



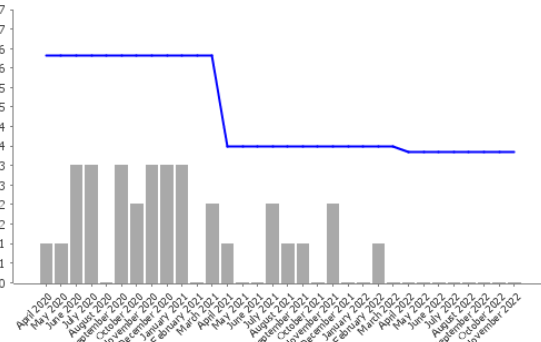



Appendix B


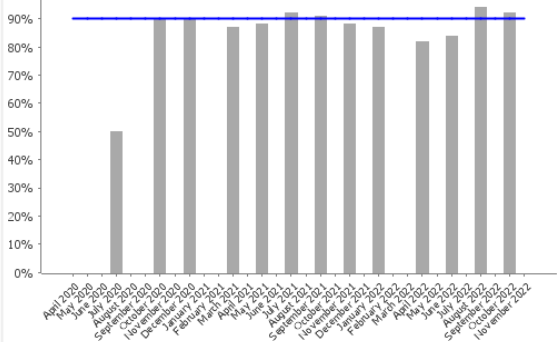


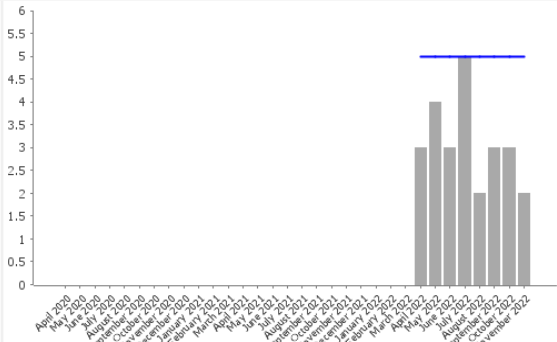

Scrutiny Committee – Cleaner & Greener Portfolio performance report

Key:

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


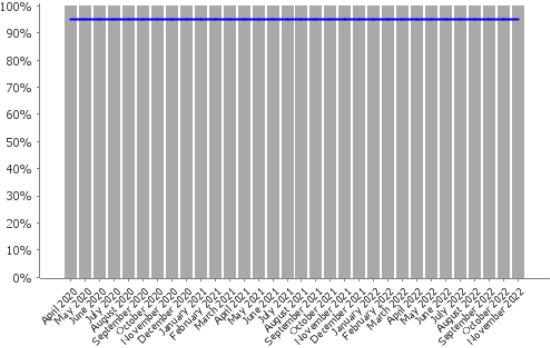


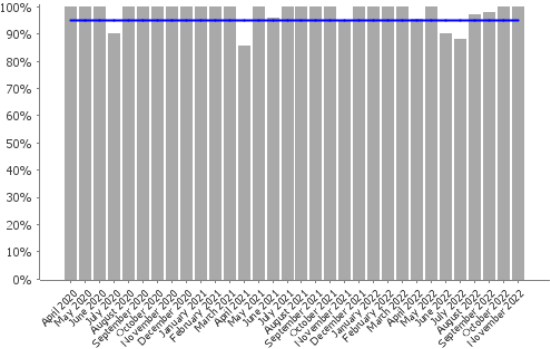

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2022/23 Value	Year to date 2022/23 Target	Year to date 2022/23 Status	Latest Note
LPI_DS Clean 001	Number of justified Street Cleaning complaints	0	3			0	27		


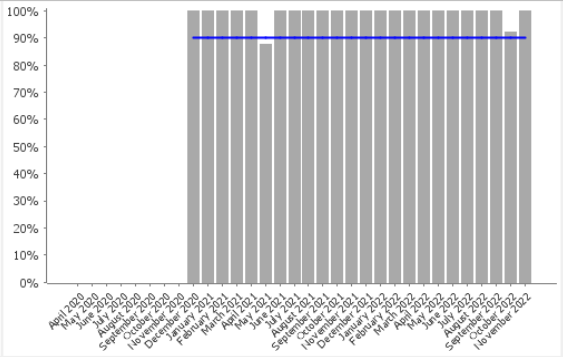


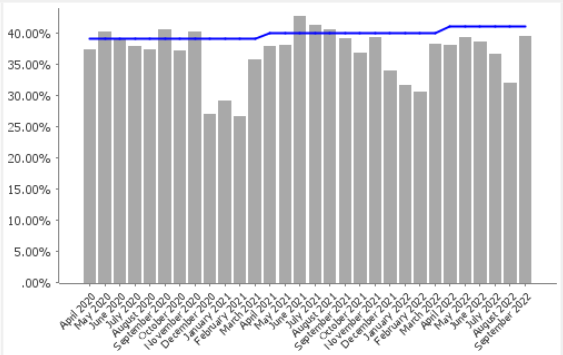

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2022/23 Value	Year to date 2022/23 Target	Year to date 2022/23 Status	Latest Note
LPI_DS Clean 002	Average number of working days taken to remove fly tips which the District Council has responsibility to clear	1.3	4	✔		1.8	4	✔	
LPI_DS Clean 003	Average number of days taken to remove abandoned vehicles	3	4	✔		3.5	4	✔	


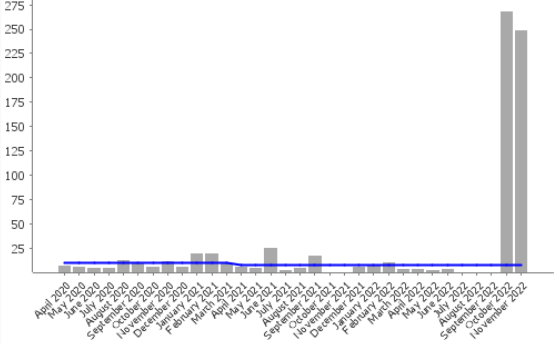

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2022/23 Value	Year to date 2022/23 Target	Year to date 2022/23 Status	Latest Note
LPI_DS Clean 004	Percentage of cleaning schedules completed to agreed frequency	92%	90%			88%	90%		
LPI_EH 001	Average time taken (days) to provide a response to service requests	2	5			2	5		


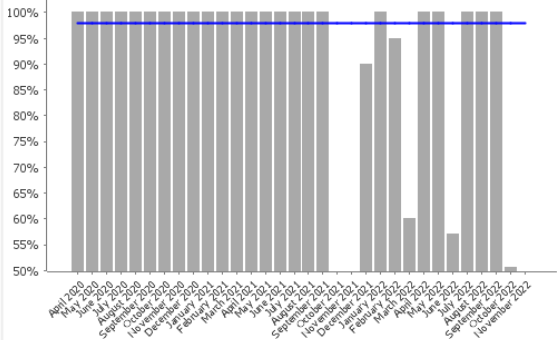


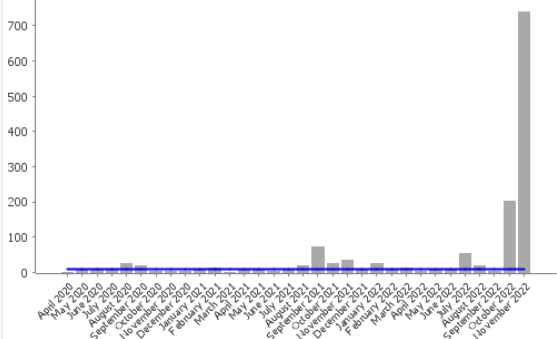

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LPI_EH 002	Average time taken (weeks) to issue an Animal Welfare Licence	5	10	✔	<table border="1"> <caption>Performance Chart Data for LPI_EH 002</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2020/21</td><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>0</td></tr> <tr><td>Q2 2021/22</td><td>0</td></tr> <tr><td>Q3 2021/22</td><td>0</td></tr> <tr><td>Q4 2021/22</td><td>0</td></tr> <tr><td>Q1 2022/23</td><td>5</td></tr> <tr><td>Q2 2022/23</td><td>5</td></tr> </tbody> </table>	Quarter	Value	Q1 2020/21	0	Q2 2020/21	0	Q3 2020/21	0	Q4 2020/21	0	Q1 2021/22	0	Q2 2021/22	0	Q3 2021/22	0	Q4 2021/22	0	Q1 2022/23	5	Q2 2022/23	5	5	10	✔																																																																																																																																																																																																																					
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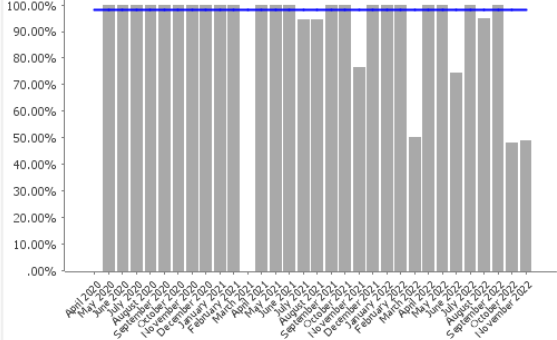


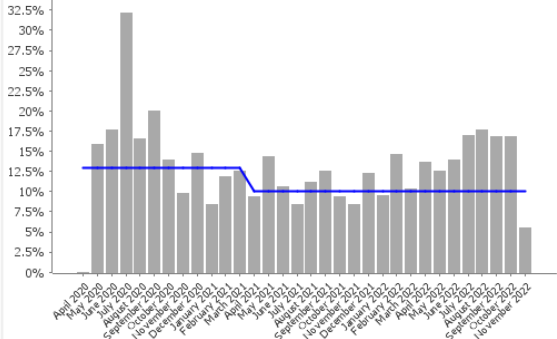

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2022/23 Value	Year to date 2022/23 Target	Year to date 2022/23 Status	Latest Note
LPI_EH009	Percentage of Licensing applications provided with comments within 28 days	100%	90%	✔		100%	90%	✔	
LPI_LIC01(s)	The percentage of renewal invitations sent out by deadline (Sevenoaks)	100%	95%	✔		99.34%	95%	✔	


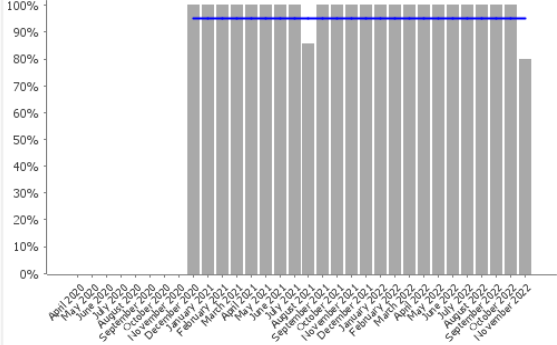


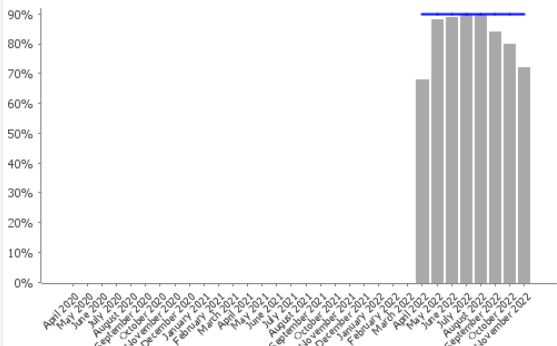

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2022/23 Value	Year to date 2022/23 Target	Year to date 2022/23 Status	Latest Note
LPI_LIC 03(s)	Percentage of unopposed applications for new and variation of premises licences processed within 2 calendar months (from date of validation to issue date)	100%	95%			100%	95%		
LPI_LIC 04(s)	The percentage of valid temporary event notices processed within one working day of receipt	100%	95%			96.43%	95%		

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 05(s)	The percentage of driver and operator licenses issued within 12 days of validation	100%	90%			98.73%	90%		
LPI_DS Waste 001	Percentage of household waste sent for reuse, recycling and composting	39.49%	41%			37.41%	41%		

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> <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 003	Percentage of missed collections put right by the next working day	49.3%	98%			82.12%	98%		See commentary for LPI_DS Waste 002
LPI_DS Waste 004	Number of missed green waste collections	741	9			1035	70		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_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
LPI_PA 002	Percentage of Penalty Charge Notices cancelled	5.53%	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_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 application 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>