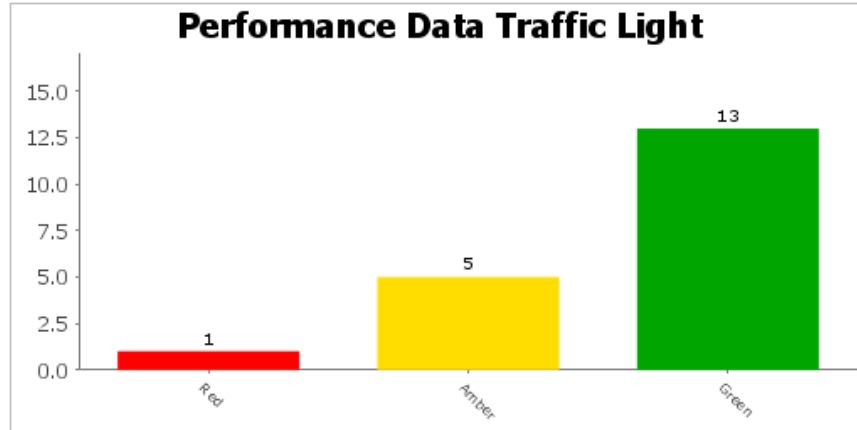

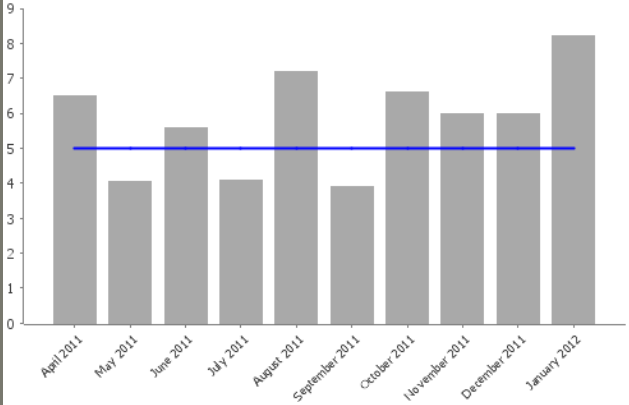


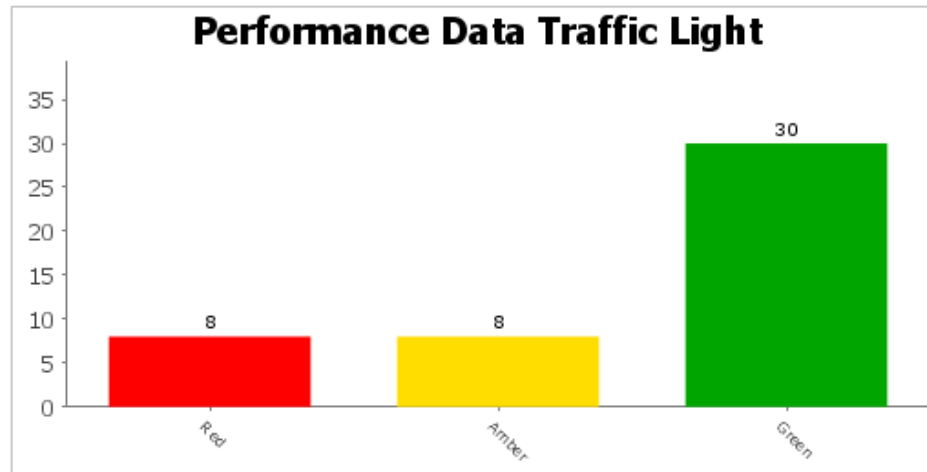
Environment Select Committee PI's




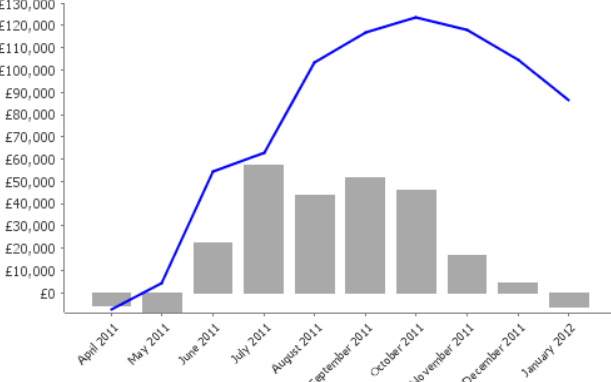

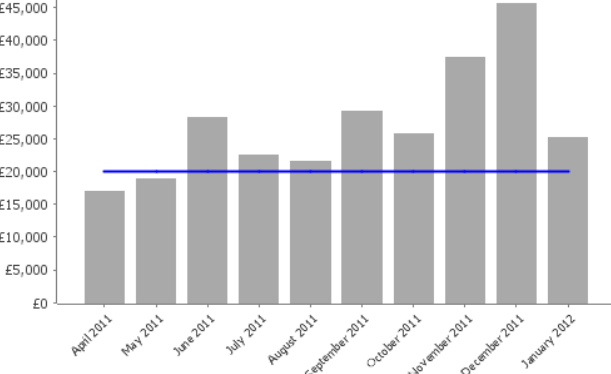
Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note

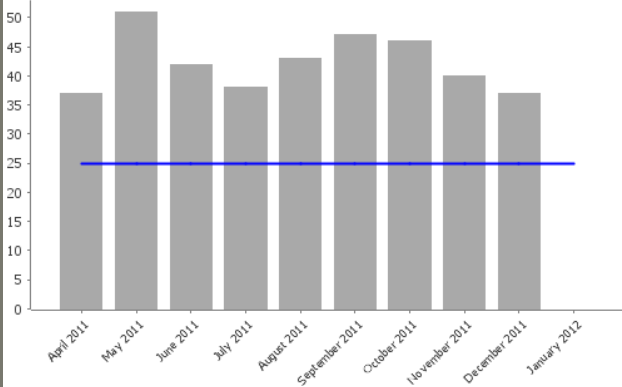
Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note
LPI Clean 002	Average number of days taken to remove fly tips which the District Council has responsibility to clear	5.82	5			<p>259 fly tipping incidents have been removed up to end of January 2012. However, 520 incidents have been reported in the same period, all of which must be investigated to determine responsibility for removal which takes time and diverts resources from the removal operation. Many of the incidents reported are on private land or the responsibility of Kent Highway Services to remove.</p> <p><i>Continued on next page</i></p> <p>Where the responsibility for removal rests with the Council many incidents are moved on a next working day basis, but some, larger scale fly tips require a grab lorry and can take longer to organise and remove. Other fly tips need to be investigated first and removal delayed pending any enforcement action where evidence is available. The crew have been reminded of the need to meet this target and this will continue to be monitored on a monthly basis.</p>


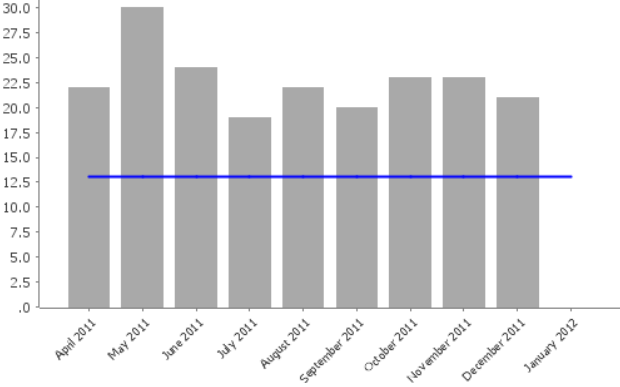

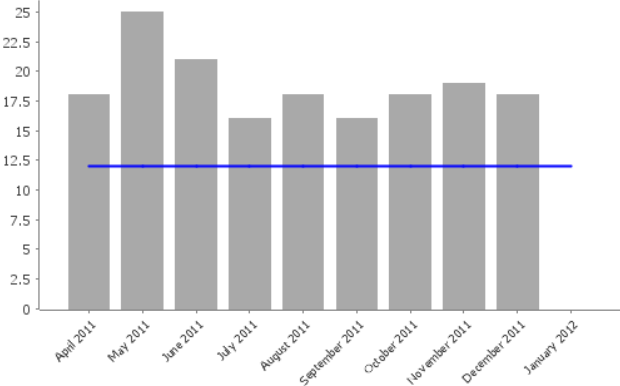
Services Select Committee PI's


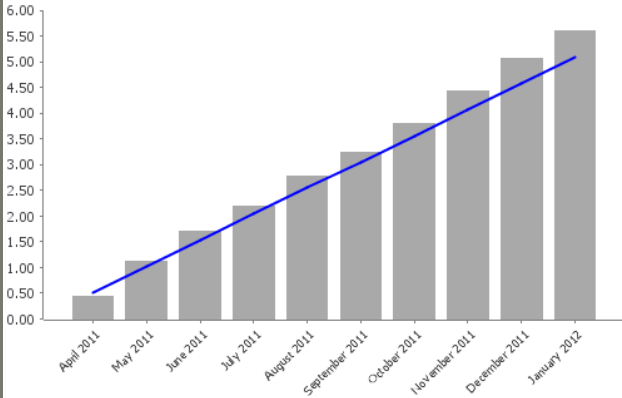



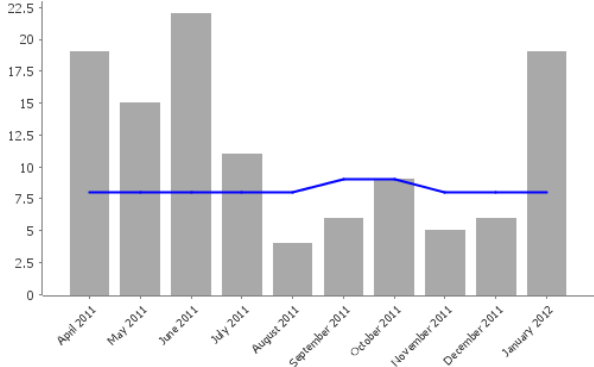
Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note

Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note
LPI DS 002	Total Trading Account Position (Year to date)	-£6,534	£86,555			<p>The trading account is due to be considered by the Finance Advisory Group at their March meeting. Trading accounts showing an overall deficit of £6,534 against a profiled surplus of £86,555. Diesel costs are £36k above budget and currently at 115 pence/litre. Expenditure on disposal costs [trade waste and cesspools] £30,700 over budget. Total income £210,000 down on budget. Total expenditure £117,022 down on budget. Forecast year end outturn, £22,000 deficit.</p>
LPI FS 003	Debts outstanding more than 61 days	£25,217	£20,000			<p>Debts outstanding continue to be actively pursued and as at 22 February the balance outstanding more than 61 days had reduced to £22,927. The larger outstanding debts are currently with the Debt Collection Agency and proceeding through Legal Recovery. The others are in the process of the final reminder letters. If that is unsuccessful then they will be forwarded to the Debt Collection Agency.</p>

Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note
LPI HB 001	Average number of days to process new benefits claims	42.33	25			<p>The economic situation continues to result in increased demand for Benefit Services. An update on the current demands on the benefit service and the plans in place for improvement was reviewed by Services Select Committee in November 2011 , following a referral from P&G Committee. The actions put in place have resulted in performance improving in both November and December. However, the recruitment of experienced assessors is still proving difficult, with 2 vacancies continuing on the Team. Performance is unlikely to improve further in the short term as the Team works to complete the additional work required to update benefits payable from 1 April.</p>
LPI HB 002	Percentage of new benefit claims processed within 14 days of full information being received	64.44%	90%			<p>Please see commentary for LPI HB 001</p>

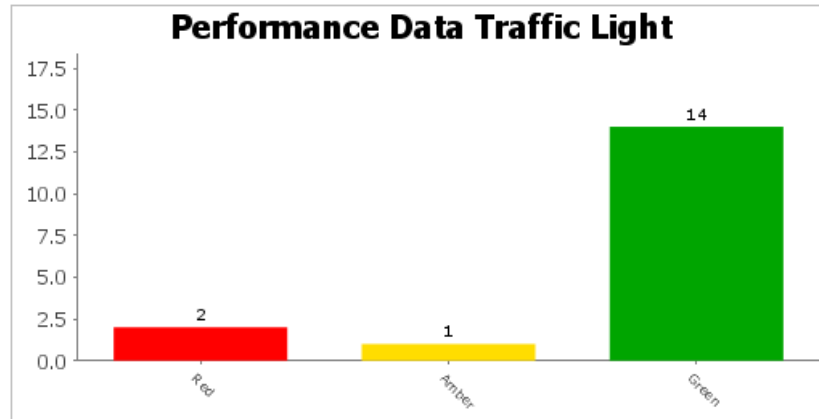
Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note
LPI HB 005	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	22.7	13.0			Please see commentary for LPI HB 001
LPI HB 006	Average days to process change of events	18.78	12			Please see commentary for LPI HB 001.

Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note																						
LPI HR 003	Number of working days lost through long term sickness absence per FTE (> 20 cumulative days)	5.61	5.08		 <table border="1"> <caption>Monthly Trend Data (Estimated)</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2011</td><td>0.5</td></tr> <tr><td>May 2011</td><td>1.2</td></tr> <tr><td>June 2011</td><td>1.8</td></tr> <tr><td>July 2011</td><td>2.3</td></tr> <tr><td>August 2011</td><td>2.8</td></tr> <tr><td>September 2011</td><td>3.3</td></tr> <tr><td>October 2011</td><td>3.8</td></tr> <tr><td>November 2011</td><td>4.5</td></tr> <tr><td>December 2011</td><td>5.1</td></tr> <tr><td>January 2012</td><td>5.61</td></tr> </tbody> </table>	Month	Value	April 2011	0.5	May 2011	1.2	June 2011	1.8	July 2011	2.3	August 2011	2.8	September 2011	3.3	October 2011	3.8	November 2011	4.5	December 2011	5.1	January 2012	5.61	<p>During the year 38 employees (10%) have been affected by illness that has required them to take extended periods of absence from work. Currently 7 officers remain absent from work with long term sickness. Long term absence accounts for 66% of all sickness and has exceeded the target level due to an increase in absences caused by operations and recovery and instances of staff diagnosed and treated for serious illness such as cancer. In recent months the Council has also seen an increase in absence as a result of non-work related stress/anxiety/depression, with some cases being very complex and linked to bereavement and significant and distressing life changing situations.</p> <p><i>Continued on next page</i></p> <p>The Council continues to be proactive in its approach to supporting staff with long term illness and encouraging their return to work or where a return to work solution is not possible ending employment as soon as is reasonably practicable. The HR team works closely with managers, Occupational Health Specialists and the Employee Assistance Programme to deal with issues as promptly as possible. This is sometimes hampered by issues with the provision of definitive medical advice regarding an individuals</p>
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April 2011	0.5																											
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January 2012	5.61																											


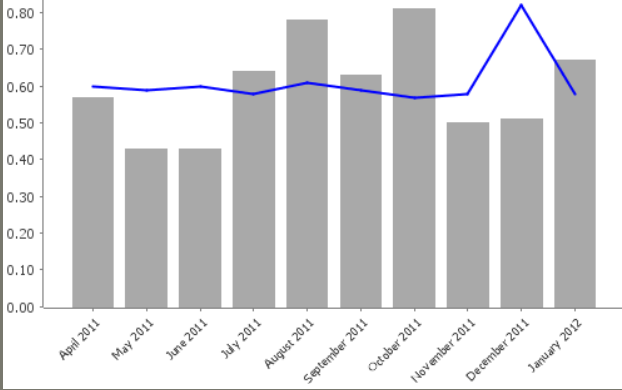
Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note																						
						likely return date or capability to fulfill their role when they do return. Information about sickness absence continues to be closely monitored and additional training is arranged for managers including identifying and managing stress in the workplace. The Managing Attendance Policy is also being updated in relation to long-term absence.																						
LPI Waste 005	Number of missed green waste collection complaints	116	82		 <table border="1"> <caption>Monthly Missed Green Waste Collection Complaints</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2011</td><td>19</td></tr> <tr><td>May 2011</td><td>15</td></tr> <tr><td>June 2011</td><td>22</td></tr> <tr><td>July 2011</td><td>11</td></tr> <tr><td>August 2011</td><td>4</td></tr> <tr><td>September 2011</td><td>6</td></tr> <tr><td>October 2011</td><td>8</td></tr> <tr><td>November 2011</td><td>5</td></tr> <tr><td>December 2011</td><td>6</td></tr> <tr><td>January 2012</td><td>19</td></tr> </tbody> </table>	Month	Value	April 2011	19	May 2011	15	June 2011	22	July 2011	11	August 2011	4	September 2011	6	October 2011	8	November 2011	5	December 2011	6	January 2012	19	Missed collections remain higher than target, but a significant improvement on the same period last year [116 missed collections compared with 177]. 95% of all missed collections are collected the next working day. This crew has had a large turnover in staff recently and with vacancies the use of agency drivers and loaders has been necessary, therefore detailed knowledge of the rounds is lost. Recruitment of new staff is underway.
Month	Value																											
April 2011	19																											
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December 2011	6																											
January 2012	19																											

Social Affairs Select Committee PI's





Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note								
LPI EQ 003	Percentage of impact assessments due that have been completed	78%	90%		<table border="1"> <thead> <tr> <th>Quarter</th> <th>Completion %</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>~88%</td> </tr> <tr> <td>Q2 2011/12</td> <td>~85%</td> </tr> <tr> <td>Q3 2011/12</td> <td>78%</td> </tr> </tbody> </table>	Quarter	Completion %	Q1 2011/12	~88%	Q2 2011/12	~85%	Q3 2011/12	78%	At the end of December 4 assessments were overdue, with 14 assessments either on target or completed. In order to meet its requirements under the Equality Duty it is important that all impact assessments are completed as programmed. As a result overdue work has been escalated to senior management and plans are in place for all required impact assessments to be completed by the required deadline.
Quarter	Completion %													
Q1 2011/12	~88%													
Q2 2011/12	~85%													
Q3 2011/12	78%													

Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note
LPI SL 003	Customer accident rate per 1,000 users	0.67	0.58			<p>Sencio adopt a comprehensive approach to monitoring accidents and record all incidents, regardless of severity. Although there was an increase in the accident rate in January there were no significant, reportable accidents only minor falls and scrapes. Performance will continue to be monitored closely to ensure the average accident rate is no worse than the target level.</p>