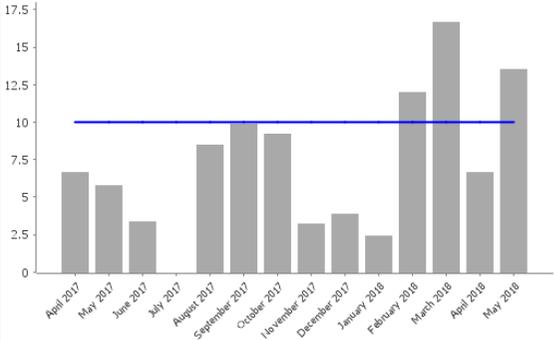
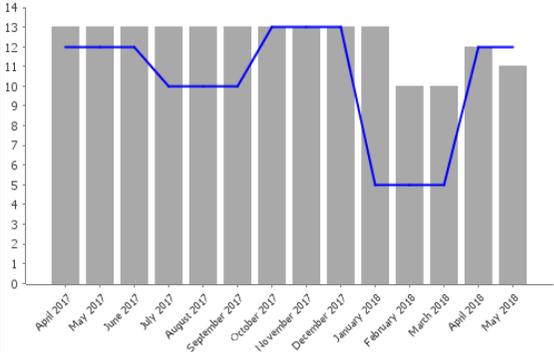
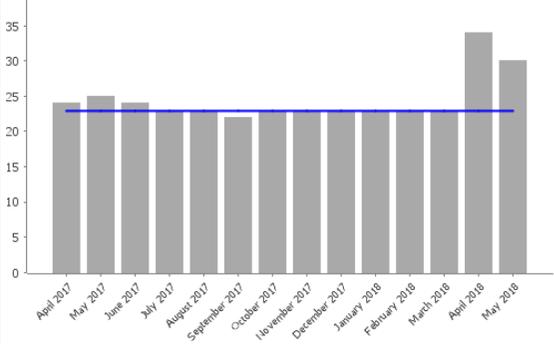


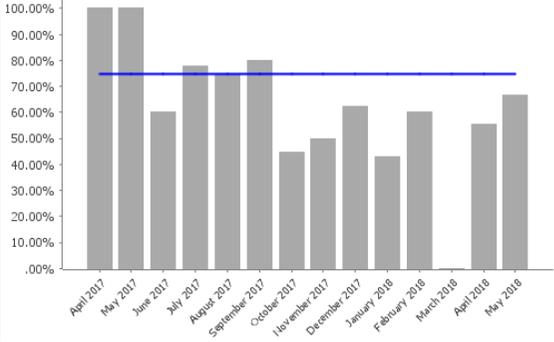
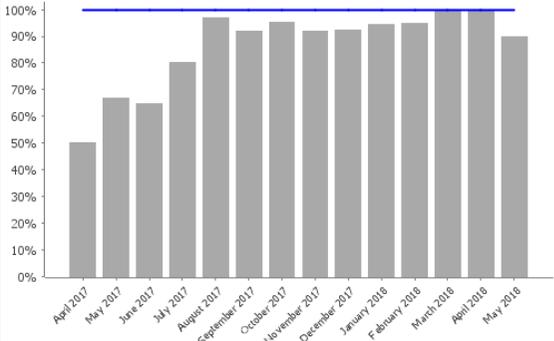
Scrutiny Committee – Exceptions Report

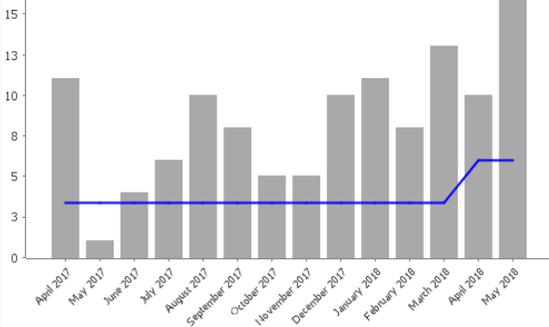
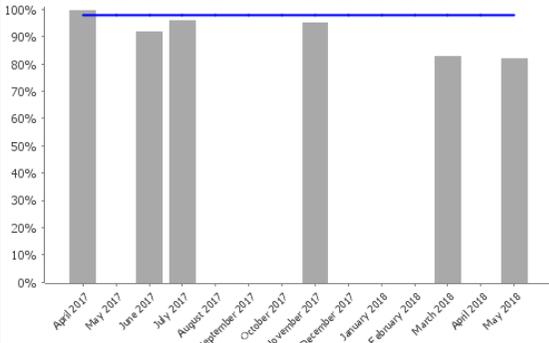
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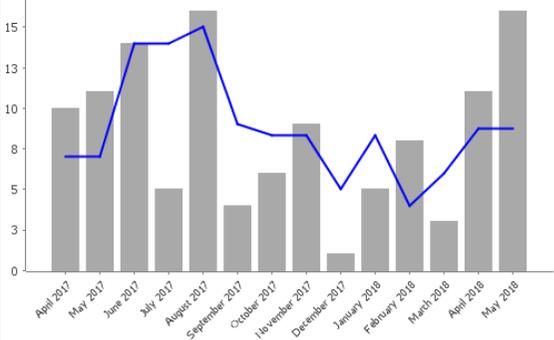
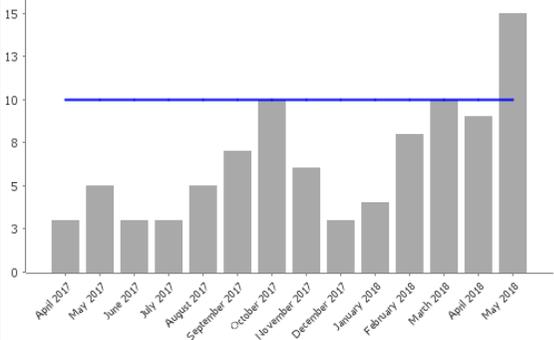
Status	Colour	Details
	Green	At or above target
	Amber	Less than 10% below target
	Red	10% or more below target

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2018/19			
						Value	Target	Status	
LPI_B C LC 001	Average number of days to process a land charge search	13	10			10	10		<p>The Land Charges service is currently reviewing all of its processes with a clear aim to improve the speed of processing. Alongside this an additional full time member of staff has been recruited on a two year contract to improve resilience in a small team that has faced difficulties in maintaining performance levels when staff are on annual leave.</p> <p>It is anticipated that these measures, particularly the process review will enable target performance levels to be sustained.</p>

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2018/19			
						Value	Target	Status	
LPI_H B 04	Average (cumulative) number of days to process a change in circumstances for Housing Benefit	11	12			11	10		Performance is below target as officers continue to be faced with a significant caseload, approaching 5,000 housing benefit customers and 5,500 customers receiving council tax support.
LPI_H B 02	Average time taken to process a new claim for Housing Benefit (cumulative)	30	23			30	23		The Council is currently consulting with staff on a restructure of the Revenues & Benefits service which, as one of its aims, will seek to deliver a sustainable improvement in service performance.

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2018/19			
						Value	Target	Status	
LPI_D M 009	Percentage of appeals against planning application refusal dismissed	66.67%	75.00%			58.33%	75.00%		<p>There have been 12 decisions take on planning appeals over April and May this year of which seven have been dismissed.</p> <p>The Council continues to be rigorous in its approach to refusals and ensures that they are defended to the best of our ability.</p>
LPI_E H 004	Percentage of higher risk food inspections due that was done (higher risk is categories A & B)	90%	100%			90%	100%		<p>Nine of the 10 high risk food inspection due have been completed to schedule. As is always the case a small number of high risk food inspections are unable to be completed as scheduled as it was not possible to arrange access to the premises.</p> <p>All of those inspections that are delayed remain a high priority and are scheduled at the nearest available time. It is expected that all high risk food inspections due will be completed.</p>

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2018/19			
						Value	Target	Status	
LPI_DS Clean 001	Number of justified Street Cleaning complaints	16	6			26	12		The closure of Pepper Hill tip has had a knock on impact on the Councils waste services. With the closure at Pepper Hill more vehicles from other Council areas are tipping at Dunbriek. This has led to longer tipping times which as a result causes difficulties in completing refuse collection rounds. To ensure that the refuse and recycling service is sustained the Council has diverted street cleaning resource to support refuse collections.
LPI_DS Clean 004	Percentage of cleaning schedules completed to agreed frequency	82%	98%			82%	98%		This has led to delays in some street cleaning rounds. The rounds are all being completed, but not always to schedule. In the short number of days between the street cleaning being due and the time it actually takes place residents have made justifiably complained.

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2018/19			
						Value	Target	Status	
LPI_DS Waste 004	Number of missed green waste collections	16	9			27	18		<p>The increase in missed green waste collections is linked to the significant growth in the number of customers using the service.</p> <p>With customer numbers approaching 8,000 the number of complaints received represents just 0.3% of collections being missed.</p> <p>Where collections have unfortunately been missed 100% of them are collected by the end of the next working day.</p>
LPI_HSA 004	Number of households living in B & B	15	10			15	10		<p>To the end of May this year the Council had received 228 homelessness applications. All 52 units of temporary accommodation available to the Council are fully in use, which means that a number of households have been temporarily homed in B&B accommodation.</p> <p>The Council continues to work incredibly hard and proactively to prevent homelessness from occurring. However the introduction of the Homelessness Reduction Act has placed new duties on the Council which, significantly, requires temporary accommodation to be provided for up to 56 days (instead of the previous 28 days). With a limited supply of temporary accommodation both locally and nationally this has resulted in the higher use of B&B style accommodation.</p>