



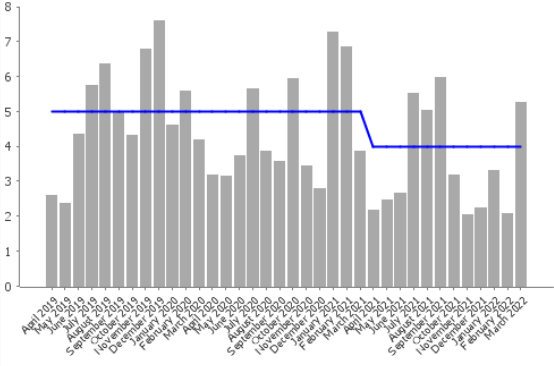




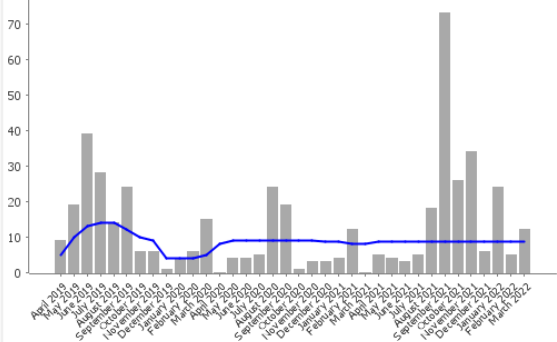


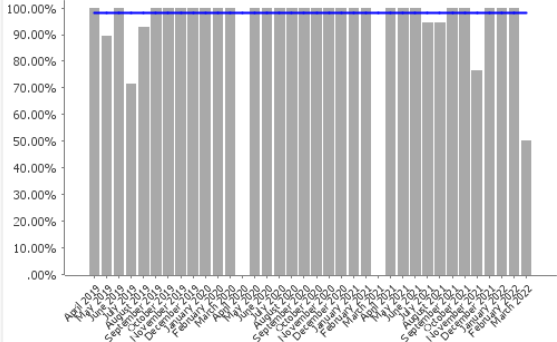

Appendix A


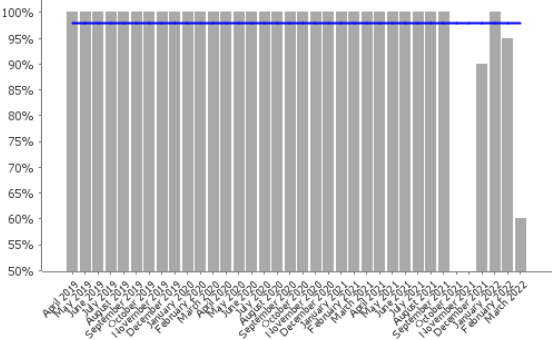


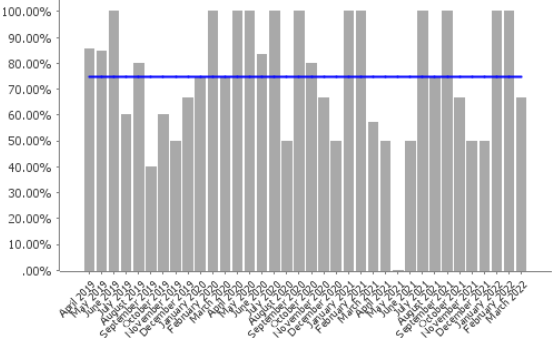

Scrutiny Committee – Exceptions Report


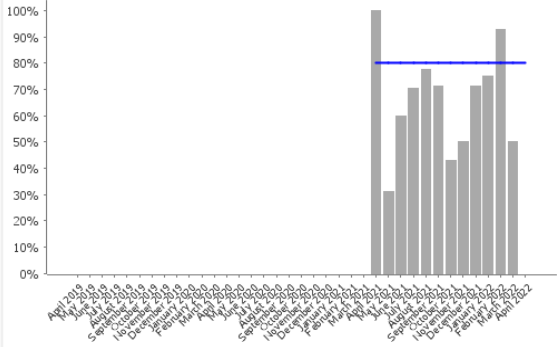


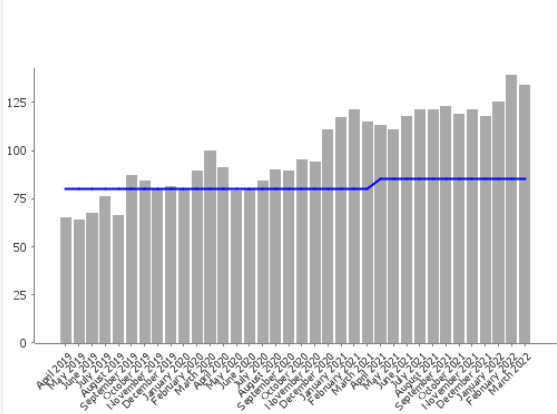

Key:


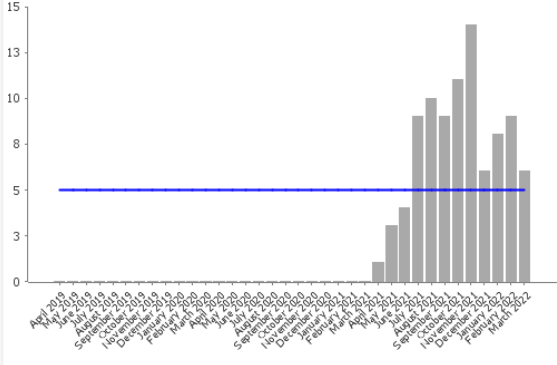


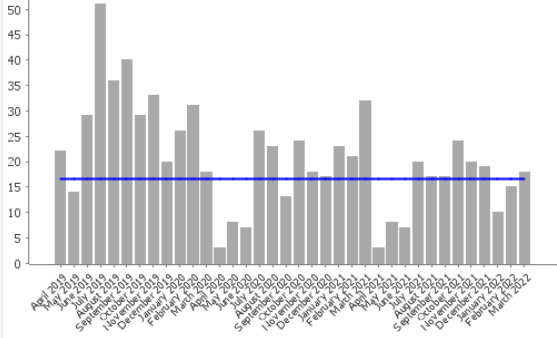

Status	Colour	Details
	Green	At or above target
	Amber	Less than 10% below target
	Red	10% or more below target


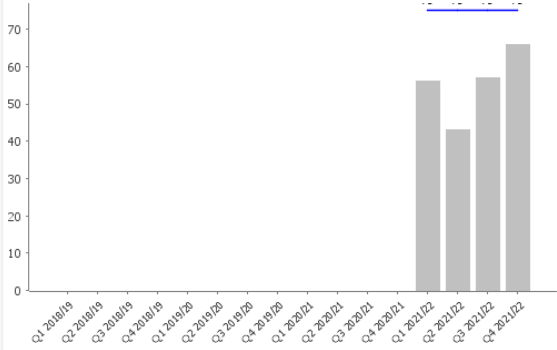

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2021/22 Value	Year to date 2021/22 Target	Year to date 2021/22 Status	Latest Note
LPI_DS Clean 002	Average number of working days taken to remove fly tips which the District Council has responsibility to clear	5.2	4			3.5	4		<p>Staff resources have been impacted, including an outbreak of Covid. The volume of reported fly-tips was also relatively high in March, with 146 incidents reported (of a total of 1,586 fly-tips reported during the year)</p> <p>However, since the fly-tip service has been included within the Clean & Green team there has been a marked improvement. Regular street cleaning crews now assist the dedicated fly tipping crew. The average days for removal in April and May 2022 were 2.98 and 1.46 respectively.</p>


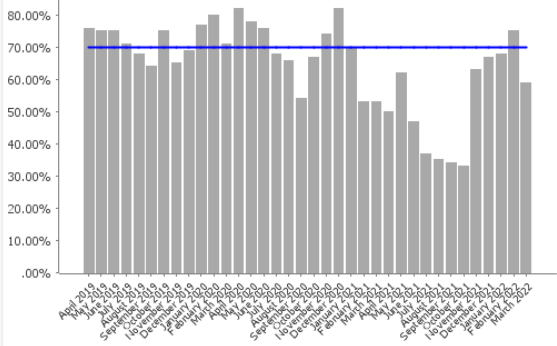


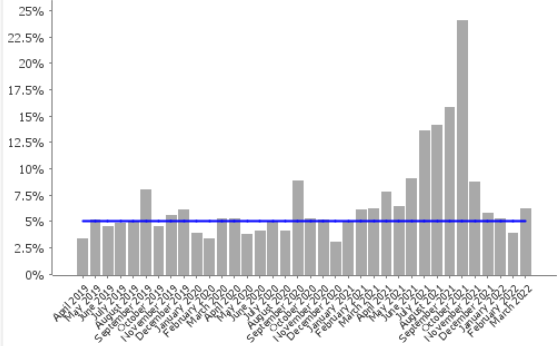

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2021/22 Value	Year to date 2021/22 Target	Year to date 2021/22 Status	Latest Note
LPI_DS Waste 004	Number of missed green waste collections	12	9			215	105		<p>The green waste service continues to be operating at extremely high levels of collections. 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 single street across the district to see if residents have presented them for collection. Performance is slowly getting better.</p>
LPI_DS Waste 005	Percentage of missed green waste collections corrected by next working day	50.00%	98%			92.95%	98%		


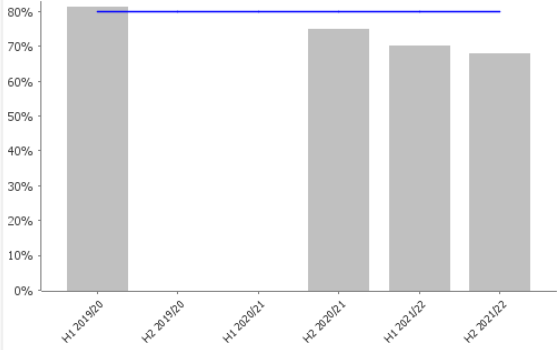

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2021/22 Value	Year to date 2021/22 Target	Year to date 2021/22 Status	Latest Note
LPI_DS Waste 003	Percentage of missed collections put right by the next working day	60%	98%			94.5%	98%		Availability of staff to cover missed collections, availability of vehicles and the pressure on increased collection weights are the main reason for this short-term fall in performance. However, as resources return performance has started to improve.
LPI_DM 009	Percentage of appeals against planning application refusal dismissed	66.67%	75%			72.73%	75%		<p>In March 2022, three decisions were made on planning appeals, one of which was allowed.</p> <p>Overall, 44 decisions on planning appeals were made in the year, with the Council decision supported in 32 of those cases (72.7%).</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_A UL1	Sevenoaks: Audit actions fully implemented within agreed timescales	50%	80%			67.74%	80%		The Internal Audit team are working with responsible officers to try and ensure implementation dates are realistic when set. Any actions that are overdue are reported and commented on in quarterly follow-up reports.
LPI_H S A 03	Number of households in all types of emergency & temporary accommodation	134	85			134	85		<p>The need for emergency accommodation remains high due to the complexity of the households approaching.</p> <p>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.</p>

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LPI_H S A 04	Number of households in B & B	6	5			6	5		The service continues to see an increased number of complex single homeless cases, 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 and only where other forms of temporary accommodation are full, B&B accommodation is used.
LPI_H S R 01	Total number housed through Sevenoaks District Housing Register nomination	18	16.67			178	200		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).

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_C D H 05	Number of individuals completing the One You initial appointment	66	75		 <table border="1"> <caption>Performance Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2018/18</td><td>0</td></tr> <tr><td>Q2 2018/18</td><td>0</td></tr> <tr><td>Q3 2018/18</td><td>0</td></tr> <tr><td>Q4 2018/18</td><td>0</td></tr> <tr><td>Q1 2019/19</td><td>0</td></tr> <tr><td>Q2 2019/19</td><td>0</td></tr> <tr><td>Q3 2019/19</td><td>0</td></tr> <tr><td>Q4 2019/19</td><td>0</td></tr> <tr><td>Q1 2020/20</td><td>0</td></tr> <tr><td>Q2 2020/20</td><td>0</td></tr> <tr><td>Q3 2020/20</td><td>0</td></tr> <tr><td>Q4 2020/20</td><td>0</td></tr> <tr><td>Q1 2021/21</td><td>0</td></tr> <tr><td>Q2 2021/21</td><td>56</td></tr> <tr><td>Q3 2021/21</td><td>43</td></tr> <tr><td>Q4 2021/21</td><td>57</td></tr> <tr><td>Q1 2022/22</td><td>66</td></tr> </tbody> </table>	Quarter	Value	Q1 2018/18	0	Q2 2018/18	0	Q3 2018/18	0	Q4 2018/18	0	Q1 2019/19	0	Q2 2019/19	0	Q3 2019/19	0	Q4 2019/19	0	Q1 2020/20	0	Q2 2020/20	0	Q3 2020/20	0	Q4 2020/20	0	Q1 2021/21	0	Q2 2021/21	56	Q3 2021/21	43	Q4 2021/21	57	Q1 2022/22	66	222	300		<p>Of the 406 referrals we received in 2021/22, 58.6% of referrals elected to get involved in the service and attend our initial consultation (238). Our funder (Kent County Council) sets a KPI target for the service to make contact with referrals within 48 working hours (KPI target is 70% minimum), during 2021/22 we exceeded this by making contact with 92.4% of all referrals within 48 working hours. Further to this we make three different contact attempts with our potential clients before we assume that they are not interested in the service.</p> <p>We anticipate an increase in referrals as a result of us moving further away from a COVID dominated environment which will subsequently have a positive effect on our attendance rates at our Initial Consultation.</p>
Quarter	Value																																												
Q1 2018/18	0																																												
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LPI_CS001	Percentage of phone calls answered within 20 seconds by the Contact Centre	59%	70%			52.5%	70%		<p>There has been a sustained increase in calls of approximately 20% of previous call volumes each month, and an additional increase in calls following the Governments announcement of the £150 Council tax rebate.</p> <p>Staff absences, including two officers with long-term illnesses have further impacted performance. Recruitment is taking place to backfill vacancies wherever possible.</p>
LPI_CS002	Percentage of phone calls to the Contact Centre abandoned by the caller	6.2%	5%			10.1%	5%		<p>In addition a new system is being developed to encourage online transactions (reduce telephony payments etc) and resources are continually reviewed to ensure the peaks in service demand can be addressed.</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 02	Percentage of performance of organisations awarded grants on target (over £500)	67.96%	80%		 <table border="1"> <caption>Performance Chart Data</caption> <thead> <tr> <th>Period</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>70</td> </tr> <tr> <td>H2 2021/22</td> <td>68</td> </tr> </tbody> </table>	Period	Value (%)	H1 2019/20	80	H2 2019/20	0	H1 2020/21	0	H2 2020/21	75	H1 2021/22	70	H2 2021/22	68	68.98%	80%		<p>A small number of projects have not met their original KPU's due to the continued impact of Covid 19 during the year. Officers have worked with groups to ensure delivery and some projects offered extensions to ensure target audiences continue to benefit from the grants. In addition, one applicant was unable to complete their monitoring form due to the organisation's CEO sadly passing away and it has been agreed to await for a new CEO to be appointed before discussing the community grant with them.</p>
Period	Value (%)																						
H1 2019/20	80																						
H2 2019/20	0																						
H1 2020/21	0																						
H2 2020/21	75																						
H1 2021/22	70																						
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