr> <tr><td>December 2022</td><td>3.5%</td></tr> <tr><td>January 2023</td><td>4.0%</td></tr> <tr><td>February 2023</td><td>4.5%</td></tr> <tr><td>March 2023</td><td>5.0%</td></tr> <tr><td>April 2023</td><td>7.0%</td></tr> <tr><td>May 2023</td><td>4.5%</td></tr> <tr><td>June 2023</td><td>4.0%</td></tr> <tr><td>July 2023</td><td>6.0%</td></tr> <tr><td>August 2023</td><td>3.5%</td></tr> <tr><td>September 2023</td><td>3.5%</td></tr> <tr><td>October 2023</td><td>6.0%</td></tr> </tbody> </table>	Month	Percentage	April 2022	13.5%	May 2022	12.5%	June 2022	14.0%	July 2022	16.5%	August 2022	17.0%	September 2022	16.5%	October 2022	16.5%	November 2022	6.0%	December 2022	3.5%	January 2023	4.0%	February 2023	4.5%	March 2023	5.0%	April 2023	7.0%	May 2023	4.5%	June 2023	4.0%	July 2023	6.0%	August 2023	3.5%	September 2023	3.5%	October 2023	6.0%	5.1%	10%		Commentary is only provided for 'red' indicators
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LPI_DS Waste 001	Percentage of household waste sent for reuse, recycling and composting	36.4%	41%		 <table border="1"> <caption>Monthly Percentage of Household Waste Sent for Reuse, Recycling and Composting</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>April 2022</td><td>38.0%</td></tr> <tr><td>May 2022</td><td>39.5%</td></tr> <tr><td>June 2022</td><td>38.5%</td></tr> <tr><td>July 2022</td><td>36.5%</td></tr> <tr><td>August 2022</td><td>32.0%</td></tr> <tr><td>September 2022</td><td>33.0%</td></tr> <tr><td>October 2022</td><td>39.5%</td></tr> <tr><td>November 2022</td><td>33.0%</td></tr> <tr><td>December 2022</td><td>35.5%</td></tr> <tr><td>January 2023</td><td>31.5%</td></tr> <tr><td>February 2023</td><td>30.0%</td></tr> <tr><td>March 2023</td><td>29.0%</td></tr> <tr><td>April 2023</td><td>30.5%</td></tr> <tr><td>May 2023</td><td>40.5%</td></tr> <tr><td>June 2023</td><td>38.5%</td></tr> <tr><td>July 2023</td><td>32.0%</td></tr> <tr><td>August 2023</td><td>36.0%</td></tr> <tr><td>September 2023</td><td>36.0%</td></tr> </tbody> </table>	Month	Percentage	April 2022	38.0%	May 2022	39.5%	June 2022	38.5%	July 2022	36.5%	August 2022	32.0%	September 2022	33.0%	October 2022	39.5%	November 2022	33.0%	December 2022	35.5%	January 2023	31.5%	February 2023	30.0%	March 2023	29.0%	April 2023	30.5%	May 2023	40.5%	June 2023	38.5%	July 2023	32.0%	August 2023	36.0%	September 2023	36.0%	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.		
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LPI_DS Waste 002	Number of missed collections per 100,000	93	8			62.1	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	10	9			119	63		<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>

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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 have no abandoned vehicles to remove between July and October. 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_EH 006	Percentage of planning application provided with comments within 21 days of receipt	66%	90%			66%	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>