

24 April 2018 at 7.00 pm

Conference Room, Argyle Road, Sevenoaks

Despatched: 16.04.18



## Scrutiny Committee

### Membership:

Chairman, Cllr. Brown; Vice-Chairman, Cllr. London

Cllrs. Ball, Clack, Hogg, Kitchener, Lindsay, McArthur, Purves, Reay and Searles

### Agenda

There are no fire drills planned. If the fire alarm is activated, which is a continuous siren with a flashing red light, please leave the building immediately, following the fire exit signs.

	Pages	Contact
Apologies for Absence		
1. <b>Minutes</b> To approve the Minutes of the meeting of the Committee held on 8 February 2018, as a correct record.	(Pages 1 - 6)	
2. <b>Declarations of Interest</b> Any declarations not already registered		
3. <b>Responses of the Cabinet to reports of the Scrutiny Committee (if any)</b>		
4. <b>Actions from the Previous Meeting</b>	(Pages 7 - 10)	
5. <b>Kent County Council Cabinet Member for Children, Young People and Education</b> County Cllr Roger Gough in attendance to answer questions about Children, Young People and Education.		
6. <b>Performance Monitoring</b>	(Pages 11 - 28)	Lee Banks Tel: 01732 227161
7. <b>Questions to the Portfolio Holder for Direct and Trading Services</b>	(Pages 29 - 30)	Cllr. Dickins
8. <b>Chairman's Annual Report to Council 2017/18</b>	(Pages 31 - 34)	Cllr. Brown
9. <b>Work Plan</b>	(Pages 35 - 36)	

## EXEMPT INFORMATION

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.

If you wish to obtain further factual information on any of the agenda items listed above, please contact the named officer prior to the day of the meeting.

Should you need this agenda or any of the reports in a different format, or have any other queries concerning this agenda or the meeting please contact Democratic Services on 01732 227000 or [democratic.services@sevenoaks.gov.uk](mailto:democratic.services@sevenoaks.gov.uk).

SCRUTINY COMMITTEE

Minutes of the meeting held on 8 February 2018 commencing at 7.00 pm

Present: Cllr. Brown (Chairman)

Cllr. London

Cllrs. Clack, Hogg, Lindsay, London, McArthur, Purves, Reay and Searles

Apologies for absence were received from Cllrs. Ball and Kitchener

Cllrs. Hogarth and Piper were also present.

19. Minutes

Resolved: That the minutes of the meeting of the Scrutiny Committee held on 31 October 2017, be approved and signed by the Chairman as a correct record.

20. Declarations of Interest

No additional declarations of interest were made.

21. Responses of the Cabinet to reports of the Scrutiny Committee

There were none.

22. Actions from the Previous Meeting

Members discussed the actions detailed and were advised that since publication of the agenda papers, some posts had been filled whilst others had been made vacant. Members were advised that at the last meeting payroll statistics had been provided and included posts that were still purposely vacant. In regards to full time equivalent posts that were waiting to be filled, there were 12 vacancies out of approximately 340 staff.

Members discussed the wording on the Council's website and requested that wording to advise that if a vehicle has no tax or insurance then it is abandoned and would be removed.

*Action 1: For Communications and Consultations Manager to include on the website, 'if a vehicle has no tax or insurance then it is abandoned and would be removed.'*

Members were advised that a meeting would shortly be taking place with the Leader to discuss the sites in Swanley. Members were concerned that the site had been left vacant and the current state of the site. Members requested further information regarding the site.

*Action 2: For Chief Officer Communities and Business to advise:*

- *The timescales for the feasibility study taking place*
  - *Why it had taken so long and*
  - *What was going to happen to the site*
- and for a press release to advise residents what was happening with the site.*

The Chairman took the opportunity to ask Members view on audio recording the Scrutiny Committee meetings, to provide the public with the availability to listen to what was discussed, particularly in regards to the scrutiny of external bodies. Some Members raised concern that it could stifle debate.

*Action 3: For Chief Officer Corporate Services to look into the costings and ability for recording meetings in the Conference room and to review what further Committee approval would be required if this were to be progressed*

### 23. Performance Monitoring

Members considered the report which summarised performance across the Council to the end of December 2017. Members were asked to consider 6 performance indicators which were performing at 10% or more below their target with a commentary from Officers explaining the reason and detailing any plans to improve performance. IF actions taken were not deemed sufficient, the report recommended referring those indicators to Cabinet for further assessment. The report also provided key performance indicators relating to the Portfolio Holders invited to the Scrutiny Committee meeting.

Members discussed the performance indicators and noted that a number of red indicators were due to staffing levels and sickness and that the figures were slowly improving.

Members discussed the percentage of appeals against planning application refusal dismissed and were advised that that only 18 had been upheld and the figure, as a percentage did not reflect the small amount that had been upheld. Members requested further information regarding the appeals.

*Action 4: For the Chief Planning Officer to advise on the percentage of appeals that were allowed as a result of the Development Control Committee overturning an Officer recommendation to approve.*

Resolved: That the report be noted.

24. Questions to the Portfolio Holder for Economic and Community Development

The Portfolio Holder for Economic and Community Development presented a report updating the Committee on the recent achievements and work undertaken. He highlighted the success of the Visitor Economy Study which was undertaken by a volunteer; the gang's multi-agency working group; and the work undertaken for emergency planning.

The Portfolio Holder responded to Members questions.

The Portfolio Holder advised that he was proud of the charitable work undertaken by SupaJam based in Swanley who provided educational services to young people who had been excluded from mainline schools. Due to its success a second site would be opening up in Canterbury and the charity had received the High Sheriff's award. The charity worked with the young people to help them gain qualifications and into employment. The Council helped facilitate the building for the charity.

The Portfolio Holder explained that the gangs working group was a District wide multiagency working group, who looked for gang activity in the area, however in the District there were no organised gangs. The Covent site in Swanley has had long term discussions with Landlords and if other community problems arose contact should be made with the Community Safety Unit or Portfolio Holder to advise.

A Member queried whether an outside PR firm had been approached to publicise Sevenoaks rather than Kent as a whole with social media. Members were advised that there was a strategy to encourage more people to the District but the Visit Kent site was not always user friendly for uploading information in regards to the District.

The Portfolio Holder was asked whether there was a need for a Premier Inn with two other hotels in close proximity. The Portfolio Holder advised that one of the hotels catered for larger events whereas the Premier Inn was aimed at a different market with good forecast occupancy rates. In general, there was a need for more accommodation in the District.

A Member enquired whether more work could be undertaken with the Town Council. The Portfolio Holder explained that the District Council support the Town and gave an example of the Stag theatre. However, it was important for the experts of the area to continue the work and the Town Partnership were working together to solve recruitment problems for shops in the town. Members were advised that the cross portfolio working was very successful.

The Chairman made a request that figures were provided for under occupancy of shops within Sevenoaks Town.

*Action 5: For Chief Officer Communities and Business to provide figures for under occupancy of shops within Sevenoaks Town.*

The Chairman thanked the Portfolio Holder for his attendance.

25. Questions to the Portfolio Holder for Planning

The Portfolio Holder presented a report updating the Committee on recent achievements and challenges ahead since the report in July 2017. He **highlighted** that the department was successful and around 70% of applications were dismissed at appeal. There had been problems with recruiting a Team Leader for Enforcement and consideration was being given to the next steps. Building Control was now fully resourced and was working well. In regards to the New Local Plan a response rate of 30% had been received, with a key view to protect the green belt. The second tranche of the local list concluded on 10 January with help from the Sevenoaks Society.

The Portfolio Holder responded to Members' questions.

The Portfolio Holder advised that the Brownfield Land register was required by government and there was more brownfield land than was originally thought, but much of it had already been built on.

A Member queried who was eligible to receive CIL. Members were advised that the CIL was a 'top up' rather than part funding infrastructure. Parish and Town Councils would receive 25% of the CIL contribution. The bids were for infrastructure which did not have to be localised but rather for the community, where 75% would be spent on health, education or roads. It was expected that the Transport study for Swanley would be in draft form by March or April.

A Member questioned what staffing support had been provided for the Local Lists. Members were advised that administrative support had been provided to the Sevenoaks Society but the gathering of data had been carried out by the local community.

Members discussed staffing and recruitment within the Development Management department. Members were advised that the two new members of staff within the Enforcement Team had customer services and statistic experience but both had worked within the Planning Team before being appointed to the new roles. Training was being undertaken and this would provide a starting point for a career path within planning. In response to further questions the Chief Planning Officer advised that exit interviews were provided and in the majority planners were leaving to work within the private sector for more money. Historically salaries were lower, however there were other benefits on offer to staff.

The Chairman thanked the Portfolio Holder for his attendance.

26. Work Plan

The work plan was discussed and noted that Cllr. Lowe - Portfolio Holder for Housing and Health would be attending the meeting on 17 July 2018. Kent Police, Sencio Leisure and Cllr. Scholey - Portfolio Holder for Finance would be invited to attend the 13 November 2018 meeting.

THE MEETING WAS CONCLUDED AT 8.54 PM

CHAIRMAN

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<b>ACTIONS FROM THE MEETING HELD ON 12.4.18</b>			
<b>Action</b>	<b>Description</b>	<b>Status and last updated</b>	<b>Contact Officer</b>
ACTION 1	Communications and Consultations Manager to include on the website, 'if a vehicle has no tax or insurance then it is abandoned and would be removed.'	An update will be provided at the meeting.	Daniel Whitmarsh Ext. 7414
ACTION 2	<p>For Chief Officer Communities and Business to advise:</p> <ul style="list-style-type: none"> <li>· The timescales for the feasibility study taking place</li> <li>· Why it had taken so long and</li> <li>· What was going to happen to the site</li> </ul> <p>and for a press release to advise residents what was happening with the site.</p>	<p>The District Council has been evaluating a range of sites to deliver a new Leisure Centre for the town and has done so on both a sequential test basis and also taking into account the suggestions to use the Recreation Ground and the work that was done on the Swanley Mastervision. This involved carrying out a series of feasibility studies for the three sites, to test their viability and whether they would cover the costs of a new Leisure Centre.</p> <p>The District Council remains committed to replacing the existing White Oak Leisure Centre with a new Leisure Centre for the town. The feasibility work has shown that the development value of the three sites doesn't cover the cost of a new Leisure Centre and a new model of finance for the replacement of the centre needs to be found, based on the fact that the Centre will be a long-term asset.</p>	Lesley Bowles Ext. 7430

		<p>The existing Council owned White Oak site works best for a replacement Leisure Centre and more detail about the options for a new leisure centre are likely to be set out in early 2019. Besides the new Centre there would be some housing on the site, likely to be predominantly town houses and between 40 and 60 units.</p> <p>Furthermore the Council needs to quickly progress the development of the Bevan Place and Meeting Point sites. The Bevan Place and Meeting Point sites offer the opportunity to deliver a high quality development at one of the gateways to the Town. It is envisaged that the mixed use development on the Bevan Place site would be between 4 and 6 stories on Bevan Place and include flats together with retail and restaurants. The Meeting Point scheme will be designed in conjunction with Bevan Place and include a business incubator hub and possibly live/work units above.</p> <p>Timelines and programmes are being drawn up for these projects and will be reported to Policy and Advisory Committee and Cabinet and the residents of Swanley kept updated on progress.</p>	
ACTION 3	Chief Officer Corporate Services to look into the costings and ability for recording meetings in the Conference room and to review what further Committee approval	An update will be provided at the meeting.	Jim Carrington-West Ext. 7218

	would be required if this were to be progressed.		
ACTION 4	For Chief Officer Planning to advise on the percentage of appeals that were allowed as a result of the Development Control Committee overturning an Officer recommendation to approve.	One appeal was allowed having been overturned (out of 28 decisions)	Richard Morris Ext. 7139
ACTION 5	Chief Officer Communities and Business to provide figures for under occupancy of shops within Sevenoaks Town.	The most recent monitoring of vacant premises in the Town identified 17 vacant retail units.	Lesley Bowles Ext. 7430

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## PERFORMANCE REPORT

### Scrutiny Committee - 24 April 2018

Report of Chief Executive

Status: For Information

Key Decision: No

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**This report supports the Council Promise to provide value for money**

**Portfolio Holder** Cllr. Peter Fleming

**Contact Officer** Lee Banks (Ext. 7161)

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#### **Recommendation to Scrutiny Committee:**

- (a) Members note the contents of the report; and
  - (b) If Members are dissatisfied by actions being taken to improve performance by either Officers, Advisory Committee or Cabinet, they consider areas of underperformance for scrutiny.
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**Reason for recommendation:** To ensure that areas of under performance within services are considered and reviewed by Members.

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#### **Introduction and Background**

- 1 Scrutiny Committee have requested a regular update at each of their meetings of any performance indicators which are not meeting their target level. Attached to this short introduction paper is an exceptions report with a commentary from officers explaining the reasons why performance is not within 10% of target and detailing any actions the service is planning to take to improve performance levels.

#### **Performance Overview**

- 2 The table on the following page summarises performance levels as at the end of February 2018.

## Agenda Item 6

	Current Month	Year To Date
<b>Red</b> <i>10% or more below target</i>	9 (19.1%)	5 (10.6%)
<b>Amber</b> <i>Less than 10% below target</i>	6 (12.8%)	10 (21.3%)
<b>Green</b> <i>At or above target</i>	32 (68.1%)	32 (68.1%)

- 2 Provided as Appendix A to this report are details of the nine indicators where performance is 'Red' and missing the target level by 10% or more.
- 3 Commentary is provided for each of the 'red' performance indicators explaining why target has not been met and the actions that are planned to improve performance.

### Portfolio Holder Performance Reports

- 4 At the Scrutiny Committee meeting held on 14 July 2015 it was resolved for 'Officers to provide key performance indicators relevant to the Portfolio Holders invited to the Scrutiny Committee at each meeting'. The following performance report is provided as an appendix to this report:
  - Appendix B - Direct and Trading Services Portfolio performance report
- 5 Where performance is 'red' and missing the target level by 10% or more Officers have provided a commentary for Members consideration.

### Other Options Considered and/or Rejected

- 6 None.

### Key Implications

#### Financial

- 7 Effective performance management monitoring arrangements will assist the Council in diverting resources to areas or services where it is considered to be a greater priority.

#### Legal Implications and Risk Assessment Statement.

- 8 Robust arrangements are in place to ensure that the risk of inaccurate data being reported to Members is minimised and assurance can be placed on the accuracy of data used to assess performance. By reporting to Members and ensuring all Members are able to access the Council's performance

management system the risk of poor performance not being identified or addressed is minimised.

Equality Impacts

- 9 The decisions recommended through this paper have a remote or low relevance to the substance of the Equality Act. There is no perceived impact on end users.

**Conclusions**

- 10 This report to Members summarises performance across the Council with data that was available at the end of February 2018. Members are asked to consider nine performance indicators which are performing 10% or more below their target and if the actions being taken by officers are not deemed sufficient are recommended to refer those indicators to the Cabinet for further assessment.

**Appendices**

Appendix A - Exceptions Report

Appendix B - Direct and Trading Services Portfolio performance report

**Background Papers**

None

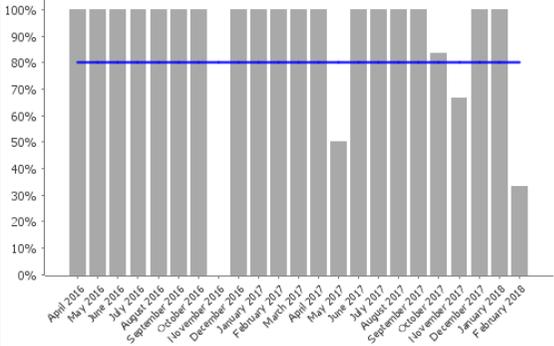
**Dr Pav Ramewal  
Chief Executive**

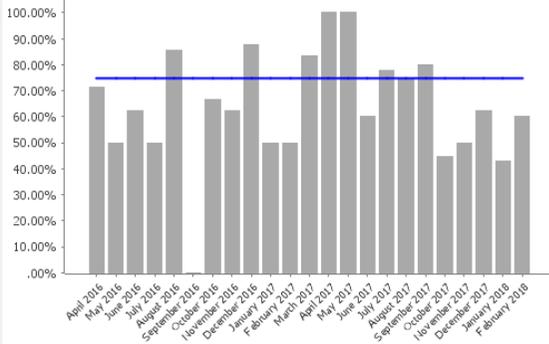
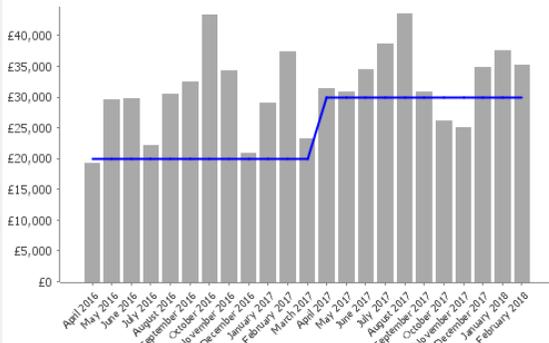
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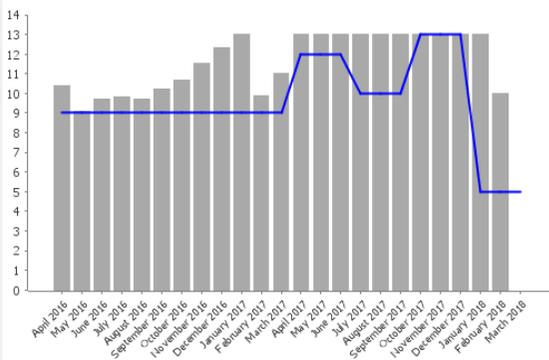
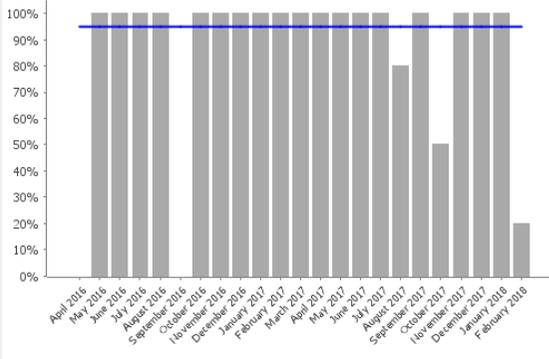
# Scrutiny Committee - Exceptions Report

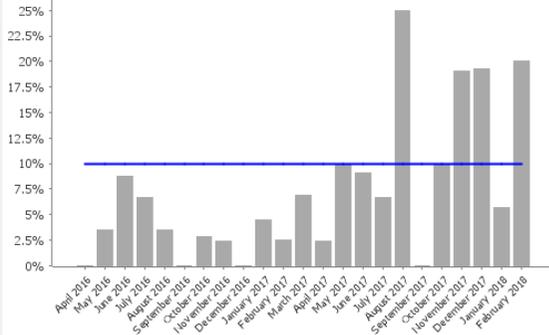
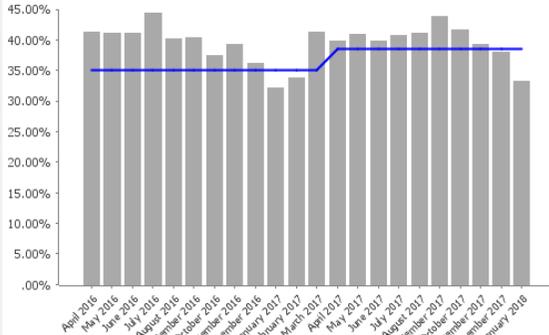
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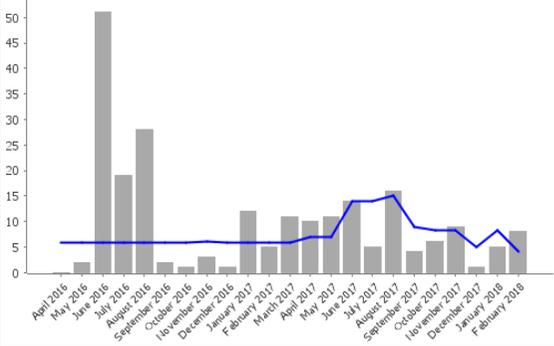
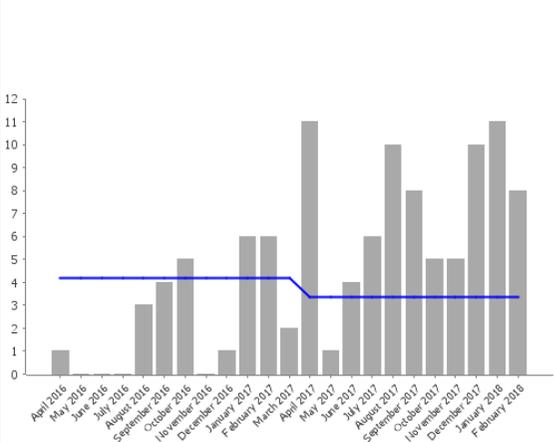
Status	Colour	Details
	Green	At or above target
	Amber	Less than 10% below target
	Red	10% or more below target

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2017/18			
						Value	Target	Status	
LPI_DM 007a	Processing of planning applications: Major applications in 13 weeks	33.33%	80.00%			86.49%	80.00%		<p>In February two of three decisions that were taken on major planning applications were outside of the 13 week deadline. However, across the year to date 32 of 37 decisions have been made in time.</p> <p>Data for March shows that performance has improved with all four of the decisions made in the month within the target time. At year end performance for the whole year will be 88%.</p>

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2017/18			
						Value	Target	Status	
LPI_DM 009	Percentage of appeals against planning application refusal dismissed	60.00%	75.00%			66.20%	75.00%		<p>In February three of five appeal decisions were dismissed and therefore in agreement with the Council's initial decision.</p> <p>For the year to date there have been 71 appeal decisions made. 47 were dismissed.</p> <p>The Council continues to be rigorous in its approach to refusals and ensures that they are defended to the best of our ability.</p>
LPI_FS 003	Debts outstanding more than 61 days	£35,265	£30,000			£35,265	£30,000		<p>Debts unpaid past 61 days represents less than 1% of debts raised in the past 12 months. Within the current debts outstanding there is £11k of debt relating to advances made to people threatened with homelessness to enable them to take up privately rented accommodation. Where the customers have not kept up arrangements to repay Housing staff are actively reviewing these debts to determine whether recovery action is suitable. There are also £8k of debts relating to the provision of private sewerage arrangements. Finance, Legal and Property Services are working together towards a resolution.</p>

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2017/18			
						Value	Target	Status	
LPI_HB04	Average (cumulative) number of days to process a change in circumstances for Housing Benefit	10	5			10	5		An ambitious target has been set to reduce performance in processing change of circumstance to five days by the end of March 2018. There continues to be high volumes of changes of circumstances sent directly from the DWP, which can increasingly be processed automatically. Risk based assessments also allow for more efficient processing. There has been an improvement from 13 days to 10 days since January and we hope to maintain this progress to reduce processing times further.
LPI_LIC003(s)	Percentage of applications for new and variation of premises licences processed within 2 calendar months (from date of validation to issue date)	20%	95%			52.73%	95%		<p>A seasonal peak of temporary event notices (used for extensions of hours and seasonal events) and renewals contributed to the delay in processing applications. Where normally there would be an average of three applications a month, this increased tenfold, with 30 decisions due to be made by the end of February. This data for Sevenoaks is replicated across the Partnership members.</p> <p>The Team also has a new member of staff who is still training and learning their role. This has meant that the administration hub team of 6 is not at full capacity. It is expected that</p>

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2017/18			
						Value	Target	Status	
LPI_LIC 004(s)	Percentage of all applications outstanding for more than one month	20%	10%			10.98%	10%		performance will return to target level in future months as application numbers return to usual levels and the Team returns to full capacity.
LPI_DS Waste 001	Percentage of household waste sent for reuse, recycling and composting	33.20%	38.50%			39.79%	38.50%		<p>Performance for the year to date remains above target and has exceeded performance achieved last year (39.12%).</p> <p>Seasonal reductions in recycling rates are common and are particularly related to the reduction in the amount of garden waste put out for collection.</p>

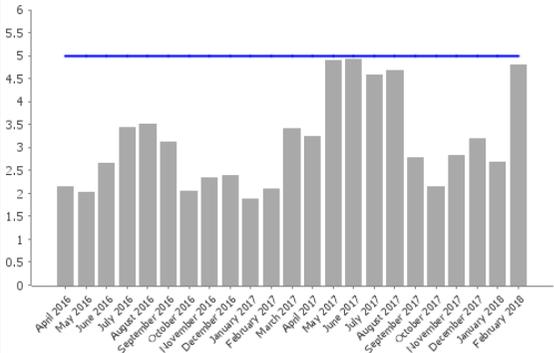
Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2017/18			
						Value	Target	Status	
LPI_DS Waste 004	Number of missed green waste collections	8	4			89	100		There was a small increase in the number of missed green waste collections in February. However, across the year to date only 89 collections have been missed. With approximately 8,000 customers, whose green waste is collected every two weeks, this equates to less than 0.05% of collections that are missed.
LPI_DS Clean 001	Number of justified Street Cleaning complaints	8	3			79	37		The departure of the street cleansing supervisor and the charge hand earlier this year has regrettably effected service performance. Replacements for the Supervisor and Charge Hand roles are now in post. Challenging customer expectations with regard to clearance of leaves and detritus, particularly along public rights of way, has meant the expected reduction in complaints has not been realised and the annual target has been exceeded. A reduction in complaints in the final quarter of the year is being delivered as the new supervisory team becomes established.

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# Scrutiny Committee - Direct & Trading Services Portfolio performance report

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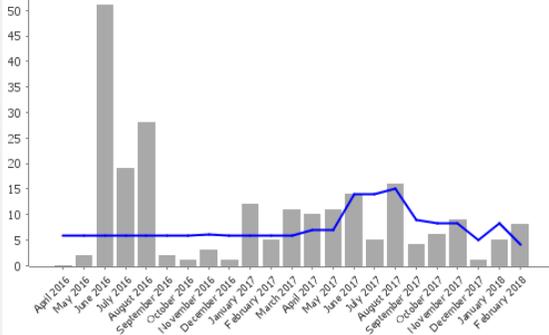
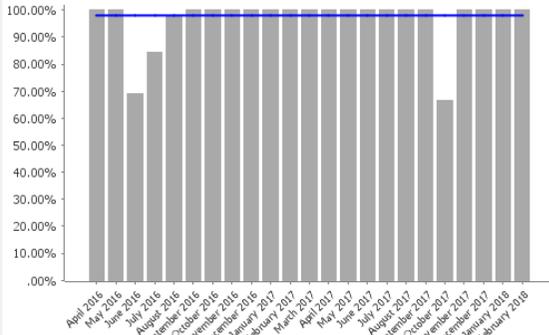
Status	Colour	Details
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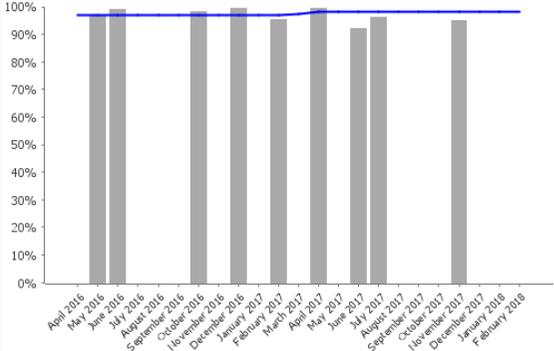
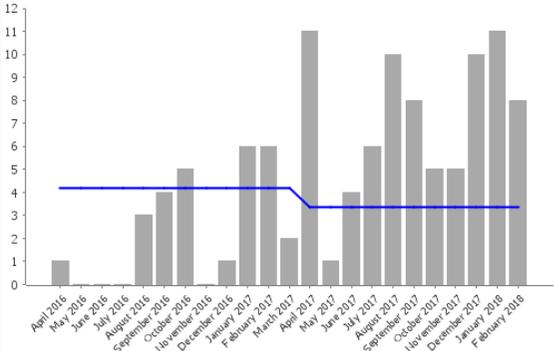
Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2017/18			
						Value	Target	Status	
LPI_D S Clean 002	Direct Services  Average number of days taken to remove fly tips which the District Council has responsibility to clear	4.8	5			3.7	5		Commentary is only provided for 'red' indicators.

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2017/18			
						Value	Target	Status	
LPI_DS Clean 003	Average number of days taken to remove abandoned vehicles	3.00	5.00	✔		3.25	5.00	✔	Commentary is only provided for 'red' indicators.
LPI_DS Waste 001	Percentage of household waste sent for reuse, recycling and composting	33.20%	38.50%	✘		39.79%	38.50%	✔	<p>Performance for the year to date remains above target and has exceeded performance achieved last year (39.12%).</p> <p>Seasonal reductions in recycling rates are common and are particularly related to the reduction in the amount of garden waste put out for collection.</p>

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2017/18			
						Value	Target	Status	
LPI_DS Waste 002	Number of missed collections per 100,000	8.8	10			6.9	10		Commentary is only provided for 'red' indicators.
LPI_DS Waste 003	Percentage of missed collections put right by the next working day	95.45%	98%			98.49%	98%		Commentary is only provided for 'red' indicators.

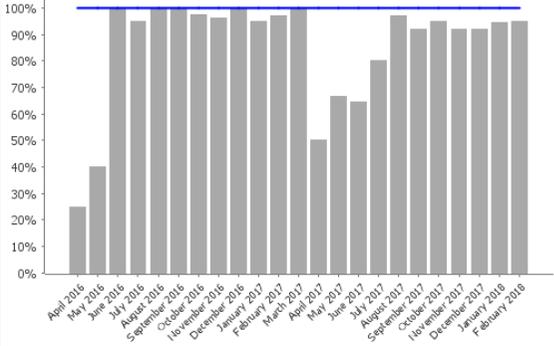
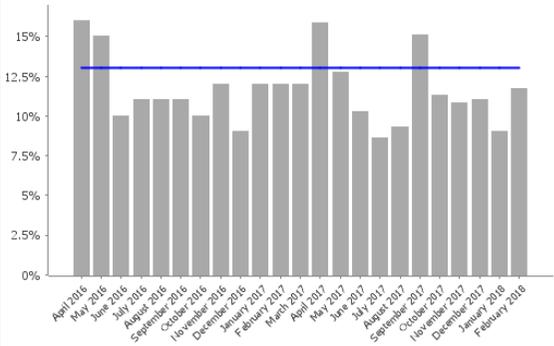
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Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2017/18			
						Value	Target	Status	
LPI_DS Waste 004	Number of missed green waste collections	8	4			89	100		There was a small increase in the number of missed green waste collections in February. However, across the year to date only 89 collections have been missed. With approximately 8,000 customers, whose green waste is collected every two weeks, this equates to less than 0.05% of collections that are missed.
LPI_DS Waste 005	Percentage of missed green waste collections corrected by next working day	100%	98%			96.97%	98.00%		Commentary is only provided for 'red' indicators.

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2017/18			
						Value	Target	Status	
LPI_DS Clean 004	Percentage of cleaning schedules completed to agreed frequency	92%	98%			95.62%	98%		Commentary is only provided for 'red' indicators.
LPI_DS Clean 001	Number of justified Street Cleaning complaints	8	3			79	37		The departure of the street cleansing supervisor and the charge hand earlier this year has regrettably effected service performance. Replacements for the Supervisor and Charge Hand roles are now in post. Challenging customer expectations with regard to clearance of leaves and detritus, particularly along public rights of way, has meant the expected reduction in complaints has not been realised and the annual target has been exceeded. A reduction in complaints in the final quarter of the year is being delivered as the new supervisory team becomes

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2017/18			
						Value	Target	Status	
									established.
<b>Environmental Health</b>									
LPI_EH_005	Percentage of due Environmental Protection Regulation inspections completed	100%	100%	✔		100%	100%	✔	Commentary is only provided for 'red' indicators.
LPI_EH_006	Percentage of animal licences issued that were due	77.27%	65%	✔		77.27%	65%	✔	Commentary is only provided for 'red' indicators.

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note														
						2017/18																	
						Value	Target	Status															
LPI_EH 008	Percentage of food establishments in the area which are broadly compliant with food hygiene law	92.75%	88%	✔	<table border="1"> <caption>Performance Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>~90</td> </tr> <tr> <td>Q2 2016/17</td> <td>~90</td> </tr> <tr> <td>Q3 2016/17</td> <td>~90</td> </tr> <tr> <td>Q4 2016/17</td> <td>~90</td> </tr> <tr> <td>Q1 2017/18</td> <td>~90</td> </tr> <tr> <td>Q2 2017/18</td> <td>92.75</td> </tr> </tbody> </table>	Quarter	Value (%)	Q1 2016/17	~90	Q2 2016/17	~90	Q3 2016/17	~90	Q4 2016/17	~90	Q1 2017/18	~90	Q2 2017/18	92.75	92.75%	88%	✔	Commentary is only provided for 'red' indicators.
Quarter	Value (%)																						
Q1 2016/17	~90																						
Q2 2016/17	~90																						
Q3 2016/17	~90																						
Q4 2016/17	~90																						
Q1 2017/18	~90																						
Q2 2017/18	92.75																						

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2017/18			
						Value	Target	Status	
LPI_EH 004	Percentage of higher risk food inspections due that was done (higher risk is categories A & B)	94.74%	100%			94.74%	100%		Commentary is only provided for 'red' indicators.
<b>Parking Services</b>									
LPI_PA 002	Percentage of Penalty Charge Notices cancelled	11.74%	13%			11.44%	13%		Commentary is only provided for 'red' indicators.

**CCTV**

- New Ash Green review;
- Equipment renewal program; and,
- Involvement with in excess of seven and a half thousand matters (proactive and reactive).

**Environmental Health**

- Prosecutions secured on nuisance and food safety cases;
- Trial of innovative noise app; and,
- Introduction of further cost recovery schemes.

**Parking**

- Decant of Buckhurst 2 customers during build;
- Bradbourne Car Park completed on time and on budget; and,
- Won tender for Tandridge parking management.

**Parks, Recreation & Grounds Maintenance**

- Stage two HLF bid for Greensand Commons completed and submitted on-time; and,
- Commissioned multi-award winning consultants to lead community engagement and compilation of vision for Bradbourne Lakes.

**Refuse, Recycling & Street Cleansing**

- Preservation of unique weekly 'all out' collections, which were maintained over Christmas and New Year, at a time when other authorities are looking at monthly collections;
- Successful recruitment of additional fly-tipping officer plus instrumental in the creation of a county-wide post; and,
- Less than 2% of waste to landfill.

**Other**

- New tender for Wednesday & Saturday Sevenoaks markets; and,
- Trading accounts continuing to deliver a surplus.

\*\*\*

**Work of DATAC**

- Environmental Health: Environmental Protection Consultancy Cost Recovery; and, Out of Hours Service.
- Parking: Christmas Parking; and, Annual Review.
- Parks, Recreation & Grounds Maintenance: Bradbourne Lakes.
- Refuse & Recycling: Vehicle Replacement Fund; and, Kent Resource Partnership Joint Waste Municipal Waste Management Strategy.
- Other: Ultra Low Emission Vehicles.

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## Scrutiny Committee Annual Report to Council - 2017/18

### Remit of the Scrutiny Committee

As per Appendix C of the Council's constitution, "Scrutiny Committee Procedure Rules":

*1.1 The Council is required by Law to discharge certain overview and scrutiny functions. These functions are an essential component of local democracy. The Scrutiny Committee contribute to the Council's Performance and also hold the Cabinet to account for its decisions.*

*1.2 The Scrutiny Committee allows a wider involvement in Council business by involving non-councillors from the wider public section, voluntary groups and community groups to help them in their work. They may make reports and recommendations to the Cabinet and the Council as a whole on its policies, budget and service delivery.*

*1.3 The Scrutiny Committee also monitors the decisions of the Cabinet and the Scrutiny Committee can "call-in" a decision of the Cabinet which has been made but not yet implemented. They may recommend that the Cabinet reconsider their decision. They may also be consulted by the Cabinet or the Council on forthcoming decisions.*

*1.4 Scrutiny should be carried out in a constructive way and should aim to contribute to the delivery of efficient and effective services that meet the needs and aspirations of local inhabitants. The Scrutiny Committee should not shy away from the need to challenge and question decisions and make constructive criticism.*

*"The Scrutiny Committee will comprise a permanent Chairman and Vice Chairman, and 9 other elected Members that follow the political proportionality of the Council. No Members of the Committee may be members of the Cabinet, their deputies or members of any of the Cabinet Advisory Committees."*

### Approach

Throughout the course of 2017/18, the Scrutiny Committee has drawn up and followed a work plan that has focussed on some key areas. These are:

- Inviting two Cabinet Portfolio Holders to each meeting of the Scrutiny Committee where possible to discuss particular areas of focus/challenge and concerns members may have;
- Inviting a number of external representatives to attend Scrutiny Committee to discuss particular areas of concern and their activities within the district;
- Setting up In-Depth Scrutiny working groups as task and finish groups to investigate particular areas in detail, reporting back to the Committee so that recommendations can be agreed and reported to Cabinet.

## Agenda Item 8

- Reviewing performance of services in relation to agreed performance indicators, in particular focusing on red flag indicators.

This approach has ensured that the Committee has scrutinised both the work of SDC and other public bodies across the district, per the Committee's above terms of reference.

### Work Covered

Based on the above approach, the following is a summary of work carried out during 2017/18 by the Scrutiny Committee.

### Portfolio Holders

Portfolio Holders were asked to provide an update on recent work and future challenges to the relevant meeting, and were subsequently asked a number of questions by Members of the Committee regarding specific challenges and their approach and views. Portfolio holders attended as follows:

Scrutiny Committee	Portfolio Holder	Area of Committee Focus
July 2017	Cllr Robert Piper Planning	Staffing in Planning Sevenoaks Local List Neighbourhood Plans
July 2017	Cllr Roddy Hogarth Economic and Community Development	Council projects in Sevenoaks and Swanley Community Safety Business engagement
October 2017	Cllr John Scholey Finance	Investment Income Future Development/Investment Plans Business Rate Retention Pilot
October 2017	Cllr Anna Firth Legal and Democratic Services	Affordable Housing Company
February 2018	Cllr Roddy Hogarth Economic and Community Development	SupaJam Community Safety Tourism
February 2018	Cllr Robert Piper Planning	Community Infrastructure Levy Local Plan Preparation Staffing
April 2018	Cllr Matthew Dickins Direct and Trading Services	TBC

### External Invitees

July 2017 - Jane Paris, Chief Executive of Sencio Community Leisure in attendance.

The Chief Officer Communities and Business and the Chief Finance Officer presented an update on loan arrangements from the District Council to Sencio to fund improvements to Sevenoaks Leisure Centre.

The report detailed financial risks to the Council, trading history and future performance of Sencio following the agreement of a loan of £600,000 to Sencio Community Leisure.

The report also detailed how the repayment of the loan to Sencio for improvements to the Leisure Centre would be affected if the management fee the Council paid was removed. Members were informed that the Licence for Alterations and Loan Agreement had been drafted. Sencio had also issued a letter of intent to their contractor.

Members of the Committee then asked a number of questions relating to areas including:

- Loan agreement to Sencio
- Trading conditions
- Future monitoring

October 2017 - Jim Lusby, Acting Chief Executive Maidstone and Tunbridge Wells NHS Trust and Angela Gallagher, Chief Operating Officer in attendance.

Presentations were given on recent successes and future challenges. This included information on the scope of services provided and performance against key standards.

- Key performance in 2017 comprised of meeting the agreed 4 hours A&E wait time with increase attendances and emergency admissions.
- In regards to Cancer times, there had been continued improvement on the 2 week wait and 62-day standard.
- Other recent developments and achievements included an increase demand for elderly patients and the 'frailty service' provided at Maidstone.
- It was hoped that service would also be provided at Tunbridge Wells but space was an issue.
- The virtual fracture clinics had reduced the number of patients coming in for a check-up by 25%.

Members of the Committee then asked a number of questions relating to areas including:

- Ongoing training for staff
- Levels of staffing resource
- Parking
- Waiting times and alternatives to Accident and Emergency for some cases
- Cyber crime

April 2018 - County Councillor Roger Gough, Cabinet Member for Children Young People and Education - TBC

## Agenda Item 8

### **In-Depth Scrutiny Working Groups**

At its October 2017 meeting, the Scrutiny Committee resolved to convene an in-depth scrutiny working group to look at matters relating to staffing.

Remit - To look at areas relating to staffing across the organisation including vacancy rates, recruitment, retention and sickness.

#### Timetable

- April/May 2018 initial meetings and data gathering
- July 2018 - interim progress report to 17 July Scrutiny Committee
- November 2018 - Final report to Scrutiny Committee

#### **Other**

The Chairman would like to thank his vice-chairman, other committee members and Officers for the work they have put in over the year.

**Councillor Cameron Brown**

**Chairman - Scrutiny Committee**

**13<sup>th</sup> March 2018**

Scrutiny Committee Work plan

Committee Date	30 March 2017	4 July 2017	8 February 2018	31 October 2017
External Invitees	Pembury Hospital (Maidstone and Tunbridge Wells NHS Trust) - Angela Gallagher, Chief Operating Officer			Pembury Hospital or Darent Valley Hospital
Scrutiny Committee	Performance Monitoring Matthew Dickins - Portfolio Holder for Direct & Trading Services Chairman's annual report to Council	Performance Monitoring Robert Piper - Portfolio Holder for Planning Roddy Hogarth - Portfolio Holder for Economic & Community Development	Performance Monitoring Robert Piper - Portfolio Holder for Planning Roddy Hogarth - Portfolio Holder for Economic & Community Development	Performance Monitoring John Scholey - Portfolio Holder for Finance Anna Firth - Portfolio Holder for Legal and Democratic Services
In-Depth Scrutiny	Working Group Property Investment Strategy - Final report Stages Four/Five <sup>1</sup>			

Committee Date	24 April 2018	17 July 2018	13 November 2018	5 February 2018
External Invitees	Roger Gough - Kent County Council Cabinet Member for Children, Young People and Education	Citizens Advice - North West Kent and Edenbridge and Westerham	Kent Police	Sencio
Scrutiny Committee	Performance Monitoring Matthew Dickins - Portfolio Holder for Direct & Trading Services Chairman's annual report to Council	Performance Monitoring Michelle Lowe - Portfolio Holder for Housing & Health Peter Fleming - Leader and Portfolio Holder for Policy & Performance	Performance Monitoring John Scholey - Portfolio Holder for Finance	Performance Monitoring
In-Depth Scrutiny	Working Group Staffing Levels -Stage One <sup>1</sup>	Working Group Staffing Levels - Stage Two/Three <sup>1</sup>	Working Group Staffing Levels - Final report stages Three/Four <sup>1</sup>	

<sup>1</sup> For detailed information on stages refer to "A Guide to In-Depth Scrutiny"

**Past In-Depth Scrutiny Working Groups**

<b>2013/14</b>	
Parking	Cllrs Clark, Cooke, Edwards-Winser, Eyre, Mrs Purves, Raikes (Chairman)
Budget	Cllrs Abraham, Mrs Bracken (Chairman), Butler, Gaywood, Maskell
<b>2014/15</b>	
Leisure	Cllrs. Gaywood, Grint, Mrs. Morris, and Pett (Chairman)
Investment in Property (put on hold)	Cllrs. Brookbank, Davison (Chairman) and Underwood
<b>2015/16</b>	
Leisure	Cllrs. Ball, Brown (Chairman), Clack and Kitchener
<b>2016/17</b>	
Property Investment	Cllrs. Clack (Chairman), Hogg, Kitchener and Purves

**Current In-Depth Scrutiny Working Groups**

Staffing Levels	Cllrs. Brown (Chairman) Ball, Hogg and Purves
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**Possible future areas for In-Depth Scrutiny**

Housing - accommodation for vulnerable people

**Past External Invitees**

<b>2013/14</b>	
21/11/13	Maidstone & Tunbridge Wells NHS (Jayne Black, Director of Operations)
04/02/14	KCC Highways & Transportation (David Brazier, KCC Cabinet Member Transportation & Environment)
02/04/14	Kent Police (Area Commander Chief Superintendent Steve Corbishly and District Commander Chief Inspector Tim Cook)
<b>2014/15</b>	
15/07/14	Citizens Advice Bureaux (Martin Wells and Angela Newey, Chairman and Manager at Sevenoaks & Swanley Citizens Advice Bureau (CAB), and Mike Musgrove and Jill Eyre, Director and Manager at Edenbridge & Westerham CAB)
02/10/14	Sencio Community Leisure (Jane Parish, Chief Executive)
20/11/14	KCC Secondary Schools (Roger Gough, KCC Cabinet Member for Education & Health Reform)
03/02/15	West Kent Clinical Commissioning Group (Ian Ayres, Chief Officer and Accountable Officer)
<b>2015/16</b>	
14/07/15	KCC Primary Schools and Apprenticeships (Margaret Crabtree, KCC Deputy Cabinet Member for Education and Health Reform)
24/11/15	Kent Police (Chief Inspector Roscoe Walford)
23/02/16	KCC Highways (Matthew Balfour, KCC Cabinet Member for Environment and Transport) (Did not attend)
03/05/16	KCC Commercial & Traded Services (Paul Carter CBE, KCC Leader and Cabinet Member for Business Strategy, Audit and Transformation and Commercial and Traded Services)

<b>2016/17</b>	
05/07/16	Moat Housing (Elizabeth Austerberry, Chief Executive) West Kent Housing (Deborah White, Housing and Communities Director)
08/11/16	Kent Police (Chief Inspector Roscoe Walford)
07/02/17	Kent County Council Library Provision (County Councillor Mike Hill; Cabinet Member for Community Services and James Pearson; Service Improvement Manager of the Libraries, Registration and Archives Service)
30/03/17	Pembury Hospital (Maidstone and Tunbridge Wells NHS Trust) (Angela Gallagher, Chief operating Officer and Jim Lusby, Deputy Chief Executive) (Did not attend)
31/10/17	Pembury Hospital (Maidstone and Tunbridge Wells NHS Trust) (Angela Gallagher, Chief operating Officer and Jim Lusby, Acting Chief Executive)

**Possible External Invitees**

Position	Name	Topic
Citizen's Advice Bureaux	TBC	TBC
KCC Adult Social Care	TBC	TBC