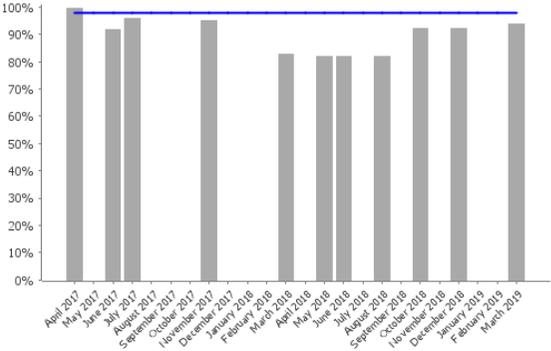
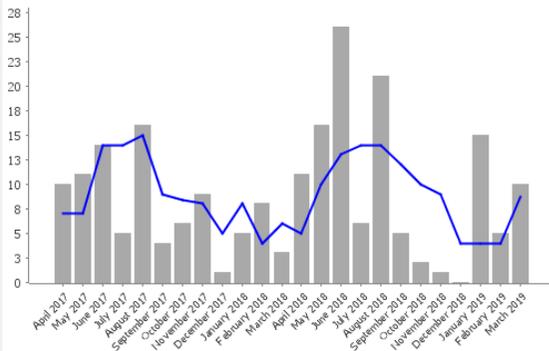


Scrutiny Committee – Exceptions Report

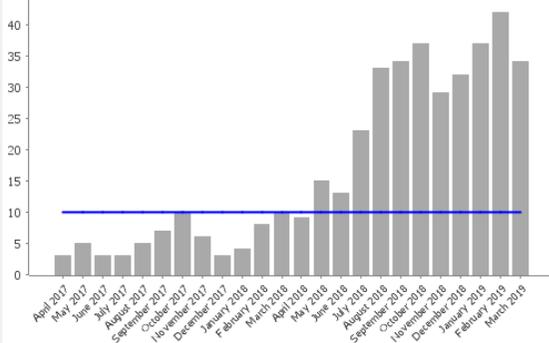
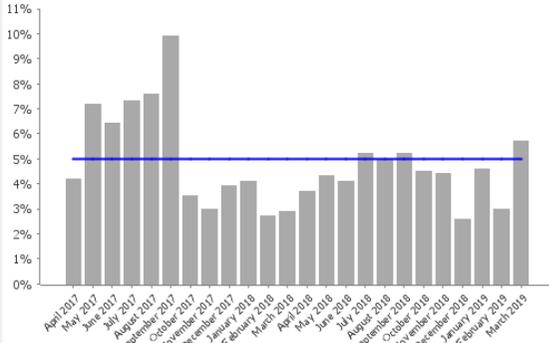
Key:

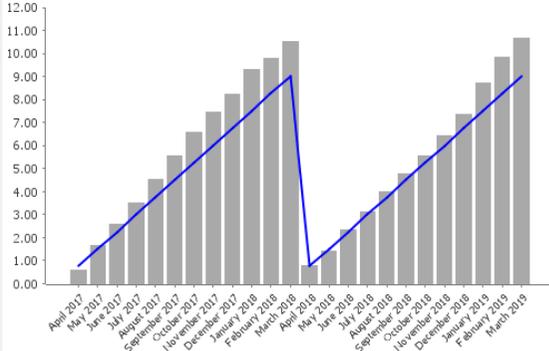
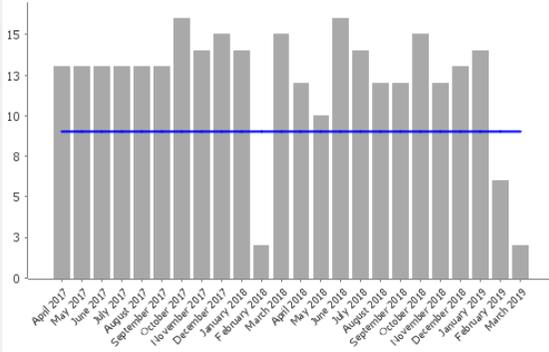
| Status | Colour | Details |
|-----------------------------------------------------------------------------------|--------|----------------------------|
|  | Green | At or above target |
|  | Amber | Less than 10% below target |
|  | Red | 10% or more below target |

| Code | Short Name | Current Value | Current Target | Current Status | Performance Chart | Cumulative (Year to Date) Performance | | | Latest Note |
|------------------|----------------------------------------------------------------|---------------|----------------|---------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------|--------|---------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | | | | | | 2018/19 | | | |
| | | | | | | Value | Target | Status | |
| LPI_DS Clean 004 | Percentage of cleaning schedules completed to agreed frequency | 94% | 98% |  Amber |  | 87% | 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 | Cumulative (Year to Date) Performance | | | Latest Note |
|------------------|------------------------------------------|---------------|----------------|------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|---------------------------------------|--------|----------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | | | | | | 2018/19 | | | |
| | | | | | | Value | Target | Status | |
| LPI_DS Waste 004 | Number of missed green waste collections | 10 | 9 |  Red |  | 118 | 108 |  Amber | <p>The number of bins to be emptied has increased compared with last year. The 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 able to work on and claim overtime. Although arrangements have been in place to collect such misses the following day these impact on the missed collection performance indicators.</p> <p>A garden waste collection round review will take place in the coming months in order to improve route efficiency and rectify the imbalance in workload.</p> |

| Code | Short Name | Current Value | Current Target | Current Status | Performance Chart | Cumulative (Year to Date) Performance | | | Latest Note | | | | | | | | | | | | | | | | | | |
|------------|----------------------------------------------------|---------------|----------------|----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|------------|------------|-------------|------------|----|------------|------|------------|------|------------|----|------------|----|------------|----|------------|--------|-------|------|-----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | | | | | | 2018/19 | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | Value | Target | Status | | | | | | | | | | | | | | | | | | | |
| LPI_EH006 | Percentage of animal licences issued that were due | 61.5% | 100% | Red | <table border="1"> <caption>Performance Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2017/18</td> <td>0%</td> </tr> <tr> <td>Q2 2017/18</td> <td>0%</td> </tr> <tr> <td>Q3 2017/18</td> <td>~78%</td> </tr> <tr> <td>Q4 2017/18</td> <td>100%</td> </tr> <tr> <td>Q1 2018/19</td> <td>0%</td> </tr> <tr> <td>Q2 2018/19</td> <td>0%</td> </tr> <tr> <td>Q3 2018/19</td> <td>0%</td> </tr> <tr> <td>Q4 2018/19</td> <td>~61.5%</td> </tr> </tbody> </table> | Quarter | Percentage | Q1 2017/18 | 0% | Q2 2017/18 | 0% | Q3 2017/18 | ~78% | Q4 2017/18 | 100% | Q1 2018/19 | 0% | Q2 2018/19 | 0% | Q3 2018/19 | 0% | Q4 2018/19 | ~61.5% | 61.5% | 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 from Government that was necessary to inform how the work is carried out and how the licences were to be issued was delayed.</p> <p>However, newly designed licences are being finalised, which has enabled licenses to be issued and the improvement in performance will continue in to the new financial year.</p> |
| Quarter | Percentage | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q1 2017/18 | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q2 2017/18 | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q3 2017/18 | ~78% | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q4 2017/18 | 100% | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q1 2018/19 | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q2 2018/19 | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q3 2018/19 | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Code | Short Name | Current Value | Current Target | Current Status | Performance Chart | Cumulative (Year to Date) Performance | | | Latest Note |
|--------------|-------------------------------------------------------------------------|---------------|----------------|--------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|---------------------------------------|--------|------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | | | | | | 2018/19 | | | |
| | | | | | | Value | Target | Status | |
| LPI_HS A 004 | Number of households living in B & B | 34 | 10 |  Red |  | 34 | 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> |
| LPI_CS 002 | Percentage of phone calls to the Contact Centre abandoned by the caller | 5.7% | 5% |  Red |  | 4.4% | 5% |  Green | <p>Performance across the year as a whole has been better than target. However, an upturn in the number of calls in March, together with period where the contact centre was training new staff, meant that there was an increase in abandoned calls.</p> |

| Code | Short Name | Current Value | Current Target | Current Status | Performance Chart | Cumulative (Year to Date) Performance | | | Latest Note |
|-----------|---------------------------------------------------------------------------------|---------------|----------------|--------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------|--------|--------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | | | | | | 2018/19 | | | |
| | | | | | | Value | Target | Status | |
| LPI_HR001 | The average number of working days lost to sickness absence per FTE | 10.7 | 9 |  Red |  | 10.7 | 9 |  Red | The average number of working days lost to sickness is above 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 those with long term sickness are returning to work. |
| LPI_HB04 | Average number of days to process a change in circumstances for Housing Benefit | 2 | 9 |  Green |  | 12 | 9 |  Red | The benefits processing indicators are measured in calendar days. Members may recall that as part of the 2018/19 budget process, a £50,000 saving in Revenues & Benefits was approved and a staff consultation took place before a new structure was agreed to deliver the required savings. This caused a period of disruption to the service towards the end of 2018. The new structure commenced on 1 November and vacant Benefit Officers posts have been recruited to which has led to significantly improved performance at the end of the financial year. |