

Appendix A – Exceptions Report

Key:



Green – Performance is at or above target




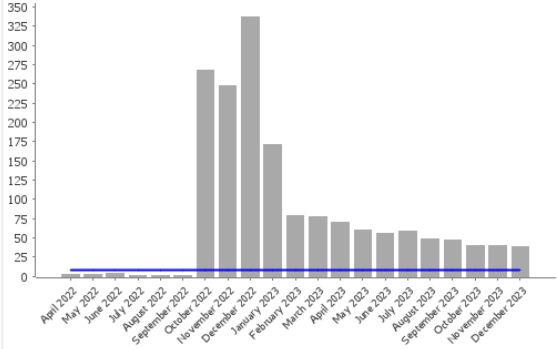


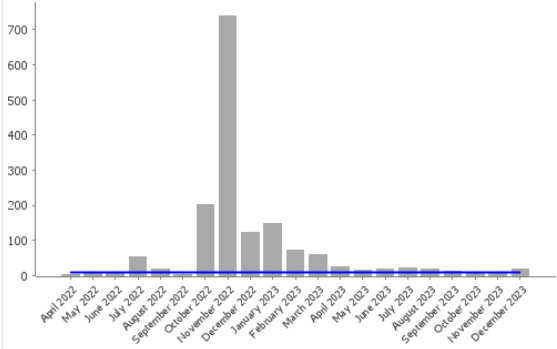

Amber – Performance is less than 10% below target


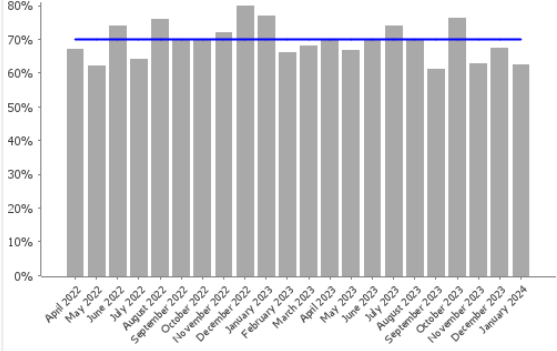


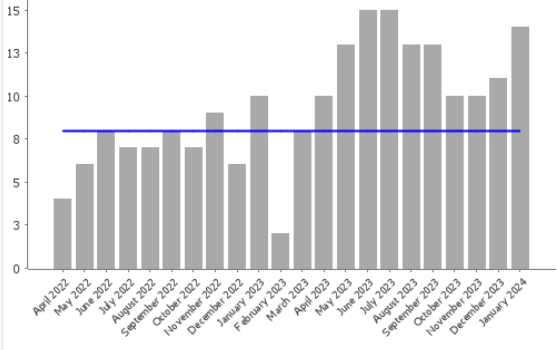



Red – Performance is 10% or more below target

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_EH006	Percentage of planning application provided with comments within 21 days of receipt	76%	90%		<table border="1"> <caption>Monthly Performance Data (Estimated)</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>April 2022</td><td>68%</td></tr> <tr><td>May 2022</td><td>88%</td></tr> <tr><td>June 2022</td><td>88%</td></tr> <tr><td>July 2022</td><td>88%</td></tr> <tr><td>August 2022</td><td>88%</td></tr> <tr><td>September 2022</td><td>85%</td></tr> <tr><td>October 2022</td><td>80%</td></tr> <tr><td>November 2022</td><td>72%</td></tr> <tr><td>December 2022</td><td>65%</td></tr> <tr><td>January 2023</td><td>62%</td></tr> <tr><td>February 2023</td><td>60%</td></tr> <tr><td>March 2023</td><td>60%</td></tr> <tr><td>April 2023</td><td>25%</td></tr> <tr><td>May 2023</td><td>35%</td></tr> <tr><td>June 2023</td><td>40%</td></tr> <tr><td>July 2023</td><td>52%</td></tr> <tr><td>August 2023</td><td>60%</td></tr> <tr><td>September 2023</td><td>68%</td></tr> <tr><td>October 2023</td><td>70%</td></tr> <tr><td>November 2023</td><td>72%</td></tr> <tr><td>December 2023</td><td>75%</td></tr> <tr><td>January 2024</td><td>76%</td></tr> </tbody> </table>	Month	Percentage	April 2022	68%	May 2022	88%	June 2022	88%	July 2022	88%	August 2022	88%	September 2022	85%	October 2022	80%	November 2022	72%	December 2022	65%	January 2023	62%	February 2023	60%	March 2023	60%	April 2023	25%	May 2023	35%	June 2023	40%	July 2023	52%	August 2023	60%	September 2023	68%	October 2023	70%	November 2023	72%	December 2023	75%	January 2024	76%	76%	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 during this year.</p>
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LPI_DS Clean 003	Average number of days taken to remove abandoned vehicles	N/a	4	N/a		8	4		For the year to date, the Council has been required to remove three abandoned vehicles from its land. 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	26.04%	41%			34.24%	41%		The current monthly data is subject to further review as it has only been provided in draft from the disposal authority and is lower than anticipated. However, across the year to date it is not expected to meet the 41% target for the year. Continued participation in campaigns to encouraging residents to recycle more waste is having limited impact on recycling rates in the District. The Government are expected to confirm the requirement to collect food waste separately no later than March 2026, which would 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	37.9	8			51.1	8		<p>High levels of waste being left out for collection continue to create extra demand on the waste collection services. This is compounded by the need to make more frequent trips to dispose of the waste and lengthens the time taken to complete rounds. Staff absences and the use of temporary staff to ensure collection rounds can be completed has contributed to performance levels.</p>
LPI_DS Waste 004	Number of missed green waste collections	17	9			145	81		<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> <p>Proposals have been approved 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_BC 03	Market Share	62.35%	70%			68.01%	70%		<p>Resources available within the Team meant that the usual level of work was not able to be undertaken. Once vacancies have 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 be at target levels by year-end.</p>
LPI_HB 04	Average number of days to process a change in circumstances for Housing Benefit	14	8			12	8		<p>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.</p> <p>Between September and October performance had improved, however an increase in workload over the Christmas and new year period had a further impact on performance levels.</p>