



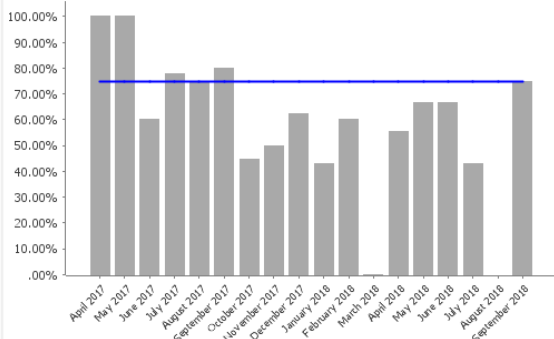


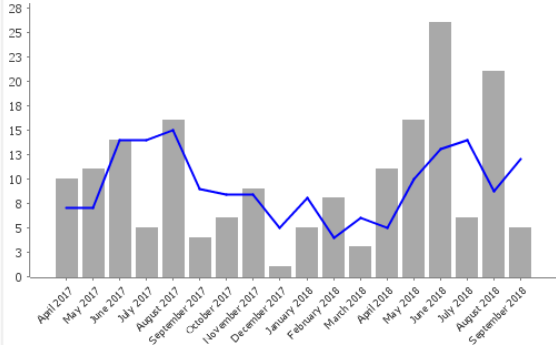




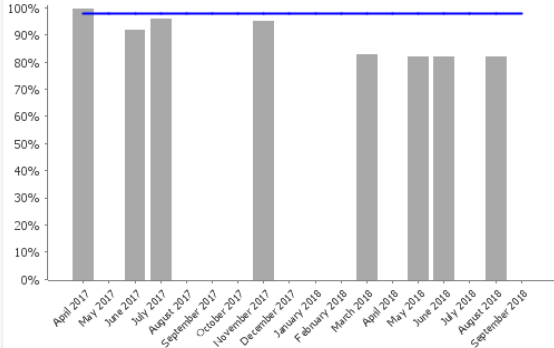

Scrutiny Committee – Exceptions Report


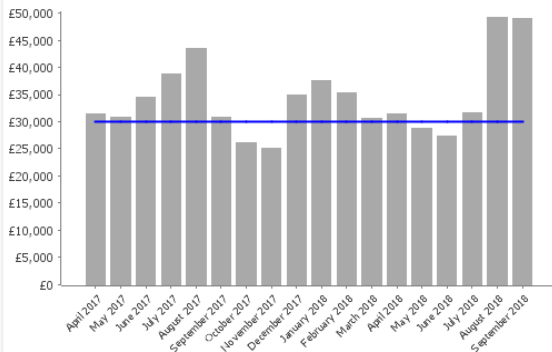


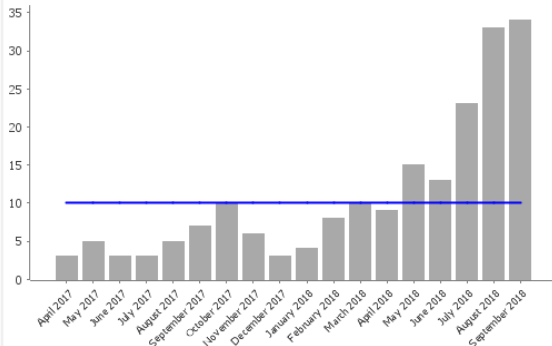

Key:

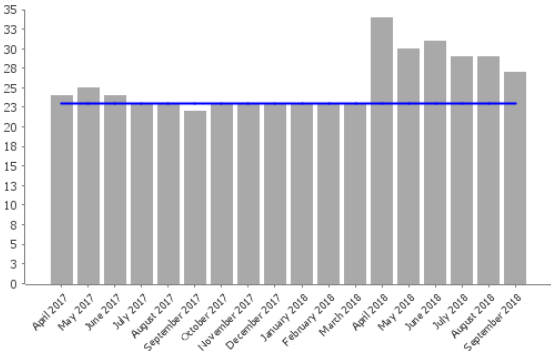
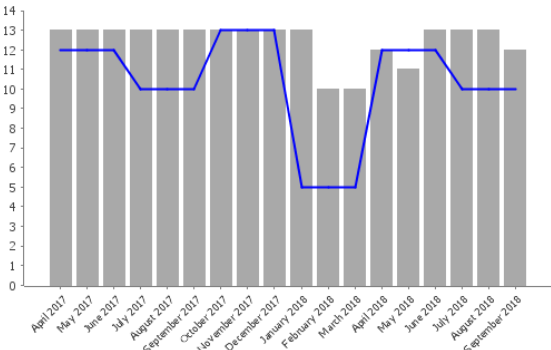
Status	Colour	Details
	Green	At or above target
	Amber	Less than 10% below target
	Red	10% or more below target

						Cumulative (Year to Date) Performance				
Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	2018/19			Latest Note	
						Value	Target	Status		
LPI_D M 009	Percentage of appeals against planning application refusal dismissed	75.00%	75.00%			58.62%	75.00%		<p>There have been 36 decisions on planning appeals this year of which 21 have been dismissed.</p> <p>We continue to be rigorous in our approach to refusals to ensure that they are defended to the best of our ability and we closely scrutinise decisions where appeals are allowed to learn any necessary lessons.</p>	

						Cumulative (Year to Date) Performance			
Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	2018/19			Latest Note
						Value	Target	Status	
LPI_DS Waste 004	Number of missed green waste collections	5	12			85	63		<p>The demand for both bins and sacks this year has exceeded expectations. Green sack sales were up 24% between April and July compared with the same period last year and the number of wheeled bins to be emptied has increased by 13% compared with last year. The number of collection vehicles has not been increase. New permit customers are assigned to the collection week/vehicle round number already collecting from nearby properties. The random nature of new customer applications over the years has resulted in an imbalance in the rounds on certain days, which has on rare occasions resulted in daily rounds not being completed.</p> <p>We propose to undertake a garden waste collection round review later this year in order to improve route efficiency and rectify some of the imbalance in workload between rounds on certain days caused by the location of permit applicants from across the District.</p>

						Cumulative (Year to Date) Performance			
Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	2018/19			Latest Note
						Value	Target	Status	
LPI_DS Clean 004	Percentage of cleaning schedules completed to agreed frequency	82%	98%			81.99%	98%		<p>A national shortage of HGV drivers to fill vacancies and supply Agency drivers, combined with annual leave and sickness absence, has meant frequent and often short notice reassignment of street cleansing teams to ensure refuse collection rounds are completed each day.</p> <p>Vacancies have been advertised but the salaries offered are insufficient to compete with the private sector for a limited number of available HGV drivers at any one time.</p> <p>Actions under consideration include one off ‘welcome’ payments to HGV drivers, recoverable if the employee chooses to leave within a defined period and non HGV appointments to be made and sponsored training provided to gain HGV 2 licence category.</p>

						Cumulative (Year to Date) Performance			
Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	2018/19			Latest Note
						Value	Target	Status	
LPI_FS 003	Debts outstanding more than 61 days	£48,918	£30,000			£48,918	£30,000		<p>The total amount of debts raised in the past 12 months was £3.298m. Debts still unpaid after 61 days represents 1.49% of the debts raised in the past 12 months (i.e. 98.51% collected).</p> <p>Within this group are £6,000 of debts relating to the provision of private sewerage arrangements. Finance, legal and property are working towards a resolution. Also within this group are £20,000 of debts relating to building control customers. Finance and Building Control staff are actively chasing these debts; £8,000 of which has since been paid.</p>
LPI_HS A 004	Number of households living in B & B	34	10			34	10		<p>The number of people in nightly paid emergency accommodation has increased significantly since the introduction of the Homelessness Reduction Act in April 2018. The Housing Advice Team are working hard to identify other opportunities including working with private landlords to offer affordable short term interim tenancies.</p>

						Cumulative (Year to Date) Performance			
Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	2018/19			Latest Note
						Value	Target	Status	
LPI_HB 02	Average time taken to process a new claim for Housing Benefit (cumulative)	22	23	🟢		27	23	🔴	<p>Performance is currently improving with 22 calendar days being achieved in September, which is below target.</p> <p>Performance was below target as officers continued to be faced with a significant caseload, approaching 5,000 housing benefit customers and 5,500 customers receiving council tax support.</p>
LPI_HB 04	Average (cumulative) number of days to process a change in circumstances for Housing Benefit	12	10	🔴		12	10	🔴	<p>As part of the 2018/19 budget process, Members approved a £50,000 saving in Revenues & Benefits and a staff consultation took place before a new structure was agreed to deliver the required savings. This caused a disruption to the service. The new structure commenced on 1 November and it has been agreed that four vacant Benefit Officers posts can be filled which should improve performance further.</p> <p>Performance for this PI has also started to improve.</p>