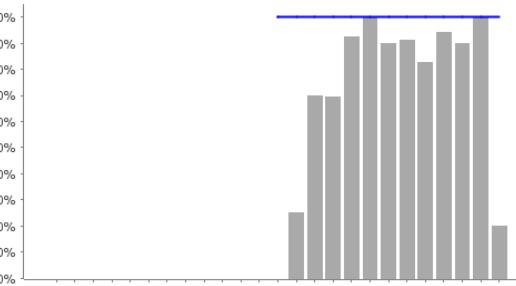
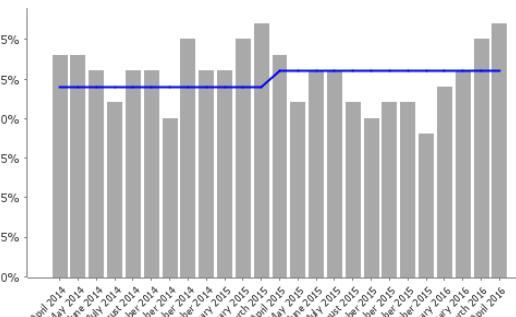
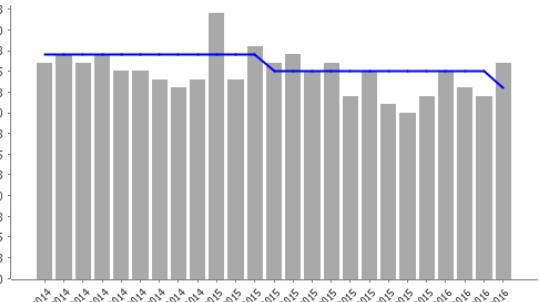
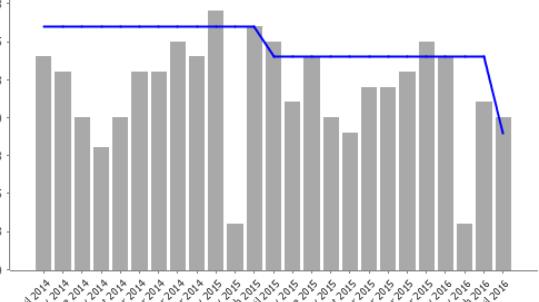


## Scrutiny Committee - Exceptions Report

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest note	
						2016/17				
						Value	Target	Status		
LPI_E_H 004	Percentage of higher risk food inspections due that was done (higher risk is categories A & B)	20%	100%	<span style="color: red;">Stop</span>		20%	100%	<span style="color: red;">Stop</span>	<p>Of the 5 inspections which were due in April the team were able to complete 1. The reasons for inspections not being carried out include owners being unavailable and other work priorities within the team, including investigation into a significant food safety issue.</p> <p>The inspections will be rearranged as a priority and it is expected that all higher risk food inspections will be completed during the year.</p>	
LPI_P_A 002	Percentage of Penalty Charge Notices cancelled	16%	13%	<span style="color: red;">Stop</span>		16%	13%	<span style="color: red;">Stop</span>	<p>The percentage of PCN's cancelled reached 16% in April before reducing to 15% in May.</p> <p>As customers adjust to the increase in car parking charges introduced from April a proportion will mistakenly pay the amount charged previously. In the early weeks of the new charges the Council will where reasonable cancel any tickets issued where there was a clear intent to pay for the amount of time parked.</p>	

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest note	
						2016/17				
						Value	Target	Status		
LPI_H_B 001	Average number of days to process Housing Benefit new applications	26	23	Stop		26	23	Stop	<p>At the beginning of each financial year the Council receives an increased number of changes of circumstances and more complex benefit claims as people's employment and financial circumstances change.</p> <p>This increased workload has resulted in performance targets for new claims and changes being missed by three days and one day respectively.</p> <p>Performance will continue to be closely monitored to ensure that improved processing times are delivered for customers.</p>	
LPI_H_B 006	Average number of days to process Housing Benefit changes	10	9	Stop		10	9	Stop		