

Appendix A – Exceptions Report

Key:



Green – Performance is at or above target




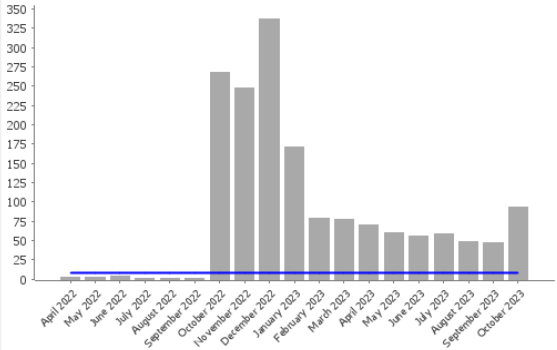


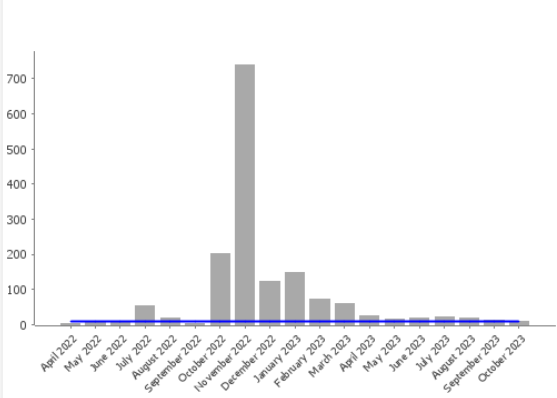

Amber – Performance is less than 10% below target


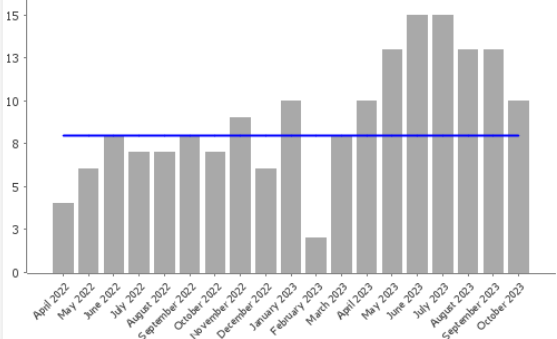



Red – Performance is 10% or more below target

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2023/24 Value	Year to date 2023/24 Target	Year to date 2023/24 Status	Latest Note																																								
LPI_EH 006	Percentage of planning applications provided with comments within 21 days of receipt	66%	90%		<table border="1"> <caption>Monthly Performance Data (Estimated)</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr><td>April 2022</td><td>68</td></tr> <tr><td>May 2022</td><td>88</td></tr> <tr><td>June 2022</td><td>88</td></tr> <tr><td>July 2022</td><td>88</td></tr> <tr><td>August 2022</td><td>88</td></tr> <tr><td>September 2022</td><td>85</td></tr> <tr><td>October 2022</td><td>80</td></tr> <tr><td>November 2022</td><td>72</td></tr> <tr><td>December 2022</td><td>65</td></tr> <tr><td>January 2023</td><td>62</td></tr> <tr><td>February 2023</td><td>60</td></tr> <tr><td>March 2023</td><td>60</td></tr> <tr><td>April 2023</td><td>25</td></tr> <tr><td>May 2023</td><td>35</td></tr> <tr><td>June 2023</td><td>38</td></tr> <tr><td>July 2023</td><td>40</td></tr> <tr><td>August 2023</td><td>52</td></tr> <tr><td>September 2023</td><td>60</td></tr> <tr><td>October 2023</td><td>66</td></tr> </tbody> </table>	Month	Performance (%)	April 2022	68	May 2022	88	June 2022	88	July 2022	88	August 2022	88	September 2022	85	October 2022	80	November 2022	72	December 2022	65	January 2023	62	February 2023	60	March 2023	60	April 2023	25	May 2023	35	June 2023	38	July 2023	40	August 2023	52	September 2023	60	October 2023	66	66%	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>Team training is enabling a wider range of Officers to provide responses and is having a positive impact on performance.</p> <p>However, heavy workloads and staff absences has limited the ability to meet target in the first half of the year.</p>
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LPI_DS Clean 003	Average number of days taken to remove abandoned vehicles	N/A	4.00	N/a		9.5	4		For the year to date, the Council has been required to remove two abandoned vehicles from its land. There have no abandoned vehicles to remove between July and October. Whilst it is usual to remove within the four day target, the pressure on Council resources to ensure priority work such as waste collections has had an impact on the resource available and time taken to remove abandoned vehicles.
LPI_DS Waste 001	Percentage of household waste sent for reuse, recycling and composting	36.4%	41%			36.3%	41%		The current recycling rates across the district are consistently averaging 36%. We continue to take part 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. The Government are expected to confirm the requirement to collect food waste separately no later than March 2026, which would also have a positive effect on the overall amount of waste recycled.

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LPI_DS Waste 002	Number of missed collections per 100,000	93	8			62.1	8		<p>The council introduced new waste collection rounds in late 2022 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.</p> <p>The collection crews have worked hard to reduce the level of missed collections and where collections are missed the majority are collected on the following working day.</p>
LPI_DS Waste 004	Number of missed green waste collections	10	9			119	63		<p>High levels of black sack waste being left out for collection, staff absences and the use of temporary staff to ensure collection rounds can be completed has contributed to performance levels. Proposals are being made through the budget setting process to increase staffing capacity to ensure a high level of service is delivered to residents.</p>

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LPI_HB 04	Average number of days to process a change in circumstances for Housing Benefit (monthly)	10	8			13	8		<p>The Team has experienced a number of absences related to ill-health. Work is prioritised to ensure new claims are assessed to target time. High workloads, coupled with insufficient resource has meant that not all changes to circumstances are assessed within the 8 day target.</p> <p>Between September and October performance has improved by an average of three days, with current performance at 10 days.</p>