

17 July 2018 at 7.00 pm

Conference Room, Argyle Road, Sevenoaks
Despatched: 09.07.18



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. Minutes To approve the Minutes of the meeting of the Committee held on 24 April 2018, as a correct record.	(Pages 1 - 6)	
2. Declarations of Interest Any declarations not already registered		
3. Responses of the Cabinet to reports of the Scrutiny Committee (if any)		
4. Actions from the Previous Meeting	(Pages 7 - 10)	
5. Citizens Advice Presentation by representatives from North West Kent and Edenbridge and Westerham Citizens Advice.		
6. Performance Report	(Pages 11 - 26)	Lee Banks Tel: 01732 227161
7. Questions to the Portfolio Holder for Housing and Health	(Pages 27 - 28)	Cllr Lowe
8. Questions to the Leader and Portfolio Holder for Policy & Performance		Cllr Fleming
9. In-Depth Scrutiny, Staffing - Interim update (Verbal update)		

10. **Work Plan**

(Pages 29 - 30)

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.

SCRUTINY COMMITTEE

Minutes of the meeting held on 24 April 2018 commencing at 7.00 pm

Present: Cllr. Brown (Chairman)

Cllr. London (Vice Chairman)

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

Cllr. Dickins was also present.

27. 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.

28. Declarations of Interest

No additional declarations of interest were made.

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

There were none.

30. Actions from the Previous Meeting

Members discussed the actions. With regard to Action 1, the website had been updated with the requisite wording. Members discussed the response from Communities and Business to their questions on the developments in Swanley. Members requested more information on the developments, including clarification on the White Oak and Bevan Place sites, and were concerned that the financial shortfall may be delaying the development of the new Leisure Centre.

Action 1: The Chief Officer of Communities and Business to respond to the Committee on the following:

- *Clarification of commitment to redeveloping the White Oak Site*
- *A plan and timeframe for the Bevan Place development*
- *Member and resident updates on Bevan Place*
- *The individual value of the three sites, the proposed cost of the new site and the shortfall figure*

The Chief Finance Officer provided an update on the costing and ability to record meetings in the Conference room. Initial quotes price the service at over £10,000

Members discussed the pros and cons of recording meetings, what the price would include, and discussed the possibility of moving to the Council Chamber if only Scrutiny meetings were to be recorded.

Members noted the achievement of one appeal allowed following 28 decisions that were overturned by Development Control Committee following an officer's recommendation to approve.

Action 2: For Chief Planning Officer to advise whether the 28 decisions referred to overturned decisions by the Development Control Committee or any decisions

Members requested additional information on the vacant shop units in Sevenoaks Town

Action 3: The Chief Officer of Communities and Business to advise If Sevenoaks Town also included the Bat and Ball Station area and an additional figure of the total number of shops in Sevenoaks Town

31. Kent County Council Cabinet Member for Children, Young People and Education

The Chairman welcomed County Councillor Roger Gough, the Kent County Council Cabinet Member for Children, Young People and Education who gave a [presentation](#) on the provision of education within the district, including the provision of school places, standards, performance and intake. Mr. Gough referred to the Kent Commission Plan for Education Provision which laid out expected changes in school demand and strived to ensure every child in Kent would be offered a school place. So far the report had been fairly accurate in relation to year R and year 7, just falling short of the expected forecast in Sevenoaks with pockets of high demand in popular schools and areas.

Members were advised that there were only three public schools in Sevenoaks, and none were grammars despite many Sevenoaks children attending grammars. The introduction of the Weald of Kent Grammar Annexe will help to alleviate this however children were traveling out of district for both grammar and private schools in volumes that were disproportionate with the national average. It was noted a grammar provision in Sevenoaks was necessary to meet local demands. Despite secondary school demands rising with increasing pressure for secondary expansion, primary remained steady with no expected significant increase. Oasis, the Secondary academy in Hextable had now closed, with students being placed in other schools in the north of the district.

Trinity School which opened in 2013, had been very well subscribed throughout a temporary expansion and was now committed to a permanent expansion.

Members were informed that on primary offer day almost 90% of parents were given their first preference with only 1.7% of students not getting a place in their

top 3 schools in Sevenoaks. Patterns of localised demand in Sevenoaks (especially in Seal) were highlighted. It was noted that changes in demand were more manageable in primary schools, for both expansion and spare capacity.

Mr. Gough explained that successful Primary School admittance appeals were restricted by national class size limit. Grammar Schools filled up fast and appeals had a much higher success rate as there was discretion that could be applied to class size and situations.

An Ofsted report of schools in the district was largely positive, with only one school (in Edenbridge) being found inadequate. Sevenoaks grades were good in comparison with the rest of the County especially for KS1.

Members asked questions in relation to quantities of students at Tunbridge Wells Grammars travelling from outside of Kent County. Mr. Gough recognised this as an issue, especially for highly selective schools, and also the limited authority Kent County Council had in individual schools' selection processes. Despite out of County applications almost doubling, acceptance rates had remained almost unchanged.

In response to questions around supporting secondary provision in Hextable, and considering a large volume of planning applications in the area, Members were advised that Orchards Academy remained slightly undersubscribed, however demand in the area would be closely monitored. Undersubscribed schools in the district were highlighted to be in Edenbridge (only 1/3 full), West Kingsdown, Hextable and Swanley St. Mary's. Members discussed with Mr. Gough at what level of undersubscription schools were likely to close.

Members asked questions on the gender specific performance of students at Knole Academy following the move of Wildernesse students. Clarification was provided on the meaning of 'bulge classes' and flexibility on maximum class size.

Members wanted to ensure acceptable teacher staffing levels, and were advised that there were no problems recruiting staff but retaining was more problematic with noticeable shortages in rural primary schools.

Questions were included on the real cost of transporting students to out of district schools, with the young person's 'freedom pass' having a total cost of around 20 million with £7-8 million being subsidised. Mr Gough confirmed he would provide this information.

On behalf of the Committee the Chairman thanked Mr. Gough for attending.

CHANGE IN ORDER OF AGENDA ITEMS

With the agreement of the Committee, the Chairman took agenda item 7 before agenda item 6.

32. Questions to the Portfolio Holder for Direct and Trading Services

The Portfolio Holder for Direct & Trading Services presented a report updating the Committee on recent achievements and challenges ahead. Some areas of interest included Bradbourne Lakes and the introduction of a Car Club and Automatic Number Plate Recognition (AMPR). The proposal for a Car Club was seen as suitable for the increasingly younger demographic and monitoring was underway of the Tunbridge Wells membership in the Municipal Car Club. Legal implications were recognised for the introduction of AMPR into carparks in the district.

Members were informed of the importance of security of income for Direct and Trading Services, including market tenders. Staffing was also considered as a potential long-term concern with many jobs in the department being heavy manual roles. Cllr. Dickins confirmed that a more in depth consideration of on street parking would take place following the completion of the Buckhurst 2 carpark. This would allow findings to be more accurate and would cover resident, business owner and visitor parking.

The Portfolio Holder responded to Members' questions. Members enquired as to how refuse sacks were disposed of. Black sacks were burned; clear sacks were recycled; and less than 2% waste was sent to landfill. There remained an interest in finding alternative materials and disposal methods.

Members requested an update on Bradbourne car park to which they were informed that it was more oversubscribed than expected with predictions of it becoming quieter before the opening of the hotel. Following the opening of Buckhurst 2 the levels of usage in Bradbourne would be monitored as some residents were believed to have relocated there temporarily.

Members welcomed the announcement of a CCTV renewal programme which they were advised would include updating computer systems, replacing hard drives, servers and other equipment which was allocated a cost of £50,000 this year and £20,000 next year.

Discussion took place on the parking concerns around Hextable Primary School where on street parent parking had been displacing residents and resulting in a safety hazard. This problem was thought to have been exacerbated by local care home restoration works and signs were due to be circulated advising drivers to park in the new carpark.

Interest was expressed in expanding Swanley market to two days per week.

Members discussed St John's Car Park and the recently granted application for Enterprise Car Hire to open on part of the site. Concerns were raised around current capacity and the potential for increased demand following the opening of Enterprise. The protection of resident car parking in the area was discussed in addition to the issues arising from on-street parking.

Members were advised that the parking arrangements which were temporarily covering the Buckhurst 2 while under construction had been the subject of positive feedback.

Members considered the possibility of allowing longer maximum stay times for the Stag Carpark with the intention of supporting actors performing at the Theatre.

On behalf of the Committee the Chairman thanked the Portfolio Holder for attending.

33. Performance Monitoring

Members considered the report which summarised performance across the Council to the end of February 2018. Members were asked to consider 9 performance indicators which were performing 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 high level of applications for Temporary Event Notices.

Action 4: The Chief Officer Environmental & Operational Services to provide further insight into the recent peak in temporary event notices.

An amendment was made to the figures relating to the number of days taken to process a change in circumstances for Housing Benefit. The current value was 2 calendar days and the year to date target should be 9 calendar days.

Members considered the number of successful appeals against planning application refusal and found 1 in 3 decisions were overturned. Members were interested in the financial cost (and if there was a specific budget allocated to appeals) of successful appeals and if the right decisions are being made by the board. Interest was expressed in the reasoning given for overturning officers' recommendations and if any pattern could be found. Members recognised that the scale of the appeal should be considered in addition to the overall number of appeals.

Action 5: The Chief Planning Officer to respond to the following

- *Figures related to an officer recommendation to refuse measured against members going against officer recommendation to refuse when considering decisions resulting in appeals.*
- *The total cost of appeals and if a budget is allocated to appeals.*
- *If a pattern can be identified in reasons for overturning officer recommendations to grant planning permission.*
- *How many planning decisions were made in the last financial year under delegated powers, how many were brought to the Development Control Committee and how many of the decisions went against the officer's*

recommendation; how many were overturned in appeal contrary to the Committee's decision and, how many were the council found incompetent in.

Members discussed the performance report for Direct and Trading Services. When considering Environmental Health Indicators, Members observed that the completion of higher risk food inspection was slipping and if it continued to fall it would need to be considered as it could pose a public health risk.

Resolved: That the report be noted.

34. Chairman's Annual Report to Council 2017/18

The Chairman introduced the draft Annual Report to be presented to Council on 1 May 2018. The report summarised the Committees' work plan which had focused at each meeting on inviting the Portfolio Holders to discuss areas of focus or challenge and setting up In-Depth Scrutiny Working Group. The Committee had also agreed to invite external representatives to discuss particular areas of concern and their activities within the district.

Members suggested an amendment to the approach section of the report, requesting the number of Portfolio members to attend Scrutiny Committee meetings not be specified.

Resolved: That, subject to the amendment requesting the number of Portfolio members to attend Scrutiny Committee meetings not be specified, the report be commended to Council.

35. Work Plan

The work plan was noted.

The Chairman advised that the first meeting of the Working Group for staffing Levels had been set for May and an update would be provided at the next meeting. It was requested that additional performance indicators be included with regards to the number of current vacancies and long term sickness across the council, with it broken down by department.

Members discussed the number of speakers to be invited to any Scrutiny Committee meeting in relation to time taken to host them, and importance of seeing Portfolio Holders. Members hoped that if questions were given to Portfolio holders in advance this should allow for a more concentrated discussion.

THE MEETING WAS CONCLUDED AT 9.22 PM

CHAIRMAN

ACTIONS FROM THE MEETING HELD ON 24.4.18			
Action	Description	Status and last updated	Contact Officer
ACTION 1	<p>Action 1: The Chief Officer of Communities and Business to respond to the Committee on the following:</p> <ul style="list-style-type: none"> • Clarification of commitment to redeveloping the White Oak Site • A plan and timeframe for the Bevan Place development • Member and resident updates on Bevan Place • The individual value of the three sites, the proposed cost of the new site and the shortfall figure 	<ul style="list-style-type: none"> • Clarification of commitment to redeveloping the White Oak Site <p>Cabinet in 2014 resolved that it confirmed its continued support for leisure provision in Swanley, that the centre should continue to be maintained until such time as a replacement leisure centre is in place and that 2 sites be investigated, one being Whiteoak and the other being the Olympic site. Cabinet rejected refurbishment as an option. Cabinet also authorised Officers to fully investigate options to work with a development partner to see if this were helpful. Subsequently, Officers have worked on a series of feasibility studies, as well as partnership possibilities, both in terms of development of the Whiteoak, Bevan Place and Meeting Point sites and in terms of investment involving a leisure partner. There has also been a sequential planning test for the leisure centre and the Mastervision for Swanley in order to find a viable solution.</p>	<p>Lesley Bowles Ext. 7430</p>

		<ul style="list-style-type: none"> • The individual value of the three sites, the proposed cost of the new site and the shortfall figure <p>The estimated cost of provision of a new Leisure Centre is £15m. The development value of the sites is very significantly less than the replacement cost of the new Leisure Centre. The value of the Bevan Place and 27-37 High Street sites will be determined by both the scheme that the contractor is able to design and secure planning consent for and the housing market conditions at the time of completion of the scheme. Therefore it is prudent also to consider completely separate funding for the replacement Leisure Centre rather than rely on contributions from the development of these individual sites.</p> <ul style="list-style-type: none"> • A plan and timeframe for the Bevan Place development <p>The Council is currently undertaking the initial stages of the procurement of a contractor to design and build the development of both the Bevan Place and 27-37 High Street sites. It is likely that the contractor appointment will be made in the autumn with development due to start in early 2019 with a likely</p>	
--	--	--	--

		<p>completion in 2021. Once appointed the successful contractor will prepare a detailed timetable for the development. The development is likely to be phased with the 27-37 High Street being in the initial phase of the scheme.</p> <ul style="list-style-type: none"> • Member and resident updates on Bevan Place <p>We anticipate being in a position to update first Members and then residents in the Autumn.</p>	
ACTION 2	For Chief Planning Officer to advise whether the 28 decisions referred to overturned decisions by the Development Control Committee or any decisions	These were both Delegated and Committee decisions.	Richard Morris Ext. 7139
ACTION 3	The Chief Officer of Communities and Business to advise If Sevenoaks Town also included the Bat and Ball Station area and an additional figure of the total number of shops in Sevenoaks Town	The Bat and Ball Railway Station area wasn't included as it isn't in the Town Centre. There are 157 use class A1 retail shop units in the Town Centre.	Lesley Bowles Ext. 7430
ACTION 4	The Chief Officer Environmental & Operational Services to provide further insight into the recent peak in temporary event notices.	<p>Unfortunately there was an error in the commentary provided in the last report, for which Officers apologise.</p> <p>To clarify the decline in performance in February resulted following the usual seasonal peak of Temporary Event Notices for Christmas and New Year,</p>	Richard Wilson Ext. 7262

		where numbers increase tenfold. This has had the subsequent knock-on effect to other received / pending applications meaning a backlog built up of applications not determined within normal timeframe.											
ACTION 5	<p>Action 5: The Chief Planning Officer to respond to the following</p> <ul style="list-style-type: none">Figures related to an officer recommendation to refuse measured against members going against officer recommendation to refuse when considering decisions resulting in appeals.The total cost of appeals and if a budget is allocated to appeals.If a pattern can be identified in reasons for overturning officer recommendations to grant planning permission.How many planning decisions were made in the last financial year under delegated powers, how many were brought to the Development Control Committee and how many of the decisions went against the officer's recommendation; how many were overturned in appeal contrary to the Committee's decision and, how many were the council found incompetent in.	<p>Decisions</p> <p>Delegated - 2820 Committee - 38 Overturns - 6 Of those then went to appeal, allowed - 1</p> <p>The appeals budget is set out below;</p> <table><tr><td></td><td>2018_19 Budget Proposal</td></tr><tr><td>Salaries</td><td>163,527</td></tr><tr><td>Legal / Consultants</td><td>37,337</td></tr><tr><td>other</td><td>1,083</td></tr><tr><td></td><td>201,947</td></tr></table> <p>We carefully analyse all appeal decisions with workshops held to share learning. There are no obviously identifiable patterns.</p>		2018_19 Budget Proposal	Salaries	163,527	Legal / Consultants	37,337	other	1,083		201,947	Richard Morris Ext. 7139
	2018_19 Budget Proposal												
Salaries	163,527												
Legal / Consultants	37,337												
other	1,083												
	201,947												

PERFORMANCE REPORT

Scrutiny Committee - 17 July 2018

Report of Chief Executive

Status: For Information

Key Decision: No

This report supports the Council Promise to provide value for money

Portfolio Holder Cllr. Peter Fleming

Contact Officer Lee Banks (Ext. 7161)

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.
-

Reason for recommendation: To ensure that areas of under performance within services are considered and reviewed by Members.

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 May 2018.

Agenda Item 6

	Current Month	Year To Date
Red <i>10% or more below target</i>	8 (19.5%)	8 (19.5%)
Amber <i>Less than 10% below target</i>	2 (4.9%)	2 (4.9%)
Green <i>At or above target</i>	31 (75.6%)	31 (75.6%)

- 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

- 5 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 reports are provided as appendices to this report:
 - Appendix B - Housing & Health Portfolio performance report
 - Appendix C - Policy & Performance Portfolio performance report
- 6 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

- 7 None.

Key Implications

Financial

- 8 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.

- 9 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

- 10 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

- 11 This report to Members summarises performance across the Council with data that was available at the end of May 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 - Housing & Health Portfolio performance report

Appendix C - Policy & Performance Portfolio performance report

Background Papers




None

Dr Pav Ramewal
Chief Executive


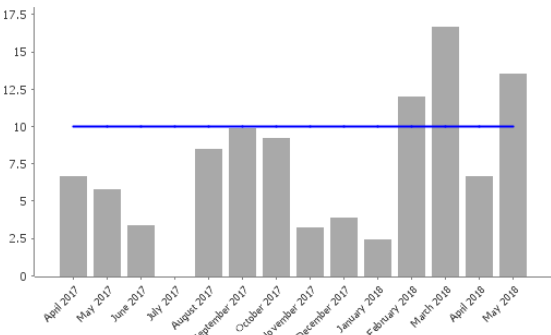

This page is intentionally left blank

Scrutiny Committee – Exceptions Report


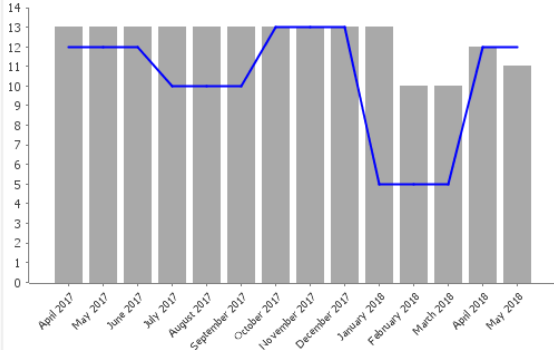


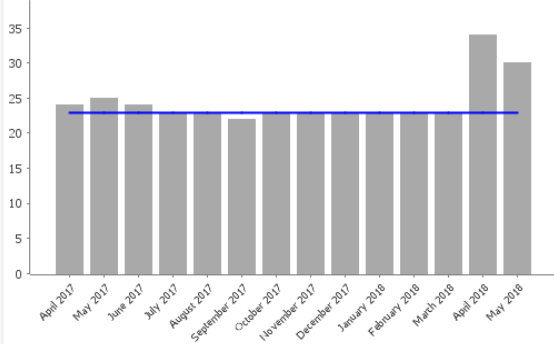

Key:


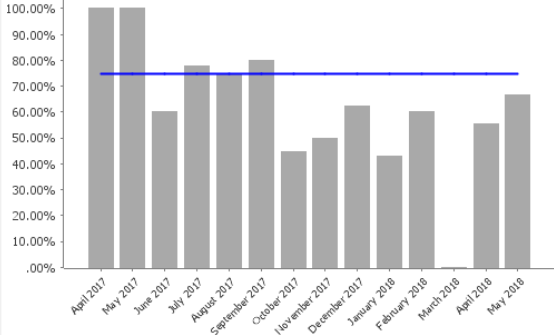


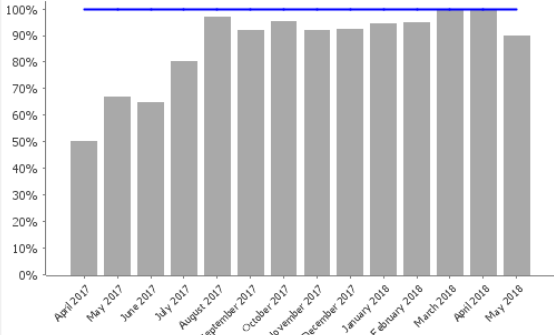

Status	Colour	Details
	Green	At or above target
	Amber	Less than 10% below target
	Red	10% or more below target


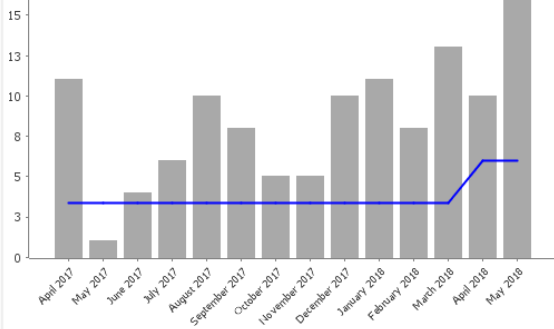


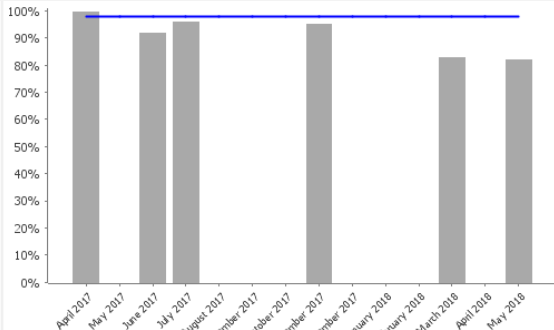

Page 15


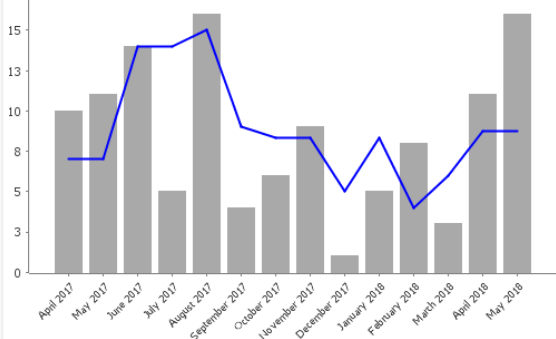


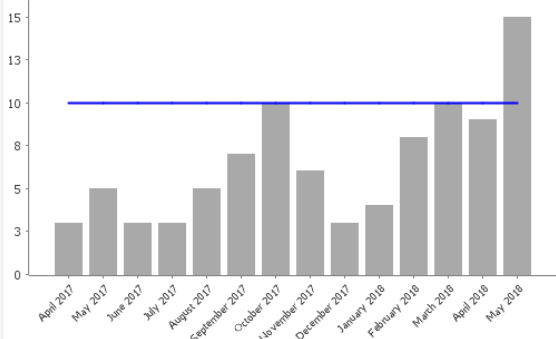

ID	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2018/19			
						Value	Target	Status	
LPI_B C LC 001	Average number of days to process a land charge search	13	10			10	10		<p>The Land Charges service is currently reviewing all of its processes with a clear aim to improve the speed of processing. Alongside this an additional full time member of staff has been recruited on a two year contract to improve resilience in a small team that has faced difficulties in maintaining performance levels when staff are on annual leave.</p> <p>It is anticipated that these measures, particularly the process review will enable target performance levels to be sustained.</p>

Agency

						Cumulative (Year to Date) Performance			Latest Note
Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	2018/19			
						Value	Target	Status	
LPI_H B 04	Average (cumulative) number of days to process a change in circumstances for Housing Benefit	11	12			11	10		Performance is below target as officers continue to be faced with a significant caseload, approaching 5,000 housing benefit customers and 5,500 customers receiving council tax support.
LPI_H B 02	Average time taken to process a new claim for Housing Benefit (cumulative)	30	23			30	23		The Council is currently consulting with staff on a restructure of the Revenues & Benefits service which, as one of its aims, will seek to deliver a sustainable improvement in service performance.

						Cumulative (Year to Date) Performance			
Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	2018/19			Latest Note
						Value	Target	Status	
LPI_DM 009	Percentage of appeals against planning application refusal dismissed	66.67%	75.00%			58.33%	75.00%		<p>There have been 12 decisions take on planning appeals over April and May this year of which seven have been 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>
Page 17 EH 004	Percentage of higher risk food inspections due that was done (higher risk is categories A & B)	90%	100%			90%	100%		<p>Nine of the 10 high risk food inspection due have been completed to schedule. As is always the case a small number of high risk food inspections are unable to be completed as scheduled as it was not possible to arrange access to the premises.</p> <p>All of those inspections that are delayed remain a high priority and are scheduled at the nearest available time. It is expected that all high risk food inspections due will be completed.</p>

						Cumulative (Year to Date) Performance			Latest Note
Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	2018/19			
						Value	Target	Status	
LPI_DS Clean 001	Number of justified Street Cleaning complaints	16	6			26	12		The closure of Pepper Hill tip has had a knock on impact on the Councils waste services. With the closure at Pepper Hill more vehicles from other Council areas are tipping at Dunbrik. This has led to longer tipping times which as a result causes difficulties in completing refuse collection rounds. To ensure that the refuse and recycling service is sustained the Council has diverted street cleaning resource to support refuse collections.
LPI_DS Clean 004	Percentage of cleaning schedules completed to agreed frequency	82%	98%			82%	98%		This has led to delays in some street cleaning rounds. The rounds are all being completed, but not always to schedule. In the short number of days between the street cleaning being due and the time it actually takes place residents have made justifiably complained.

						Cumulative (Year to Date) Performance			
Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	2018/19			Latest Note
						Value	Target	Status	
LPI_DS Waste 004	Number of missed green waste collections	16	9			27	18		<p>The increase in missed green waste collections is linked to the significant growth in the number of customers using the service.</p> <p>With customer numbers approaching 8,000 the number of complaints received represents just 0.3% of collections being missed.</p> <p>Where collections have unfortunately been missed 100% of them are collected by the end of the next working day.</p>
LPI_H S A 004	Number of households living in B & B	15	10			15	10		<p>To the end of May this year the Council had received 228 homelessness applications. All 52 units of temporary accommodation available to the Council are fully in use, which means that a number of households have been temporarily homed in B&B accommodation.</p> <p>The Council continues to work incredibly hard and proactively to prevent homelessness from occurring. However the introduction of the Homelessness Reduction Act has placed new duties on the Council which, significantly, requires temporary accommodation to be provided for up to 56 days (instead of the previous 28 days). With a limited supply of temporary accommodation both locally and nationally this is has resulted in the higher use of B&B style accommodation.</p>




Page 19

Agenda Item 6


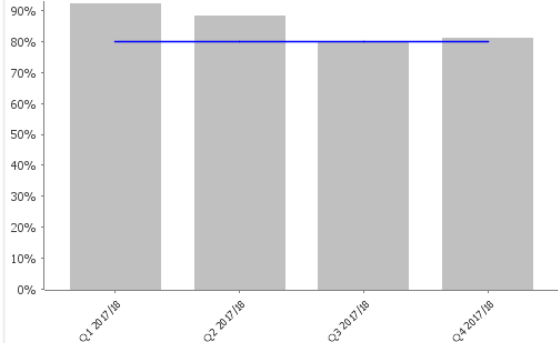

This page is intentionally left blank

Scrutiny Committee – Housing and Health Portfolio performance report

Key:


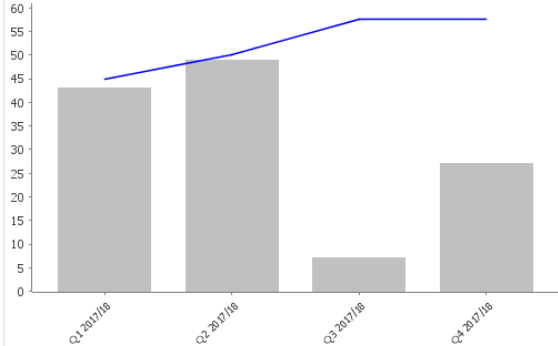

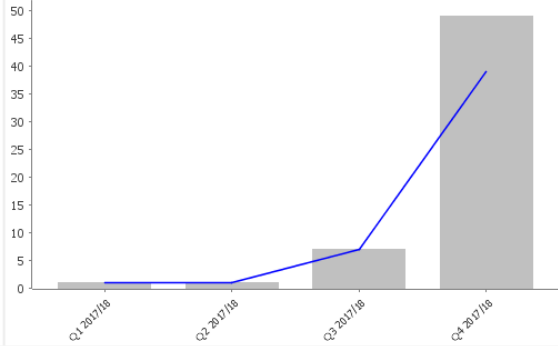
Status	Colour	Details
	Green	At or above target
	Amber	Less than 10% below target
	Red	10% or more below target

Page 21


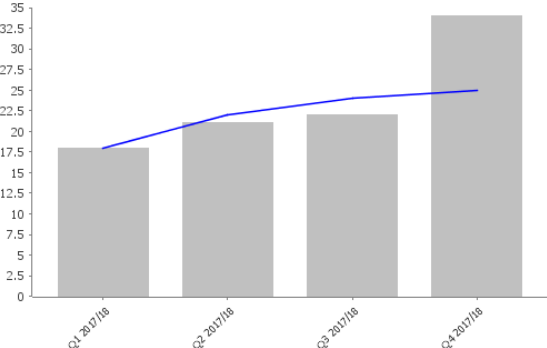


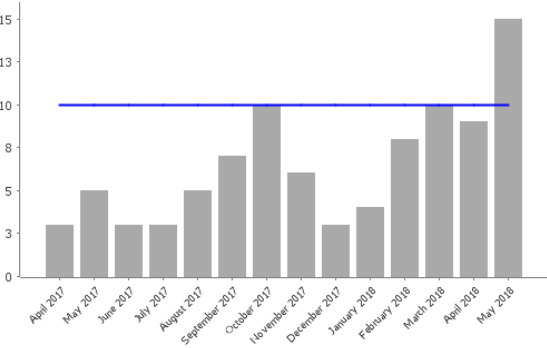

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2018/19			
						Value	Target	Status	
LPI_C D 017	Percentage of Health Action Plan on target	81%	80%			81%	80%		Commentary is only provided for 'red' indicators.

Page 22

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note																														
						2018/19																																	
						Value	Target	Status																															
LPI_H S A 003	Number of customers housed in PSL property	10	3		<table><thead><tr><th>Month</th><th>Value</th></tr></thead><tbody><tr><td>April 2017</td><td>0</td></tr><tr><td>May 2017</td><td>0</td></tr><tr><td>June 2017</td><td>0</td></tr><tr><td>July 2017</td><td>0</td></tr><tr><td>August 2017</td><td>0</td></tr><tr><td>September 2017</td><td>0</td></tr><tr><td>October 2017</td><td>0</td></tr><tr><td>November 2017</td><td>0</td></tr><tr><td>December 2017</td><td>0</td></tr><tr><td>January 2018</td><td>0</td></tr><tr><td>February 2018</td><td>0</td></tr><tr><td>March 2018</td><td>0</td></tr><tr><td>April 2018</td><td>2</td></tr><tr><td>May 2018</td><td>12</td></tr></tbody></table>	Month	Value	April 2017	0	May 2017	0	June 2017	0	July 2017	0	August 2017	0	September 2017	0	October 2017	0	November 2017	0	December 2017	0	January 2018	0	February 2018	0	March 2018	0	April 2018	2	May 2018	12	12	5		Commentary is only provided for 'red' indicators.
Month	Value																																						
April 2017	0																																						
May 2017	0																																						
June 2017	0																																						
July 2017	0																																						
August 2017	0																																						
September 2017	0																																						
October 2017	0																																						
November 2017	0																																						
December 2017	0																																						
January 2018	0																																						
February 2018	0																																						
March 2018	0																																						
April 2018	2																																						
May 2018	12																																						
LPI_H S A 005	Number of households living in Temporary Accommodation	51	55		<table><thead><tr><th>Month</th><th>Value</th></tr></thead><tbody><tr><td>April 2017</td><td>51</td></tr><tr><td>May 2017</td><td>50</td></tr><tr><td>June 2017</td><td>52</td></tr><tr><td>July 2017</td><td>48</td></tr><tr><td>August 2017</td><td>51</td></tr><tr><td>September 2017</td><td>51</td></tr><tr><td>October 2017</td><td>50</td></tr><tr><td>November 2017</td><td>55</td></tr><tr><td>December 2017</td><td>38</td></tr><tr><td>January 2018</td><td>53</td></tr><tr><td>February 2018</td><td>53</td></tr><tr><td>March 2018</td><td>54</td></tr><tr><td>April 2018</td><td>52</td></tr><tr><td>May 2018</td><td>51</td></tr></tbody></table>	Month	Value	April 2017	51	May 2017	50	June 2017	52	July 2017	48	August 2017	51	September 2017	51	October 2017	50	November 2017	55	December 2017	38	January 2018	53	February 2018	53	March 2018	54	April 2018	52	May 2018	51	51	55		Commentary is only provided for 'red' indicators.
Month	Value																																						
April 2017	51																																						
May 2017	50																																						
June 2017	52																																						
July 2017	48																																						
August 2017	51																																						
September 2017	51																																						
October 2017	50																																						
November 2017	55																																						
December 2017	38																																						
January 2018	53																																						
February 2018	53																																						
March 2018	54																																						
April 2018	52																																						
May 2018	51																																						




						Cumulative (Year to Date) Performance			
Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	2018/19			Latest Note
						Value	Target	Status	
LPI_H S A 006	Number of households where housing advice casework has had a positive action in preventing homelessness	27	58						Commentary is only provided for 'red' indicators.
SPD_H 002	Number of affordable homes delivered (gross)	49	39						Commentary is only provided for 'red' indicators.

Page 24


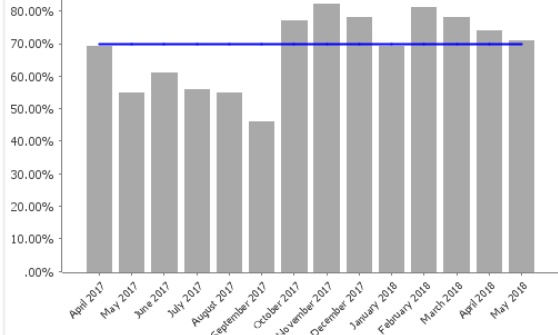

						Cumulative (Year to Date) Performance			Latest Note
Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	2018/19			
						Value	Target	Status	
LPI_P SH 001	Number of Disabled Facilities Grants approved	34	25			34	25		Commentary is only provided for 'red' indicators.
LPI_H S A 004	Number of households living in B & B	15	10			15	10		<p>To the end of May this year the Council had received 228 homelessness applications. All 52 units of temporary accommodation available to the Council are fully in use, which means that a number of households have been temporarily homed in B&B accommodation.</p> <p>The Council continues to work incredibly hard and proactively to prevent homelessness from occurring. However the introduction of the Homelessness Reduction Act has placed new duties on the Council which, significantly, requires temporary accommodation to be provided for up to 56 days (instead of the previous 28 days). With a limited supply of temporary accommodation both locally and nationally this is has resulted in the higher use of B&B style accommodation.</p>


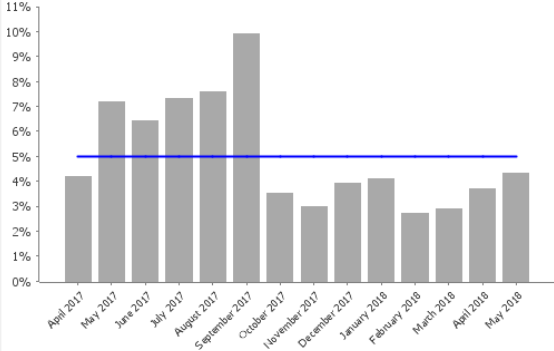


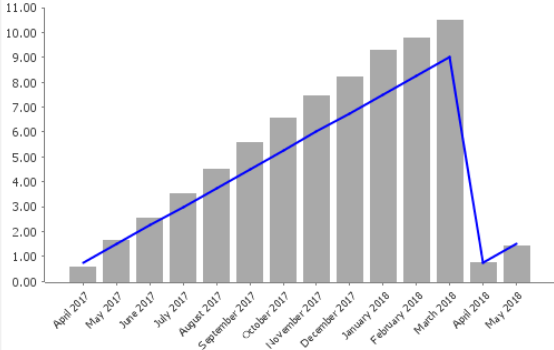

Scrutiny Committee – Policy and Performance Portfolio performance report

Key:

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

Page 25

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2018/19			
						Value	Target	Status	
LPI_C S 001	Percentage of phone calls answered within 20 seconds by the Contact Centre	71.00%	70.00%			72.50%	70.00%		

						Cumulative (Year to Date) Performance			
Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	2018/19			Latest Note
						Value	Target	Status	
LPI_C S 002	Percentage of phone calls to the Contact Centre abandoned by the caller	4.3%	5%			4%	5%		
LPI_H R 001	The average number of working days lost to sickness absence per FTE	1.42	1.50			1.42	1.50		

Housing

Challenges:

- The introduction of the Homelessness Reduction Act gives the council more responsibilities and earlier response times to help people. This coupled with a freeze in Local Housing Allowance (LHA) rates (the amount of money the government will pay private landlords for rent) and the benefits freeze (so people are less able to bridge the gap between private rents and LHA rates) is putting increased pressure on our limited social housing stock, which was traditionally heavily supplemented with private rented housing.
- The need to increase the amount of temporary accommodation, rural accommodation, affordable housing across the board and supported housing.
- House prices remain high (up to 17 times higher than average wages), planning constraints and limited scope for development, ageing population, need to try and keep families and communities together.

Successes:

- Housing strategy now in place. HERO upskilled to Super HERO with some health training to better understand the links between debt and ill health.
- Quercus 7 Housing company set up to complement the work of our Housing Associations in meeting the districts housing need.
- West Kent Housing Association has now introduced 5 year fixed term tenancies after the initial one year probationary tenancy.
- 48 affordable homes were built last year
- New allocations policy will be going to full council in the autumn
- 9 villages are carrying out rural housing needs surveys which will hopefully lead to rural exception sites
- The rapid hospital discharge scheme is growing from strength to strength making a noticeable difference on discharge times across the district. There are two One You advisors funded from the Better Care Fund and employed by Age UK working in GP surgeries and other settings to prevent falls.
- The Housing Strategy will be included in the new local plan which will help ensure the new houses that are built in the district meet the district's housing needs.

Health & Leisure

Challenges:

- To prevent falls (Sevenoaks has the highest number of hip fractures in the county), to help take the pressure off the health service, to work with Public Health and Kent County Council to help reduce demand on hospital admissions and social care. To tackle ageing well, obesity and mental ill health across the district.

Successes

- We are a leading District Council in the country with our health vision
- The Health Integration Deal between Sevenoaks District Council, Tunbridge Wells Borough Council, Tonbridge & Malling Borough Council and Kent County Council is now a reality with the districts acting as full and equal partners with the county in one of the first health devolution deals in a two-tier area in the country.
- The West Kent Health and Wellbeing Board has been abolished and replaced by a members forum made up of representatives from the NHS, the portfolio holder for health from Sevenoaks District Council, Tunbridge Wells Borough Council and Tonbridge & Malling Borough Council plus the Chairman of the Health Committee from Maidstone Borough Council, and Roger Gough Kent County Councillor. The new board will be responsible for enacting the 10 point plan from the health integration deal - and shows how in West Kent districts have moved from being commissioned to provide public health services to be full and equal partners with the county. The Dartford, Gravesham and Swanley Health & Wellbeing Board could follow a similar pattern.
- The council won the iSES Health & Social Care award for our Health Work
- The council has two more One You advisors working from GP surgeries and other settings partnering closely with Super Hero to tackle the non-medical reasons why people seek medical help: asthma caused by damp housing, anxiety caused by debt and a range of conditions caused by loneliness, poor diet and lack of exercise. They are funded by Public Health money but fully integrated and managed by the council's health team.
- The council is undergoing a Health in all Policies policy review to ensure all our tools are working together to promote the health and wellbeing of our residents.
- Health will be a major consideration, equal to the Greenbelt, in the new local plan.

Scrutiny Committee Work plan

Committee Date	24 April 2018	17 July 2018	13 November 2018	5 February 2019
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 ¹	Working Group Staffing Levels - Stage Two/Three ¹	Working Group Staffing Levels - Final report stages Three/Four ¹

Page 29

Committee Date	2 April 2019	Summer 2019	Autumn 2019	Winter 2020
External Invitees				
Scrutiny Committee				
In-Depth Scrutiny				

¹ For detailed information on stages refer to “A Guide to In-Depth Scrutiny”

Past In-Depth Scrutiny Working Groups

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

Current In-Depth Scrutiny Working Groups

Staffing Levels	Cllrs. Brown (Chairman) Ball, Hogg and Purves
-----------------	---

Possible future areas for In-Depth Scrutiny

Housing - accommodation for vulnerable people

Past External Invitees

2013/14	
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)
2014/15	
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)
2015/16	
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)

2016/17	
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)
24/04/18	Roger Gough - Kent County Council Cabinet Member for Children, Young People and Education

Possible External Invitees

Position	Name	Topic
KCC Adult Social Care	TBC	TBC