

Appendix A – Exceptions Report

Key:



Green – Performance is at or above target


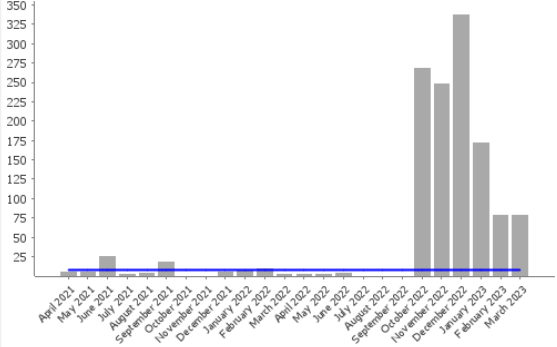


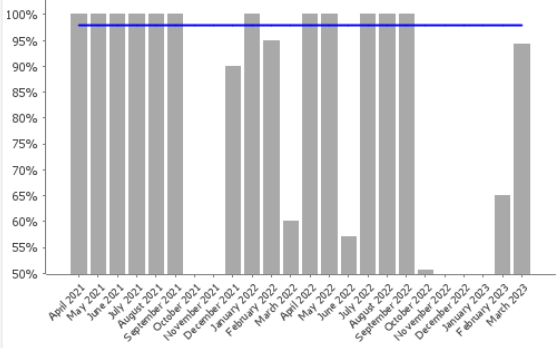




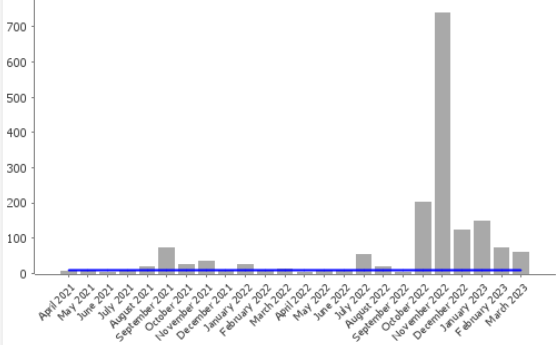


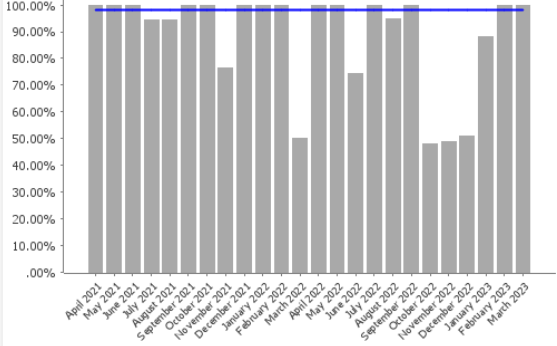

Amber – Performance is less than 10% below target


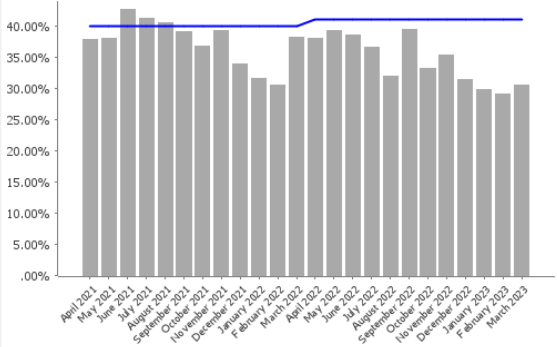


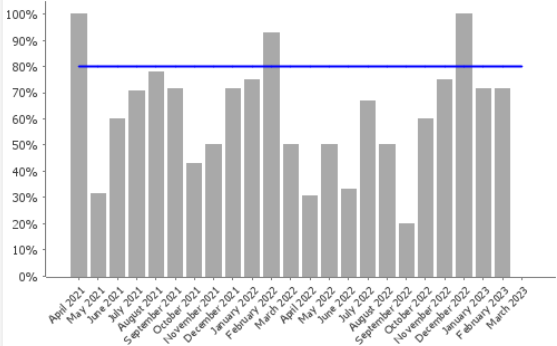




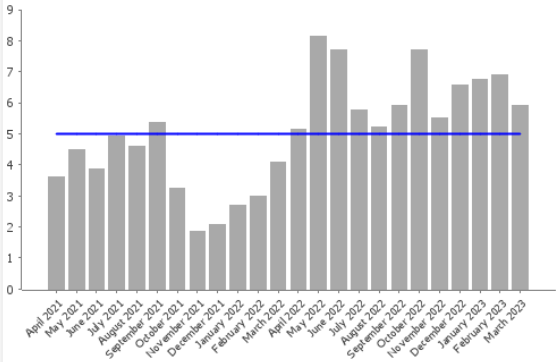


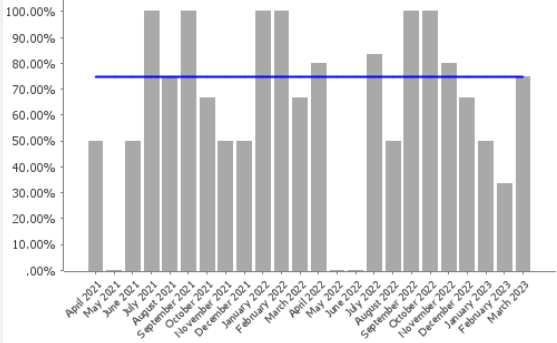

Red – Performance is 10% or more below target


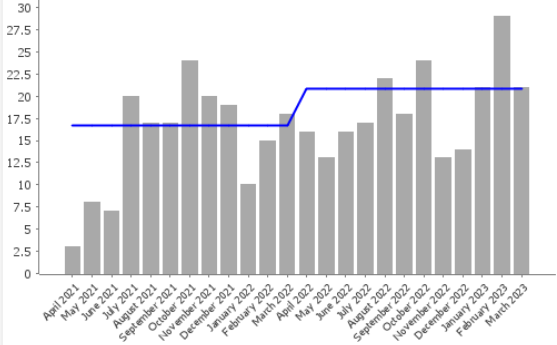


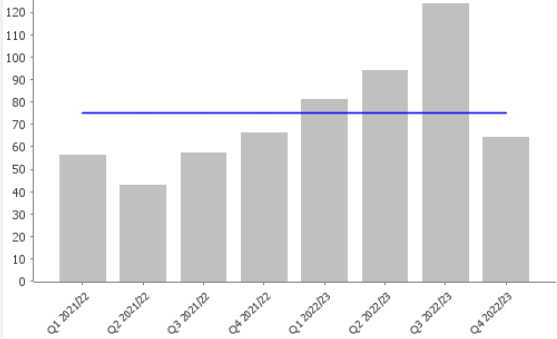

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2022/23 Value	Year to date 2022/23 Target	Year to date 2022/23 Status	Latest Note
LPI_EH 006	Percentage of planning applications provided with comments within 21 days of receipt	61%	90%			61%	90%		<p>The Environmental 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>3 members of the team are being trained to enable them to provide responses but owing to heavy workloads and a number of involved cases within the team this an ongoing project. Once training has been completed, it is expected that performance levels will improve</p>


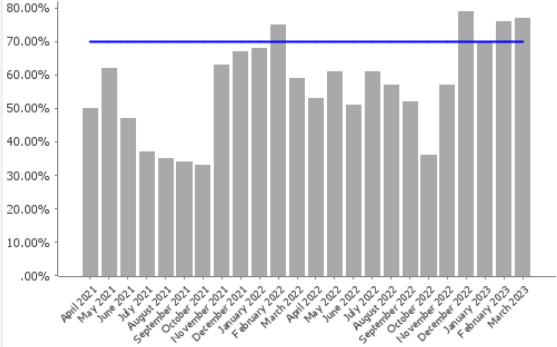


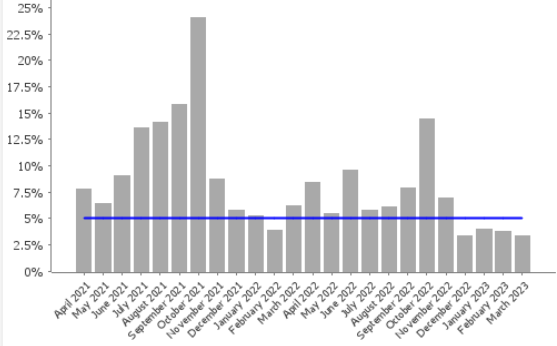

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2022/23 Value	Year to date 2022/23 Target	Year to date 2022/23 Status	Latest Note
LPI_DS Waste 002	Number of missed collections per 100,000	77.9	8			99.3	8		<p>During October 2022 the council introduced new waste 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 there were 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 where waste was placed out after the crew has visited. 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	94.3%	98%			76%	98%		<p>As crews have adapted to the new rounds and residents become more familiar with the new collection days and times, missed collections have reduced.</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	59	9			1434	106		See commentary for LPI_DS Waste 002 on the previous page
LPI_DS Waste 005	Percentage of missed green waste collections corrected by next working day	100%	98%			83.8%	98%		See commentary for LPI_DS Waste 002 on the previous page

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 001	Percentage of household waste sent for reuse, recycling and composting	30.4%	41%			34.5%	41%		There continues to be slow progress on increasing recycling rates across the district. We are participating in local and county initiatives aimed at encouraging residents to recycle more waste. Further projects to decrease over-use of the black sack general waste system may be required to improve recycling rates further.
LPI_AUL 1	Audit actions fully implemented within agreed timescales	71.4%	80%			55.4%	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_CSV01	Average number of days taken to validate a planning application	5.9	5			6.4	5		As a small team, vacant posts have a high impact on individual workloads. Whilst applications have been steady throughout the year, there have been busier months and an increase in major applications that are more complex and time consuming to validate. The team are seeking to recruit to vacant post and colleagues 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_DM009	Percentage of appeals against planning application refusal dismissed	75%	75%			67.4%	75%		<p>During 2022-23 there were 49 appeals against planning decisions, of which 33 have been dismissed.</p> <p>However, the successful appeals did not indicate any new trends that would impact on future appeal decisions.</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_HS R 01	Total number housed through Sevenoaks District Housing Register nomination	21	21			224	250		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). Performance has improved significantly this year, and with housing register allocations coming back in-house further progress is expected.
LPI_CD H 05	Number of individuals completing the One You initial appointment	64	75			363	300		The target for the number of residents accessing the One You service has been exceeded for the year. Due to demand on the service, the number of individuals invited to appointments in the last quarter was reduced.

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	77%	70%			60.8%	70%		Call volumes remain on average 15% higher this year, however colleagues have been able to meet performance targets across the last quarter. 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	3.3%	5%			6.6%	5%		See Commentary for LPI_CS 001 on the previous page.