



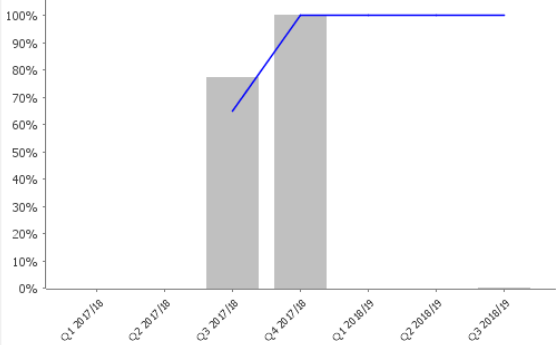




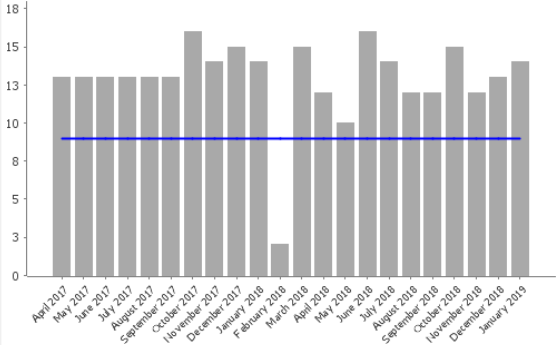

## Scrutiny Committee – Exceptions Report


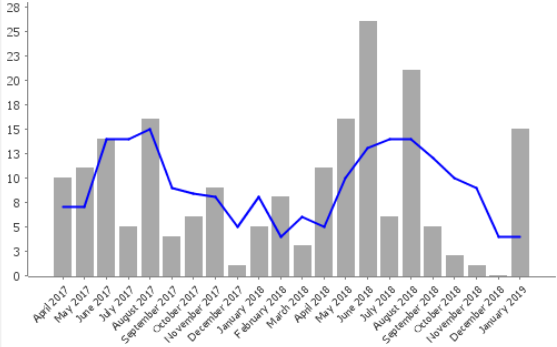

Key:


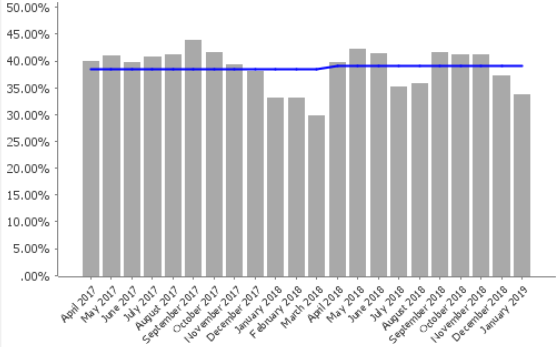

Status	Colour	Details
	Green	At or above target
	Amber	Less than 10% below target
	Red	10% or more below target

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to Date Performance			Latest Note
						2018/19			
						Value	Target	Status	
LPI_EH006	Percentage of animal licences issued that were due	0%	100%	 Red		0%	100%	 Red	<p>As reported previously to Members 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>However, newly designed licences are being finalised, which will enable the licenses to 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_HS A 004	Number of households living in B & B	37	10	Red		37	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&amp;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>
LPI_HR 001	The average number of working days lost to sickness absence per FTE	8.70	7.50	Red		8.70	7.50	Red	<p>The average number of working days lost to sickness is over the expected level due to a number of individuals with long-term medical conditions. Colleagues are being supported and managed under the Council's sickness absence policy with the active involvement of their line managers and the HR team. A number of the long term sicknesses have now returned to work.</p>

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to Date Performance			Latest Note
						2018/19			
						Value	Target	Status	
LPI_HB04	Average time taken to process a change in circumstances for Housing Benefit (monthly)	14	9	 Red		13	9	 Red	<p>The benefits processing indicators are measured in calendar days. During December, this resulted in an increase in processing days following improvements in previous months, which continued with the early Bank Holiday in January.</p> <p>Members may recall that as part of the 2018/19 budget process, a £50,000 saving in Revenues &amp; Benefits was approved and a staff consultation took place before a new structure was agreed to deliver the required savings.</p> <p>This caused a period of disruption to the service. The new structure commenced on 1 November and vacant Benefit Officers posts are now 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_DS Waste 004	Number of missed green waste collections	15	4	 Red		103	95	 Amber	<p>The number of wheeled bins to be emptied has increased compared with last year. The random nature of new customer applications has resulted in an imbalance in the rounds on certain days, which has on rare occasions resulted in daily rounds not being completed, particularly if crews are not prepared to work on and claim overtime. Although arrangements have been in place to collect such misses the following day these impact greatly on the missed collection performance indicators.</p> <p>Changes in crews and use of agency employees who are unfamiliar with some of the remote or hidden properties we serve has also resulted in missed collections.</p> <p>We propose to undertake a garden waste collection round review in the coming months in order to improve route efficiency and rectify the imbalance in workload caused by the random geographical nature of permit applicants.</p>

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to Date Performance			Latest Note
						2018/19			
						Value	Target	Status	
LPI_DS Waste 001	National indicator - Percentage of household waste sent for reuse, recycling and composting	33.8%	39%	 Red		39%	39%	 Green	<p>The lower current overall recycling percentage figure reflects the seasonal drop in garden waste each December &amp; January. The earlier months of July and August were particularly dry and impacted garden waste's contribution to the overall recycling figure.</p> <p>However, recent relatively warm and wet weather has encouraged strong garden activity and combined with expected dry recycling tonnages we anticipate the overall annual percentage target will be exceeded by year-end.</p>