



Sevenoaks

DISTRICT COUNCIL

Despatched: 26.03.12

SERVICES SELECT COMMITTEE COMMITTEE

3 April 2012 at 7.00 pm

Conference Room - Council Office

AGENDA

Membership:

Chairman: Davison Vice-Chairman: Brown

Cllrs. Abraham, Mrs. Ayres, Ball, Butler, Edwards-Winsler, Firth, Mrs. George, Hogarth, Horwood, Mrs. Parkin, Pett, Piper, Raikes, Scholey, Towell and Walshe

	<u>Pages</u>	<u>Contact</u>
Apologies for Absence.		
1. Minutes Minutes of the meeting of the Committee held on 31 January 2012.	(Pages 1 - 6)	
2. Declarations of interest.		
3. Formal Response from the Cabinet following matters referred by the Committee and/or requests from the Performance and Governance Committee (please refer to the minutes as indicated): (a) Performance Monitoring (<i>Referral from Performance and Governance Committee – 13 March 2012</i>)	(Pages 7 - 8)	
4. Actions from the Previous Meeting	(Pages 9 - 10)	
5. Future Business, the Work Plan 2011/12 (attached) and the Forward Plan.	(Pages 11 - 14)	

Members will develop a schedule of work over the year to reflect the terms of reference of the Committee focussing on the Council's priorities for policy development. This includes opportunities to invite other organisations who provide services in the District to provide information to the Committee and discuss issues of importance to the Community.

- | | | | |
|----|--|--------------------|----------------------------------|
| 6. | Universal Credit Indepth Scrutiny - Update | (Pages 15 -
18) | Adrian
Rowbotham
Ext: 7153 |
| 7. | In depth Scrutiny of Under-occupation of Social Housing | | Pat Smith
Ext: 7355 |
- Questions to be put to selected Panel (Stages 4 - 5)

EXEMPT ITEMS

(At the time of preparing this agenda, there were no exempt items. During any such items which may arise, the meeting is likely NOT to be open to the public.)

To assist in the speedy and efficient despatch of business, Members wishing to obtain factual information on items included on the Agenda are asked to enquire of the appropriate Director or Contact Officer named on a report prior to the day of the meeting.

Should you require a copy of this agenda or any of the reports listed on it in another format please do not hesitate to contact the Democratic Services Team as set out below.

For any other queries concerning this agenda or the meeting please contact:

The Democratic Services Team (01732 227241)

SERVICES SELECT COMMITTEE

Minutes of a meeting of the Services Select Committee held on
31 January 2012 commencing at 7 p.m.

Present: Cllr. Brown (Vice-Chairman) (In the Chair)

Cllrs. Abraham, Mrs. Ayres, Ball, Butler, Firth, Mrs. George, Hogarth, Horwood, Mrs. Parkin, Pett, Piper, Raikes and Walshe.

Apologies for absence were received from Cllrs. Davison, Edwards-Winser, Piper, Scholey and Towell.

Cllrs. Ayres, Mrs Clark, Ramsay and Miss. Stack and were also present.

28. MINUTES OF PREVIOUS MEETINGS

Resolved: That the minutes of the meeting of the Services Select Committee held on 8 November 2011 be approved and signed by the Chairman as a correct record.

29. DECLARATIONS OF INTEREST

Cllr. Mrs. Parkin declared a personal interest in matters relating to housing and benefits as she had relatives in both social housing and on benefits.

30. FORMAL RESPONSE OR CONSULTATION REQUESTS FROM THE CABINET FOLLOWING MATTERS REFERRED BY THE COMMITTEE (Item No. 3)

- (a) 2012/13 Budget and Review of Service Plans (*Response from Cabinet – 8 December 2011*)

The response from Cabinet was noted.

31. ACTIONS FROM THE PREVIOUS MEETING (Item No. 4)

The Actions from the previous meeting were noted. The Head of Housing and Communications provided an update in relation to Action 2 which referred to financial contributions in lieu of on-site affordable housing provision. She reported that there was a realised sum of £174,000 and a potential further £300,000 which would not be realised until and when works commenced on site. Planning and Housing Policy Officers were currently looking into how the guidance and which areas relating to affordable housing would be relevant to the allocation of the funds. In reference to Item 7 (see Minute 34 below) on the agenda, this was an area the Planning Policy Manager could be questioned on when he sat on the Panel in April 2012. In response to a question Members were advised that affordable housing was a term for housing provided with some form of subsidy such as affordable or intermediate rent and shared ownership.

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ACTION 1: A further update on the financial contributions received and potential use of the money, to be given at the next meeting.

Members queried why there was not a colour printer in the Members' Room and whether it was possible to have a wireless free printer.

ACTION 2: The Head of IT and Facilities Management to investigate supply of colour and/or wireless free printer in the Members room.

32. FUTURE BUSINESS, THE WORK PLAN 2011/12 AND THE FORWARD PLAN (Report No. 5)

Members noted the Work Plan. As April's meeting was to be taken up with the Under-Occupation of Social Housing Panel, and Universal Credits, it was agreed that SDHR Amended Allocation Policy be moved to September 2012 as Government guidance was still awaited.

33. UNIVERSAL CREDIT INDEPTH SCRUTINY – BRIEFING NOTE (Report No. 6)

The Chairman advised Members that this scrutiny would be of great significance to the Council. Officers had many concerns and the review would be of great assistance to them. The Head of Finance and Human Resources introduced the Benefits Manager to the Committee, who reported that Universal Credits were a key element of the Welfare Reform Bill affecting 19 million individual claims and an estimated eight million households. A significant change would be that it was based on households rather than individuals and money would be paid to claimants directly, in arrears, to mirror how most wages were paid. There would be significant impacts on social and private landlords; homelessness; increased pressures on housing stock; a likelihood of increased debt and increased numbers seeking assistance from the Council especially as not everyone has access to online facilities. There was also the impact on staff generally, recruitment and retention issues and potential cost of agency staff. The Head of Finance and Human Resources advised that some areas where the scrutiny role would assist were communication with other organisations such as landlords, Citizen's Advice Bureau etc; looking at how to retain staff; preparation work for transferring services and phasing implementation; how to retain customer service and where it was considered not cost effective to retrain new staff the cost implications of agency staff. It would also be useful to look at whether there was any scope to lobby Government further, and the possibility of feeding views back to the Department of Work and Pensions whilst it was still in its implementation phase.

The Portfolio Holder for Finance and Value for Money, reported that he had written to Lord Freud, Minister for Welfare Reform asking for an audience but had not heard back. However Lord Freud had visited the Council Offices and met with the Leader, Chief Executive and the Benefits and Revenues Managers and had asked to be taken through a typical case. He believed that the Minister was visiting a number of councils. In response to Members' questions, the Benefits Manager replied that they had been told that the necessary I.T. infrastructure would be ready in time and that at the moment no decision had been made as to whether social funds would be administered here or by Kent County Council (KCC).

The Chairman referred to the workload involved for any Member of the Working Group advising that they would need to be able to meet at least once a month. A draft timetable had been drawn up with Officer's availability in mind which would be circulated to members of the Working Group to discuss. Councillors Ball, Firth, Hogarth, Horwood and Raikes expressed interest in being on the Working Group.

ACTION 3: The Deputy Chief Executive and Director of Corporate Resources agree a draft meeting timetable with Working Group Members.

A Member advised that she had a meeting with the Benefits Manager to talk through a typical case which other Members, especially those on the new Working Group, were welcome to attend.

Resolved: That:

- (a) the contents of the report and proposals for possible lines of enquiry for the in-depth scrutiny, be noted; and
- (b) a Members' Universal Credit Working Group be formed for the remainder of the municipal year, consisting of Cllrs. Ball, Firth, Hogarth, Horwood and Raikes.

The Chairman on behalf of the Committee expressed his thanks to Tricia Marshall, Head of Finance and Human Resources, for all her hard work over the years.

34. UNDER-OCCUPATION OF SOCIAL HOUSING – VERBAL UPDATE FROM WORKING GROUP (Item No. 7)

Cllr. Miss. Stack, with permission of the Chairman, spoke on behalf of the Chairman of the Members' Under-Occupation of Social Housing Working Group as the Chairman was feeling unwell. She reported that the Working Group had been looking at many issues including numbers on the Sevenoaks District Housing Register and statistics received from Moat, the potential impact of the new benefit system and the current gaps in rent and what housing benefit would pay. She reported that there was a downsizing scheme called 'small is beautiful' which was a West Kent Housing Association Scheme; that 1400 people still had the 'right to buy'; and that there was a need for more 1-2 bed properties to free up larger properties. More specialist housing for older people was also needed. She reported that there had been some debate with regards to 1 bed properties. It was felt that many people had a 1 bed property need, but preferred a 2 bed property so that they could have, for example, their grandchildren or carers to stay and this impacted on their choice to move.

The Head of Housing and Communications explained that the current Allocations Policy was based on a points system but the new one may move to a banding system in line with other Kent authorities. The Allocation Policy would be reviewed and revised after consultation in the summer 2012. It was explained that there was a possibility of utilising a few privately rented 3-4 bed properties for single people to share. Particularity as those under 35 would be restricted to a single room allowance. These properties would need to be managed by a housing association and negotiation was under way. It had also become apparent to the Working Group that there needed to be more synergy between planning and housing and a need for

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lateral thinking such as extensions and using financial contributions in lieu of affordable housing to update or improve properties. Cllr. Miss. Stack advised that at the last Social Affairs Select Committee two Kent County Council representatives had talked of the need for more forward thinking specialist accommodation and had highlighted examples such as Emily Court in Wilmington.

The Head of Housing and Communications reported that the Working Group had discussed and made a list of potential representatives for the Panel and had produced possible questions. Currently on the list were the Planning Policy Manager, West Kent Housing Association, Moat Housing, Places for people, the Housing Policy Officer and the Empty Homes/Under-Occupation Officer. In addition, Members asked for a representative from Kent County Council's (KCC) Older Person's Team. She would email this to all Members for further suggestions to reach her by Friday 2 March 2012. This would allow time to forward the questions to the Panel Members. The Housing Policy Manager would collate all the information from the April meeting and produce a draft strategy and action plan for the meeting in June.

ACTION 4: The Head of Housing and Communications to send an email with suggested panel members and questions to all Committee members along with the statistics from West Kent and Moat Housing and a case study.

35. COMPLETION OF WORKS AT HEVER ROAD GYPSY AND TRAVELLER SITE – VERBAL UPDATE. (Item No.8)

The Head of Housing and Communications reported that a successful bid of £1.308m had been received to upgrade, modernise and extend the Hever Road site. An additional 4 pitches had been provided bringing the number of pitches up to sixteen. The extensive works had included provision of an entirely new electrical supply to the site which involved extensive cable laying within Hever Road site itself and construction of a new electrical sub station. Within the site a completely new electrical distribution system was put in to provide every Pitch with an independent supply. Each resident was now a customer of an energy company, resulting in the Council only paying for communal electricity. In the past the Council had funded this and sold electricity cards but there had always been a deficit to be met. A new water supply had been installed to each Pitch making all residents responsible for water charges, and new foul and surface water drainage systems had been constructed.

It was during excavations for the new drains that significant amounts of ordnance had been discovered, believed to have been buried after the war around 1944 when they were disbanded. Once uncovered it became the Council's responsibility to undertake all remedial action and a company called BACTEC International were engaged. As a result of their investigations a total 383 ordnance related items was recovered with 40 being destroyed in controlled explosions. The related cost for this was £198,000, which was met by some external funding and existing budgets. The Head of Housing and Communications was however going to explore other avenues to ascertain whether or not external funding could help with the costs.

The Head of Housing and Communications reported that each of the pitches had been provided with a new amenity block, which gave each resident a kitchen and bathroom. If this had not happened the cost of the amenity blocks would have been the Council's responsibility. A new community unit had been provided to act as a meeting point for the residents and base for the site warden. A significant number of

pitches had been resurfaced to eliminate trip hazards and improve surface water removal. The access road had been resurfaced, traffic calming measures installed with new street lighting, new fencing and other measures to improve the appearance of the site. Residents were generally happy with the changes and the works would reduce future maintenance costs. The rent charged was within the housing benefit levels. Two of the new pitches were already let and one was still vacant. Members asked that this be communicated effectively to planning. Members were concerned that the MOD had not taken responsibility for clearing the ordnance related items. The Head of Housing and Communications that she would obtain full information from the Property Services Manager and come back to Members with this information.

ACTION 5: The Head of Housing and Communications to speak to Property Services manager for background information on why the MOD were not used to clear the ordnance related items from the site.

The Chairman on behalf of the Committee congratulated the Head of Housing and Communications for securing the impressive funding sum.

36. HOUSING STRATEGY ACTION PLAN. (Report No. 9)

The Head of Housing and Communications reported that because the Council had been rated as excellent it was no longer required to produce a housing strategy, though it was still considered good practice to do so. The documents provided strategic direction and included a range of tactics to achieve strategic goals. It was a living document which if approved would be overseen by the Local Strategic Partnership's (LSP) Strategic Housing Sub Group. The Local Strategic Partnership was a multi agency group consisting of 24 members including Kent County Council, the Home Improvement Agency and West Kent Housing. Progress reports would be taken to the LSP and this Committee. The Homes and Communities Agency (HCA) had very little available funding and Housing Associations required help with putting together business cases to look for funding elsewhere. There needed to be a lot of imagination and creativity as there were limited opportunities. The Plan would be revised again in 2013 along with the Council's Community Plan.

Resolved: That the Housing Strategy Action Plan BE RECOMMENDED to Cabinet for approval.

37. I.T. STRATEGY ACTION PLAN FOR 2012/15

The Chairman of the I.T. Working Group thanked Members for their positive input into the Strategy, and requested a volunteer for the current vacancy on the Group. He advised that the next piece of work for the Group would be looking at the Disaster Recovery Process which was due for renewal towards the end of the year. The Head of Development Services reported the Members I.T. Working Group comments had already been incorporated into the document and other service areas consulted. He highlighted the key objectives and issues as set in the report. Members thought that their new email system was very good, and congratulated all Officers and the Working Group for the swift production of such a good report.

Resolved: That:

(a) Cllr. Walshe fill the current vacancy in the Members I.T. Working

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Group for the remainder of the municipal year; and

- (b) it BE RECOMMENDED to Cabinet to recommend to Council that the IT Strategy and Plan 2012-2015 be approved and adopted.

THE MEETING WAS CONCLUDED AT 8.44 P.M.

Chairman

MATTERS REFERRED BY PERFORMANCE AND GOVERNANCE COMMITTEE

PERFORMANCE MONITORING

(Performance and Governance Committee – Minute 52 - 13 March 2012)

The report provided the Committee with a summary of Council performance and detailed all 'Red' performance indicators for the period to the end of January 2012.

With reference to LPI DS 002 – Total Trading Account Position (year to date), the Policy and Performance Manager assured a Member that whilst the Finance Advisory Group would be considering diesel costs they would also be looking at the trading account as a whole and looking at all elements of the budget.

Members were concerned at the 10% level of staff affected by illness and requiring extended periods of absence. Members were interested to know how much was stress related, work related or other causes, and how it compared with the national average. The Director of Corporate Resources and Deputy Chief Executive recognised that long term sickness levels were high but it had been a difficult 12 months. He stated that a number of processes were in place to manage and control sickness levels, however, some delays were out of the Council's control such as chasing G.P. reports, which can take 3-4 months. The Chief Executive reported that Management Team had looked very carefully at this issue and the new Human Resources Manager had been asked to look at it and see if she could develop a revised strategy to bring the figures down.

Resolved: That

- (a) that LPI HR 003 – Number of working days lost through long term sickness absence per FTE (>20cumulative days) be referred to Services Select Committee; and
- (b) the contents of the report be noted.

PLEASE NOTE It has not been possible to gather all of the information required for consideration at this meeting. However it has been added to the work plan for June 2012.

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ACTIONS FROM THE MEETING HELD ON 31.01.12			
Action	Description	Status and last updated as at 21.03.12	Contact Officer
ACTION 1	A further update on the financial contributions received and potential use of the money, to be given at the next meeting.	Financial contributions from development in lieu of affordable housing. Current update is <ul style="list-style-type: none"> In the pipeline is £397,000 £174,000 actually received 	Pat Smith
ACTION 2	The Head of IT and Facilities Management to investigate supply of colour and/or wireless free printer in the Members room.	There is currently a monochrome printer that is available to use within the Members Room. This can either be accessed from the provided PC or can be attached to a personal device using the provided cable. The IT Team are investigating current technologies to see if there is a suitable alternative solution.	Jim Carrington-West
ACTION 3	The Deputy Chief Executive and Director of Corporate Resources agree a draft meeting timetable with Working Group Members.	A report updating Members on Universal Credit Indepth Scrutiny (incorporating the timetable) is included on this agenda.	Pav Ramewal

ACTION 4	The Head of Housing and Communications to send an email with suggested Panel members and questions to all Committee members along with the statistics from West Kent and Moat Housing and a case study.	An email was sent to all Members with case studies and statistics as requested. Questions have been sent to all Panel members in advance for the next Committee meeting. Places for People has been contacted to sit on the Panel but they have declined the invitation. They will send a written reply to the questions which will be given out on the night.	Pat Smith
ACTION 5	The Head of Housing and Communications to speak to Property Services manager for background information on why the MOD were not used to clear the ordnance related items from the site.	An email was sent to all Members	Pat Smith

SERVICES SELECT COMMITTEE - WORK PLAN 2011/12

Topic	3 April 2012	June 2012	September 2012	November 2012	January 2013
In-Depth Scrutiny	Under-occupation of Social Housing – Stages 4 to 5 (<i>to provide/agree recommendations and options</i>)	Under-occupation of Social Housing – final strategy and action plan			
	Universal Credits – Stages 4 and 5(a)	Universal Credits – Stage 5(b)	Universal Credits – Stage 6		
Housing (Pat Smith)		Affordable Housing Position Report (information only)	SDHR amended Allocation Policy		
Licensing (Richard Wilson)				Licensing Update Report (information only)	
Payments & Benefits (Tricia Marshall)				Revenues and Benefits Partnership Update	

Topic	3 April 2012	June 2012	September 2012	November 2012	January 2013
Human Resources (Tricia Marshall)	Human Resources Update (information only)				
Information Technology (Jim Carrington-West)		Annual IT Update (information only)			
Waste and Recycling (Richard Wilson)		Waste Recycling Report			
Communications & Customer Service					Customer Services Report (information only)
Budget (Tricia Marshall)		Localising Support for Council Tax Retention of Business Rates		Review of Service Plans Review of Budget Proposals for 2013/14	
Referral of Performance Issues from P&G Committee		Sickness Absence - Update			
Other					

*Items to be confirmed by the Head of Housing.

Kent and Medway Forum strategy*

Key Stages of In-Depth Scrutiny Review

Stage 1 – Scoping and identifying key lines of inquiry

Stage 2 – Familiarisation with subject area

Stage 3 – Submission of evidence

Stage 4 – Deliberation/Consideration of Options

Stage 5(a) – Formulation of recommendations and reporting

Stage 5(b) – Outcomes

Stage 6 – Review and Monitoring

Working Group Membership

Members IT Working Group

Cllrs. Abraham, Edwards-Winser, Pett (Chairman), Scholey and Walshe.

Members' Under-occupation of Social Housing Working Group

Cllrs. Mrs Ayres, Mrs George, Horwood, Mrs Parkin and Piper.

Members' Universal Credits Working Group

Cllrs. Ball, Firth, Hogarth, Horwood and Raikes.

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UNIVERSAL CREDIT INDEPTH SCRUTINY BOARD - UPDATE

SERVICES SELECT COMMITTEE – 3 APRIL 2012

Report of the: Deputy Chief Executive and Director of Corporate Resources

Status: For Information

Key Decision: No

This report supports the Key Aim of Effective Management of Council Resources

Portfolio Holder Cllr. Ramsay

Head of Service Group Manager – Financial Services – Adrian Rowbotham

Recommendation to Services Select Committee: That the report be noted.

Introduction

- 1 At the Services Select Committee meeting on 31 January 2012 it was agreed that a Scrutiny Board would carry out an indepth scrutiny of Universal Credit.
- 2 The Scrutiny Board consists of the following Members: Cllrs. Firth (Chairman), Horwood (Vice-Chairman), Ball, Hogarth and Raikes.
- 3 This report contains the Key Lines of Enquiry agreed by the board and the schedule of meetings.

Key Lines of Enquiry

- 4 The key lines of enquiry agreed by the Scrutiny Board are:

- | |
|--|
| <ol style="list-style-type: none">1. How is the new system of universal credit expected to work and what will its impact be on local authorities?2. What are the key challenges for this Council in adjusting to the new system of universal credit, especially during the transitional phase:<ol style="list-style-type: none">a. What departments/services will be affected?b. What impact will the changes have on demand for the Council's services? |
|--|

Agenda Item 6

<p>c. How can the current benefits service, including the staff currently operating in this area, best be protected given the uncertainty surrounding the service and its effect on staff numbers/morale?</p>
<p>3. What other organisations will also be affected?</p>
<p>4. How should the Council best prepare for these changes?</p>
<p>a. What role should the Council play, if any, in helping other affected organisations prepare for the changes?</p>
<p>b. How might the Council ensure full accessibility to the new service especially by those who have difficulty accessing computer based services or have no access to a computer?</p>
<p>c. What opportunities are there to lobby DWP/play a part in how the new system is implemented? (E.g. Could Sevenoaks become a pilot Council for implementing the new scheme?)</p>

- 5 The Scrutiny Board has received evidence from officers of this Council and visitors from other organisations to gain a wider understanding of how Universal Credit will operate and how it will affect the various parties.
- 6 Progress against the key lines of enquiry will be presented by members of the Scrutiny Board at the meeting, however it can be noted that particular progress has been made in items 1-3.

Schedule of Meetings

- 7 The meetings of the Scrutiny Board are:

Scrutiny Stage	Meeting Date	Comments
1. Scoping and identifying key lines of enquiry (KLOE)	17 February 2012	KLOE agreed by group
2. Familiarisation with subject area	1 March 2012	Further information on how the current benefits service operates

<p>3. Submission of evidence</p>	<p>2 March 2012</p> <p>16 March 2012</p>	<p>Visitors:</p> <p>WKHA</p> <p>WKHA Tenant Rep.</p> <p>National Landlords Association</p> <p>Sevenoaks MIND</p> <p>Sevenoaks CAB</p> <p>Job Centre Plus</p> <p>DWP – Customer Insight Team</p> <p>District Council Network (DCN) Lead for Welfare Reform</p> <p>Sevenoaks DC Housing Service</p>
<p>4. Deliberation / consideration of options</p>	<p>April & May 2012</p>	
<p>5. Formulation of recommendations and reporting</p>	<p>June 2012</p>	

Key Implications

Financial

The findings of the Scrutiny Board should highlight the financial implications.

Community Impact and Outcomes

The findings of the Scrutiny Board should highlight the community impact and outcomes.

Legal, Human Rights etc.

There are no legal or human rights implications arising from this report..

Risk Assessment Statement

The findings of the Scrutiny Board should highlight the risks.

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Background Papers: Report to Services Select Committee 31 January 2012 – Item 6 – Universal Credit Indepth Scrutiny Briefing Note

Report to Services Select Committee 8 November 2011 – Benefits Service update

Contact Officer(s): Adrian Rowbotham Ext. 7153

Meryl Young Ext. 7397

Dr. Pav Ramewal
Deputy Chief Executive and Director of Corporate Resources