



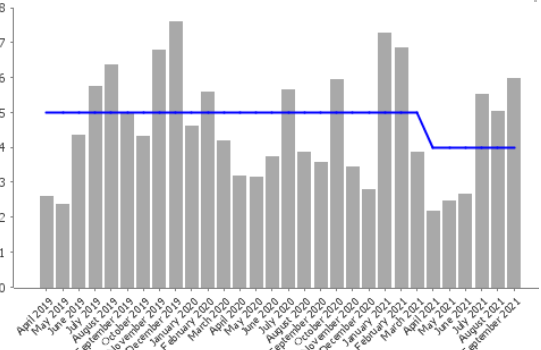




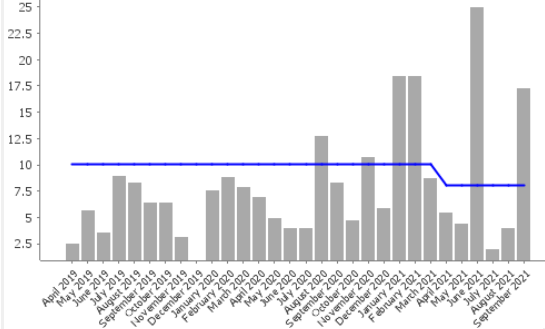


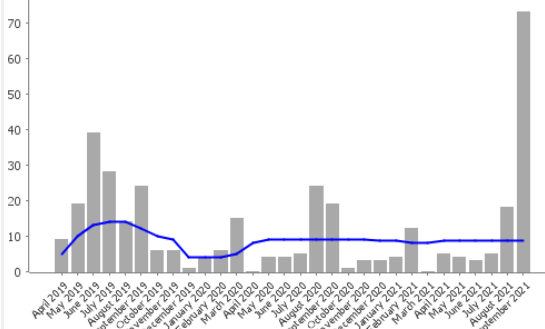

Appendix A


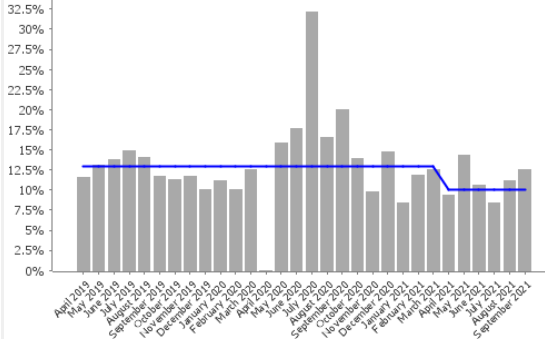


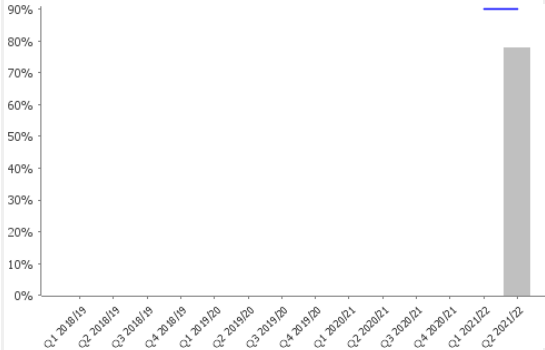

Scrutiny Committee – Exceptions Report


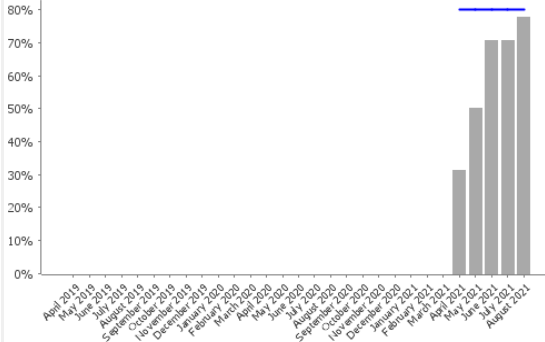


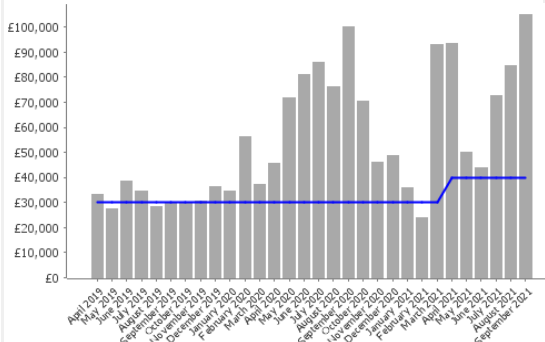

Key:


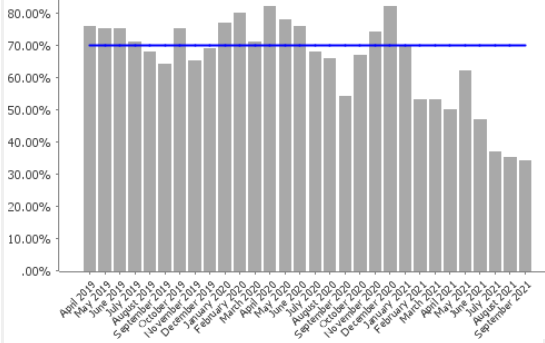


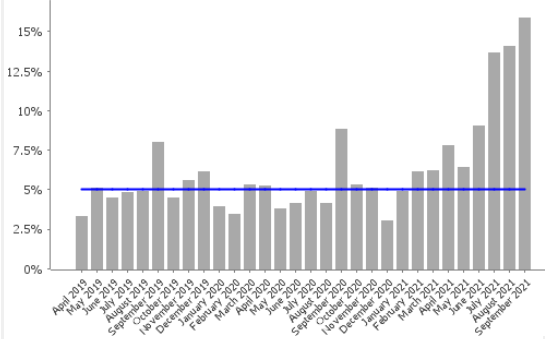

Status	Colour	Details
	Green	At or above target
	Amber	Less than 10% below target
	Red	10% or more below target


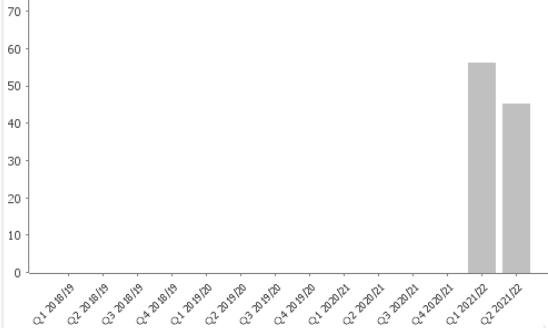


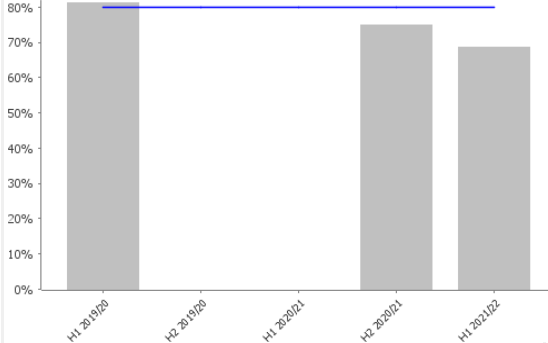

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2021/22 Value	Year to date 2021/22 Target	Year to date 2021/22 Status	Latest Note
LPI_DS Clean 002	Average number of working days taken to remove fly tips which the District Council has responsibility to clear	6	4			4	4		<p>The collection of fly tipped waste has been temporarily effected by the staffing resources available and the priority of available staff working on domestic waste collections.</p> <p>Performance for the year to date remains on target.</p>


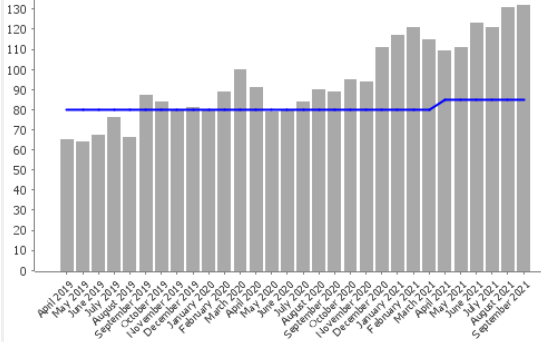


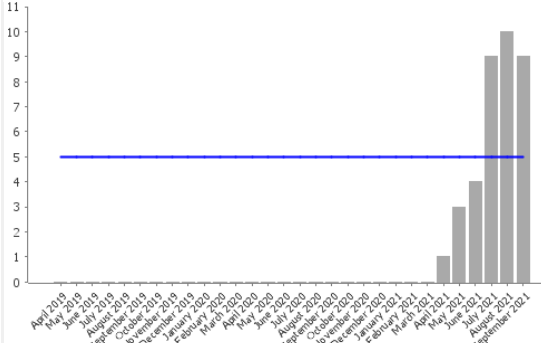

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2021/22 Value	Year to date 2021/22 Target	Year to date 2021/22 Status	Latest Note
LPI_DS Waste 002	Number of missed collections per 100,000	17.2	8			9.6	8		Domestic waste collections are operating at extremely high levels of waste collected (15% higher). Although this service is prioritised, in addition to collecting and tipping more waste it is operating with reduced staffing levels due to the pandemic.
LPI_DS Waste 004	Number of missed green waste collections	73	9			108	53		The green waste service continues to be operating at extremely high levels of collections, with over 2,250 new customers joining the service. Performance is under pressure due to the reduced staffing resources and the prioritisation on domestic waste collections. To resolve this we are currently looking to re-balance the collection rounds and to introduce an in-cab technology pilot to improve performance.


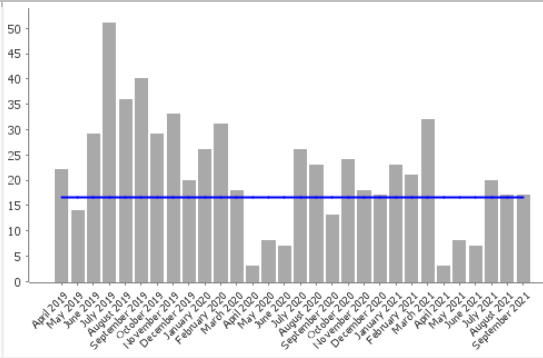

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2021/22 Value	Year to date 2021/22 Target	Year to date 2021/22 Status	Latest Note
LPI_PA002	Percentage of Penalty Charge Notices cancelled	12.5%	10%			11.04%	10%		The percentage of Penalty Charge Notices cancelled continues to be marginally above target due to the more pragmatic and understanding approach taken by the Council during the ongoing pandemic and previous national restrictions resulting in temporarily more cancellations.
LPI_EH009	Percentage of valid animal licences processed within 10 weeks	77.8%	90%			77.8%	90%		<p>This Animal Licensing service continues to be impacted by the COVID-19 restrictions which were in place earlier in the year. In addition, some business owners continue to be cautious about allowing inspections particularly where inspections are required into private homes.</p> <p>Further to this, all officers within the Environmental Health Team have been required to prioritise Test and Trace door knocking and this is having a knock on in all other work areas including animal licensing. As a result, it has been difficult for our animal control officer to schedule all mandatory inspections and issue licences within the 10 week time frame.</p>

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2021/22 Value	Year to date 2021/22 Target	Year to date 2021/22 Status	Latest Note
LPI_IA 1	Sevenoaks: Audit actions fully implemented within agreed timescales	63.64%	80%			63.64%	80%		We are working with senior managers to improve the implementation of actions by introducing a more robust approval process for the deferral of 'High' and 'Medium' priority actions and advising managers when completing their responses that agreed dates must be realistic. There has been improvement throughout the year as we seek to reach target by year-end.
LPI_FS 003	Sundry debts outstanding more than 60 days	£105,187	£40,000			£105,187	£40,000		<p>Following Government guidance regarding COVID-19 and financial support SDC did not pursue sundry debts for a proportion of the last financial year. This, combined with the addition of Direct Services sundry debts now being included has led to a high debtor balance.</p> <p>There a number of large invoices that have moved to over 60 days are currently being actively managed and are due to be reviewed for further action.</p>

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2021/22 Value	Year to date 2021/22 Target	Year to date 2021/22 Status	Latest Note
LPI_CS 001	Percentage of phone calls answered within 20 seconds by the Contact Centre	34.00%	70.00%			44.17%	70.00%		<p>Call volumes continue to see a sustained increase and unfortunately, the team has been affected by long-term staff sickness.</p> <p>The team are working incredibly hard to serve as many customers as possible with excellent levels of customer service. Recruitment has now taken place and training is complete for 4 new members of staff (part time) which will provide increased resilience across key periods through the working day.</p>
LPI_CS 002	Percentage of phone calls to the Contact Centre abandoned by the caller	15.85%	5%			11.14%	5%		<p>In addition, temporary staff are being recruited to assist with high volume, simple transactions, such as payments and it is anticipated this will ease the pressure on call demand and improve service delivery.</p>

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2021/22 Value	Year to date 2021/22 Target	Year to date 2021/22 Status	Latest Note																														
LPI_CD H05	Number of individuals completing the One You initial appointment	45	75		 <table border="1"> <caption>Performance Chart Data (One You initial appointments)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <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>0</td></tr> <tr><td>Q1 2019/20</td><td>0</td></tr> <tr><td>Q2 2019/20</td><td>0</td></tr> <tr><td>Q3 2019/20</td><td>0</td></tr> <tr><td>Q4 2019/20</td><td>0</td></tr> <tr><td>Q1 2020/21</td><td>0</td></tr> <tr><td>Q2 2020/21</td><td>0</td></tr> <tr><td>Q3 2020/21</td><td>0</td></tr> <tr><td>Q4 2020/21</td><td>0</td></tr> <tr><td>Q1 2021/22</td><td>55</td></tr> <tr><td>Q2 2021/22</td><td>45</td></tr> </tbody> </table>	Quarter	Value	Q1 2018/19	0	Q2 2018/19	0	Q3 2018/19	0	Q4 2018/19	0	Q1 2019/20	0	Q2 2019/20	0	Q3 2019/20	0	Q4 2019/20	0	Q1 2020/21	0	Q2 2020/21	0	Q3 2020/21	0	Q4 2020/21	0	Q1 2021/22	55	Q2 2021/22	45	101	150		<p>Access to the One You service has been impacted by the pandemic, resulting in a reduction in the expected number of customers for the scheme.</p> <p>However, One You initial appointments have been going well and are on target to provide residents with the support that they need.</p>
Quarter	Value																																						
Q1 2018/19	0																																						
Q2 2018/19	0																																						
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Q3 2020/21	0																																						
Q4 2020/21	0																																						
Q1 2021/22	55																																						
Q2 2021/22	45																																						
LPI_CD 02	Percentage of performance of organisations awarded grants on target (over £500)	68.5%	80%		 <table border="1"> <caption>Performance Chart Data (Organisations awarded grants on target)</caption> <thead> <tr> <th>Half-Year</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>H1 2019/20</td><td>80%</td></tr> <tr><td>H2 2019/20</td><td>0%</td></tr> <tr><td>H1 2020/21</td><td>0%</td></tr> <tr><td>H2 2020/21</td><td>75%</td></tr> <tr><td>H1 2021/22</td><td>68.5%</td></tr> </tbody> </table>	Half-Year	Value	H1 2019/20	80%	H2 2019/20	0%	H1 2020/21	0%	H2 2020/21	75%	H1 2021/22	68.5%	68.5%	80%		<p>Whilst the current performance shows that some measures have not yet been met by organisations awarded grants, the half-year review indicates that the grants for this year will meet their target.</p>																		
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LPI_HS A 03	Number of households in all types of emergency & temporary accommodation	132	85			123	85		<p>There are 123 households in all types of Emergency and Temporary Accommodation (TA).</p> <p>80 households were placed in emergency accommodation (nightly paid). The remainder are placed in West Kent Housing Association (WKHA)/Moat properties – these properties are cost neutral for the Council.</p> <p>We are working with WKHA to remodel one of the TA units into a new Housing-Led rough sleeper project, which has reduced the available TA. Alternative units are being sourced by WKHA to assist with the reduction of emergency accommodation placements.</p>
LPI_HS A 04	Number of households in B & B	9	5			9	5		<p>Our B&B accommodation forms part of our “off the street offer”. It is only used as a last resort and for complex cases that require people to stay within the District.</p>

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LPI_HS R01	Total number housed through Sevenoaks District Housing Register nomination	17	16.67			72	100		<p>The total number of nominations remains low for 21/22.</p> <p>We are working with WKHA to look at promoting rightsizing to encourage more housing pathways.</p>