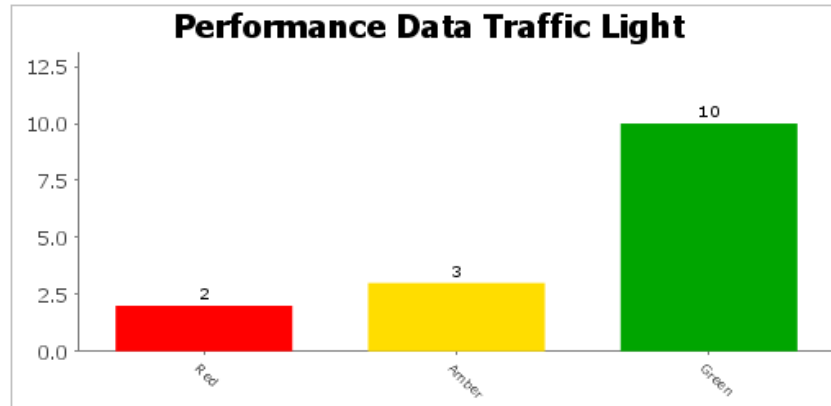

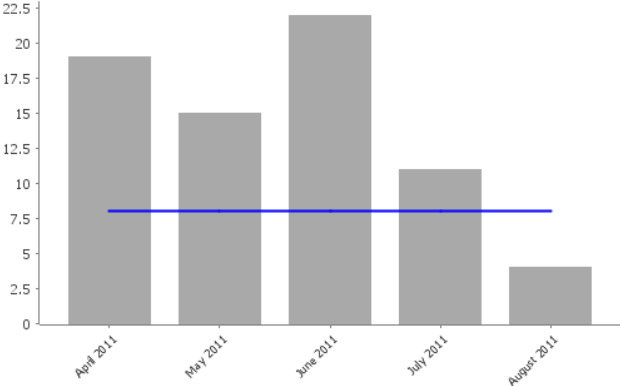


# Portfolio: Cleaner & Greener Environment

## Cabinet Exceptions Report

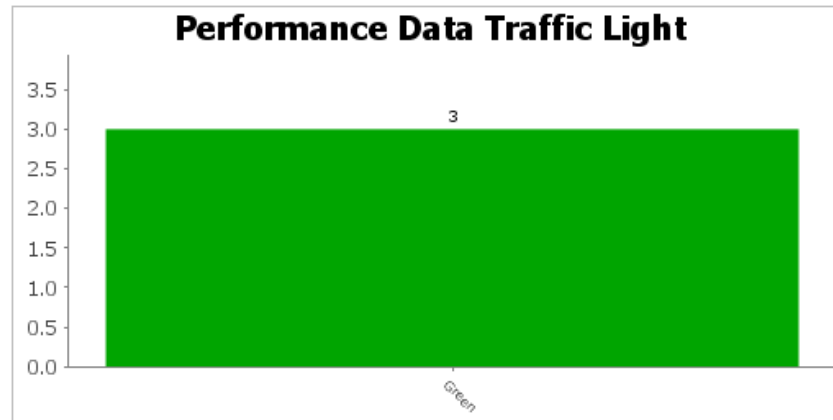


Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note
LPI Waste 003	Number of missed collections per 100,000	11.32	10			<p>Although performance in August was less than normal the overall performance to date on missed collections is still top quartile compared with the national picture. August is a heavy period for annual leave which requires the use of additional agency drivers and loaders whose knowledge of the collection rounds is not as good as the permanent staff.</p>

Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note												
LPI Waste 005	Number of missed green waste collection complaints	71	40		 <table border="1"> <caption>Trend Chart Data</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> </tbody> </table>	Month	Value	April 2011	19	May 2011	15	June 2011	22	July 2011	11	August 2011	4	<p>Missed collections still higher than target, but a significant improvement on same period last year. Only 4 missed collections reported in the whole of August compared with 26 in August 2010.</p>
Month	Value																	
April 2011	19																	
May 2011	15																	
June 2011	22																	
July 2011	11																	
August 2011	4																	

## Portfolio: Community Wellbeing

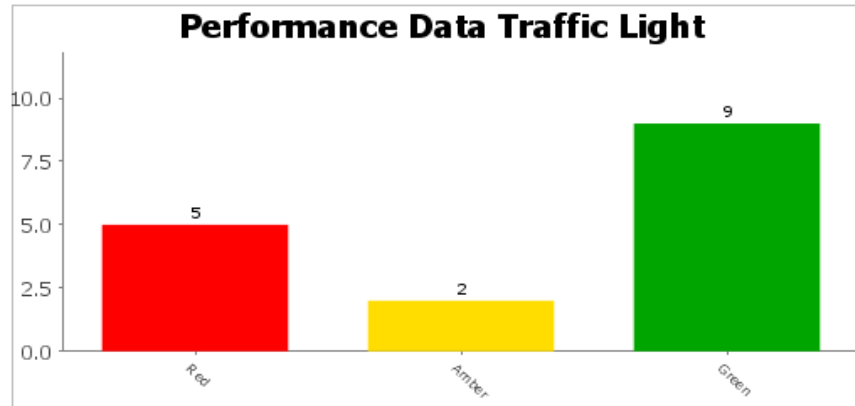
### Cabinet Exceptions Report




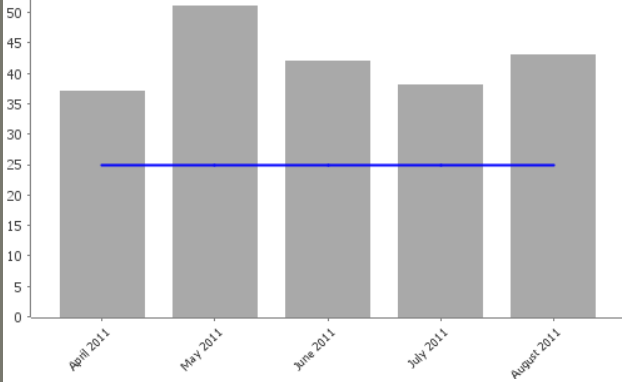

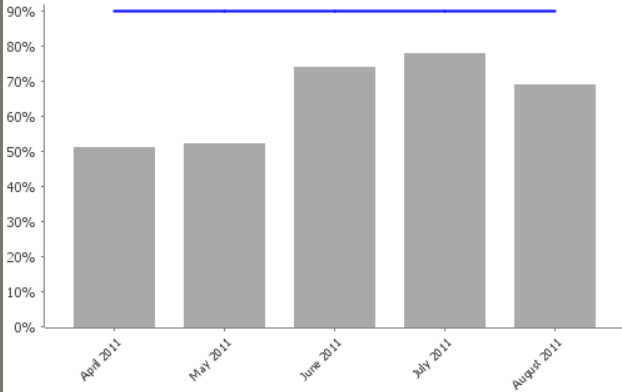
No Red Indicators to report


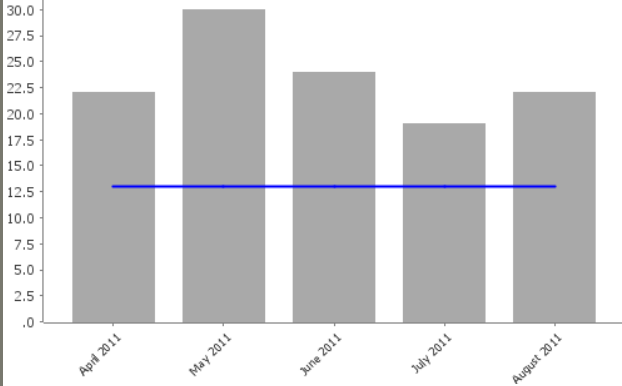

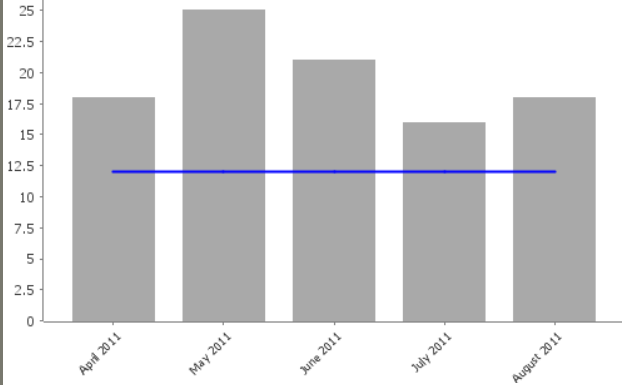
# Portfolio: Finance & Value for Money

## Cabinet Exceptions Report



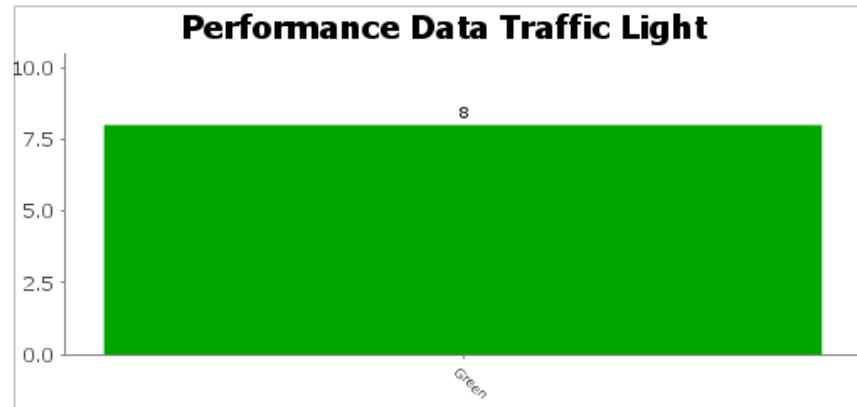
Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note
LPI DS 002	Total Trading Account Position	£43,437	£103,128			Accounts in surplus but at end of August £59,691 below target. Diesel costs still a concern with latest price £1.12/litre. Diesel budget currently £15,000 over. Disposal costs for trade waste and cesspool emptyings over budget due to increase in disposal charges imposed by SITA and Thames Water respectively.

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	42.2	25		 <table border="1"> <caption>Average number of days to process new benefits claims</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>April 2011</td> <td>37</td> </tr> <tr> <td>May 2011</td> <td>50</td> </tr> <tr> <td>June 2011</td> <td>42</td> </tr> <tr> <td>July 2011</td> <td>38</td> </tr> <tr> <td>August 2011</td> <td>43</td> </tr> </tbody> </table>	Month	Value	April 2011	37	May 2011	50	June 2011	42	July 2011	38	August 2011	43	<p>Due to the economic conditions, demand for benefit services continues at a very high level. A significant increase in work received within the Service has been experienced since January 2011, as a result delays have occurred in dealing with claims. This increase in workload has been experienced both by other Kent authorities and nationally.</p> <p>A recovery plan is in place, including the use of additional temporary staff, process re-design and the recruitment of apprentices. It can be seen from the June and July data that this is having a positive effect and leading to improvements in performance, however August performance has dipped again.</p>
Month	Value																	
April 2011	37																	
May 2011	50																	
June 2011	42																	
July 2011	38																	
August 2011	43																	
LPI HB 002	Percentage of new benefit claims processed within 14 days of full information being received	64.8%	90%		 <table border="1"> <caption>Percentage of new benefit claims processed within 14 days of full information being received</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>April 2011</td> <td>51%</td> </tr> <tr> <td>May 2011</td> <td>52%</td> </tr> <tr> <td>June 2011</td> <td>74%</td> </tr> <tr> <td>July 2011</td> <td>78%</td> </tr> <tr> <td>August 2011</td> <td>69%</td> </tr> </tbody> </table>	Month	Value	April 2011	51%	May 2011	52%	June 2011	74%	July 2011	78%	August 2011	69%	<p>In September one new permanent assessor started with the Team, with a further assessor starting at the beginning of October. The Team still has vacancies for two assessors, despite carrying several recruitment exercises. One apprentice has been recruited (against a target of 5) and attempts to recruit further are continuing.</p> <p><i>(Cont. on next page)</i></p>
Month	Value																	
April 2011	51%																	
May 2011	52%																	
June 2011	74%																	
July 2011	78%																	
August 2011	69%																	

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 (X NI 181)	23.4	13.0			The workload has increased further in July and August and there is a concern that if it continues at this elevated level then extra resources will be required on a long term basis to provide an acceptable turnaround time for customers.
LPI HB 006	Average days to process change of events	19.6	12			The introduction of Universal Credit is likely to reduce the pool of potential benefits assessors for recruitment, as staff start to switch careers and very few assessors are being trained

## Portfolio: Housing & Balanced Communities

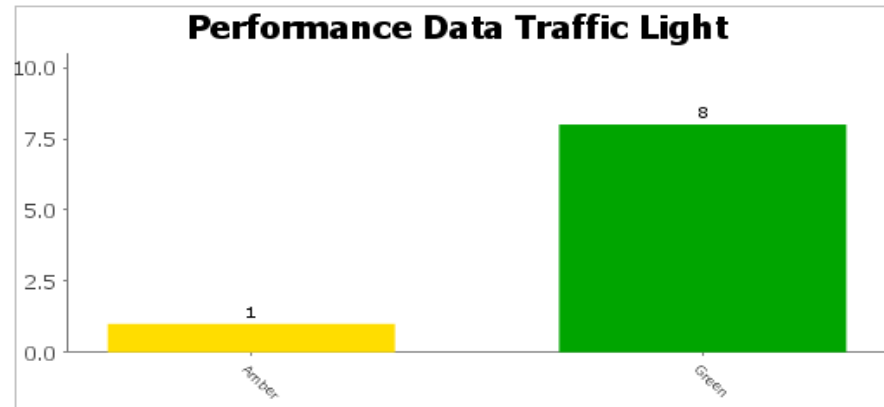
### Cabinet Exceptions Report



No Red Indicators to report

## Portfolio: Leader

### Cabinet Exceptions Report

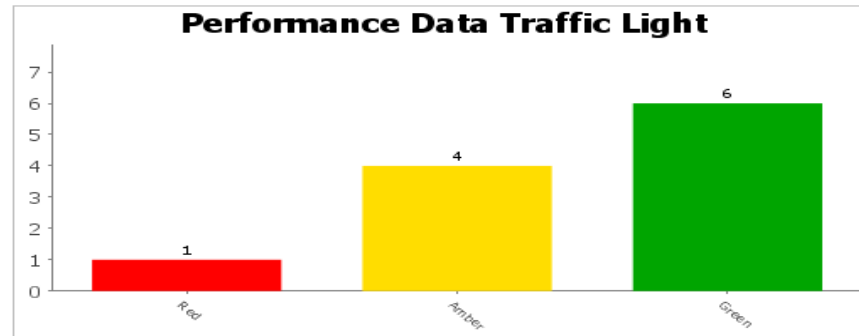


No Red Indicators to report



# Portfolio: Planning & Improvement

## Cabinet Exceptions Report

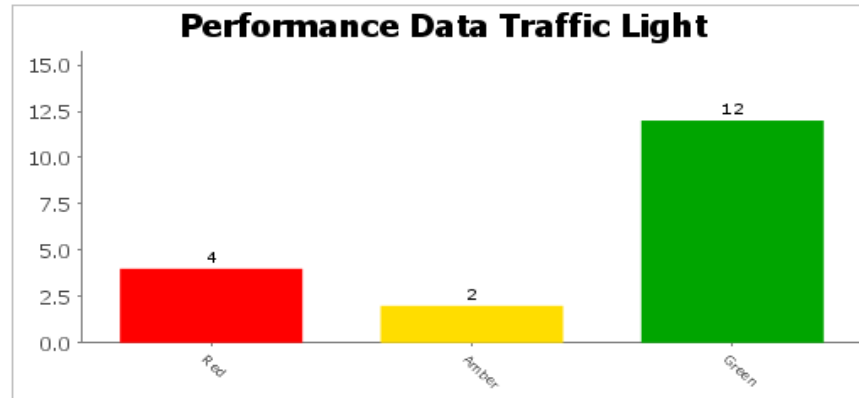


Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note												
LPI DC 004	The percentage of appeals allowed against the authority's decision to refuse on planning applications (x BV 204)	27.70%	25.00%		<table border="1"> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>April 2011</td> <td>~0.1%</td> </tr> <tr> <td>May 2011</td> <td>~39.0%</td> </tr> <tr> <td>June 2011</td> <td>~33.0%</td> </tr> <tr> <td>July 2011</td> <td>~39.0%</td> </tr> <tr> <td>August 2011</td> <td>~25.0%</td> </tr> </tbody> </table>	Month	Percentage	April 2011	~0.1%	May 2011	~39.0%	June 2011	~33.0%	July 2011	~39.0%	August 2011	~25.0%	<p>Performance is 2.3% below target with more than 70% of appeals in the quarter being dismissed. The outcome of appeals continues to be reviewed and a specific analysis has been carried out of appeals allowed as the performance has dipped slightly below target. Up to the end of July 14 appeals were allowed in the period and although the issues were generally diverse, in three instances the Inspector did not accept the Council's assessment regarding compliance of residential extensions with Green Belt policy. <i>(Cont. on next page)</i></p>
Month	Percentage																	
April 2011	~0.1%																	
May 2011	~39.0%																	
June 2011	~33.0%																	
July 2011	~39.0%																	
August 2011	~25.0%																	


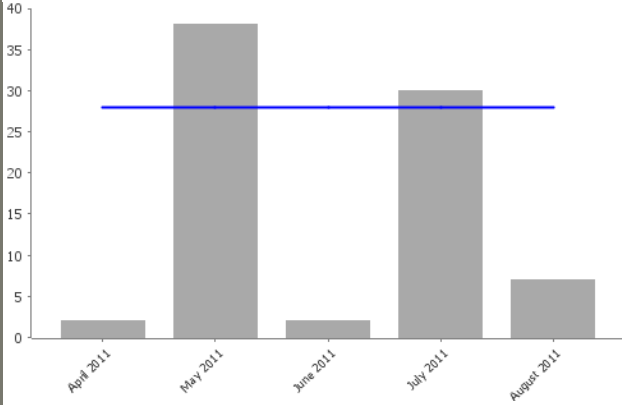

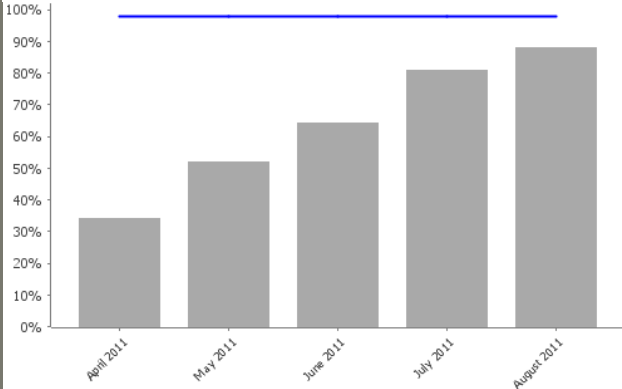
Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note
						<p>Officers will be given advice of the importance of ensuring assessments under the policy are robust and clearly presented. Any lessons to be learned will be fed into the policy review currently under way. However, it should be stressed that a significant proportion of all appeals are Green Belt extensions and that the majority of these appeals continue to be dismissed.</p>


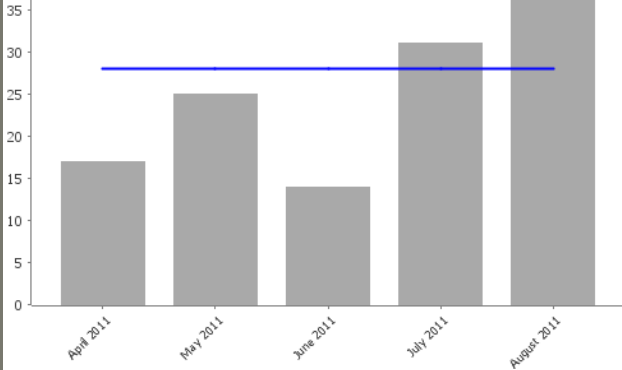
# Portfolio: Safe Community

## Cabinet Exceptions Report



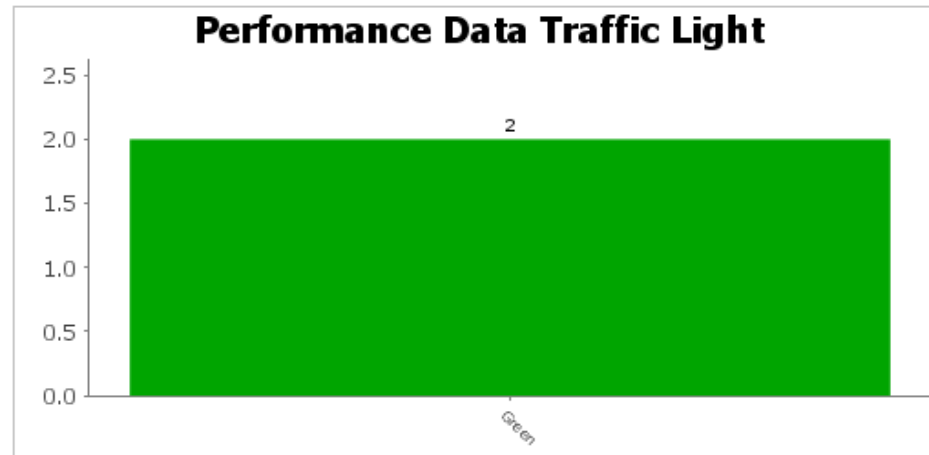
Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note
LPI CCTV 001	Number of instigated arrests CCTV	5	10			No instigated arrests recorded in August. Crime levels low and the Police make more use of fixed penalties. Operator assisted arrests above target.

Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note												
LPI EH 001	Number of proactive health and safety contacts made with businesses	79	140		 <table border="1"> <caption>Proactive Health and Safety Contacts (Estimated)</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>April 2011</td> <td>2</td> </tr> <tr> <td>May 2011</td> <td>38</td> </tr> <tr> <td>June 2011</td> <td>2</td> </tr> <tr> <td>July 2011</td> <td>30</td> </tr> <tr> <td>August 2011</td> <td>7</td> </tr> </tbody> </table>	Month	Value	April 2011	2	May 2011	38	June 2011	2	July 2011	30	August 2011	7	16 inspections undertaken and 63 questionnaires sent out. The ending of HSE proactive enforcement projects has affected this target. SDC inspections and other proactive contacts will continue as planned.
Month	Value																	
April 2011	2																	
May 2011	38																	
June 2011	2																	
July 2011	30																	
August 2011	7																	
LPI EH 004	Percentage of higher risk food inspections due that was done (higher risk is categories A, B & C)	88%	98%		 <table border="1"> <caption>Percentage of Higher Risk Food Inspections Due (Estimated)</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>April 2011</td> <td>35%</td> </tr> <tr> <td>May 2011</td> <td>52%</td> </tr> <tr> <td>June 2011</td> <td>65%</td> </tr> <tr> <td>July 2011</td> <td>82%</td> </tr> <tr> <td>August 2011</td> <td>88%</td> </tr> </tbody> </table>	Month	Value	April 2011	35%	May 2011	52%	June 2011	65%	July 2011	82%	August 2011	88%	29 inspections carried out in August. Actual inspections now only 17 below target, year to date. Planned to be back on target by end of September.
Month	Value																	
April 2011	35%																	
May 2011	52%																	
June 2011	65%																	
July 2011	82%																	
August 2011	88%																	

Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note												
LPI LIC 001	Number of monthly premises licensing enforcement visits due that were undertaken	124	140		 <table border="1"> <caption>Monthly Enforcement Visits (2011)</caption> <thead> <tr> <th>Month</th> <th>Visits</th> </tr> </thead> <tbody> <tr> <td>April 2011</td> <td>17</td> </tr> <tr> <td>May 2011</td> <td>25</td> </tr> <tr> <td>June 2011</td> <td>14</td> </tr> <tr> <td>July 2011</td> <td>31</td> </tr> <tr> <td>August 2011</td> <td>37</td> </tr> </tbody> </table>	Month	Visits	April 2011	17	May 2011	25	June 2011	14	July 2011	31	August 2011	37	<p>Now only 16 visits below target. 37 enforcement visits undertaken in August. Work priority has had to be given by the team in transferring taxi licensing administration from Maidstone and Tunbridge Wells into the Licensing Admin hub at Sevenoaks.</p>
Month	Visits																	
April 2011	17																	
May 2011	25																	
June 2011	14																	
July 2011	31																	
August 2011	37																	

## Shared Portfolios

### Cabinet Exceptions Report



No Red Indicators to report