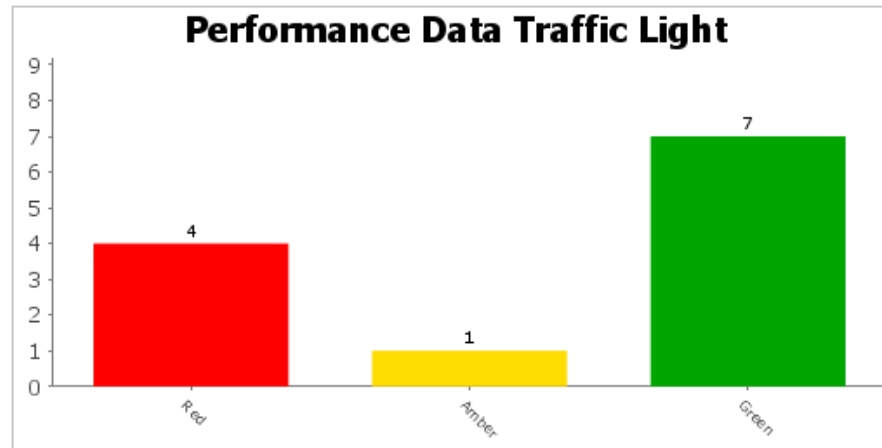

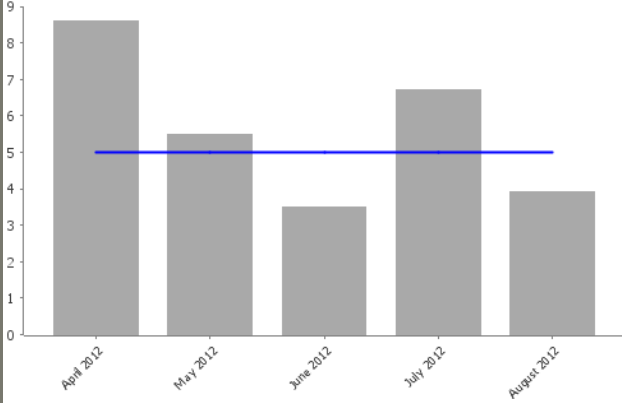

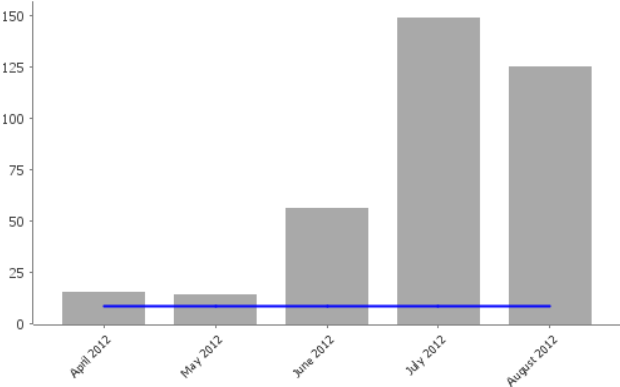



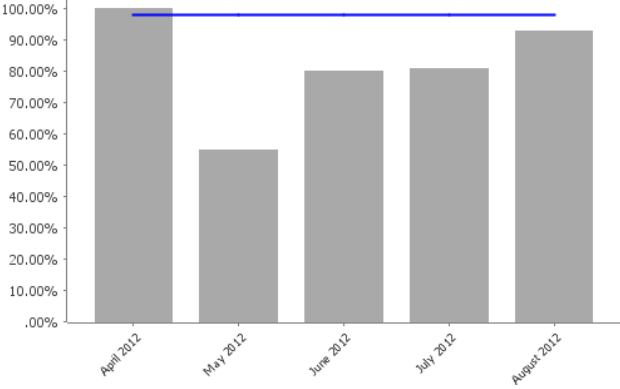
# Portfolio: Cleaner & Greener Environment



Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note
LPI Clean 001	Number of justified Street Cleaning complaints	62	54			<p>There were 25 justified complaints regarding street cleaning in July, which is higher than the monthly average of 12. In August this reduced to 13. The total number of complaints this year [62] is marginally higher than the same time last year [59]. The situation will continue to be monitored but it is expected that the number of justified complaints will be within the overall target for the year, as it was last year.</p>

Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note												
LPI Clean 002	Average number of days taken to remove fly tips which the District Council has responsibility to clear	5.64	5		 <table border="1"> <caption>Fly Tipping Incidents by Month (2012)</caption> <thead> <tr> <th>Month</th> <th>Number of Incidents</th> </tr> </thead> <tbody> <tr> <td>April 2012</td> <td>8.5</td> </tr> <tr> <td>May 2012</td> <td>5.5</td> </tr> <tr> <td>June 2012</td> <td>3.5</td> </tr> <tr> <td>July 2012</td> <td>6.5</td> </tr> <tr> <td>August 2012</td> <td>4.0</td> </tr> </tbody> </table>	Month	Number of Incidents	April 2012	8.5	May 2012	5.5	June 2012	3.5	July 2012	6.5	August 2012	4.0	<p>A full analysis of fly tipping incidents over the past four years was provided to Environment Select Committee at their meeting on 4 September 2012. This year 272 fly tipping incidents have been reported since April compared with 261 for the same period last year. SDC has removed 133 that it was responsible for clearing over the period. This is comparable to 137 fly tips the Council removed over the same period in 2011/12.</p> <p>All reported incidents of fly tipping must first be investigated by the crew to determine whether the Council is responsible for removing. Larger scale fly tipping incidents often require a grab lorry to remove waste and can take longer to organise and remove, although many smaller scale incidents are removed on the next working day.</p> <p>Performance improved in August as the number of fly tips the Council was required to remove reduced from the previous month. Performance will continue to be monitored but it is considered no further action is required at this time.</p>
Month	Number of Incidents																	
April 2012	8.5																	
May 2012	5.5																	
June 2012	3.5																	
July 2012	6.5																	
August 2012	4.0																	

Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note												
LPI Waste 004	Number of missed green waste collections	359	42		 <table border="1"> <caption>Missed Green Waste Collections (Estimated)</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>April 2012</td> <td>15</td> </tr> <tr> <td>May 2012</td> <td>15</td> </tr> <tr> <td>June 2012</td> <td>55</td> </tr> <tr> <td>July 2012</td> <td>145</td> </tr> <tr> <td>August 2012</td> <td>125</td> </tr> </tbody> </table>	Month	Value	April 2012	15	May 2012	15	June 2012	55	July 2012	145	August 2012	125	<p>The performance issue with missed green waste collections has peaked since June this year but actions taken by the Council in August with the recruitment of new staff and better communication of the collection rounds performance is starting to improve.</p> <p>A new Driver/Supervisor has been appointed and this is integral to enabling the crew and the overall level of service to improve. The new Driver/Supervisor has spent the last 6 weeks working with each of the 3 crews to better define their collection rounds. Each crew carries out alternate weekly collections of bins [permit holders] and sacks, containing garden waste. Through this system the whole District can be covered by just 3 rounds, made up of 1 vehicle and a crew of 2 including the driver, over a 2 week period. There are over 6,000 green waste permit holders in the District, which the crew has addresses for. However as green waste sacks can be purchased at any time by any household the crews don't know who may have purchased sacks or when they may put them out for collection. As a result they need to drive down and check every road on their round.</p> <p style="text-align: right;"><i>Continued on next page</i></p>
Month	Value																	
April 2012	15																	
May 2012	15																	
June 2012	55																	
July 2012	145																	
August 2012	125																	

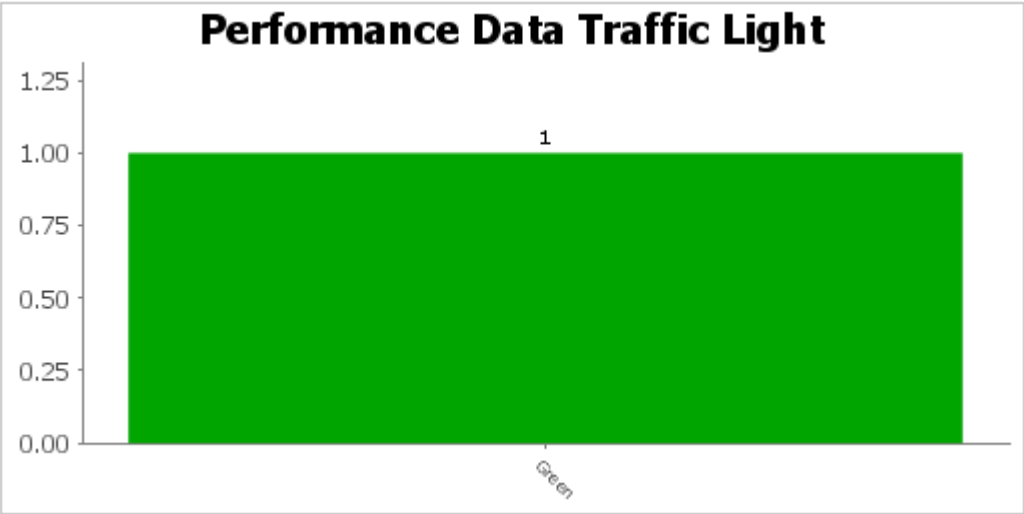
Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note												
						<p>The main reason for the poor performance this year has been changes to the crew, due to long term sickness and staff leaving the Council. New staff are learning the rounds and starting to improve performance, but whilst they were being recruited the Council had to rely heavily on agency staff, who don't have the best knowledge of the rounds and as a result missed a large number of collections.</p> <p>Positively since the rounds have now been fully defined to the crews, performance has substantially improved and the Driver/ Supervisor is working hard towards achieving his key performance target of sustained improvement in the collection of green waste.</p>												
LPI Waste 005	Percentage of missed green waste collections corrected by next working day	81.80%	98.00%		 <table border="1"> <caption>Percentage of missed green waste collections corrected by next working day</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>April 2012</td> <td>~98.00%</td> </tr> <tr> <td>May 2012</td> <td>~55.00%</td> </tr> <tr> <td>June 2012</td> <td>~80.00%</td> </tr> <tr> <td>July 2012</td> <td>~80.00%</td> </tr> <tr> <td>August 2012</td> <td>~92.00%</td> </tr> </tbody> </table>	Month	Percentage	April 2012	~98.00%	May 2012	~55.00%	June 2012	~80.00%	July 2012	~80.00%	August 2012	~92.00%	<p>Performance against this indicator is directly affected by the increased number of missed collections to be corrected, 359 to the end of August 2012/13.</p> <p>A detailed commentary on performance issues has been provided at LPI Waste 004 above.</p>
Month	Percentage																	
April 2012	~98.00%																	
May 2012	~55.00%																	
June 2012	~80.00%																	
July 2012	~80.00%																	
August 2012	~92.00%																	

## Portfolio: Community Wellbeing



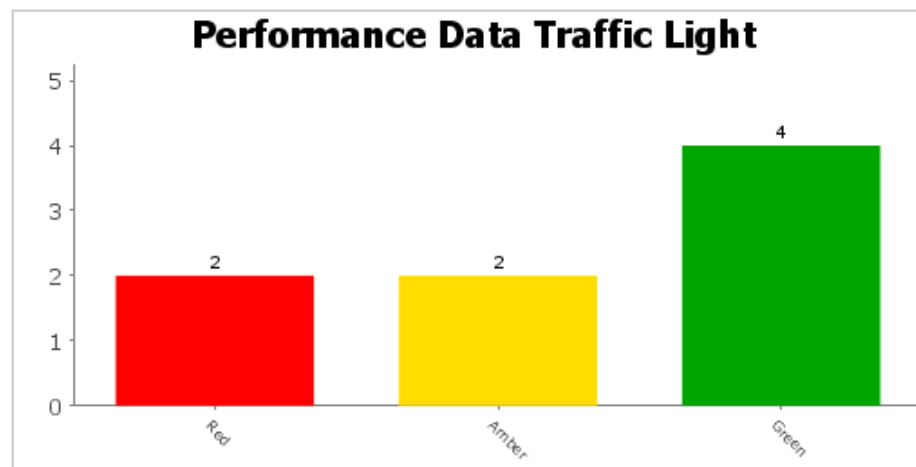
No information to report at the end of August 2012 as performance indicators in this portfolio are reported on a half yearly basis.


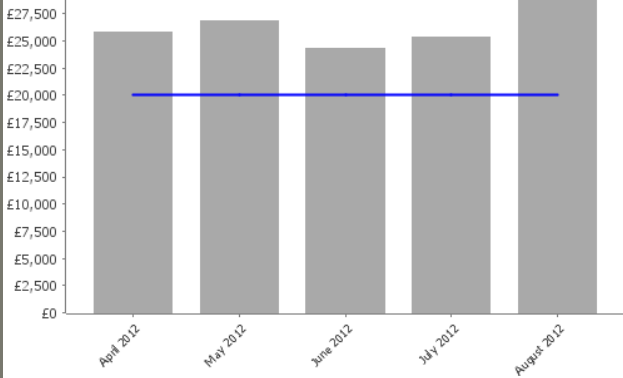
# Portfolio: Economic Development & Partnerships


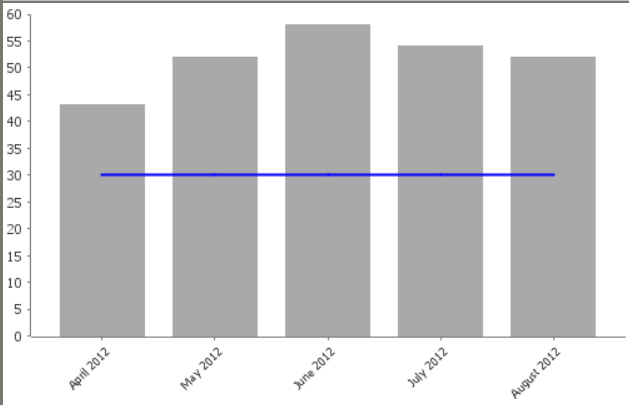


No red performance indicators to report

## Portfolio: Finance & Value for Money

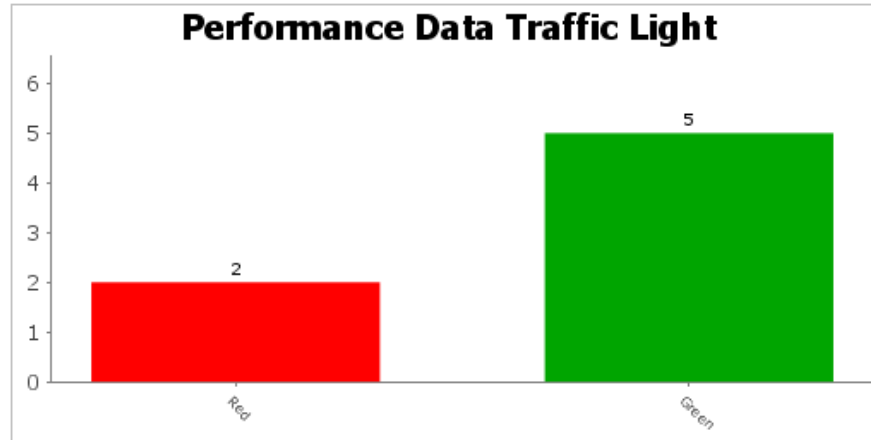


Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note
LPI FS 003	Debts outstanding more than 61 days	£29,204	£20,000			Debts outstanding continue to be actively pursued. The larger outstanding debts are currently with the Debt Collection Agency and proceeding through Legal recovery. The others have been issued with final reminder letters. If that is unsuccessful then they will be forwarded to the Debt Collection Agency.


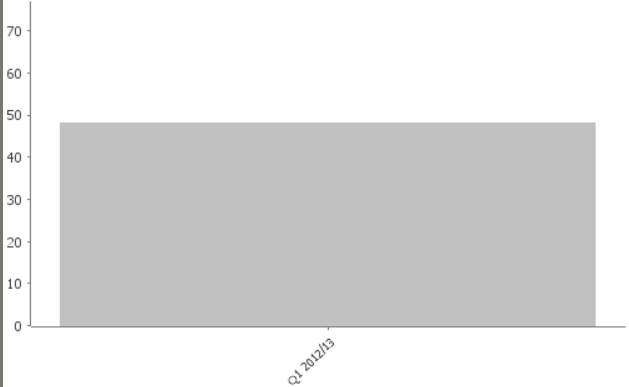
Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note												
LPI HB 001	Average number of days to process new benefits claims	52	30		 <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>April 2012</td> <td>43</td> </tr> <tr> <td>May 2012</td> <td>52</td> </tr> <tr> <td>June 2012</td> <td>58</td> </tr> <tr> <td>July 2012</td> <td>54</td> </tr> <tr> <td>August 2012</td> <td>52</td> </tr> </tbody> </table>	Month	Value	April 2012	43	May 2012	52	June 2012	58	July 2012	54	August 2012	52	<p>Demand for the benefits service continues to be extremely high and additional resources have been secured to help manage the workload.</p> <p>As a result there has been an improvement in turn around times for new claims since its peak in June and work is continuing to further improve performance.</p>
Month	Value																	
April 2012	43																	
May 2012	52																	
June 2012	58																	
July 2012	54																	
August 2012	52																	



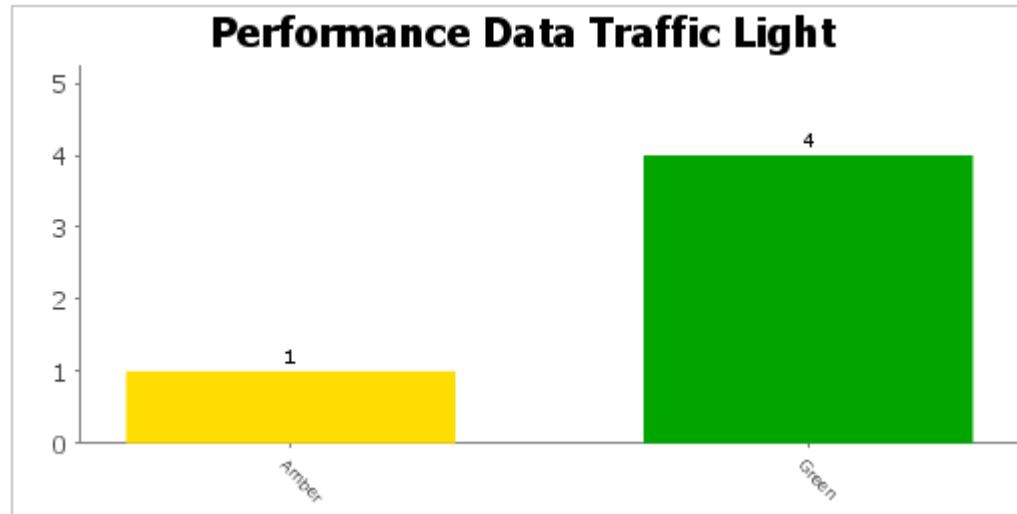
# Portfolio: Housing & Balanced Communities



Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note				
LPI HP 001	The number of dwellings vacant for more than six months returned to occupation or demolished	2	3		<table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2022/23</td> <td>2</td> </tr> </tbody> </table>	Period	Value	Q1 2022/23	2	The Empty Homes Officer is very proactive and has projects planned to ensure the Council is on target for end of year. It is difficult to predict on a month by month basis how many properties will be completed and put back into use and small delays in projects can result in quarterly performance falling marginally behind target.
Period	Value									
Q1 2022/23	2									

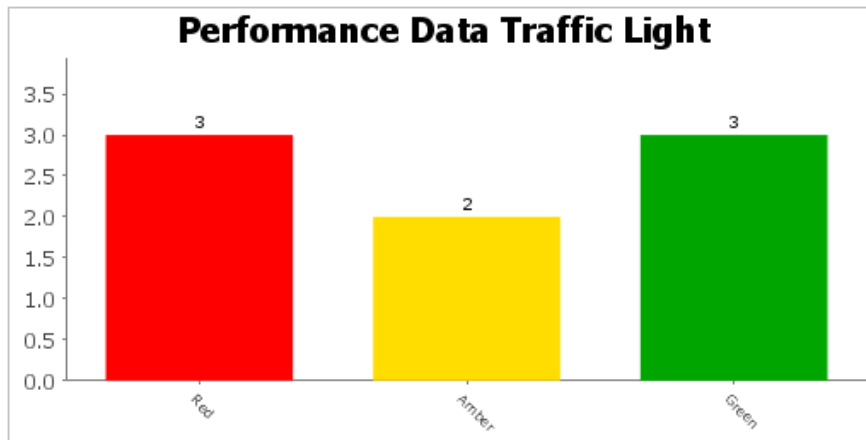
Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note
LPI PH 001	Number of Home Improvement Agency projects completed	48	75			<p>Home Improvement Agency projects are currently managed by Mosaics, as there were issues with the previous management (Hyde In Touch). This is a temporary arrangement for 6 months whilst a Kent wide tender process takes place for a new provider.</p> <p>The providers have not spent funding and dealt with applicants inefficiently and the result is an under spend and low number of cases assisted.</p> <p>However, the under spend has been used to help fund several paediatric cases presented to the Council. Issues will be resolved when new Kent wide management is agreed, for which Kent County Council is the Lead Authority.</p>

## Portfolio: Leader


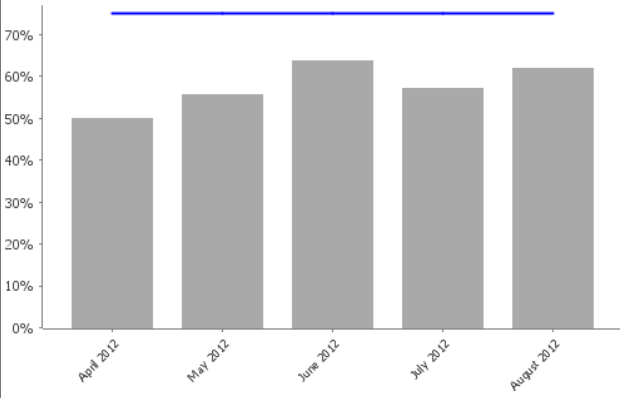

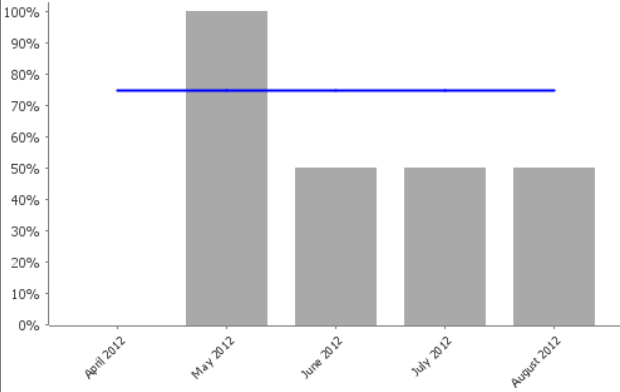


No red performance indicators to report

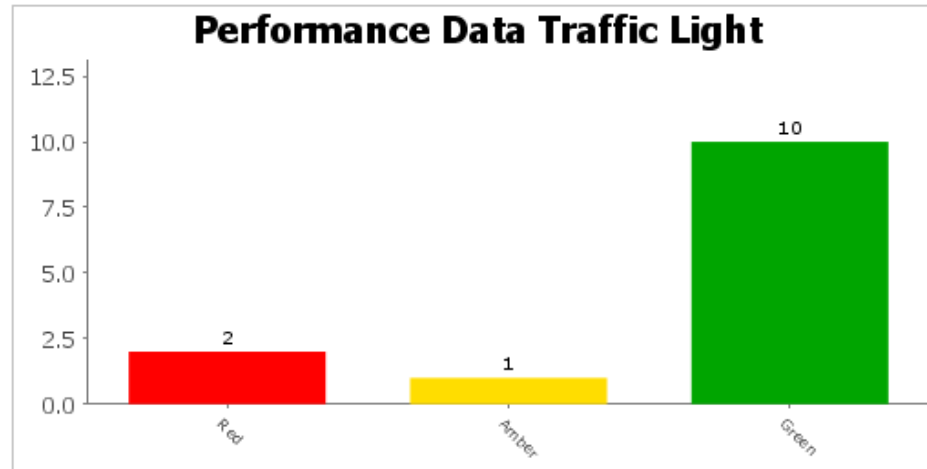
# Portfolio: Planning & Improvement




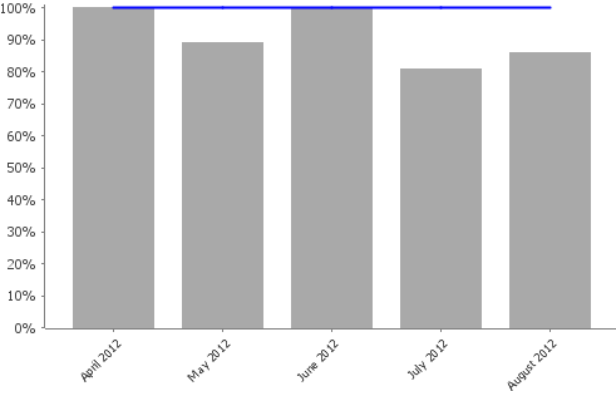
Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note												
LPI DC 007a	Processing of planning applications: Major applications in 13 weeks	54.55%	84.00%		<table border="1"> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>April 2012</td> <td>100.00%</td> </tr> <tr> <td>May 2012</td> <td>50.00%</td> </tr> <tr> <td>June 2012</td> <td>50.00%</td> </tr> <tr> <td>July 2012</td> <td>55.00%</td> </tr> <tr> <td>August 2012</td> <td>55.00%</td> </tr> </tbody> </table>	Month	Percentage	April 2012	100.00%	May 2012	50.00%	June 2012	50.00%	July 2012	55.00%	August 2012	55.00%	<p>There were 11 major planning application decisions made between April and August, with 6 of those determined within 13 weeks. With low numbers of applications for decision delays on a few applications can have a disproportionate effect on the overall percentage. Major applications often require additional time to process because of the complex issues they raise, including requirements for legal agreements to be negotiated.</p>
Month	Percentage																	
April 2012	100.00%																	
May 2012	50.00%																	
June 2012	50.00%																	
July 2012	55.00%																	
August 2012	55.00%																	

Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note												
LPI DC 009	Percentage of appeals against planning application refusal dismissed	61.76%	75%		 <table border="1"> <caption>Trend Chart Data for LPI DC 009</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>April 2012</td> <td>50%</td> </tr> <tr> <td>May 2012</td> <td>55%</td> </tr> <tr> <td>June 2012</td> <td>65%</td> </tr> <tr> <td>July 2012</td> <td>55%</td> </tr> <tr> <td>August 2012</td> <td>60%</td> </tr> </tbody> </table>	Month	Percentage	April 2012	50%	May 2012	55%	June 2012	65%	July 2012	55%	August 2012	60%	<p>The proportion of dismissed this quarter is broadly in line with the national picture but below our target. All the decisions this quarter were householder appeals where the Council is not able to submit a statement other than the Officers report on the application.</p> <p>Eight appeals were allowed in total of which half were Green Belt extensions where the Council is currently reviewing policy. The other half were residential extensions within settlements where Inspector's took a different view on impact on the amenity of neighbours which can be a matter of individual judgement. Most of the appeals dismissed also fell in these two categories.</p>
Month	Percentage																	
April 2012	50%																	
May 2012	55%																	
June 2012	65%																	
July 2012	55%																	
August 2012	60%																	
LPI DC 010	Percentage of all enforcement appeals dismissed	50%	75%		 <table border="1"> <caption>Trend Chart Data for LPI DC 010</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>April 2012</td> <td>0%</td> </tr> <tr> <td>May 2012</td> <td>100%</td> </tr> <tr> <td>June 2012</td> <td>50%</td> </tr> <tr> <td>July 2012</td> <td>50%</td> </tr> <tr> <td>August 2012</td> <td>50%</td> </tr> </tbody> </table>	Month	Percentage	April 2012	0%	May 2012	100%	June 2012	50%	July 2012	50%	August 2012	50%	<p>There were only two decisions issued by the Planning Inspectorate within this category this year. With very low numbers, any appeals that are allowed will have a disproportionate effect on the overall percentage. In this quarter one of the appeal decisions was affected by a change in planning legislation between when the enforcement notice was issued and when the appeal was determined. It was therefore not possible to have foreseen this.</p>
Month	Percentage																	
April 2012	0%																	
May 2012	100%																	
June 2012	50%																	
July 2012	50%																	
August 2012	50%																	

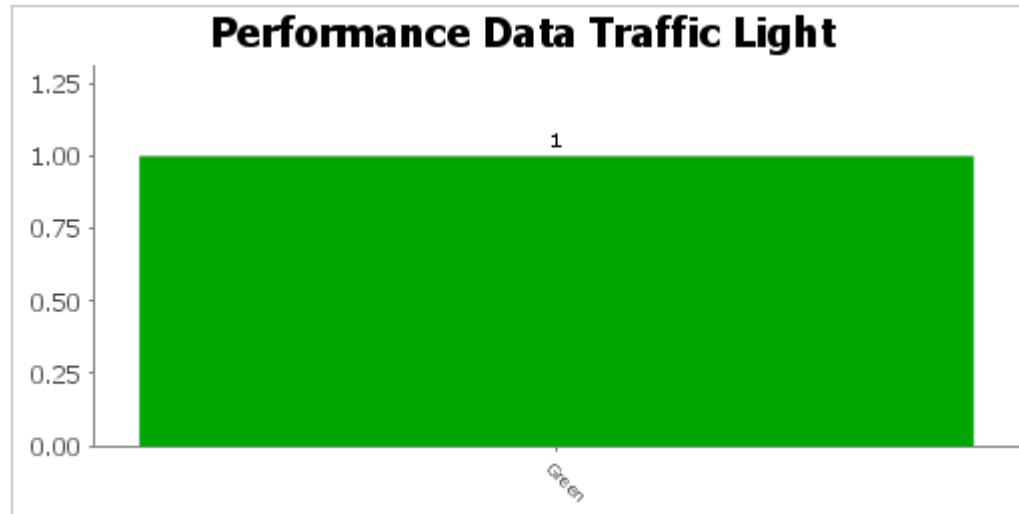
# Portfolio: Safe Community



Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note
LPI CD 007	Number of domestic burglaries per 1,000 households	2.2	2.0			<p>Nationally the level of crime, including domestic burglaries, has experienced an upward trend in the last two years. Reported crime in Sevenoaks has mirrored this trend. The reasons behind the increase in domestic burglaries are varied, there is a strong suggestion that the economic downturn has contributed. Alongside Kent Police the Council continue to work to identify initiatives to reduce crime in the District.</p>

Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note												
LPI EH 004	Percentage of higher risk food inspections due that was done (higher risk is categories A & B)	86%	100%		 <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>April 2012</td> <td>100%</td> </tr> <tr> <td>May 2012</td> <td>90%</td> </tr> <tr> <td>June 2012</td> <td>100%</td> </tr> <tr> <td>July 2012</td> <td>82%</td> </tr> <tr> <td>August 2012</td> <td>86%</td> </tr> </tbody> </table>	Month	Percentage	April 2012	100%	May 2012	90%	June 2012	100%	July 2012	82%	August 2012	86%	<p>3 inspections remain outstanding at the end of August. It is typical for the Council to be unable to complete all inspections required each month, but performance trends over the last 3 years show that all inspections are will be completed as required by the end of the financial year.</p> <p>Performance will continue to be monitored on a monthly basis. No further action is deemed necessary at this time as it is forecast that the 100% target for the year will be achieved.</p>
Month	Percentage																	
April 2012	100%																	
May 2012	90%																	
June 2012	100%																	
July 2012	82%																	
August 2012	86%																	

## Shared Portfolios



No red performance indicators to report