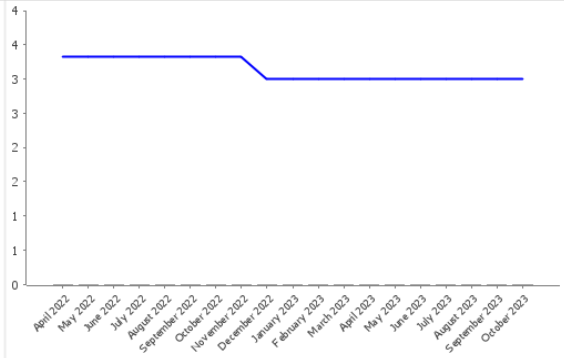
Appendix B – Cleaner & Greener Performance Report

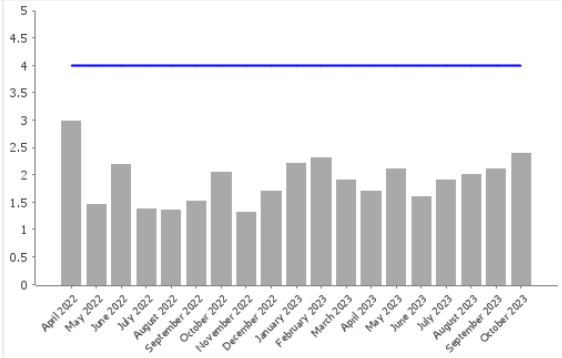
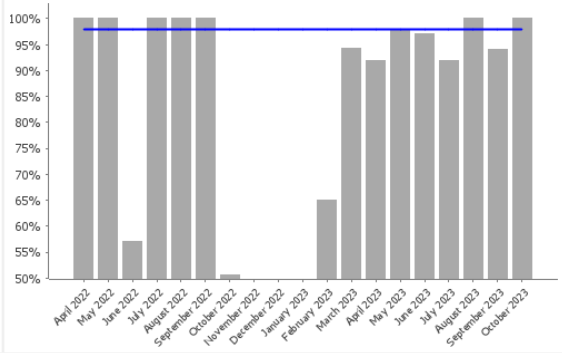
Key:

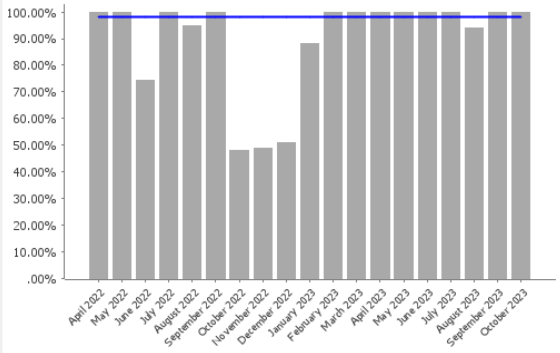
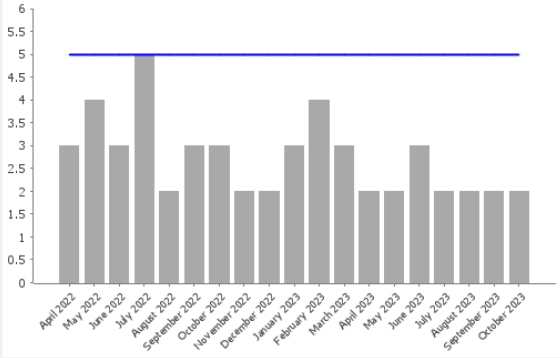
Green – Performance is at or above target

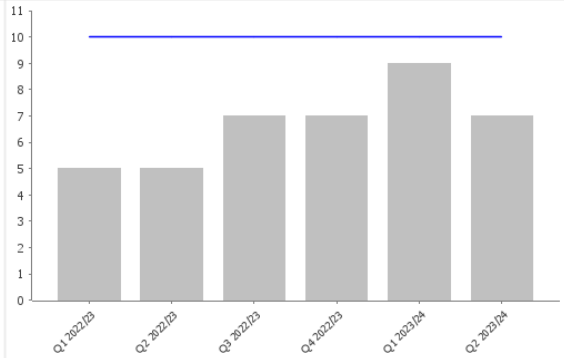
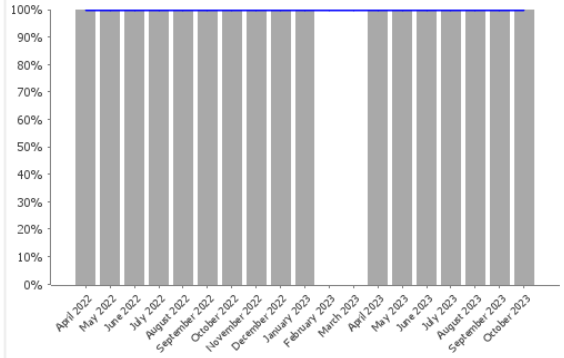
Amber – Performance is less than 10% below target

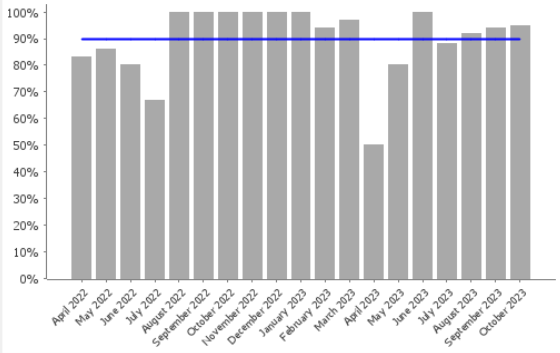
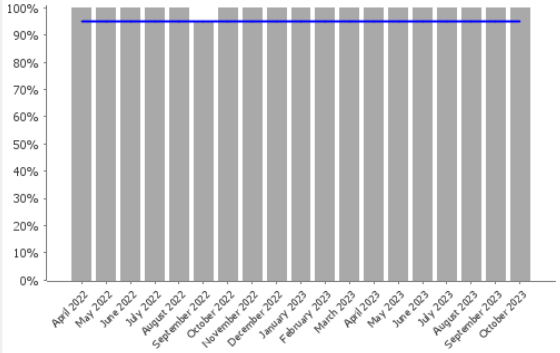
Red – Performance is 10% or more below target

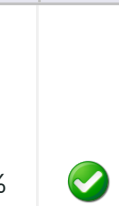
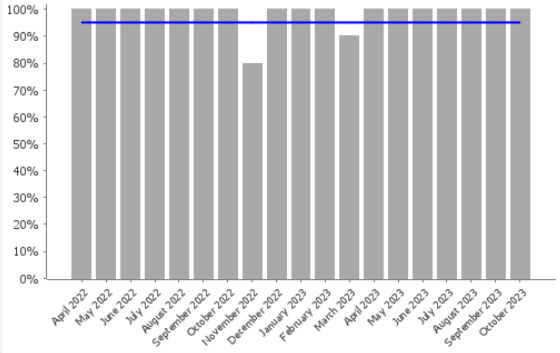
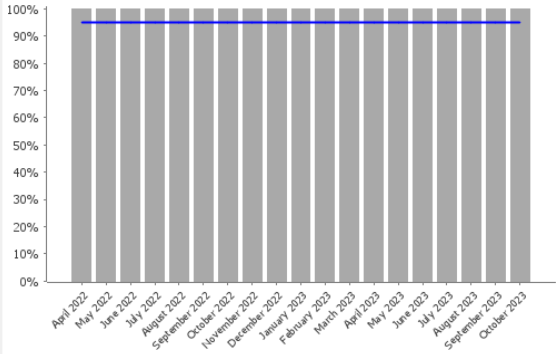
Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2023/24 Value	Year to date 2023/24 Target	Year to date 2023/24 Status	Latest Note
LPI_DS Clean 001	Number of justified Street Cleaning complaints	0	3			0	21		Commentary is only provided for 'red' indicators

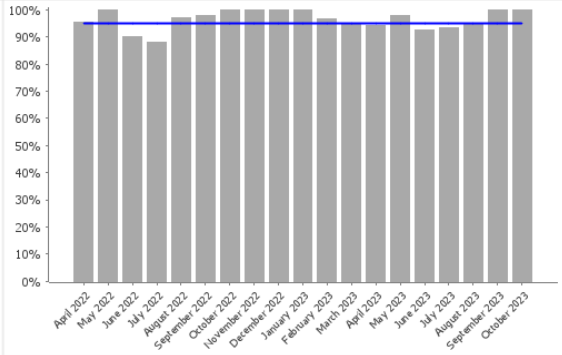
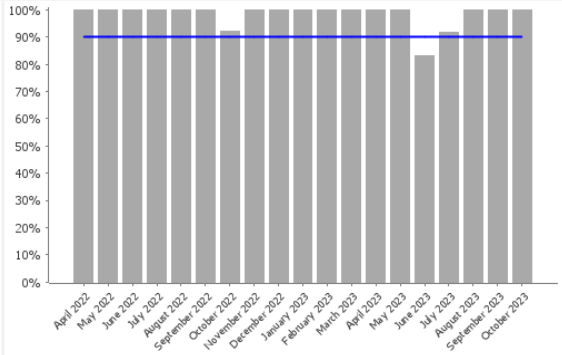
Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2023/24 Value	Year to date 2023/24 Target	Year to date 2023/24 Status	Latest Note
LPI_DS Clean 002	Average number of working days taken to remove fly tips which the District Council has responsibility to clear	2.4	4			2	4		Commentary is only provided for ‘red’ indicators
LPI_DS Waste 003	Percentage of missed collections put right by the next working day	100%	98%			96.1%	98%		Commentary is only provided for ‘red’ indicators

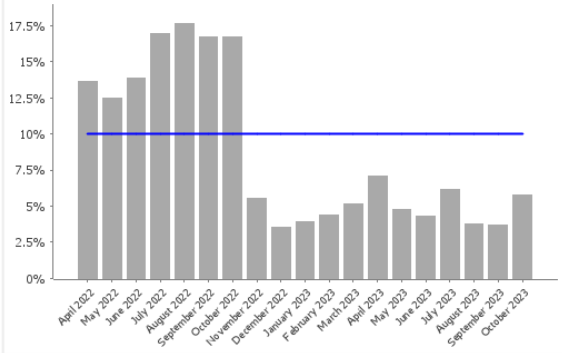
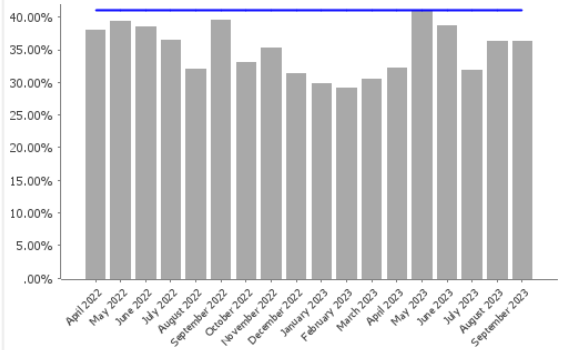
Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2023/24 Value	Year to date 2023/24 Target	Year to date 2023/24 Status	Latest Note
LPI_DS Waste 005	Percentage of missed green waste collections corrected by next working day	100%	98%			99.1%	98%		Commentary is only provided for 'red' indicators
LPI_EH 001	Average time taken (days) to provide a response to service requests	2	5			2	5		Commentary is only provided for 'red' indicators

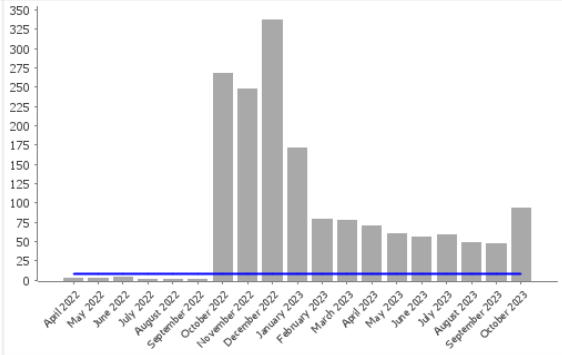
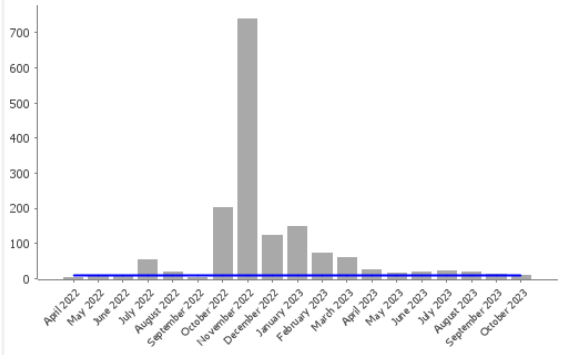
Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2023/24 Value	Year to date 2023/24 Target	Year to date 2023/24 Status	Latest Note
LPI_EH 002	Average time taken (weeks) to issue an Animal Welfare Licence	7	10			8	10		Commentary is only provided for 'red' indicators
LPI_EH 004	Percentage of higher risk food inspections due that was done (higher risk is categories A & B)	100%	100%			100%	100%		Commentary is only provided for 'red' indicators

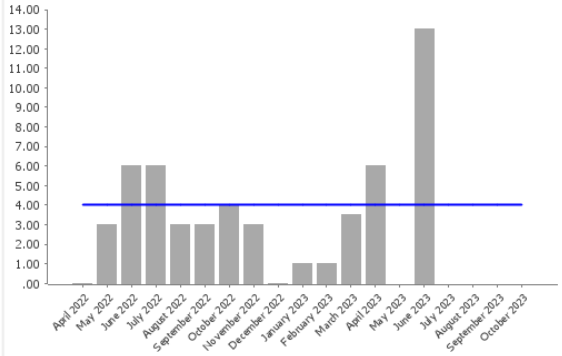
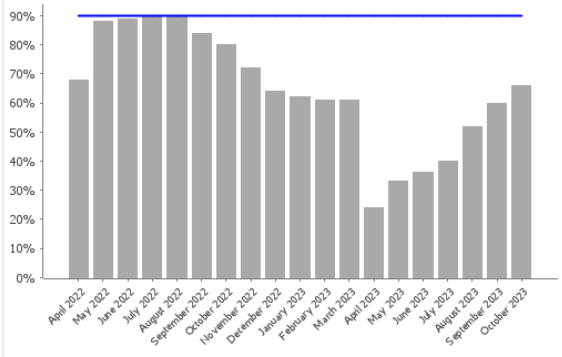
Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2023/24 Value	Year to date 2023/24 Target	Year to date 2023/24 Status	Latest Note
LPI_EH 009	Percentage of Licensing applications provided with comments within 28 days	95%	90%			95%	90%		Commentary is only provided for ‘red’ indicators
LPI_LIC 01(s)	The percentage of renewal invitations sent out by deadline (Sevenoaks)	100%	95%			100%	95%		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_LIC 02(s)	The percentage of valid personal licences processed within 14 working days (Hub Team)(Sevenoaks)	100%	95%			100%	95%		Commentary is only provided for 'red' indicators
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%			100%	95%		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_LIC 04(s)	The percentage of valid temporary event notices processed within one working day of reciept (Sevenoaks)	100%	95%			96.4%	95%		Commentary is only provided for 'red' indicators
LPI_LIC 05(s)	The percentage of driver and operator licenses issued within 12 days of validation (Hub Team) (Sevenoaks)	100%	90%			96.9%	90%		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_PA 002	Percentage of Penalty Charge Notices cancelled	5.8%	10%			5.1%	10%		Commentary is only provided for 'red' indicators
LPI_DS Waste 001	Percentage of household waste sent for reuse, recycling and composting	36.4%	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	93	8			62.1	8		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. 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. 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.
LPI_DS Waste 004	Number of missed green waste collections	10	9			119	63		

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 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%		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. Team training is enabling a wider range of Officers to provide responses and is having a positive impact on performance. However, heavy workloads and staff absences has limited the ability to meet target in the first half of the year.