



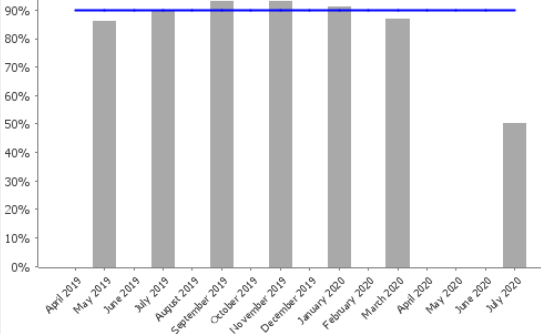


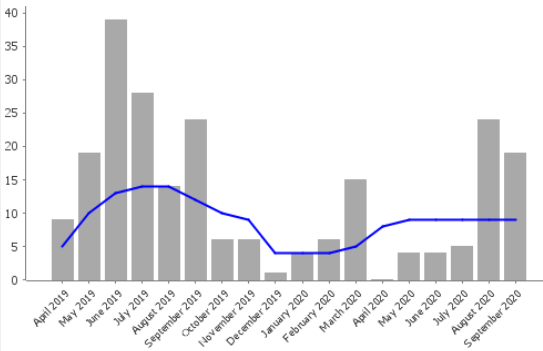


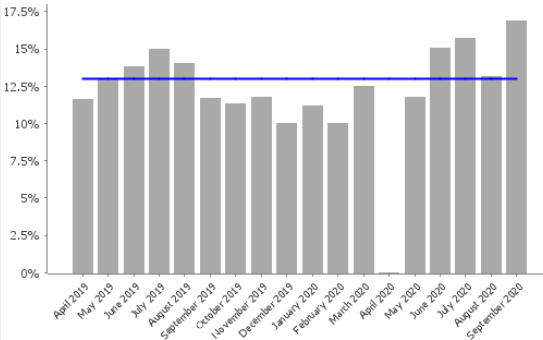




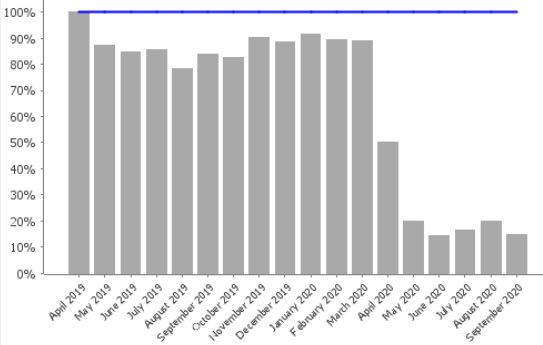

Scrutiny Committee – Exceptions Report


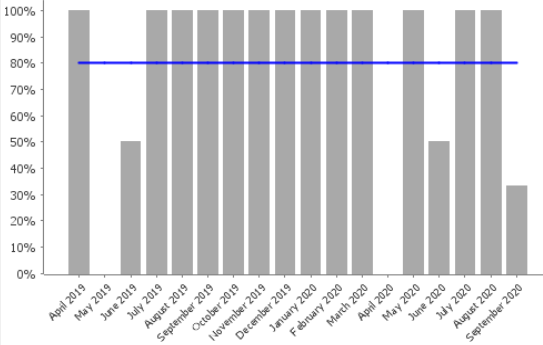


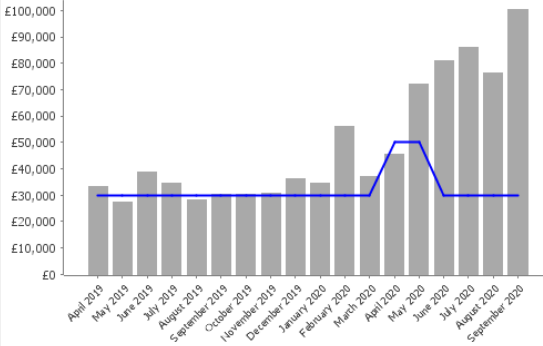

Key:


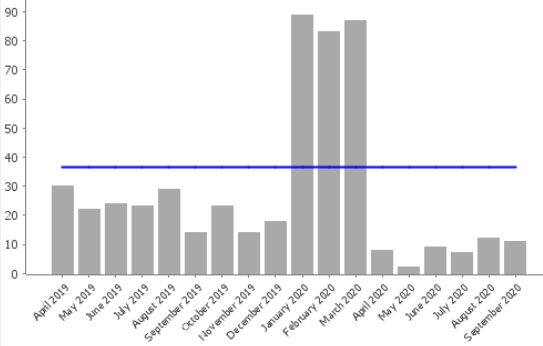


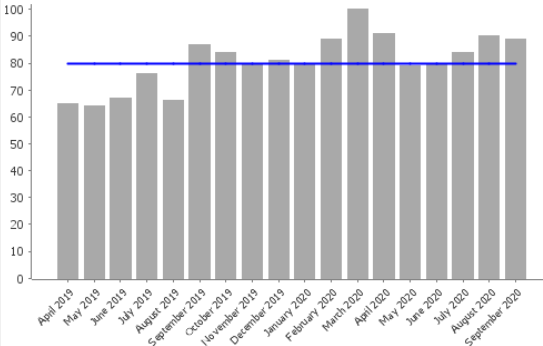

Status	Colour	Details
	Green	At or above target
	Amber	Less than 10% below target
	Red	10% or more below target


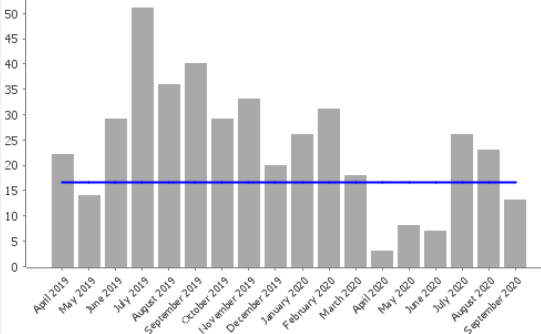


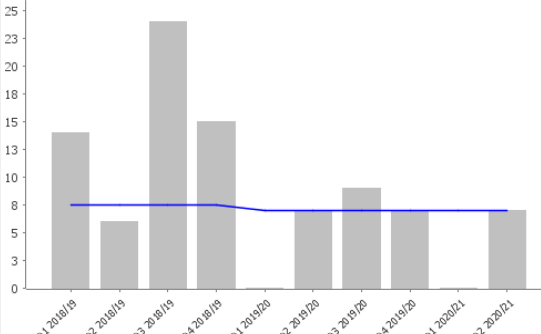

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2020/21			
						Value	Target	Status	
LPI_DS Clean 004	Percentage of cleaning schedules completed to agreed frequency	50%	90%			50%	90%		Our Cleansing team have been supporting waste colleagues during the pandemic and have operated at around 50% staffing levels. Their focus and priority has been reduced to town centres and areas of high footfall only. This has meant significantly reduced resources for cleaning schedules and there frequency. However the performance is now recovering and back up to around 80%.


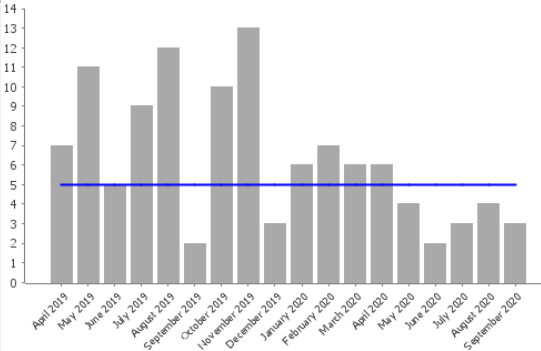


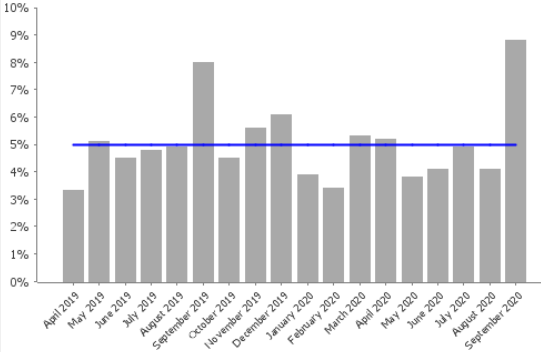

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
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LPI_DS Waste 004	Number of missed green waste collections	19	9			56	53		The green waste service has been operating at extremely high levels of paid for collections, with over 1,400 new customers joining the service. Staffing levels, HGV drivers and vehicles have been supporting domestic waste services. This has resulted in an increase to missed collections at peak times. We are currently looking to re-balance rounds and to introduce an In-cab technology pilot to improve performance for the garden waste service going forward.
LPI_PA 002	Percentage of Penalty Charge Notices cancelled	16.9%	13%			12.1%	13%		A higher proportion of parking tickets around COVID related issues, for example residents who are or have been in lockdown or working from home incurring parking tickets have been cancelled on compassionate / mitigation grounds. Cancellation numbers should normalise as we return to more normal living. The shift towards greater use of cashless payments and move to a new provider for mobile phone payments means that we have issued and cancelled more tickets as a result of customer errors. We expect fewer cancellations as this new system becomes established.


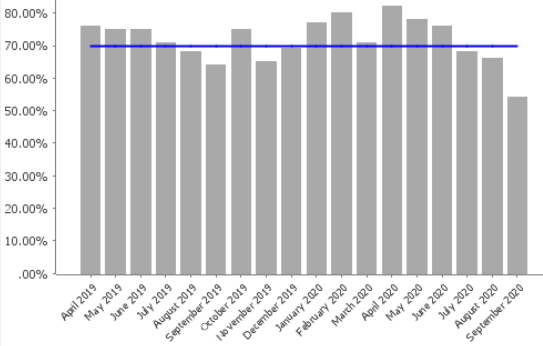

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LPI_EH004	Percentage of higher risk food inspections due that was done (higher risk is categories A & B)	15%	100%		 <table border="1"> <caption>Performance Chart Data (Estimated)</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>100%</td></tr> <tr><td>May 2019</td><td>85%</td></tr> <tr><td>June 2019</td><td>82%</td></tr> <tr><td>July 2019</td><td>85%</td></tr> <tr><td>August 2019</td><td>78%</td></tr> <tr><td>September 2019</td><td>82%</td></tr> <tr><td>October 2019</td><td>80%</td></tr> <tr><td>November 2019</td><td>88%</td></tr> <tr><td>December 2019</td><td>85%</td></tr> <tr><td>January 2020</td><td>90%</td></tr> <tr><td>February 2020</td><td>88%</td></tr> <tr><td>March 2020</td><td>88%</td></tr> <tr><td>April 2020</td><td>50%</td></tr> <tr><td>May 2020</td><td>20%</td></tr> <tr><td>June 2020</td><td>15%</td></tr> <tr><td>July 2020</td><td>18%</td></tr> <tr><td>August 2020</td><td>20%</td></tr> <tr><td>September 2020</td><td>15%</td></tr> </tbody> </table>	Month	Percentage	April 2019	100%	May 2019	85%	June 2019	82%	July 2019	85%	August 2019	78%	September 2019	82%	October 2019	80%	November 2019	88%	December 2019	85%	January 2020	90%	February 2020	88%	March 2020	88%	April 2020	50%	May 2020	20%	June 2020	15%	July 2020	18%	August 2020	20%	September 2020	15%	15%	100%		<p>Inspections were suspended by order of the Food Standards agency until July 2020. Officers are now advised to only physically inspect as a last option, and phone call/questionnaire surveys have been accepted. The team's focus has been on regulating the Covid legislation, which is a priority over the food hygiene inspection programme. The team are slowly catching up on overdue high risk inspections, but access is proving difficult due to the fact that many of our high risk premises are care homes and are not allowing visitors.</p>
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LPI_D M 007a	Processing of planning applications: Major applications in 13 weeks	33.3%	80%			66.7%	80%		With major planning applications we have a relatively small number of cases, so when in this instance two out of three applications in September were determined out of time the performance for the month significantly dropped, equally this had an impact on the rolling cumulative target as well. The two applications in question were complicated cases, which unfortunately went out of time and where no extension of time agreement was able to be reached with the applicant. It should be noted for October we are so far green as 100% (three cases) and the cumulative target is need amber at 75%.
LPI_FS 003	Debts outstanding more than 61 days	£100,282	£30,000			£100,282	£30,000		Following Government guidance regarding COVID-19 and financial support SDC did not pursue sundry debts until recently. This, combined with the addition of Direct Services sundry debts now being included has led to a high debtor balance. The reminder process has now been reintroduced and will lead to a reduction in the outstanding balances.

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LPI_CD H 02	Number of customers engaged in the One You Services	11	37			49	220		The uptake on referrals and the number of residents accessing the service has reduced during lockdown. The Team are working to provide new and revised services, using digital and online technology, to continue to support residents in need of health and wellbeing lifestyle services.
LPI_HS A 03	Number of households in all types of emergency & temporary accommodation	89	80			89	80		The need for emergency accommodation remains high due to the number of approaches for homelessness and people being displaced due to the pandemic.

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LPI_HS R 01	Total number housed through Sevenoaks District Housing Register nomination	13	17			80	100		Social housing lettings, by housing associations, were placed on hold due to the pandemic lockdown, therefore less applicants were being housed during this period. Lettings have now restarted with social distancing measures in place.
LPI_HS P 01	Number of customers housed in PSL property	7	7			7	14		We continue to work with landlords to find properties for people on low income. This work has slowed down during the pandemic lockdown. We continue to promote this work and incentivise landlords.

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LPI_PS H 02	Number of Disabled Facilities Grants completed	3	5			22	30		Services to install DFG home adaptation works have not been possible during the pandemic lockdown, with Officers and services unable to carry out home visits. We are working to restart this work with partners, with necessary PPE and social distancing measures in place.
LPI_CS 002	Percentage of phone calls to the Contact Centre abandoned by the caller	8.8%	5%			5.15%	5%		September saw an increase in call volumes. At the beginning of September, we assisted TMBC in an emergency situation, by taking their switchboard calls for 1 day, which increased our call volumes. This coincided with a vacancy in the team (at short notice) and unplanned last minute leave, along with planned leave. Recruitment has now taken place to the vacancy and leave patterns are back to normal.

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LPI_CS_001	Percentage of phone calls answered within 20 seconds by the Contact Centre	54.00%	70.00%		 <table border="1"> <caption>Performance Chart Data (Estimated)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>75.00</td></tr> <tr><td>May 2019</td><td>74.00</td></tr> <tr><td>June 2019</td><td>74.00</td></tr> <tr><td>July 2019</td><td>71.00</td></tr> <tr><td>August 2019</td><td>68.00</td></tr> <tr><td>September 2019</td><td>64.00</td></tr> <tr><td>October 2019</td><td>74.00</td></tr> <tr><td>November 2019</td><td>64.00</td></tr> <tr><td>December 2019</td><td>69.00</td></tr> <tr><td>January 2020</td><td>75.00</td></tr> <tr><td>February 2020</td><td>78.00</td></tr> <tr><td>March 2020</td><td>71.00</td></tr> <tr><td>April 2020</td><td>80.00</td></tr> <tr><td>May 2020</td><td>76.00</td></tr> <tr><td>June 2020</td><td>74.00</td></tr> <tr><td>July 2020</td><td>68.00</td></tr> <tr><td>August 2020</td><td>66.00</td></tr> <tr><td>September 2020</td><td>70.67</td></tr> </tbody> </table>	Month	Value (%)	April 2019	75.00	May 2019	74.00	June 2019	74.00	July 2019	71.00	August 2019	68.00	September 2019	64.00	October 2019	74.00	November 2019	64.00	December 2019	69.00	January 2020	75.00	February 2020	78.00	March 2020	71.00	April 2020	80.00	May 2020	76.00	June 2020	74.00	July 2020	68.00	August 2020	66.00	September 2020	70.67	70.67%	70.00%		Please see the commentary for LPI CS_002 on the previous page.
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