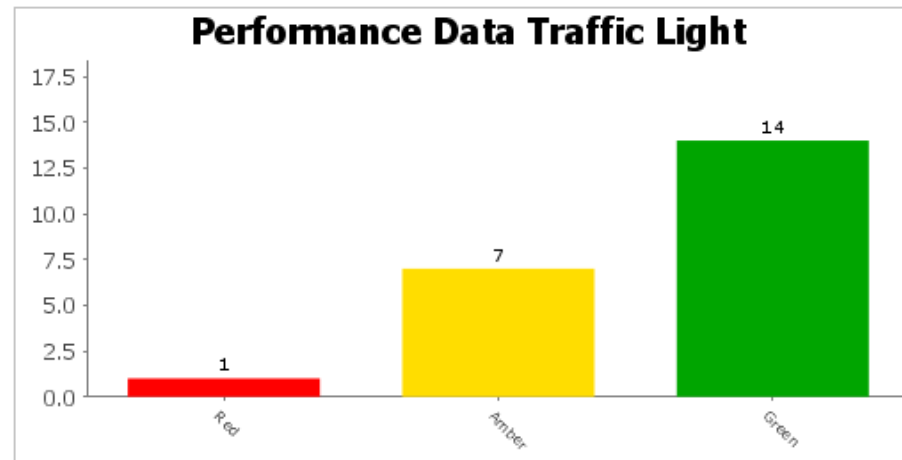




## Environment Select Committee PIs

Performance & Governance Committee Exceptions Report

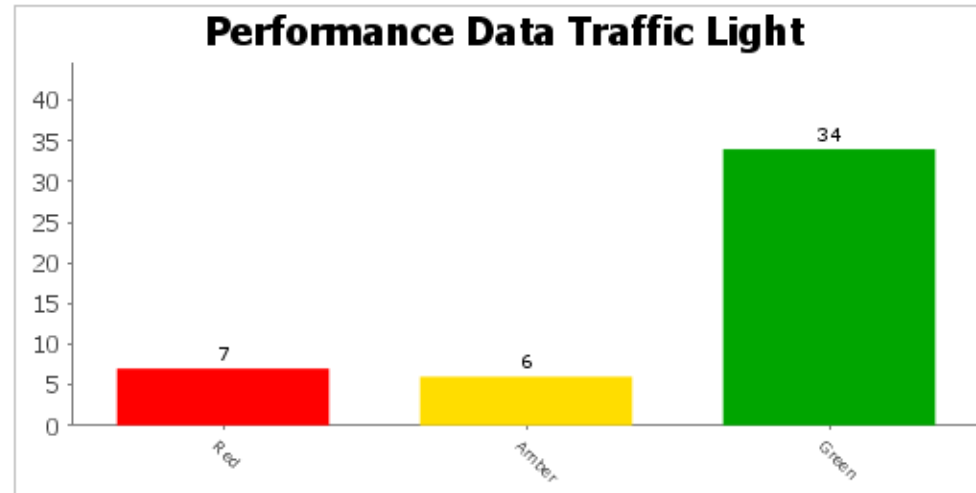


Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note
LPI DC 004	The percentage of appeals allowed against the authority's decision to refuse on planning applications	28.37%	25.00%			Performance is 3.37% below target with more than 70% of appeals in the quarter being dismissed. The outcome of appeals continues to be reviewed and a specific analysis has been carried out of appeals allowed as the performance has dipped slightly below target. 14 appeals were allowed in the period and although the issues were generally diverse, in three instances the Inspector did not accept the Council's assessment regarding compliance of residential extensions with Green Belt policy. <i>(Cont. on next page)</i>


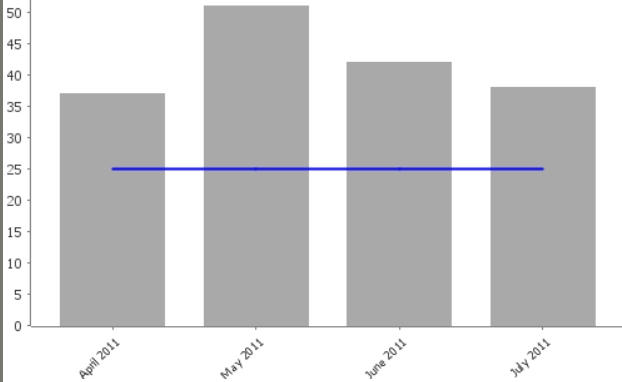

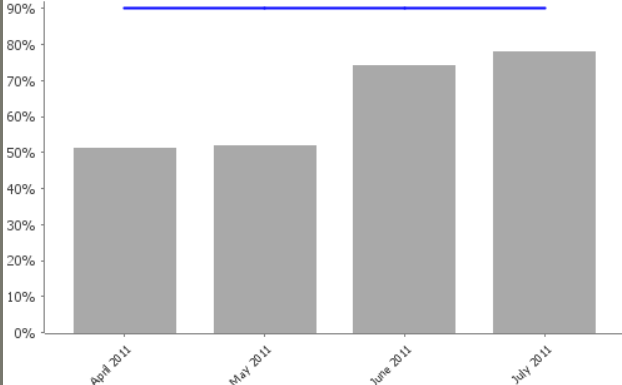
Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note
						<p>Officers will be given advice of the importance of ensuring assessments under the policy are robust and clearly presented. Any lessons to be learned will be fed into the policy review currently under way. However, it should be stressed that a significant proportion of all appeals are Green Belt extensions and that the majority of these appeals continue to be dismissed.</p>


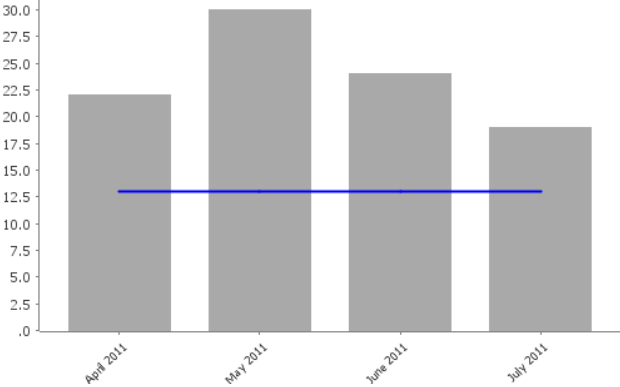

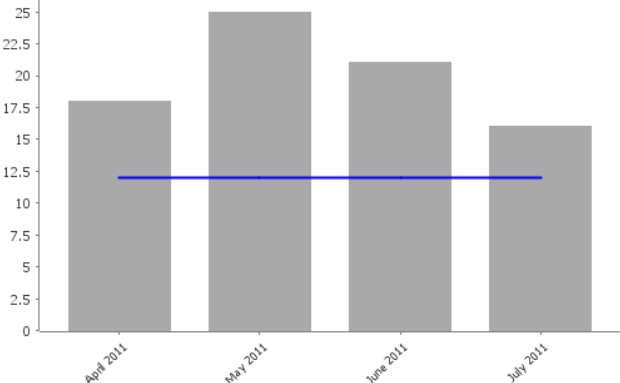
## Services Select Committee PIs


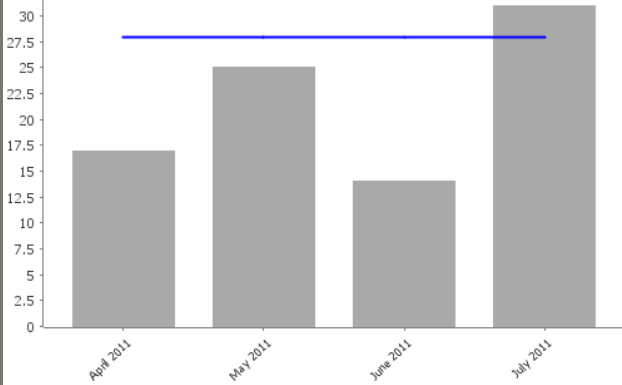

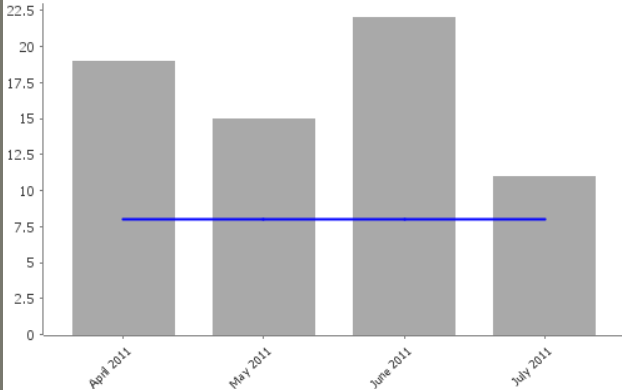
Performance & Governance Committee Exceptions Report



Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note
LPI FS 003	Debts owed to the Council outstanding more than 61 days	£22,431	£20,000			<p>As at the end of July the balance outstanding has reduced to £22,000. At the end of June one invoice of £5,500 was outstanding, which contributed to the overall balance being above target. There are no concerns about any specific debts being defaulted on at present.</p>

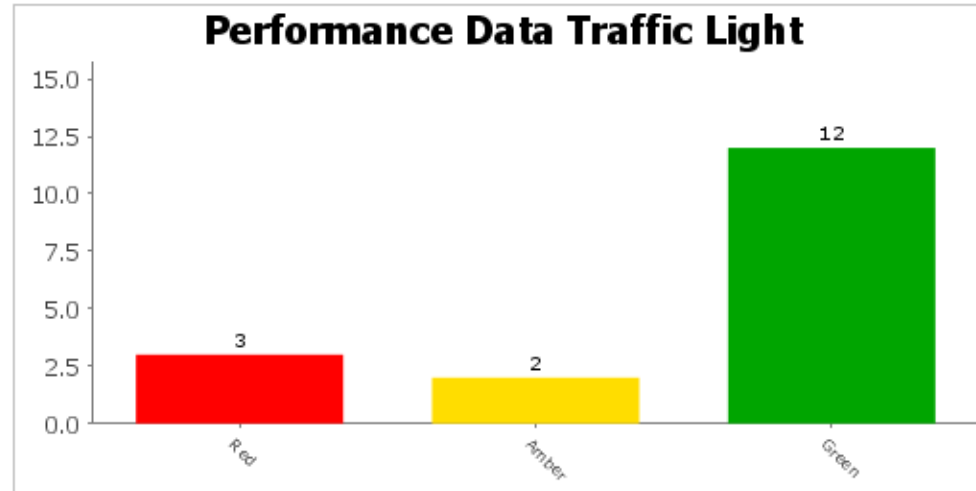
Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note										
LPI HB 001	Average number of days to process new benefits claims	42	25		 <table border="1"> <caption>Data for LPI HB 001 Trend Chart</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>April 2011</td> <td>37</td> </tr> <tr> <td>May 2011</td> <td>50</td> </tr> <tr> <td>June 2011</td> <td>42</td> </tr> <tr> <td>July 2011</td> <td>38</td> </tr> </tbody> </table>	Month	Value	April 2011	37	May 2011	50	June 2011	42	July 2011	38	<p>Due to the significant increase in work received within the Service since January 2011, delays have been experienced in dealing with claims. This increase in workload has been experienced both by other Kent authorities and nationally.</p> <p>A recovery plan is in place, including the use of additional temporary staff, process re-design and the recruitment of apprentices. It can be seen from the June and July data that this is having a positive effect and leading to improvements in performance.</p>
Month	Value															
April 2011	37															
May 2011	50															
June 2011	42															
July 2011	38															
LPI HB 002	Percentage of new benefit claims processed within 14 days of full information being received	63.75%	90%		 <table border="1"> <caption>Data for LPI HB 002 Trend Chart</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>April 2011</td> <td>51%</td> </tr> <tr> <td>May 2011</td> <td>51%</td> </tr> <tr> <td>June 2011</td> <td>74%</td> </tr> <tr> <td>July 2011</td> <td>78%</td> </tr> </tbody> </table>	Month	Value	April 2011	51%	May 2011	51%	June 2011	74%	July 2011	78%	<p>The workload has increased further in July and August and there is a concern that if it continues at this elevated level then extra resources will be required on a long term basis to provide an acceptable turnaround time for customers.</p>
Month	Value															
April 2011	51%															
May 2011	51%															
June 2011	74%															
July 2011	78%															


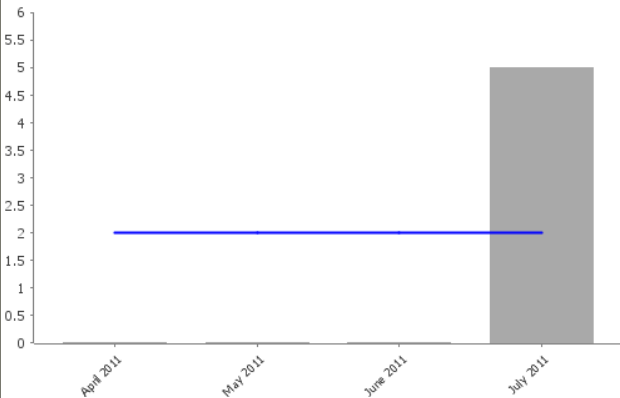
Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note										
LPI HB 005	Time taken to process Housing Benefit / Council Tax Benefit new claims and change events	23.8	13.0		 <table border="1"> <caption>Trend Chart Data for LPI HB 005</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>April 2011</td> <td>22.5</td> </tr> <tr> <td>May 2011</td> <td>30.0</td> </tr> <tr> <td>June 2011</td> <td>24.0</td> </tr> <tr> <td>July 2011</td> <td>19.0</td> </tr> </tbody> </table>	Month	Value	April 2011	22.5	May 2011	30.0	June 2011	24.0	July 2011	19.0	Please see commentary at LPI HB 001 on page 4.
Month	Value															
April 2011	22.5															
May 2011	30.0															
June 2011	24.0															
July 2011	19.0															
LPI HB 006	Average days to process change of events	20	12		 <table border="1"> <caption>Trend Chart Data for LPI HB 006</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>April 2011</td> <td>18.0</td> </tr> <tr> <td>May 2011</td> <td>25.0</td> </tr> <tr> <td>June 2011</td> <td>21.0</td> </tr> <tr> <td>July 2011</td> <td>16.5</td> </tr> </tbody> </table>	Month	Value	April 2011	18.0	May 2011	25.0	June 2011	21.0	July 2011	16.5	
Month	Value															
April 2011	18.0															
May 2011	25.0															
June 2011	21.0															
July 2011	16.5															


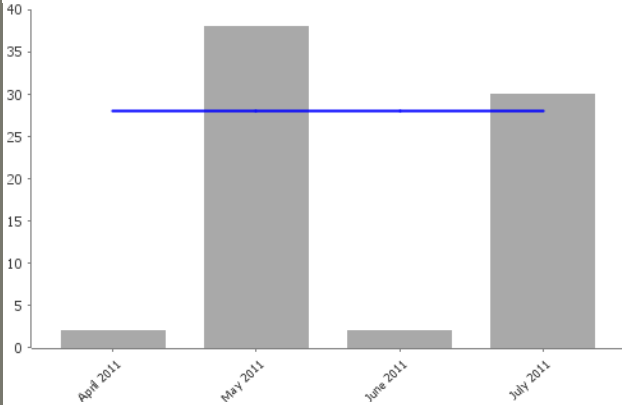

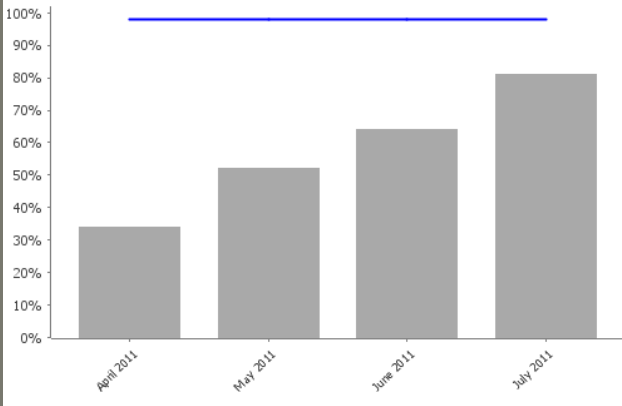
Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note										
LPI LIC 001	Number of monthly premises licensing enforcement visits due that were undertaken	87	112		 <table border="1"> <caption>Monthly Enforcement Visits (LPI LIC 001)</caption> <thead> <tr> <th>Month</th> <th>Visits</th> </tr> </thead> <tbody> <tr> <td>April 2011</td> <td>17</td> </tr> <tr> <td>May 2011</td> <td>25</td> </tr> <tr> <td>June 2011</td> <td>14</td> </tr> <tr> <td>July 2011</td> <td>31</td> </tr> </tbody> </table>	Month	Visits	April 2011	17	May 2011	25	June 2011	14	July 2011	31	<p>The team has performed below the target of 28 visits per Month (currently at an average of 22 visits per Month) due to a combination of vacancies in the team and other work having to take priority, particularly transferring taxi licensing administration for Maidstone and T. Wells Borough Councils into the central licensing hub. Enforcement visits are targeted on a risk assessment basis. With the resources available no further action can be taken at this stage. The team will continue to concentrate on key priorities. Once the Licensing team are back up to full strength there will continue be an upturn in the number of enforcement visits being undertaken as seen in the July data.</p>
Month	Visits															
April 2011	17															
May 2011	25															
June 2011	14															
July 2011	31															
LPI Waste 005	Number of missed green waste collection complaints	67	32		 <table border="1"> <caption>Monthly Missed Green Waste Collection Complaints (LPI Waste 005)</caption> <thead> <tr> <th>Month</th> <th>Complaints</th> </tr> </thead> <tbody> <tr> <td>April 2011</td> <td>19</td> </tr> <tr> <td>May 2011</td> <td>15</td> </tr> <tr> <td>June 2011</td> <td>22</td> </tr> <tr> <td>July 2011</td> <td>11</td> </tr> </tbody> </table>	Month	Complaints	April 2011	19	May 2011	15	June 2011	22	July 2011	11	<p>33 of the missed collections were bin permit holders with the remainder sack customers. 92% of missed collections were collected the next working day. The performance of certain elements of this crew continues to give cause for concern, despite improving the supervisory element with a supervisor/driver in place. There is an ongoing terms and conditions issue with 2 members of the crew which is affecting performance. This will be resolved soon and as a result the good performance of the entire crew will be demonstrated.</p>
Month	Complaints															
April 2011	19															
May 2011	15															
June 2011	22															
July 2011	11															

## Social Affairs Select Committee PIs

Performance & Governance Committee Exceptions Report



Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note
LPI CCTV 001	Number of instigated arrests CCTV	5	8			There were no CCTV instigated arrests in the first quarter but 5 arrests were instigated in July. In addition the team has monitored 17 arrests and assisted with a further 19 arrests, demonstrating good levels of productivity in the team. The CCTV control room is unmanned Tues-Fri from 09.00 - 13.00 hours. The indicators represent the trend in the reduction of crime in the District, plus the fact that the Police are issuing a greater number of fixed penalty charges rather than carrying out arrests.

Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note										
LPI EH 001	Number of proactive health and safety contacts made with businesses	72	112		 <table border="1"> <caption>Proactive health and safety contacts</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>April 2011</td> <td>2</td> </tr> <tr> <td>May 2011</td> <td>38</td> </tr> <tr> <td>June 2011</td> <td>2</td> </tr> <tr> <td>July 2011</td> <td>30</td> </tr> </tbody> </table>	Month	Value	April 2011	2	May 2011	38	June 2011	2	July 2011	30	Proactive contacts have been made when programmed interventions due but there has been less interventions due than the target figure. A reduction in Health and Safety Executive resources has resulted in no joint project working being undertaken since the beginning of April resulting in a reduction in focussed unprogrammed inspections. In total 61 questionnaires have been sent out and 11 inspections undertaken. No further action required at this time.
Month	Value															
April 2011	2															
May 2011	38															
June 2011	2															
July 2011	30															
LPI EH 004	Percentage of higher risk food inspections due that was done (higher risk is categories A, B & C)	81%	98%		 <table border="1"> <caption>Percentage of higher risk food inspections completed</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>April 2011</td> <td>34%</td> </tr> <tr> <td>May 2011</td> <td>52%</td> </tr> <tr> <td>June 2011</td> <td>64%</td> </tr> <tr> <td>July 2011</td> <td>81%</td> </tr> </tbody> </table>	Month	Value	April 2011	34%	May 2011	52%	June 2011	64%	July 2011	81%	This represents 23 inspections outstanding at the end of July a 30% reduction from the 33 outstanding inspections at the end of June. Inspection staff have been heavily engaged with other priorities, which has affected the number of inspections completed. However completing the required higher risk food inspections has been re-established as a high priority and there is now a steady increase in the number of inspections being completed. It is anticipated that they will be fully back on target by the end of the second quarter.
Month	Value															
April 2011	34%															
May 2011	52%															
June 2011	64%															
July 2011	81%															