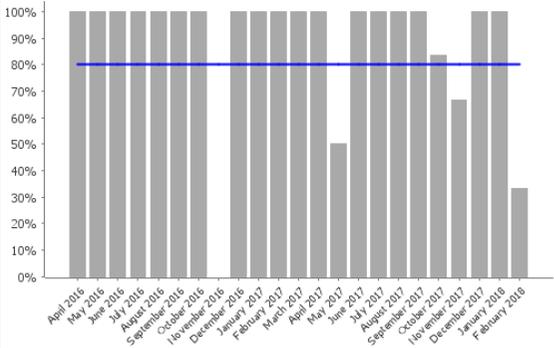
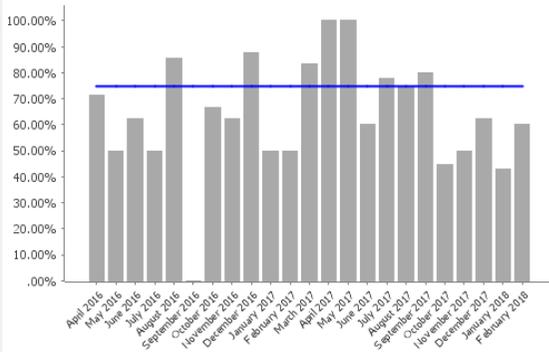
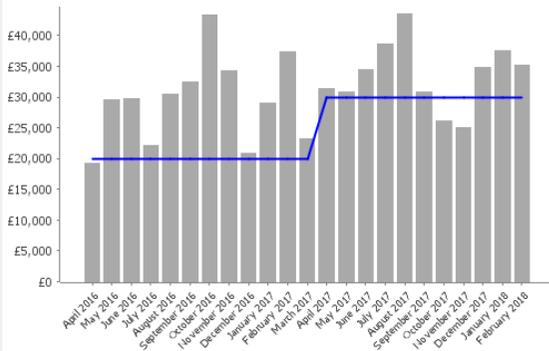


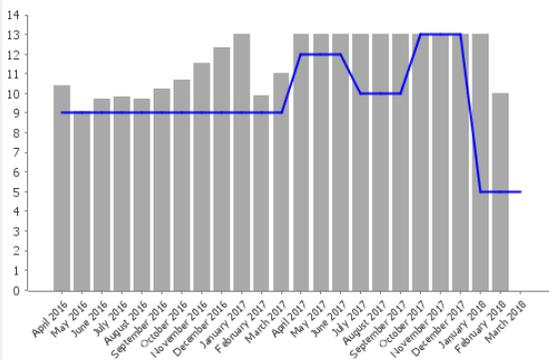
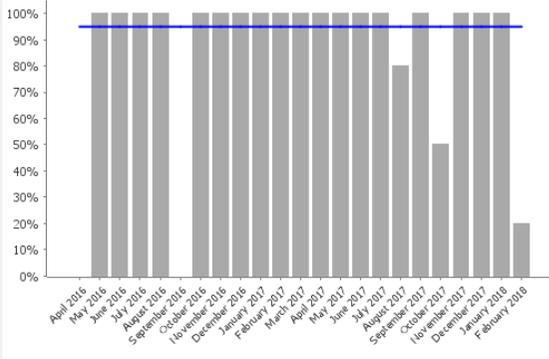
Scrutiny Committee - Exceptions Report

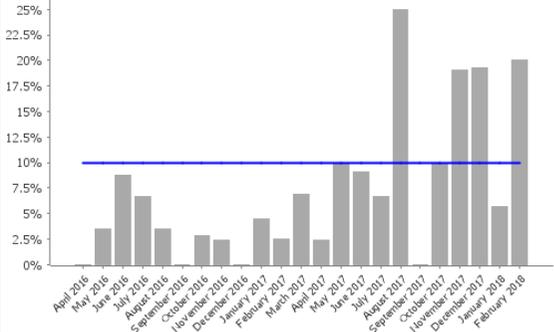
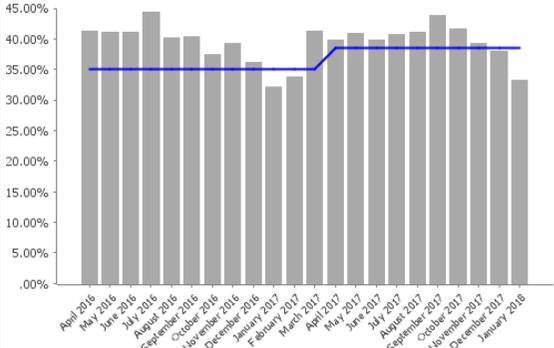
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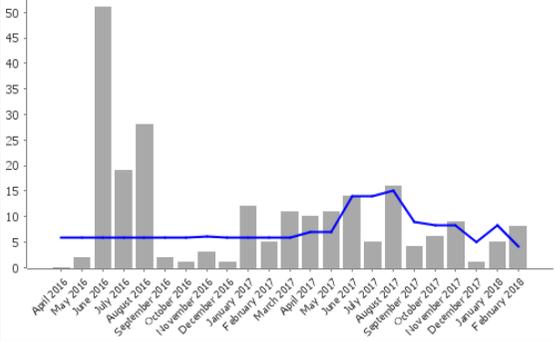
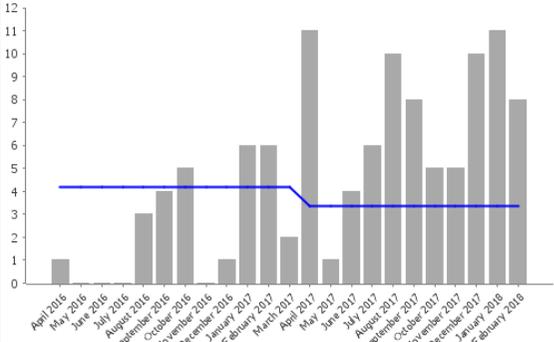
Status	Colour	Details
	Green	At or above target
	Amber	Less than 10% below target
	Red	10% or more below target

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2017/18			
						Value	Target	Status	
LPI_DM 007a	Processing of planning applications: Major applications in 13 weeks	33.33%	80.00%			86.49%	80.00%		<p>In February two of three decisions that were taken on major planning applications were outside of the 13 week deadline. However, across the year to date 32 of 37 decisions have been made in time.</p> <p>Data for March shows that performance has improved with all four of the decisions made in the month within the target time. At year end performance for the whole year will be 88%.</p>

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2017/18			
						Value	Target	Status	
LPI_DM 009	Percentage of appeals against planning application refusal dismissed	60.00%	75.00%			66.20%	75.00%		<p>In February three of five appeal decisions were dismissed and therefore in agreement with the Council's initial decision.</p> <p>For the year to date there have been 71 appeal decisions made. 47 were 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_FS 003	Debts outstanding more than 61 days	£35,265	£30,000			£35,265	£30,000		<p>Debts unpaid past 61 days represents less than 1% of debts raised in the past 12 months. Within the current debts outstanding there is £11k of debt relating to advances made to people threatened with homelessness to enable them to take up privately rented accommodation. Where the customers have not kept up arrangements to repay Housing staff are actively reviewing these debts to determine whether recovery action is suitable. There are also £8k of debts relating to the provision of private sewerage arrangements. Finance, Legal and Property Services are working together towards a resolution.</p>

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2017/18			
						Value	Target	Status	
LPI_HB04	Average (cumulative) number of days to process a change in circumstances for Housing Benefit	10	5			10	5		An ambitious target has been set to reduce performance in processing change of circumstance to five days by the end of March 2018. There continues to be high volumes of changes of circumstances sent directly from the DWP, which can increasingly be processed automatically. Risk based assessments also allow for more efficient processing. There has been an improvement from 13 days to 10 days since January and we hope to maintain this progress to reduce processing times further.
LPI_LIC003(s)	Percentage of applications for new and variation of premises licences processed within 2 calendar months (from date of validation to issue date)	20%	95%			52.73%	95%		<p>A seasonal peak of temporary event notices (used for extensions of hours and seasonal events) and renewals contributed to the delay in processing applications. Where normally there would be an average of three applications a month, this increased tenfold, with 30 decisions due to be made by the end of February. This data for Sevenoaks is replicated across the Partnership members.</p> <p>The Team also has a new member of staff who is still training and learning their role. This has meant that the administration hub team of 6 is not at full capacity. It is expected that</p>

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2017/18			
						Value	Target	Status	
LPI_LIC 004(s)	Percentage of all applications outstanding for more than one month	20%	10%			10.98%	10%		performance will return to target level in future months as application numbers return to usual levels and the Team returns to full capacity.
LPI_DS Waste 001	Percentage of household waste sent for reuse, recycling and composting	33.20%	38.50%			39.79%	38.50%		<p>Performance for the year to date remains above target and has exceeded performance achieved last year (39.12%).</p> <p>Seasonal reductions in recycling rates are common and are particularly related to the reduction in the amount of garden waste put out for collection.</p>

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2017/18			
						Value	Target	Status	
LPI_DS Waste 004	Number of missed green waste collections	8	4			89	100		There was a small increase in the number of missed green waste collections in February. However, across the year to date only 89 collections have been missed. With approximately 8,000 customers, whose green waste is collected every two weeks, this equates to less than 0.05% of collections that are missed.
LPI_DS Clean 001	Number of justified Street Cleaning complaints	8	3			79	37		The departure of the street cleansing supervisor and the charge hand earlier this year has regrettably effected service performance. Replacements for the Supervisor and Charge Hand roles are now in post. Challenging customer expectations with regard to clearance of leaves and detritus, particularly along public rights of way, has meant the expected reduction in complaints has not been realised and the annual target has been exceeded. A reduction in complaints in the final quarter of the year is being delivered as the new supervisory team becomes established.