

21 June 2018 at 7.30 pm

Conference Room, Argyle Road, Sevenoaks
Despatched: 13.06.18



Policy & Performance Advisory Committee

Membership:

Cllrs. C. Barnes, Clark, Fleming, Halford, Kelly, Krogdahl, Maskell, McGregor, Mrs. Morris, Parkin, Miss. Stack and Thornton

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. Appointment of Chairman		
2. Appointment of Vice Chairman		
3. Minutes To agree the Minutes of the meeting of the Committee held on 22 March 2108, as a correct record.	(Pages 1 - 4)	
4. Declarations of Interest Any interests not already registered		
5. Actions from previous meeting (if any)		
6. Update from Portfolio Holder		Cllr Peter Fleming
7. Referrals from Cabinet or the Audit Committee (if any)		
8. Annual Complaints report 2017/18	(Pages 5 - 12)	Amy Wilton Tel: 01732 227280
9. Work Plan	(Pages 13 - 14)	

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.

POLICY & PERFORMANCE ADVISORY COMMITTEE

Minutes of the meeting held on 22 March 2018 commencing at 7.00 pm

Present: Cllr. Fleming (Chairman)

Cllr. Miss. Stack (Vice-Chairman)

Cllrs. C. Barnes, Clark, Kelly, Krogdahl, Maskell, McGregor, Mrs. Morris, and Thornton

Apologies for absence were received from Cllrs. Halford and Parkin

28. Minutes

Resolved: That the minutes of the meeting of the Policy and Performance Advisory Committee held on 30 November 2017, be agreed and signed by the Chairman as a correct record.

29. Declarations of Interest

No additional declarations of interest were made.

30. Actions from Previous Meeting

The actions were noted.

CHANGE IN ORDER OF AGENDA ITEMS

With the Committee's agreement, the Chairman brought forward the consideration of agenda item 7.

31. Update from Portfolio Holder

The Portfolio Holder, and Chairman, advised that

- the Sennocke hotel currently under construction is now uncovered from scaffolding. The hotel is due to be completed and opened between June and July
- the Buckhurst 2 carpark was now in development week 11 of 62, and was progressing according to schedule.

32. Referrals from Cabinet or the Audit Committee

There were none.

33. Corporate Plan Update

The Chairman explained the emerging Council priorities for the coming years for the benefit of residents, local businesses and staff which will form the basis of the new Corporate Plan. The Chairman highlighted some of the past successes of the Council and suggested ways forward with overarching themes of the Environment, Housing, Economy, Health and Community Safety and how these would achieve overall wellbeing through excellence, innovation and value to the customers.

Members broke up into workshop groups for discussion of the five themes for the corporate plan. Each group made notes which were collected by the Head of Transformation and Strategy.

Resolved: The Head of Transformation and Strategy to incorporate comments made into the iterative process of developing the Corporate Plan to be shared with Cabinet for further development.

34. Update on Proposals for Development in Swanley

The Chairman presented the item which identified the four key points regarding developments in Swanley and referred to [the tabled Key Points report](#). The council remain committed to the development of a leisure centre in Swanley to replace Swanley White Oak.

White Oak was identified as the only site suitable for the development of a leisure centre, however a previous estimate of a £9 million development cost had since been corrected to an estimated £15 million. This figure was supported by comparing the proposed development with similar completed projects nationally.

The Chairman identified the need for a new finance model to bring the development forward and also the importance of unique selling points for the new leisure centre. Parking for the leisure centre was also discussed and it was suggested it could be underneath the main building (but not necessarily underground). More details about the options for a new leisure centre are likely to be set out early in 2019.

A member queried where the money would be found to make up the shortfall. The Chairman reiterated the plan to fully fund the development and considering the leisure centre's status as a long term asset the 30/40-year life span of the centre could be considered when allocating funding. As the White Oak development was hoping to be followed by similar projects in the district a long-term financial development model was required.

Members discussed the importance of remaining committed to, and moving forward with, the project and ensuring access to the necessary finance.

Residential use had been proposed for the remaining land on the Swanley White Oak site.

When considering Bevan Place, Members recognised the need to deliver at pace a development proposal for the site. Mixed usage was proposed for the blocks which could be 4-6 stories and may include retail and restaurant units. The Meeting Point site to be designed in conjunction with Bevan Place includes the proposed development of a business incubator and live/work units. The imbalance in housing types in Swanley influenced the suggestions to consider shared ownership and assistance to buy schemes for the sites. Member considered the parking challenges this development may pose, as parking availability was recognised as a key issue.

Resolved: That the report be noted

35. Work Plan

Members were advised Customer Centred Service would remain on the work plan for the meeting on 21 June 2018. iESE were currently researching customer journeys with the aspiration of improving customer experiences.

THE MEETING WAS CONCLUDED AT 8.06 PM

CHAIRMAN

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ANNUAL COMPLAINTS REPORT 2017/18

Policy and Performance Advisory Committee - 21 June 2018

Report of Chief Officer Corporate Services

Status: For Information

Key Decision: No

Executive Summary: This report updates Members regarding customer complaints and feedback monitoring for the year 2017/18, as compared to 2016/17.

This report supports the Key Aim of improving the key services we deliver to the public

Portfolio Holder Cllr. Peter Fleming

Contact Officers Amy Wilton, Ext. 7280, Julie Heather, Ext. 7125.

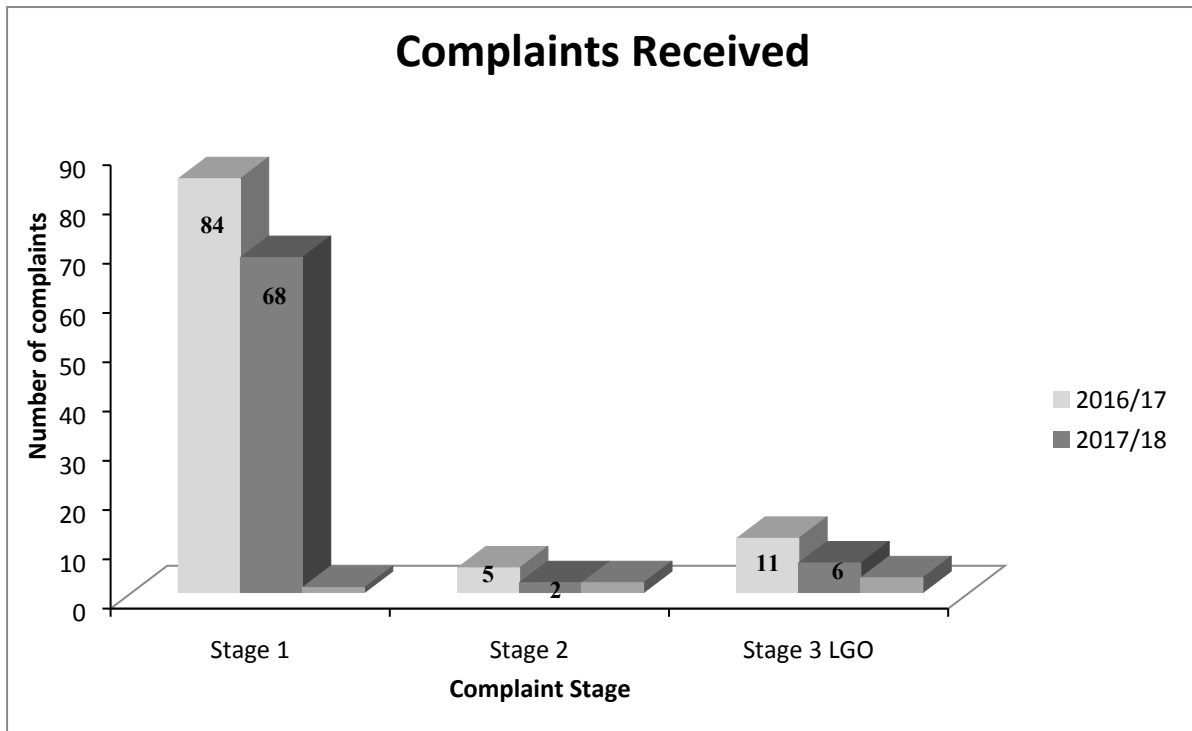
Recommendation to Policy & Performance Advisory Committee: That the report be noted.

Introduction and Background

- 1 This report provides details of formal complaints received by Sevenoaks District Council during the period 1 April 2017 to 31 March 2018. Complaints data provides the Council with a useful tool to highlight specific concerns, assist in the identification of trends and common areas of concern and act as a guide to which remedial action may be required to deliver service improvement.
- 2 The Council's formal complaints procedure defines a complaint as '*any expression of dissatisfaction with our services whether justified or not*'. If a customer is contacting the Council for the first time regarding assistance for a Council service, then this will be dealt with as a service request. The complaints process will be used if a customer specifically states they would like us to follow the "complaints process" and/or they make reference to items from within the formal process (e.g. Stage 1) or the customer is contacting us for a second time regarding the same matter and wishes to make a complaint.
- 3 The procedure is based on a two-stage internal process. If complainants are still dissatisfied with the outcome after both Stage 1 and Stage 2, they can then request the Local Government Ombudsman investigate at Stage 3.

2017/18 Complaints figures

- 4 The Council received a total of 76 complaints in 2017, a decrease of 24 since 2016/17. The following graph shows at which stage of the complaints process each of the complaints were received.



Stage 1 Complaints

- 5 Stage 1 complaints received

	2016/17	2017/18
Total	84	68

- 6 2017 saw a reduction in Stage 1 complaints received. Benefits, Development Services and Direct Services attracted the most complaints. Development Services, Local Tax, Electoral and Parking Services have all seen a reduction in complaints compared to last year. For a breakdown of Stage 1 complaints received by service area see appendix A.
- 7 Of the 68 Stage 1 complaints received in 2017 57% were found to be invalid. This was because customers had made incorrect claims, unrealistic claims or had contacted the wrong organisation.

8 Outcome of complaints at Stage 1

	Total 2016/17	Total 2017/18
Complaint invalid	68	39
Complaint upheld	16	29
Total	84	68

One financial payment was made at Stage 1. £990.50 was recommended, which included the re-imbursement of planning fees and £100 goodwill payment. This payment was met from within the relevant service budget.

Lessons Learned

- 9 An integral part of the Council's corporate complaints process is ensuring that the outcomes are evaluated and any areas where lessons can be learnt to improve the way we do things and prevent similar errors occurring in the future are documented and action is taken.
- 10 Over many years the Council has continually applied the learning from previous complaints to improve our services. This is reflected by the ongoing fall in the number of Stage 1 complaints to the Council to just 68 in 2017/18. As we work harder to ensure customers receive the service that they want from the Council we are also finding that more complaints are upheld as we seek to drive up standards.
- 11 Since April this year there have been 27 occasions where learning has been taken from complaints made to the organisation at Stage 1 or Stage 2 in order to improve our service to the customer.
- 12 In the majority of these cases the lessons learnt are about the way information is communicated to customers. That can be the timeliness or clarity of writing to a resident or about a lack of available information that has caused a customer a difficulty.
- 13 The Corporate Customer Services and Delivery Manager continues to work closely with Service Managers to ensure that improvements to services continue to address the learning coming from complaints. This is evidenced in part by the low number of complaints received by the Council and the fact that the LGO has not been required to uphold complaints about us.

Stage 2 Complaints

14 Stage 2 complaints received

	2016/17	2017/18
Total	5	2

This year saw a reduction in Stage 2 complaints by 60%. For a breakdown of Stage 2 complaints received by service area see appendix B.

Out of the 2 Stage 2 complaints investigated during 2017/18, 1 was partially upheld with some minor recommendations for improvement. 1 of the complainants requested their concerns be reviewed by the Local Government Ombudsman. This relates to Parking Services and is still under investigation.

15 Outcome of complaints at Stage 2

	Total 2016/17	Total 2017/18
Complaint invalid	5	1
Complaint upheld	0	1
Total	5	2

No financial payments were made at Stage 2.

Stage 3 complaints - Local Government Ombudsman

- 16 In 2017/18 the Local Government Ombudsman received 6 complaints about this authority. Of the 6 complaints 1 was premature, 2 were closed after initial enquiries with no further action and 3 are still under investigation. The following table shows the decisions made by the LGO by service area. For Local Government Ombudsman complaints received by service area see Appendix C.

LGO Decision	Service area	Number of decisions
Closed after initial enquiries - no further action	Environmental Health Planning	1 1
Total		2

17 The Ombudsman has yet to provide the annual letter. Therefore, no comparison can be made to other Local Authorities.

18 No financial payments were made at this stage.

Key Implications

Financial

The Council made one financial payment as compensation in 2017/18 to resolve a complaint. This payment was met from within the relevant service budget.

	Compensation Paid (£)	
	2016/17	2017/18
Stage 1	0	990.50
Stage 2	0	0
LGO	0	0
Total	0	990.50

Equality Impacts

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

Appendices

Appendix A - Table to show Stage 1 complaints received by service area.
Appendix B - Table to show Stage 2 complaints received by service area
Appendix C - Table to show LGO complaints received by service area

Background Papers None.

Jim Carrington-West

Chief Officer Corporate Services

Appendix A - Stage 1 complaints received by service area

	Stage 1 Complaints received			
	2016/17	% of total	2017/18	% of total
Audit	0	0	0	0
Benefits	2	2.4	11	16
Building Control	0	0	0	0
Communications	0	0	0	0
Communities & Business	2	2.4	3	4.5
Customer Services	2	2.4	0	0
Democratic Services	0	0	0	0
Development Services	24	28.6	18	26.5
Direct Services	1	1.2	10	14.7
Electoral Services	7	8.3	0	0
Environmental Health	2	2.4	3	4.5
Facilities Management	0	0	0	0
Housing Advice	4	4.8	4	5.8
IT Services	0	0	1	1.5
Land Charges	0	0	0	0
Legal	0	0	0	0
Licensing	0	0	1	1.5
Local Tax	19	22.6	9	13.2
Parking Services	20	23.7	7	10.3
Planning Policy	0	0	0	0
Print	0	0	0	0
Private Sector Housing	1	1.2	1	1.5
Property	0	0	0	0
Total	84	100	68	100

Appendix B - Stage 2 complaints received by service area

	Stage 2 Complaints received			
	2016/17	% of total	2017/18	% of total
Audit	0	0	0	0
Benefits	0	0	0	0
Building Control	0	0	0	0
Communications	0	0	0	0
Communities & Business	0	0	0	0
Customer Services	0	0	0	0
Democratic Services	0	0	0	0
Development Services	2	40	0	0
Direct Services	0	0	0	0
Electoral Services	0	0	0	0
Environmental Health	0	0	1	50
Facilities Management	0	0	0	0
Housing	0	0	0	0
Housing Standards	0	0	0	0
IT Services	0	0	0	0
Land Charges	0	0	0	0
Legal	0	0	0	0
Licensing	0	0	0	0
Local Tax	0	0	0	0
Parking Services	3	60	1	50
Planning Policy	0	0	0	0
Print	0	0	0	0
Property	0	0	0	0
Total	5	100	2	100

Agenda Item 8

Appendix C - Local Government Ombudsman complaints received by service area

LGO Complaints received 2015/16	
Community Safety	1
Development Services	3
Environmental Health	1
Parking Services	1
TOTAL	6

Policy & Performance Advisory Committee Work Plan 2018/19 (as at 23/05/18)

21 June 2018	20 September 2018	29 November 2018	28 February 2018
Customer Centred Services			

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