

22 March 2018 at 7.00 pm

Conference Room, Argyle Road, Sevenoaks

Despatched: 14.03.18



Policy & Performance Advisory Committee

Membership:

Chairman, Cllr. Fleming; Vice-Chairman, Cllr. Miss. Stack
Cllrs. C. Barnes, Clark, Halford, Kelly, Krogdahl, Maskell, McGregor, Mrs. Morris, Parkin 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. Minutes To agree the Minutes of the meeting of the Committee held on 30 November 2018, as a correct record.	(Pages 1 - 4)	
2. Declarations of Interest Any interests not already registered		
3. Actions from previous meeting (if any)		
4. Update from Portfolio Holder		Cllr Fleming Tel: 01732 227449
5. Referrals from Cabinet or the Audit Committee (if any)		
6. Corporate Plan Update	(Pages 5 - 6)	Lee Banks Tel: 01732 227161
7. Update on Proposals For Development in Swanley	(Pages 7 - 8)	Andrew Stirling Tel: 017322 27099
8. Work Plan	(Pages 9 - 10)	

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 30 November 2017 commencing at 7.00 pm

Present: Cllr. Fleming (Chairman)

Cllr. Miss. Stack (Vice Chairman)

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

Apologies for absence were received from Cllrs. Krogdahl and Parkin.

19. Minutes

Resolved: That the Minutes of the meeting of the Committee held on 5 October 2017 be approved and signed by the Chairman as a correct record.

20. Declarations of Interest

There were no additional declarations of interest.

21. Actions from previous meeting

There were none.

22. Update from Portfolio Holder

The Portfolio Holder, and Chairman, advised that

- he had recently given 3 briefings to Council staff, particularly focussing on the Corporate Plan which reflected the presentation given to the Advisory Committee at its last meeting. He had also covered topics affecting staffing and the intention to build services around the customer; and
- the Government's Budget had little additional impact on local government apart from a request for new housing to be built. The Chancellor had advised this should not be on the Green Belt. The Chairman recommended that housing focus move from the constrained South East to the northern cities which were currently losing housing.

23. Referrals from Cabinet or the Audit Committee

There were none.

24. Corporate Projects Update

The Chief Officer, Environmental & Operational Services, presented the report and gave a presentation which updated Members on progress made on three of the Council's corporate projects, namely: the bradbourn car park; the Sennocke hotel; and the proposed development of the Buckhurst 2 car park in Sevenoaks. The decking of the Bradbourne Car Park was completed and opened in April 2017 with a net gain of 120 spaces, within timescale and budget. An 83 bed hotel was being built and would be leased to an operator for 25 years and it was expected to be completed in June 2018 at an estimated cost of £7.2million. On 19 October 2017 the Council received planning consent for the development of the Buckhurst 2 Car Park with 10 4-bed town houses and associated landscaping works. It was planned that work would commence on the car park and landscaping works to the Environmental Park in January 2018 to be completed March 2019.

Members discussed the alternative parking arrangements that were being made at Knole Paddock, Bradbourne, Morewood Close, the Vine Waste and on -street while the Buckhurst 2 development took place.

Resolved: That progress made on the Council's corporate projects, be noted.

25. Customer Experience Update

The Corporate Customer Services & Delivery Manager gave a [presentation](#) on the key data relating to the Council's new website which had gone live in March 2017. She explained that the website had been commissioned as the previous one was considered to have too much content, difficult to navigate and had few online services. Data showed the activity on the new site from 18 May to the end of October 2017 .

Members asked whether the new website had reduced the number of calls to the contact centre. The Corporate Customer Services & Delivery Manager advised that people were still discovering the website and it was expected there may be an impact once it was advertised more. Webchat would be introduced in early 2018 to assist customers in serving themselves online. The Chairman noted that more residents were becoming aware of the Council's services but the transition of more services online could reduce some of the more time-consuming calls.

Resolved: That the report be noted.

26. Corporate Complaints Update - Local Government and Social Care Ombudsman Annual Letter and Lessons Learnt

The Corporate Customer Services & Delivery Manager presented the report which updated Members on the receipt of the annual letter from the Local Government and Social Care Ombudsman (LGO). She reported that the LGO had taken 12 decisions on complaints about the Council in 2016/17 none of which were upheld. The number of complaints decided was equal lowest for District Councils in Kent. Only two other Kent authorities had no complaints upheld by the LGO in 2016/17.

Members discussed the difficulty of getting customer experiences of the Council reflected in public perception data when people would take into account their experience of the public sector as a whole. The Chairman also explained that he was aiming to introduce a more pre-emptive rather than reactive customer service to reduce the chances of dissatisfaction. Allowing customers to track progress of their services online would also provide more clarity.

The Chairman welcomed the report and asked that thanks be passed to all the managers, who helped achieve this.

Resolved: That the report be noted.

27. Work Plan

Members were advised of the following additions to the workplan for the meeting on 22 March 2018:

- Corporate Plan
- Customer Centred Services
- Update on proposals for development in Swanley

Action: Officers to advise which Committee the KCC Swanley transport strategy would be reported to.

THE MEETING WAS CONCLUDED AT 8.12 PM

CHAIRMAN

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CORPORATE PLAN UPDATE

POLICY AND PERFORMANCE ADVISORY COMMITTEE - 20 MARCH 2018

Report of	Chief Executive
Status	For consideration
Key Decision	No
Portfolio Holder	Cllr. Peter Fleming
Contact Officer(s)	Lee Banks, Head of Transformation and Strategy, Ext 7161 Margaret Carr, Policy Officer, Ext 7341

Recommendation to Policy and Performance Advisory Committee:

- (a) the comments of the Advisory Committee on the emerging Corporate Plan themes are noted; and
- (b) that the emerging Corporate Plan themes are shared with Portfolio Holders for further consideration and development.

Reason for recommendation: To ensure Members are aware of progress on the new Corporate Plan and to make their own contribution the development of the plan.

Introduction and Background

- 1 At the meeting of the Policy and Portfolio Advisory Committee on 5 October 2017, Members considered and agreed an early proposal for the priorities and themes for the new Corporate Plan.
- 2 These priorities were contained within the overarching priority of wellbeing, to be achieved through themes of Environment, Housing, Economy, Health and Community Safety, underpinned by excellence, innovation and value to the customers.
- 3 Following Members endorsement of the approach being taken Officers have undertaken some further work to provide a definition of wellbeing, and to being to provide a draft narrative for each of the five themes for Members to consider and give their views.

Corporate Plan themes

- 4 The Corporate Plan will set out for the first time what the Council aims to achieve under its ambition to be a 'Seriously Different Council'. This builds

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on the strong foundation of financial self-sufficiency which was achieved under the last Corporate Plan.

5 Over the last two years the Council has also made significant steps forward in its ambition to improve the health and wellbeing of the District. To recognise the importance this has to the Council's future direction 'wellbeing' will be the theme that runs through all of our priorities for the future.

6 To ensure Members, Officers and residents are clear on what 'wellbeing' means to the District the following short paragraph has been drafted as a starting point for discussion. It is wholly expected that the paragraph will change as Members contribute to the development of the plan.

"Sevenoaks District Council is ambitious for the community it serves. We will continue to deliver excellent services, to the highest quality, always ensuring the very best value. We want our residents to lead long, happy and healthy lives, and our businesses to thrive and prosper.

"This means working to ensure our communities have suitable homes to live in, within a safe, healthy and protected environment, and supporting a strong local economy that provides the jobs and services we need."

7 Members will be provided an early draft of the text for each of the themes at the meeting of the Advisory Committee. Members are encouraged to provide feedback and contribute further ideas for the actions that the Council may wish to take in the coming years to ensure the aims of the new Corporate Plan can be met.

Key Implications

Financial

N/A

Legal Implications and Risk Assessment Statement.

N/A

Equality Assessment

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.

Appendices None

Background Papers None

Dr Pav Ramewal
Chief Executive

UPDATE ON PROPOSALS FOR DEVELOPMENT IN SWANLEY

POLICY AND PERFORMANCE ADVISORY COMMITTEE - 20 MARCH 2018

Report of Chief Officer Communities and Business

Status For consideration

Key Decision No

Portfolio Holder Cllr. Peter Fleming

Contact Officer(s) Andrew Stirling, Ext 7099

Recommendation to Policy and Performance Advisory Committee:

The update on proposals for development in Swanley is noted.

Reason for recommendation: To ensure Members are aware of the Council's current proposals for development in Swanley.

Introduction and Background

- 1 At the last meeting of the Policy and Portfolio Advisory Committee the Portfolio Holder advised that conversations would be taking place with local Members in regards to development in Swanley and an update would be brought back to the Advisory Committee in early 2018.

Update on development in Swanley

- 2 Following discussions with local Members, Members of the Advisory Committee will be provided an update by the Policy & Performance Portfolio Holder on the progress of the Council's proposals for development in Swanley at its meeting on 20 March. The update will concern the White Oak site and the Council owned sites at Bevan Place and Meeting Point.

Key Implications

Financial

N/A

Legal Implications and Risk Assessment Statement.

N/A

Policy & Performance Advisory Committee Work Plan 2018/19 (as at 05/03/2018)

22 March 2018	21 June 2018	20 September 2018	29 November 2018
Corporate Plan Update on proposals for development in Swanley	Customer Centred Services		

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