



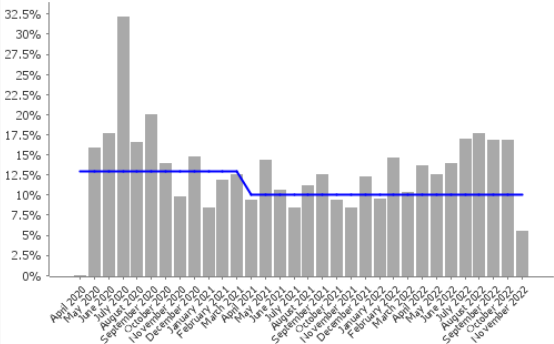




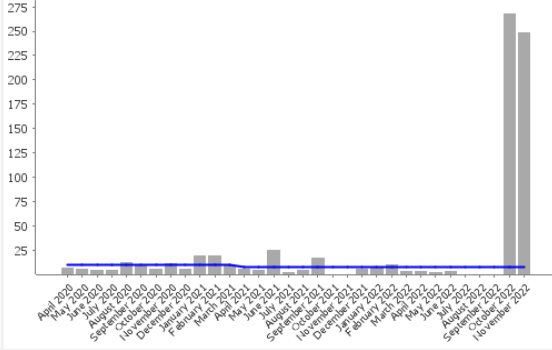


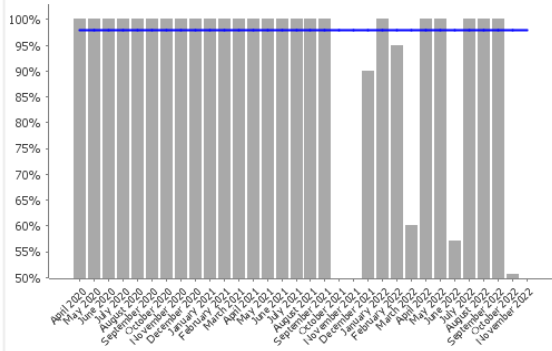

Appendix A


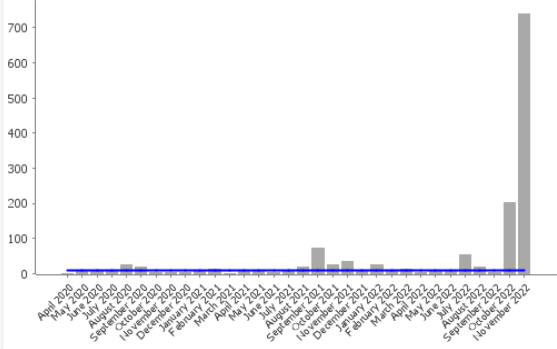


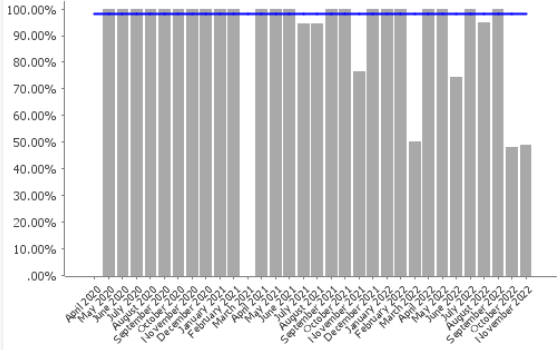

Scrutiny Committee – Exceptions Report


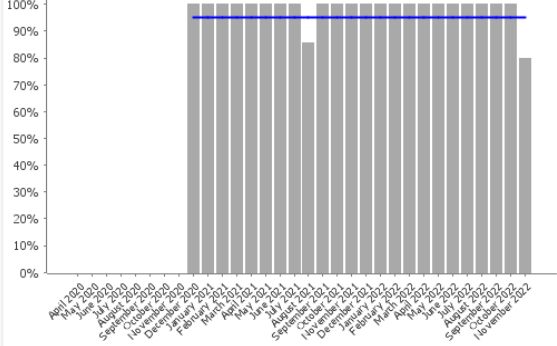


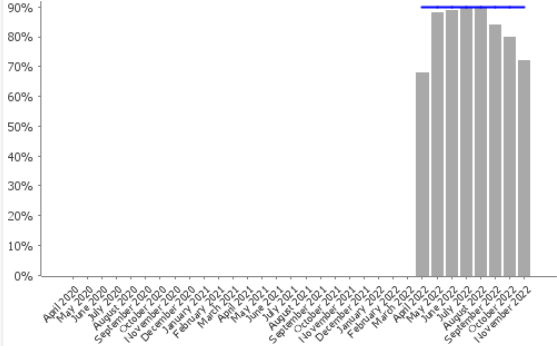

Key:


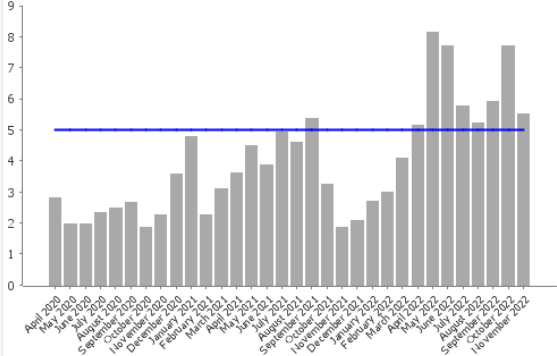


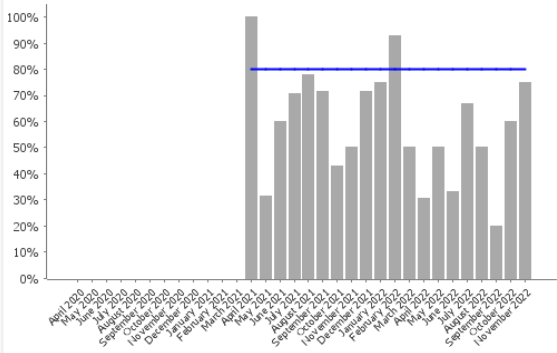

Status	Colour	Details
	Green	At or above target
	Amber	Less than 10% below target
	Red	10% or more below target


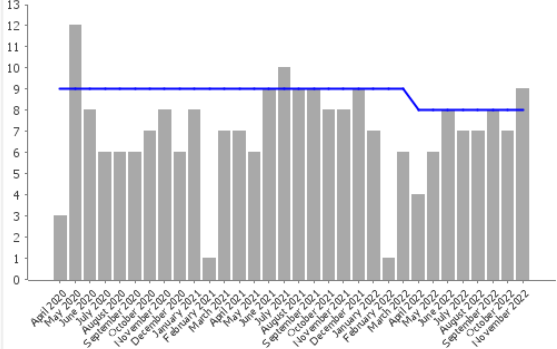


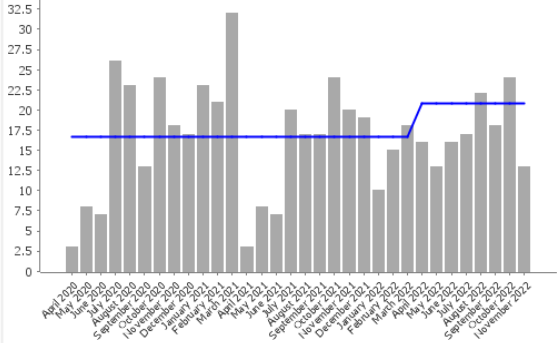

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2022/23 Value	Year to date 2022/23 Target	Year to date 2022/23 Status	Latest Note
LPI_PA 002	Percentage of Penalty Charge Notices cancelled	5.5%	10%			14.2%	10%		A new appeals policy has been introduced which allows automatic cancellation of a PCN for a first offence for soft errors, i.e. where a vehicle registration has been entered incorrectly, but parking has been paid for in full. This resulted in increases to cancellations in previous months whilst CEO's adapted to the new arrangements.


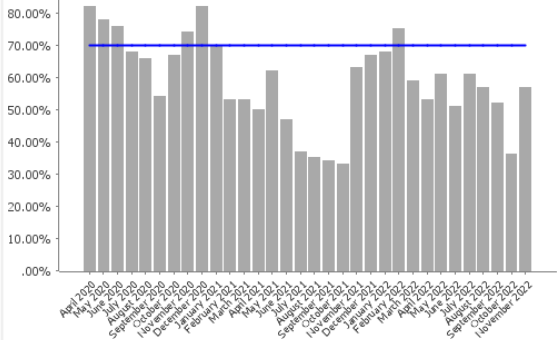


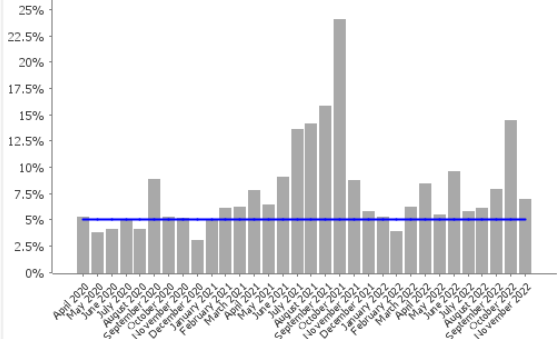

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2022/23 Value	Year to date 2022/23 Target	Year to date 2022/23 Status	Latest Note
LPI_DS Waste 002	Number of missed collections per 100,000	247.9	8			65.7	8		<p>On the 17 October 2022 the council introduced new waste collection rounds that affected every household in the district for rubbish, recycling and garden waste. This was the first change in over 10 years, with new collection days and introducing a zonal system for waste collections. As a result of implementation we have seen a large number of reported missed collections. This is a combination of genuine missed collections as crews adapted to the new rounds, but also a high proportion of reports, where waste was placed out after the crew has visited, or where waste had been placed out on the wrong day. However it has not been possible to separate these reports.</p>
LPI_DS Waste 003	Percentage of missed collections put right by the next working day	49.3%	98%			82.12%	98%		<p>As crews have adapted to the new rounds and residents become more familiar with the new collection days and times, missed collections will significantly reduce, assuming no adverse impacts from winter weather affecting the ability to safely complete collection rounds.</p>

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2022/23 Value	Year to date 2022/23 Target	Year to date 2022/23 Status	Latest Note
LPI_DS Waste 004	Number of missed green waste collections	741	9			1035	70		See commentary for LPI_DS Waste 002
LPI_DS Waste 005	Percentage of missed green waste collections corrected by next working day	49%	98%			83.29%	98%		See commentary for LPI_DS Waste 002

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2022/23 Value	Year to date 2022/23 Target	Year to date 2022/23 Status	Latest Note
LPI_LIC 02(s)	The percentage of valid personal licences processed within 14 working days	80%	95%			97.14%	95%		The Team is extremely busy with a high volume of seasonal work (Temporary Event Notices) which has had a knock on effect on processing other applications. Only one case did not make target within this performance indicator.
LPI_EH 006	Percentage of planning applications provided with comments within 21 days of receipt	72%	90%			72%	90%		<p>The Environmental Protection Team have reduced reliance on external contractors to deliver this aspect of the service and consequently there has been less dedicated resource allocated to the delivery of this PI.</p> <p>We are currently training 3 members of the team to enable them to provide responses but owing to heavy workloads and a number of involved cases within the team this is taking longer than we would have liked.</p> <p>Once training has been completed, it is expected that performance levels will improve</p>

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2022/23 Value	Year to date 2022/23 Target	Year to date 2022/23 Status	Latest Note
LPI_CSV 01	Average number of days taken to validate a planning application	5.52	5			6.39	5		The team are now fully staffed but 2 are still in training and 1 has just started maternity leave. As a small team, absence has a high impact on individual workloads. Applications have been steady throughout the year, but we continue to have busier months and this year we have seen an increase in major applications that are time consuming. The team continue to work additional hours to catch up and reduce the processing time for validations. The team have worked hard to get the service closer to the 5 day target and they will continue to do so.
LPI_AUL 1	Audit actions fully implemented within agreed timescales	75%	80%			47.27%	80%		The Internal Audit team are working with responsible officers to ensure implementation dates are realistic when set. Any actions that are overdue are reported and commented on in quarterly follow-up reports.

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2022/23 Value	Year to date 2022/23 Target	Year to date 2022/23 Status	Latest Note
LPI_HB 04	Average number of days to process a change in circumstances for Housing Benefit	9	8			7	8		The Team have been under extra pressure during November & December due to staff sickness and a necessary IT upgrade that moved the back office system onto the cloud. The year to date average continues to meet target.
LPI_HS R 01	Total number housed through Sevenoaks District Housing Register nomination	13	21			139	167		Demand for social housing remains high in the District. The number of available nominations depends on the availability of accommodation from our Registered Provider partners (WKHA/Moat/Orbit)

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2022/23 Value	Year to date 2022/23 Target	Year to date 2022/23 Status	Latest Note
LPI_CS 001	Percentage of phone calls answered within 20 seconds by the Contact Centre	57%	70%			53.5%	70%		Call volumes remain on average 20% higher this year. In this most recent period the impact from changes to refuse collections has caused a peak in call volumes. Work continues to address the general call increase, with much work underway to improve online services for customers who are willing and able to self-serve for simple tasks.
LPI_CS 002	Percentage of phone calls to the Contact Centre abandoned by the caller	6.9%	5%			8.06%	5%		See Commentary for LPI_CS 001 (above)