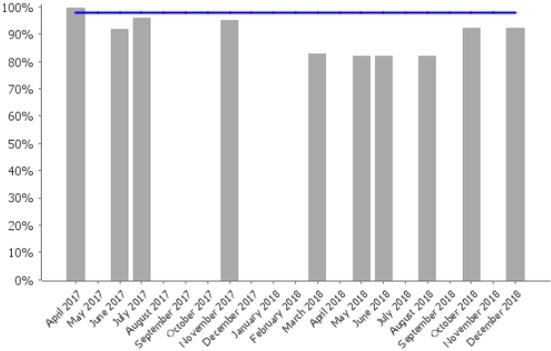
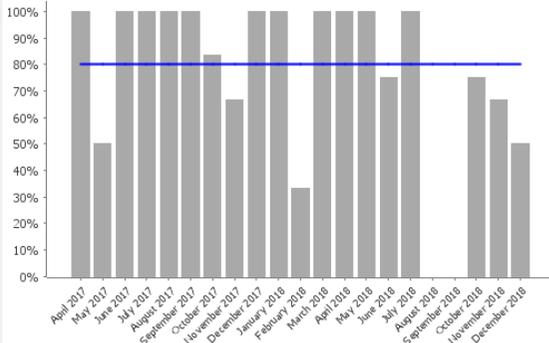
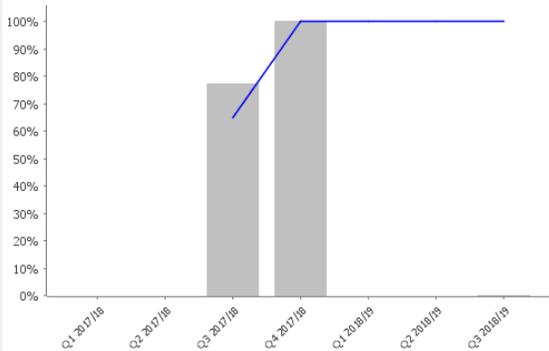


Scrutiny Committee – Exceptions Report

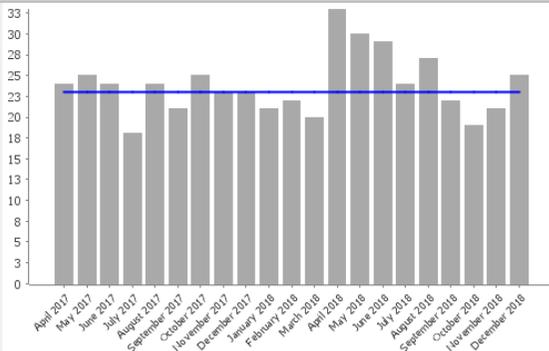
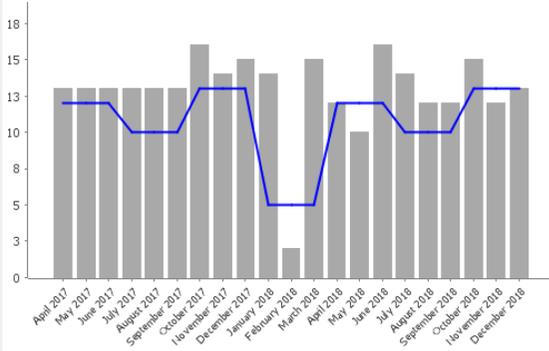
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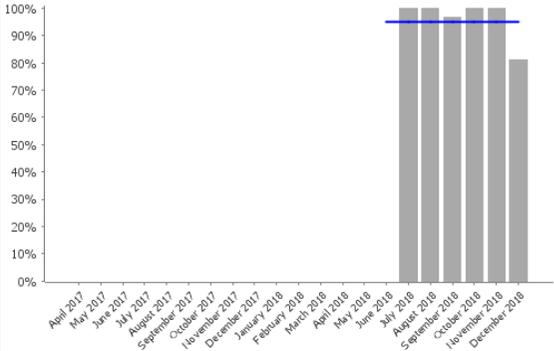
Status	Colour	Details
	Green	At or above target
	Amber	Less than 10% below target
	Red	10% or more below target

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to Date Performance			Latest Note
						2018/19			
						Value	Target	Status	
LPI_DS Clean 004	Percentage of cleaning schedules completed to agreed frequency	92%	98%	 Amber		86%	98%	 Red	The completion of routine cleaning schedules has been impacted this year by the need to reassign HGV sweeper drivers to refuse freighter driving duties. This has been essential in order to complete collection rounds and is primarily due to long-term sickness absence of three refuse freighter drivers and a national shortage of HGV drivers.

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to Date Performance			Latest Note
						2018/19			
						Value	Target	Status	
LPI_DM007a	Processing of planning applications: Major applications in 13 weeks	50%	80%	 Red		80%	80%	 Green	<p>During December two decisions were taken on major planning applications, with one falling outside of the 13 week target.</p> <p>Across the year to date 16 of the 20 decisions on major planning applications have been within 13 weeks and performance is on target for the year to date.</p>
LPI_EH006	Percentage of animal licences issued that were due	0%	100%	 Red		0%	100%	 Red	<p>New legislation came in to effect on 1 October 2018 which places a duty on the Council to carry out more detailed inspection work, the guidance necessary to inform how the work is to be carried out and how the licences were to be issued that was due from Government was delayed.</p> <p>This work is in the process of being completed and newly designed licences are being finalised, which will enable the licenses can be issued and an improvement in performance to be delivered by year-end.</p>

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to Date Performance			Latest Note
						2018/19			
						Value	Target	Status	
LPI_FS 003	Debts outstanding more than 61 days	£34,031	£30,000	Red		£34,031	£30,000	Red	<p>The total amount of debts raised in the past 12 months was £3.298m. Debts still unpaid after 61 days represents 1% of the debts raised in the past 12 months (i.e. 99% 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.</p>
LPI_HS A 004	Number of households living in B & B	32	10	Red		32	10	Red	<p>The number of homelessness approaches have continued to increase since the introduction of the Homelessness Reduction Act in April 2018.</p> <p>The Act has had further implications as there is a duty to accommodate all applicants requesting homelessness support for a period of 56 days, which means more people are required to be placed in B&B and for much longer periods of time.</p> <p>The Team is working to source additional private sector accommodation to move customers into temporary accommodation and private sector landlord properties as soon as possible.</p>

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to Date Performance			Latest Note
						2018/19			
						Value	Target	Status	
LPI_HB 02	Average time taken to process a new claim for Housing Benefit (Monthly)	25	23	 Red		25	23	 Red	<p>The benefits processing indicators are measured in calendar days. During December, the impact of public holidays has resulted in an increase in processing days following improvements in previous months.</p> <p>It should also be noted that 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.</p>
LPI_HB 04	Average time taken to process a change in circumstances for Housing Benefit (monthly)	13	13	 Green		13	9	 Red	<p>This caused a period of disruption to the service. The new structure commenced on 1 November and vacant Benefit Officers posts are in the process of being recruited to which will further assist with improving performance.</p>

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to Date Performance			Latest Note
						2018/19			
						Value	Target	Status	
LPI_LIC004	The percentage of valid temporary event notices processed within one working day of receipt	81%	95%	 Red		98%	95%		<p>Across the whole year (to December) the Licensing Team has processed 200 of 204 applications for temporary event notices within one working day of receipt.</p> <p>During December the team had a temporary reduction in staff resources as a result of annual leave and sickness. This meant that 3 of the 16 applications received were not processed within 1 day.</p> <p>Resources have returned to normal and measures have been put in place to ensure that the team is able to focus more of their time on processing applications.</p>