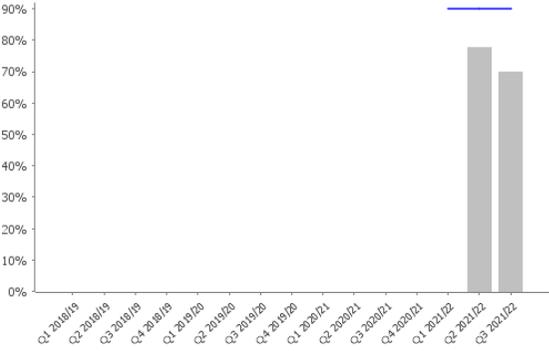


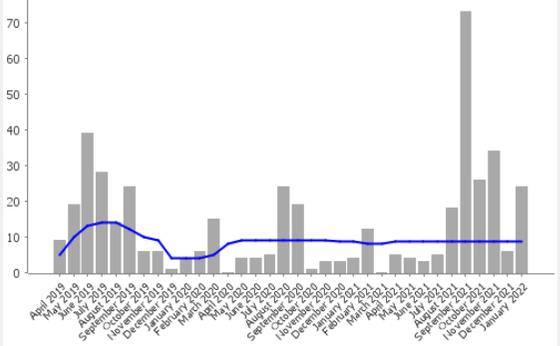
## Appendix A

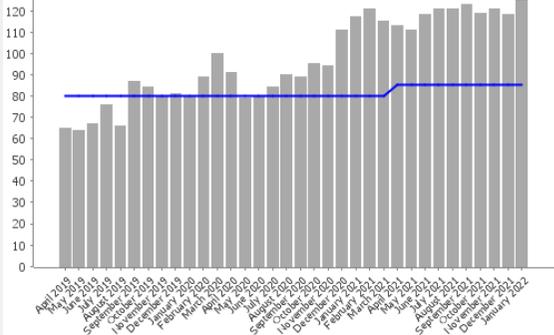
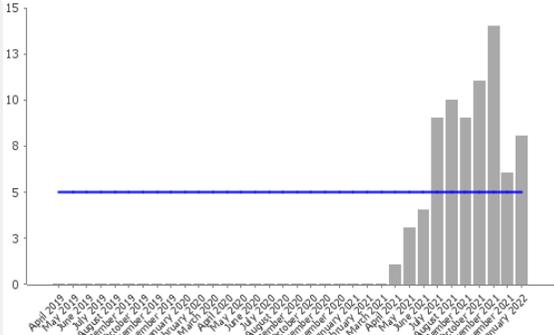
### Scrutiny Committee – Exceptions Report

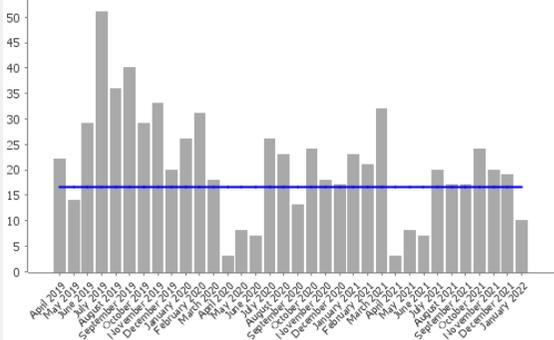
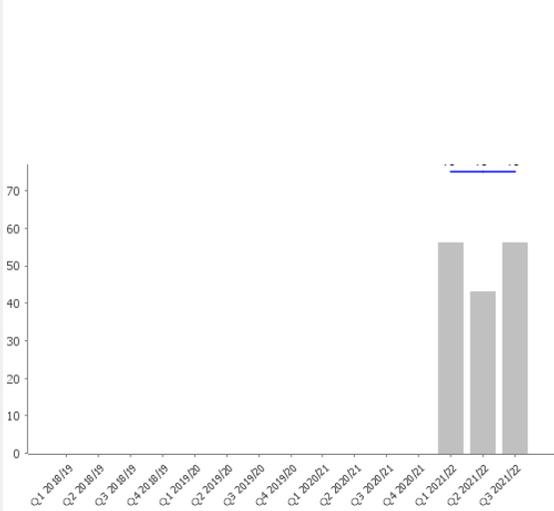
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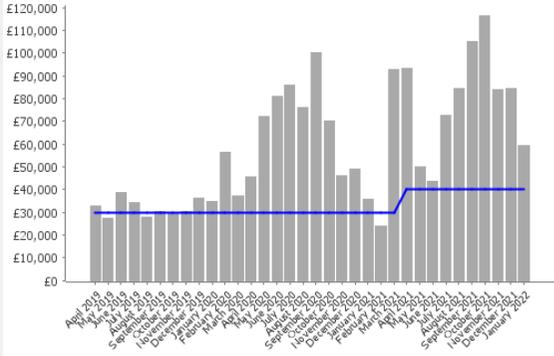
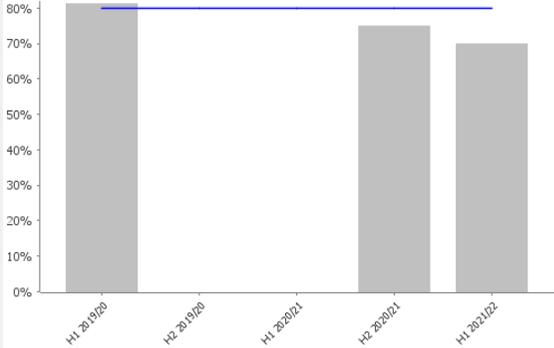
Status	Colour	Details
	Green	At or above target
	Amber	Less than 10% below target
	Red	10% or more below target

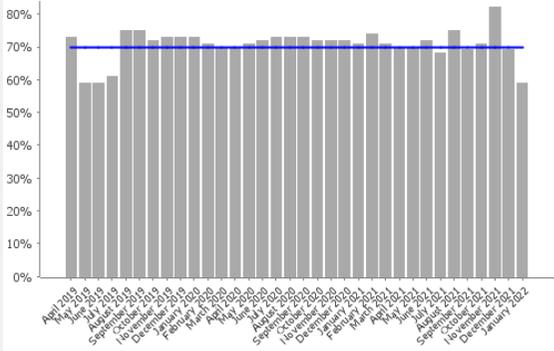
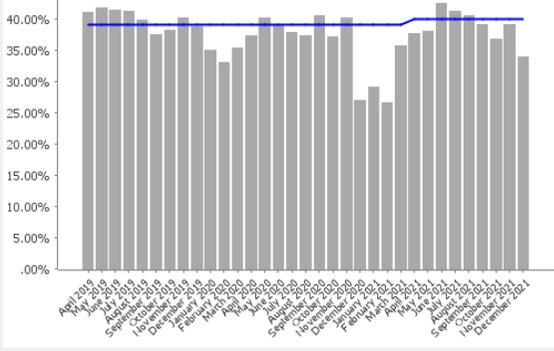
Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2021/22 Value	Year to date 2021/22 Target	Year to date 2021/22 Status	Latest Note
LPI_EH009	Percentage of valid animal licences processed within 10 weeks	69.7%	90%			69.7%	90%		Owing to the outbreak of the Omicron Covid-19 variant, many licence applicants asked to postpone or cancel visits (often due to infection). Many of these businesses are carried out within domestic properties and alternative arrangements could not be made within the 10 day isolation period. We will again review our systems and identify if there is a mechanism to 'suspend' applications should delays result beyond the control of the Animal Welfare Officer.

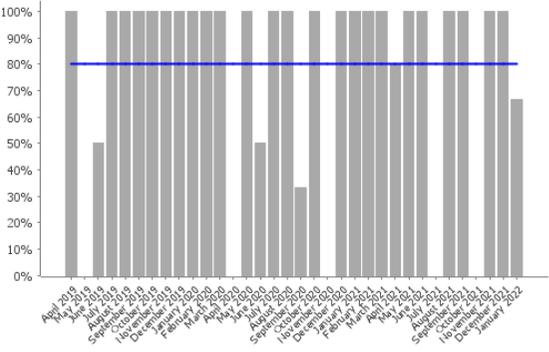
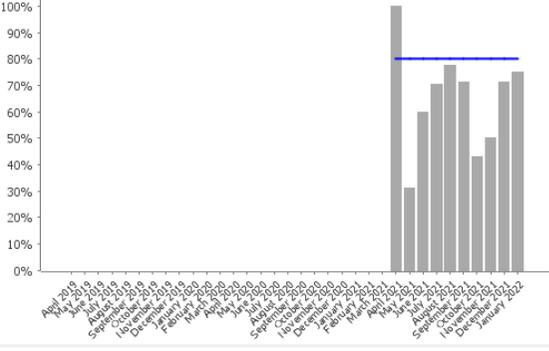
Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2021/22 Value	Year to date 2021/22 Target	Year to date 2021/22 Status	Latest Note
LPI_DS Waste 004	Number of missed green waste collections	24	9			198	88		<p>The green waste service continues to be operating at extremely high levels of collections, with over 2,600 new customers joining the service since the pandemic started. Performance is under pressure due to the reduced staffing resources and the prioritisation given to weekly domestic waste collections. We are seeing an increase in the use of pre-paid paper garden sacks, which is problematic, given the pressure on resources, as we have to check every street across the district to see if residents have presented them for collection. Members should also note that we have managed to maintain a regular garden waste collection service, unlike many Councils who have suspended garden waste services. Performance is slowly getting better with a 25% improvement since last reporting.</p>

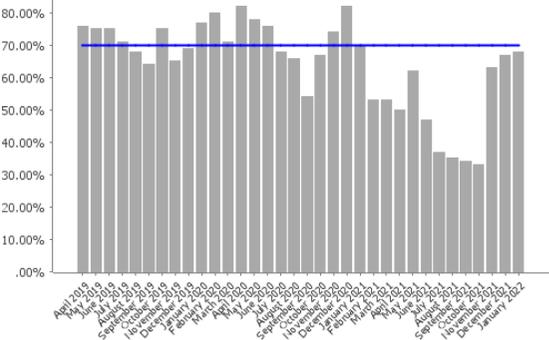
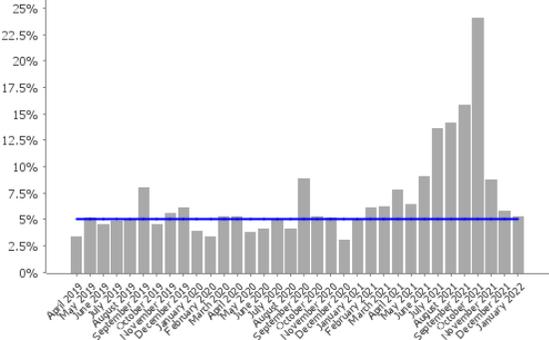
Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2021/22 Value	Year to date 2021/22 Target	Year to date 2021/22 Status	Latest Note
LPI_HS A 03	Number of households in all types of emergency & temporary accommodation	125	85			125	85		The need for emergency accommodation remains high due to the complexity of the households approaching. The introduction of the Domestic Abuse Act 2021 is positive legislation, and has increased homelessness approaches due to a rise in domestic abuse referrals, notably from London authorities. The Act places a duty on the Council to provide safe and secure accommodation, including temporary accommodation. A key issue for the District is the lack of affordable rented accommodation to move on households currently in emergency and temporary accommodation. Vine Court Road (7 units) and High Street, Swanley (15 new units) are due for completion and handover to support provision and the supply of move on accommodation.
LPI_HS A 04	Number of households in B & B	8	5			8	5		The service has seen a notable rise in complex single homeless cases in the district, primarily with mental health and support needs. The Council is statutorily required to provide interim accommodation within the district when assessing and considering the suitability under the Homelessness Reduction Act 2017.

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_HS R01	Total number housed through Sevenoaks District Housing Register nomination	10	17			145	167		Demand for social housing remains high in the District. The number of available nominations depends on the availability of accommodation from our housing association partners (WKHA/Moat/Orbit).
LPI_CD H05	Number of individuals completing the One You initial appointment	56	75			155	225		<p>Whilst the One You service is receiving good numbers of referrals, almost half of those customers do not proceed to have an Initial Consultation appointment with the service. The first appointment is designed to practically discuss behaviour change and the improvements customers would like to make.</p> <p>We are currently 70 Initial Assessments off achieving the target for the year. This is unlikely to be achieved but colleagues are working hard to ensure we are able to support more people through the One You service.</p> <p>The impact of the pandemic has had an impact on referrals and as we begin to live with the virus we expect to see</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
									<p>referrals increase and more customers being able to work through the programme.</p> <p>Targets will be reviewed in future years in light of the customer numbers achieved this year.</p>
LPI_FS 003	Sundry debts outstanding more than 60 days	£59,339	£40,000			£59,339	£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>The outstanding debts continue to be actively managed hence the improvement over recent months.</p>
LPI_CD 02	Percentage of performance of organisations awarded grants on target (over £500)	70%	80%			70%	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>

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_BC 03	Market Share	59%	70%			70.5%	70%		<p>Market share in February has dipped below target for the first time since the summer of 2019. Officers will continue to monitor market share closely over the year to determine the trend and whether this is an isolated incident.</p> <p>Market share is currently above target across the year as a whole and we expect to be able to maintain this position.</p>
LPI_DS Waste 001	National indicator - Percentage of household waste sent for reuse, recycling and composting	33.9%	40%			38.9%	40%		<p>The 20% increase in collected waste weights since the start of the pandemic has had an impact on recycling, which has reduced with general waste increasing. This trend has also been seen nationally.</p> <p>We continue to promote recycling to residents and have participated in ongoing local and countywide campaigns.</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_DM007a	Processing of planning applications: Major applications in 13 weeks	66.67%	80%			91.67%	80%		One out of three major applications determined out of time. The application had now been reported to Committee with a recommendation to grant planning permission subject to completion of Section 106 agreement and subsequent extension of time agreement. However, the application was refused. Year to date, performance processing major applications is exceeding target.
LPI_AUL1	Sevenoaks: Audit actions fully implemented within agreed timescales	75%	80%			64.8%	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.

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_CS001	Percentage of phone calls answered within 20 seconds by the Contact Centre	68%	70%			49.6%	70%		Customer demand has maintained its sustained increase over the last 12 months. Coupled with a fault with the automated payments system and some unavoidable long term sickness, this has impacted the ability to meet service targets during this year. Measures have been put in place to manage this, with additional temporary resource and a redistribution of skills which has aided improved performance. Whilst the current values are not fully recovered, they are well on their way to being close to target and this trend continues in a positive direction.
LPI_CS002	Percentage of phone calls to the Contact Centre abandoned by the caller	5.3%	5%			11.1%	5%		