
















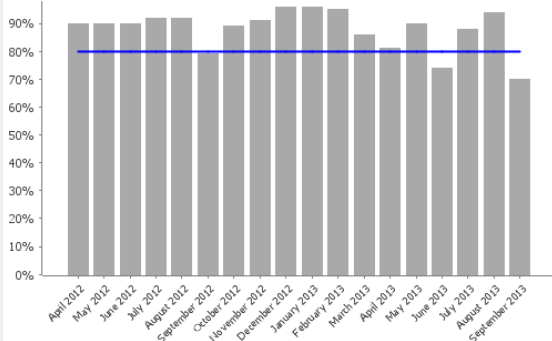

Portfolio Holder for Economic & Community Development

Performance Summary

Current Months Performance	Indicators	Year to Date Performance
	Percentage of full plans / Building Notices acknowledged within 3 working days	
	The percentage of local land charge searches carried out within 10 working days	
	Percentage of Penalty Charge Notices cancelled	
	Percentage of full plans checked within 10 working days (Building Control)	
	Percentage of Health Action Plan on target	
	Percentage of actions in the Sustainable Community Action Plan achieved	
	Percentage of actions in the Economic Development Action Plan achieved	







Portfolio Holder for Economic & Community Development

Exceptions Report

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2013/14			
						Value	Target	Status	
LPI BC 002	Percentage of full plans checked within 10 working days	70%	80%			82.83%	80%		The reduction in performance for the month of September was due to staff annual leave and the reduction of one post with the resignation of a surveyor, reducing resource by 20%. Across the year to date we continue to meet the performance target of 80% of plans checked in 10 working days. The National standard for plan checking performance is measured against 15 days, for which we are achieving 94%

Portfolio Holder for Finance & Resources Advisory Committee

Performance Summary

































Current Months Performance	Indicators	Year to Date Performance
	Debts outstanding more than 61 days	
	The percentage of council tax collected in-year	
	The percentage of business rates collected in-year	

Exceptions Report

No red indicators to report

Portfolio Holder for Housing & Community

Performance Summary

Current Months Performance	Indicators	Year to Date Performance
	Percentage of food establishments in the area which are broadly compliant with food hygiene law	
	Average number of days to process Housing Benefit new applications	
	Average number of days to process Housing Benefit changes	
	Number of affordable homes delivered (gross)	
	Number of unauthorised encampments started in the District	
	Total number of homelessness applications received	
	Total number of homelessness acceptances	
	Number of households living in temporary accommodation	
	The percentage of valid personal licences processed within 2 weeks	
	The percentage of valid temporary event notices processed within 72 hours	
	The number of dwellings vacant for more than six months returned to occupation or demolished	
	Percentage of higher risk food inspections due that was done (higher risk is categories A & B)	
	Percentage of Community Safety Partnership actions achieved	
	Percentage of due Environmental Protection Regulation inspections completed	
	Percentage of animal licences issued that were due	
	Percentage of Health and Safety category A premises inspections due which were completed	































Portfolio Holder for Housing & Community

Exceptions Report

No red indicators to report


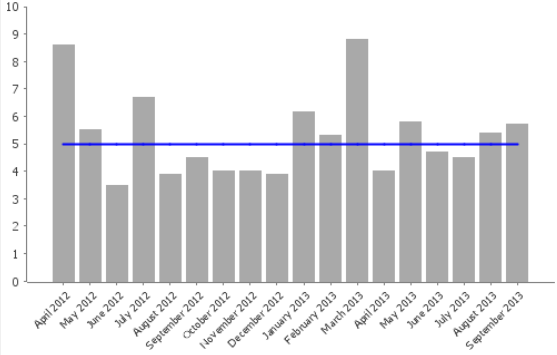

Portfolio Holder for Local Planning & Environment Advisory Committee


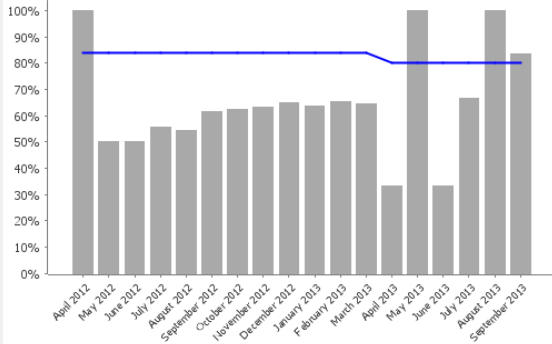


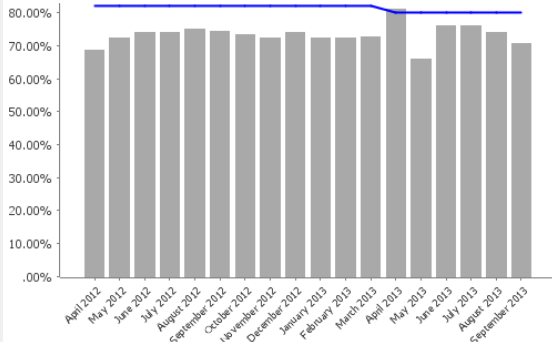

Performance Summary


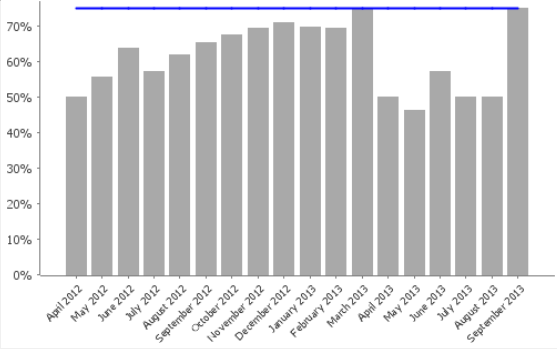

Current Months Performance	Indicators	Year to Date Performance
	Number of justified Street Cleaning complaints	
	Average number of days taken to remove abandoned vehicles	
	Percentage of planning applications assessed for validation in 5 days	
	Percentage of decisions delegated	
	Percentage of household waste sent for reuse, recycling and composting	
	Number of missed collections per 100,000	
	Number of missed green waste collections	
	Percentage of missed green waste collections corrected by next working day	
	Percentage of cleaning schedules completed to agreed frequency	
	Percentage of missed collections put right by the next working day	
	Processing of planning applications: Major applications in 13 weeks	
	Percentage of appeals against planning application refusal dismissed	
	Processing of planning applications: Other applications in 8 weeks	
	Average number of days taken to remove fly tips which the District Council has responsibility to clear	
	Processing of planning applications: Minor applications in 8 weeks	

Portfolio Holder for Local Planning & Environment Advisory Committee

Exceptions Report











Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2013/14			
						Value	Target	Status	
LPI Clean 002	Average number of days taken to remove fly tips which the District Council has responsibility to clear	5.7	5			5	5		<p>75 fly tips across Sevenoaks District were reported to the Council during September. The Council is required to investigate each report to determine who is responsible for clearing the fly tip.</p> <p>During September the Council were required to remove 28 of the 75 cases reported (37%). As a result of the work load the target to clear all fly tips within 5 days was missed by less than a day across the month.</p>

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2013/14			
						Value	Target	Status	
LPI DC 007a	Processing of planning applications: Major applications in 13 weeks	83.33%	80.00%			66.67%	80.00%		<p>Performance has improved during the year and in both August and September exceeded the target figure. Recognising the more complex issues with larger schemes we are now using extension of time agreements where applicants are willing to agree a longer period for determination within an agreed timetable for making a decision. In September only one Major application was determined out of time without an agreement which was the Knole Park Golf Club application which overran by one week due to a consultation issue.</p>
LPI DC 007b	Processing of planning applications: Minor applications in 8 weeks	70.59%	80.00%			73.23%	80.00%		<p>Performance just fell into the “red zone” in September but the average performance for the year is at a higher level. The figures in September were influenced by a larger than average number of committee items which are difficult to determine within an eight week period because of the lead in time for meetings and also by the clearance of some older applications. Performance was still above the national average for Minors which is 68% processed within 8 weeks.</p> <p>October figures to date are much better at over 80% processed in target time.</p>

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2013/14			
						Value	Target	Status	
LPI DC 009	Percentage of appeals against planning application refusal dismissed	75%	75%			54.55%	75%		Cumulative performance for the year to date is affected by the disappointing figures between April and August. Results in September are in line with our target with six out of eight decisions dismissed. One appeal allowed was a Committee overturn.

Portfolio holder for Strategy & Performance Advisory Committee

Performance Summary

Current Months Performance	Indicators	Year to Date Performance
	Percentage of phone calls to the Contact Centre abandoned by the caller	
	The average number of working days lost to sickness absence per FTE	
	The percentage of Local Performance Indicators at or above target level	
	Percentage of all queries resolved at the first point of contact by the Contact Centre	
	Percentage of phone calls answered within 20 seconds by the Contact Centre	

Portfolio holder for Strategy & Performance Advisory Committee

Exceptions Report

No red indicators to report