

16 July 2019 at 7.00 pm

The Arts Room, Sevenoaks Leisure Centre, Sevenoaks
TN13 1LW

Despatched: 08.07.19



Scrutiny Committee

Membership:

Chairman, Cllr. Brown; Vice-Chairman, Cllr. London
Cllrs. Ball, Barnes, Firth, Kitchener, Layland, Mrs. Morris, Pender, Purves and
Williamson

Agenda

There are no fire drills planned. If the fire alarm is activated, the siren will sound a persistent alarm and a public announcement will be made across the centre to address the event of the fire and evacuation procedures taking place. In the event of a fire please leave the building immediately through a single door to the left of the Arts Room.

**PLEASE NOTE: This meeting will be held in The Arts Room, Sevenoaks
Leisure Centre, Sevenoaks TN13 1LW**

	Pages	Contact
Apologies for Absence		
1. Minutes To approve the Minutes of the meeting of the Committee held on 2 April 2019 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 - 8)	
5. Sevenoaks Community Leisure Jane Parish, Chief Executive of Sencio Sevenoaks Community Leisure to give a presentation.		
6. Performance Report	(Pages 9 - 32)	Lee Banks Tel: 01732 227161

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|----|---|-------------------------------|
| 7. | Questions to the Leader of the Council and Portfolio Holder for Improvement and Innovation | Councillor
Peter Fleming |
| 8. | Questions to the Portfolio Holder for Cleaner and Greener | Councillor
Margot McArthur |
| 9. | Work Plan | (Pages 33 - 34) |

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 2 April 2019 commencing at 7.00 pm

Present: Cllr. London (Vice Chairman)

Cllrs. Ball, Clack, Kitchener, Lindsay and Searles

Apologies for absence were received from Cllrs. Brown, Hogg, McArthur and Purves

Cllrs. Piper and Lowe were also present.

29. Minutes

A Member requested that in be included in the minutes that West Kent Housing had been asked to provide additional information relating to overlapping rent payments when moving from one West Kent property to another.

Resolved: That the minutes of the meeting of the Scrutiny Committee held on 5 February 2019 be approved and signed by the Chairman as a correct record subject to the inclusion of “The Chairman asked the Chief Executive, in response to Cllr Clack’s question, that further information be provided” in Minute 24.

30. Declarations of Interest

No additional declarations of interest were made.

31. Responses of the Cabinet to reports of the Scrutiny Committee (if any)

There were none.

32. Actions from the Previous Meeting

Members considered the planning figures relating to decisions, appeals and overturns. The inclusion of the number of Committee overturns were questioned and Members were advised that this information had been requested in a related action from a previous meeting. Officers advised that it would be sensible to assume that the other 20 overturns were applications delegated to officers. Members were advised that the responses to Action 2 and 3 should be listed in reverse order.

Action 1: To circulate the response provided by West Kent Housing relating to overlapping rent payments.

The actions were noted.

33. Performance Report

Members considered the report which summarised performance across the Council to the end of January 2019. Members were asked to consider 6 performance indicators which were performing 10% or more below their target with a commentary from Officers explaining the reasons and detailing any plans to improve performance. The report also provided key performance indicators relating to the Portfolio Holders invited to the Scrutiny Committee meeting.

Members were advised that the drop in the percentages of animal licenses issued when due was the result of a delay in the release of Government guidance. It was noted that these licences were now being issued on time.

Members noted the continued delays in processing a change in circumstance for Housing Benefit. It was advised that the February figures for this indicator showed an improved performance of 6 (down from 14) days to process a change which brought the yearly performance down from 13 to 12 with a target of 9.

Resolved: That the report be noted.

CHANGE IN ORDER OF AGENDA ITEMS

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

34. Questions to the Portfolio Holder for Planning

The Portfolio Holder for Planning presented a report which updated the Committee on recent achievements and challenges ahead. The work completed for the Local Plan was considered to be an achievement for the Portfolio Holder and the department which had seen a huge volume of work completed over the past 5 years. It was noted that the Local Plan had been supported at Full Council on 26 March 2019 and would be submitted to the Planning Inspectorate by the end of May. Although focus was often on housing the Portfolio Holder also wished to highlight the other aspects of the plan. The Committee thanked Councillor Piper and the Planning Team for their work on the plan so far.

Information was requested on the postponement of the U&I appeal which was due to start the previous week (26 March 2019). It was advised that the deferral was due to confusion arising from a letter sent relating to the appeal. The letter had been considered by the Inspector to potentially cause confusion regarding registering to speak at and/or attend the hearing.

Members questioned the role of finances for applicants throughout the planning process and if well-funded applicants were at an advantage. It was advised that each application was considered on planning grounds, and if considered

appropriate, refused and fought at appeal on these grounds regardless of the funds of the applicant. It was noted that for the U&I application in Swanley the appeal would not be defended as the Council had received legal advice there were not sufficient planning reasons for refusal. Members discussed the possibility of creating a resource for residents and Parish Councils to detail the general principles of planning and making the planning reasons for the determination of a decision more easily accessible. It was acknowledged that there was frequently a conflict between emotion and law in planning.

A Member highlighted some issues experienced with submitting online comments to the Local Plan. The Committee was advised that technical issues were experienced during the first week of the Regulation 19 consultation which were identified and resolved. Alternative consultation methods had also been available.

The Portfolio Holder was questioned by Members on his confidence that the Local Plan would pass the inspection. The Committee were advised that the plan had received positive feedback so far. The Plan committed to deliver 100% of the central government requested housing for each of the first 12 years with a commitment to an early review after 5 years. The Portfolio Holder advised that as many of the large brown field sites had been committed in this plan, future Local Plans would require the Council to explore other options.

Members queried how the four sites which had been submitted during the Regulation 18 consultation would be reported as they were not included in the Local Plan or Regulation 19 proposed submission. Members were advised that the four sites would be included in the required consultation statement for the inspector.

Members raised questions relating to the instances where pre-application advice by Officers differed from the advice given at the application stage. The Chief Planning Officer in attendance noted that advice may vary slightly as the application stage would allow Officers to consider the application in greater detail with more evidence available. He was however not aware of any instances where the advice given had been significantly different.

In response to a Member Question the Portfolio Holder confirmed that an amendment had been made to the guidance on the Public Access system regarding commenting on planning applications to clarify that names and addresses would be published alongside comments. Members were advised that anonymous comments would not be permitted except in exceptional circumstances.

It was noted that only 2% of applications were considered by the Development Control Committee which was considered to be a positive figure. It was believed this was partly due to the good working relationship between Councillors and the planning department with strong local Member involvement in the planning process. Members considered this relationship to have improved over the course of current Members' term of office.

The Chairman thanked the Portfolio Holder for his attendance.

35. Questions to the Portfolio Holder for Housing and Health

The Portfolio Holder for Housing and Health delivered a [presentation](#) which updated the Committee on recent achievements and challenges ahead.

The Portfolio Holder advised that the Council was taking a holistic approach to meeting the needs of vulnerable and low-income households. This included identifying the cause of resident's issues related to housing and health. In instances of delayed or none council tax payment, the council tax team would liaise with the HERO Officers to try to ascertain if the resident was having wider difficulty with debts to assist them further.

Members were advised that a 'stair-casing' approach provided help to people buying homes and described a system whereby a people would start with a lower percentage of owning and higher percentage of renting a property with this ratio reversing over time. Members also raised questions relating to the 'local ladder' scheme which was aimed at people who were paying more in rented accommodation than they would in a shared ownership scheme however struggled to raise the funds for a deposit. This scheme provided grants to cover deposits and Members were advised that people would need to qualify to be eligible. Councillors and the Housing Team were currently developing the scheme with selected banks.

Members raised questions on West Kent Housing's 'void policies' for empty houses which Officers agreed to raise with West Kent Housing. The Portfolio Holder explained that the Housing Strategy covered both private and social housing. It was advised that West Kent Housing had recently demolished some of their older housing stock to rebuild new residential units for older people.

The Portfolio Holder advised that the Council had also developed its approach to hoarding with the introduction of the Hoarding Project in Partnership with West Kent Mind, funded through the Council's Better Care Fund. The traditional approach to hoarding was to send Council Officers to clear the property however West Kent Mind were now funded by the Council to run support groups, provide 'declutter buddies' and to identify the reasons behind hoarding. Members were advised that this scheme was currently being considered for Kent wide implementation.

Members enquired how a member of the public would get access to the 'Handy HERO' team who were tasked with making small adaptations to properties which would allow people to remain independent in their own homes. It was advised that the public should call the Council who would confirm that the service was appropriate or refer the request to partners in the voluntary sector.

The Committee was advised that dementia friendly floors in care homes included soft fittings, contrasting colours for walls or plain carpets, memory boxes outside resident's rooms and sensory rooms.

Members raised questions around Quercus Housing finances and it was explained that properties would only be purchased if they were financially viable. Requests

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for further details would need to be directed to the Company's Board. Members enquired as to how Quercus Housing could be contacted.

The Committee were very impressed with the work undertaken by the Portfolio Holder and Health and Housing Teams.

The Chairman thanked the Portfolio Holder for her attendance.

36. Chairman's Annual Report to Council 2018/19

The Committee considered the draft Annual Report to be presented to Council on 30 April 2019. The report summarised the Committees' work plan which had focused on inviting the Portfolio Holders to discuss successes and challenges within their area, to review performance of services and setting up an In-Depth Scrutiny Working Group. The Committee had frequently invited external representatives to discuss their activities within the district and to highlight particular areas of concern.

Resolved: That the report be commended to Council.

37. Work Plan

Members agreed to invite Sencio Leisure Centre to the Scrutiny meeting on 16 July alongside the Leader and Portfolio Holder for Policy and Performance and the Portfolio Holder for Direct and Trading Services. NHS Dartford, Gravesham and Swanley Clinical Commissioning Group and the Portfolio Holders for Finance and Economic and Community Development were scheduled for the 12 November 2019 meeting. The Committee planned to invite Kent County Council, the Chamber of Commerce and the Portfolio Holder for Legal and Democratic Services in January 2020.

THE MEETING WAS CONCLUDED AT 8.25 PM

CHAIRMAN

ACTIONS FROM THE MEETING HELD ON 02.04.19			
Action	Description	Status and last updated	Contact Officer
ACTION 1	To circulate the response provided by West Kent Housing relating to overlapping rent payments.	<p>The response from West Kent was as follows:</p> <p>‘As a matter of course for all transferring tenants we do give the first week of a new home rent free to enable them to move as we need to minimise the void period, but recognise that people need access to the new home to move their belongings etc. If people wish to have a longer period of transfer between two homes, we would expect them to pay rent, unless there was a reason they could not live in their new home (which was outside of their control). Housing benefit in the past could assist those on low income with meeting the additional rent due for up to four weeks (if there was a sufficient reason for needing more time), I don’t believe that is now available.</p> <p>We try to be reasonable in all our decision making, but officers are expected to reduce the period a home is empty, and to prevent rent loss to us. Rent pays for all service (including maintaining and improving our homes) and staffing costs, as well as supporting new homes. We are regulated to ensure that we are viable financially and that includes</p>	Lesley Bowles Ext. 7430

		<p>looking at how we are preventing rental income losses, as part of the monitoring and inspection regime.</p> <p>We recognise that moving for anyone is extremely difficult and especially for older people or those with disabilities, where they may have to rely on family, friends or others for support.</p> <p>As we are reviewing our Home Standard we are using the learning from this and other cases to amend the processes and standards of empty homes particularly for our Emerald homes to improve the experience for older people.’</p>	
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PERFORMANCE REPORT

Scrutiny Committee - 16 July 2019

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 the performance of services is considered and reviewed by Members.

Introduction and Background

- 1 Scrutiny Committee have requested an update at each of their meetings on any performance indicators which are not meeting their target level. Appended to this report 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 2018/19.

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	Current Month	Year To Date
Red <i>10% or more below target</i>	5 (11.4%)	5 (11.4%)
Amber <i>Less than 10% below target</i>	8 (18.2%)	8 (18.2%)
Green <i>At or above target</i>	31 (70.5%)	31 (70.5%)

- 3 Provided as Appendix A to this report are details of the seven indicators where performance is 'Red' and missing the target level by 10% or more.
- 4 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.
- 5 Members may wish to note, that following the publication of the new Council Plan, and the District Council Elections in May, Officers are currently reviewing their service objectives, performance measures and targets for future years. Data on the updated performance indicators and targets will be reported at the next meeting of the Scrutiny Committee.

Portfolio Holder Performance Reports

- 6 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 - Improvement & Innovation Portfolio performance report
 - Appendix C - Cleaner & Greener Portfolio performance report
- 7 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

- 8 None.

Key Implications

Financial

- 9 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.

- 10 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

- 11 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

- 12 This report to Members summarises performance across the Council with data that was available at the end of 2018/19. Members are asked to consider seven 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 - Improvement & Innovation Portfolio performance report

Appendix C - Cleaner & Greener Portfolio performance report

Background Papers




None

**Dr Pav Ramewal
Chief Executive**


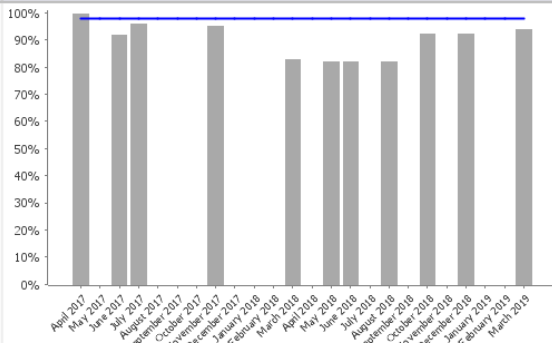

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Scrutiny Committee – Exceptions Report


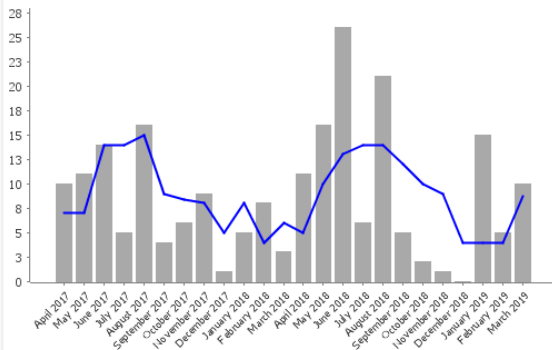

Key:

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

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Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2018/19			
						Value	Target	Status	
LPI_DS Clean 004	Percentage of cleaning schedules completed to agreed frequency	94%	98%	 Amber		87%	98%	 Red	The completion of routine cleaning schedules has been impacted this year by the need to reassign HGV sweeper drivers to refuse freighter driving duties. This has been essential in order to complete collection rounds and is primarily due to long-term sickness absence of three refuse freighter drivers and a national shortage of HGV drivers.

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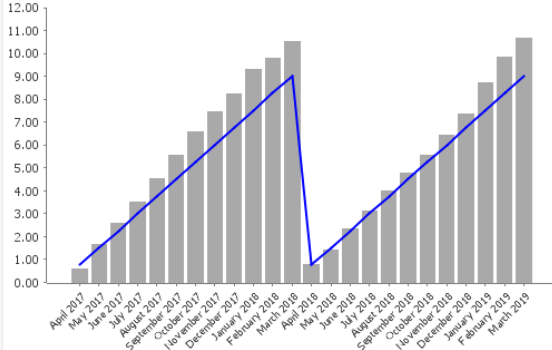


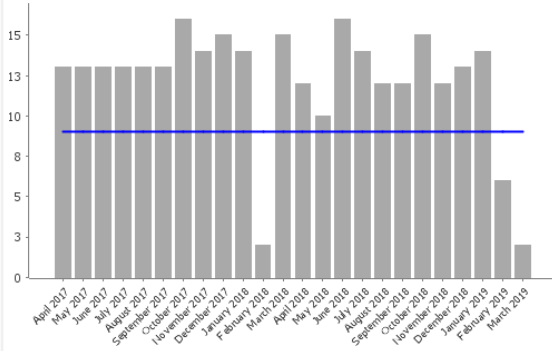

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2018/19			
						Value	Target	Status	
LPI_DS Waste	Number of missed green waste collections	10	9	 Red		118	108	 Amber	<p>The number of bins to be emptied has increased compared with last year. The nature of new customer applications has resulted in an imbalance in the rounds on certain days, which has on rare occasions resulted in daily rounds not being completed, particularly if crews are not able to work on and claim overtime. Although arrangements have been in place to collect such misses the following day these impact on the missed collection performance indicators.</p> <p>A garden waste collection round review will take place in the coming months in order to improve route efficiency and rectify the imbalance in workload.</p>

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2018/19			
						Value	Target	Status	
LPI_EH006	Percentage of animal licences issued that were due	61.5%	100%	Red		61.5%	100%	Red	<p>New legislation came in to effect on 1 October 2018 which places a duty on the Council to carry out more detailed inspection work. The guidance from Government that was necessary to inform how the work is carried out and how the licences were to be issued was delayed.</p> <p>However, newly designed licences are being finalised, which has enabled licenses to be issued and the improvement in performance will continue in to the new financial year.</p>

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2018/19			
						Value	Target	Status	
LPI_HS A004	Number of households living in B & B	34	10	Red		34	10	Red	<p>The number of homelessness approaches have continued to increase since the introduction of the Homelessness Reduction Act in April 2018.</p> <p>The Act has had further implications as there is a duty to accommodate all applicants requesting homelessness support for a period of 56 days, which means more people are required to be placed in B&B and for much longer periods of time.</p> <p>The Team is working to source additional private sector accommodation to move customers into temporary accommodation and private sector landlord properties as soon as possible</p>
LPI_CS 002	Percentage of phone calls to the Contact Centre abandoned by the caller	5.7%	5%	Red		4.4%	5%	Green	<p>Performance across the year as a whole has been better than target. However, an upturn in the number of calls in March, together with period where the contact centre was training new staff, meant that there was an increase in abandoned calls.</p>

LPI_HS A004
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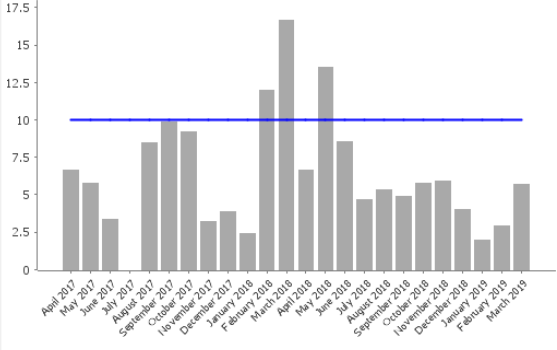

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2018/19			
						Value	Target	Status	
LPI_HR001	The average number of working days lost to sickness absence per FTE	10.7	9	 Red		10.7	9	 Red	The average number of working days lost to sickness is above the expected level due to a number of individuals with long-term medical conditions. Colleagues are being supported and managed under the Council's sickness absence policy with the active involvement of their line managers and the HR team. A number of those with long term sickness are returning to work.
LPI_HB04	Average number of days to process a change in circumstances for Housing Benefit	2	9	 Green		12	9	 Red	The benefits processing indicators are measured in calendar days. Members may recall that as part of the 2018/19 budget process, a £50,000 saving in Revenues & Benefits was approved and a staff consultation took place before a new structure was agreed to deliver the required savings. This caused a period of disruption to the service towards the end of 2018. The new structure commenced on 1 November and vacant Benefit Officers posts have been recruited to which has led to significantly improved performance at the end of the financial year.


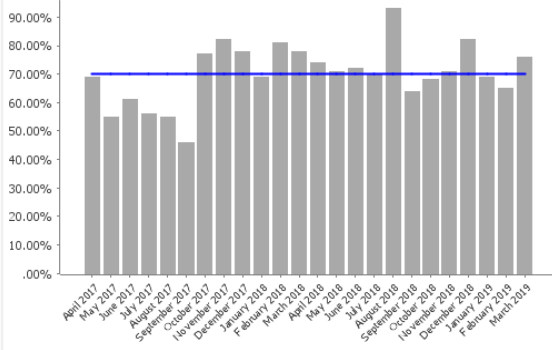


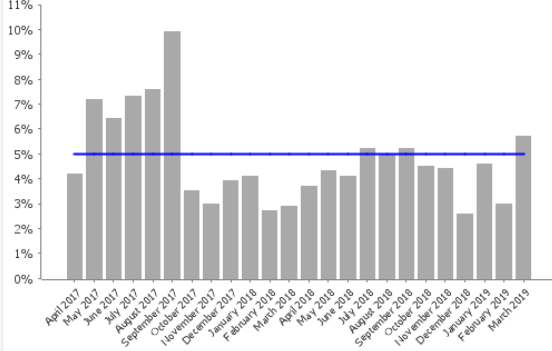

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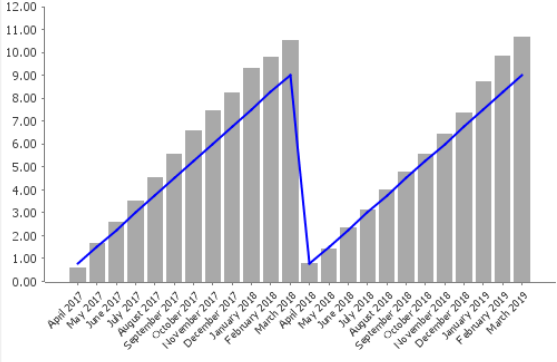

Scrutiny Committee – Improvement & Innovation Portfolio performance report

Key:

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
						2018/19			
						Value	Target	Status	
LPI_LC 001	Average number of days to process a land charge search	5.71	10	 Green		5.8	10	 Green	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
						2018/19			
						Value	Target	Status	
LPI_CS 001	Percentage of phone calls answered within 20 seconds by the Contact Centre	76.00%	70.00%	 Green		72.92%	70.00%	 Green	Commentary is only provided for red indicators.
LPI_CS 002	Percentage of phone calls to the Contact Centre abandoned by the caller	5.7%	5%	 Red		4.36%	5%	 Green	Performance across the year as a whole has been better than target. However, an upturn in the number of calls in March, together with period where the contact centre was training new staff, meant that there was an increase in abandoned calls.


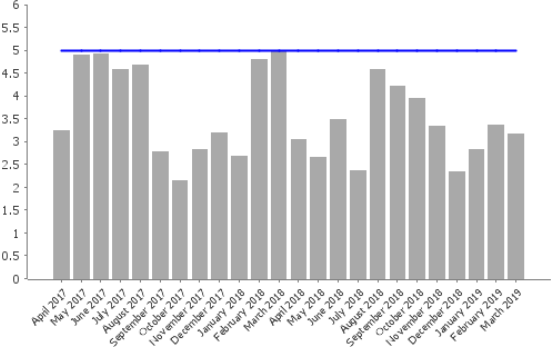

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2018/19			
						Value	Target	Status	
LPI_HR 001	The average number of working days lost to sickness absence per FTE	10.65	9.00	 Red		10.65	9.00	 Red	The average number of working days lost to sickness is above the expected level due to a number of individuals with long-term medical conditions. Colleagues are being supported and managed under the Council's sickness absence policy with the active involvement of their line managers and the HR team. A number of those with long term sickness are returning to work.


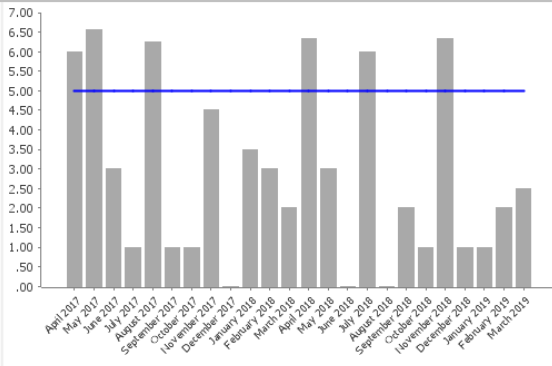


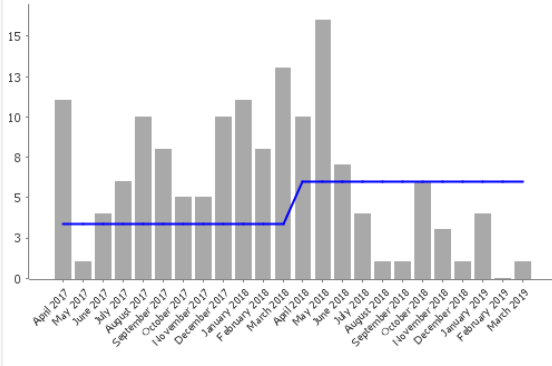

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Scrutiny Committee – Cleaner & Greener Portfolio performance report


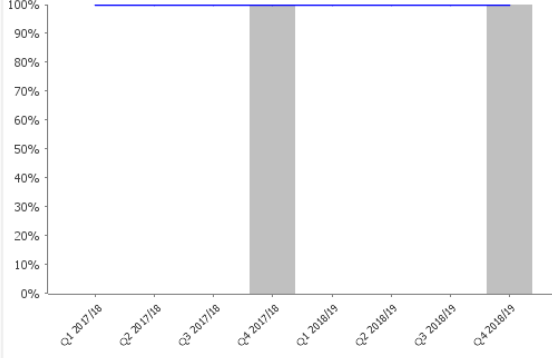


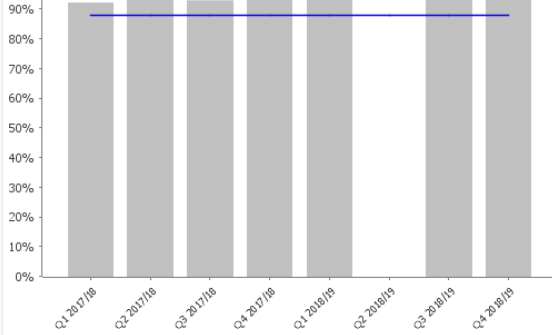

Key:

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


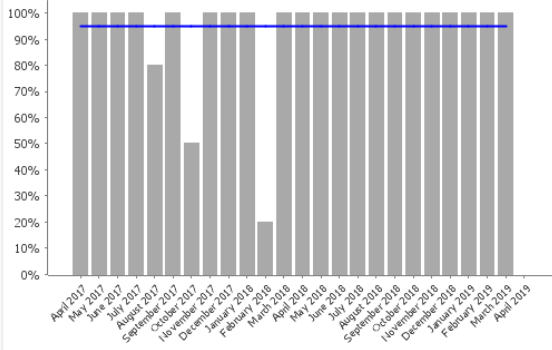


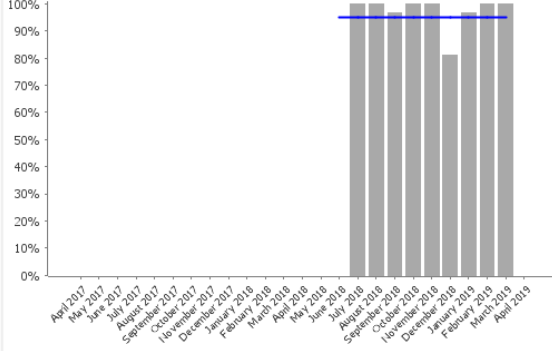

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2018/19			
						Value	Target	Status	
LPI_DS Clean 002	Average number of days taken to remove fly tips which the District Council has responsibility to clear	3.1	5	 Green		3.3	5	 Green	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
						2018/19			
						Value	Target	Status	
LPI_DS Clean 003	Average number of days taken to remove abandoned vehicles	2.5	5	 Green		2.6	5	 Green	Commentary is only provided for red indicators.
LPI_DS Clean 001	Number of justified Street Cleaning complaints	1	6	 Green		54	72	 Green	Commentary is only provided for red indicators.


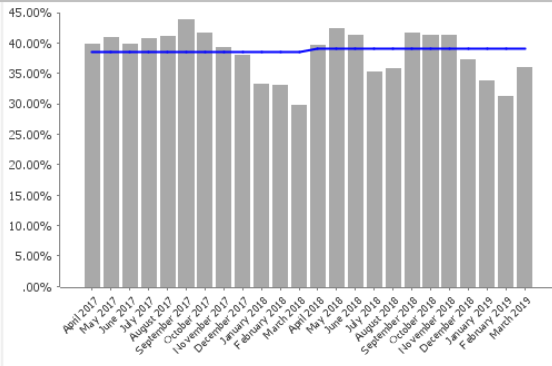


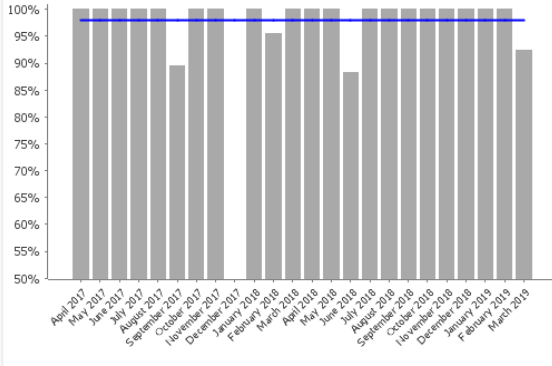

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2018/19			
						Value	Target	Status	
LPI_DS Waste 002	Number of missed collections per 100,000	6.4	10	Green		6.9	10	Green	Commentary is only provided for red indicators.
LPI_EH 004	Percentage of higher risk food inspections due that was done (higher risk is categories A & B)	100%	100%	Green		100%	100%	Green	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
						2018/19			
						Value	Target	Status	
LPI_EH 005	Percentage of due Environmental Protection Regulation inspections completed	100%	100%	 Green		100%	100%	 Green	Commentary is only provided for red indicators.
LPI_EH 008	Percentage of food establishments in the area which are broadly compliant with food hygiene law	96.2%	88%	 Green		96.2%	88%	 Green	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
						2018/19			
						Value	Target	Status	
LPI_LIC 001(s)	The percentage of renewal invitations sent out by deadline	100%	95%	Green		100%	95%	Green	Commentary is only provided for red indicators.
LPI_LIC 002(s)	The percentage of valid personal licences processed within 2 weeks (Hub Team)	100%	95%	Green		98.3%	95%	Green	Commentary is only provided for red indicators.


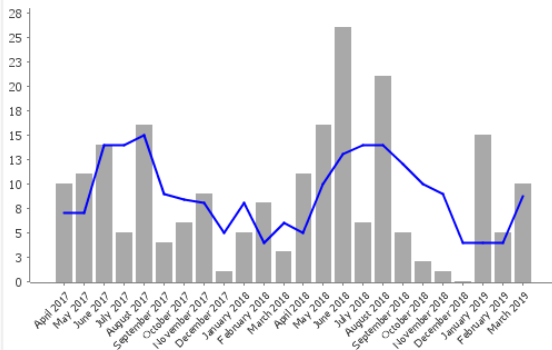

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2018/19			
						Value	Target	Status	
LPI_LIC 003(s)	Percentage of unopposed applications for new and variation of premises licences processed within 2 calendar months (from date of validation to issue date)	100%	95%	 Green		100%	95%	 Green	Commentary is only provided for red indicators.
LPI_LIC 004(s)	The percentage of valid temporary event notices processed within one working day of receipt	100%	95%	 Green		98.3%	95%	 Green	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
						2018/19			
						Value	Target	Status	
LPI_LIC 005(s)	The percentage of driver and operator licenses issued within 10 days of validation (Hub Team)	100%	90%	Green		100%	90%	Green	Commentary is only provided for red indicators.
LPA 002	Percentage of Penalty Charge Notices cancelled	11.9%	13%	Green		9.9%	13%	Green	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
						2018/19			
						Value	Target	Status	
LPI_DS Waste 001	Percentage of household waste sent for reuse, recycling and composting	36%	39%	 Amber		38.2%	39%	 Amber	Commentary is only provided for red indicators.
LPI_DS Waste 003	Percentage of missed collections put right by the next working day	92.3%	98%	 Amber		98.4%	98%	 Green	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
						2018/19			
						Value	Target	Status	
LPI_DS Waste 005	Percentage of missed green waste collections corrected by next working day	90%	98%	Amber		90.5%	98%	Amber	Commentary is only provided for red indicators.
LPI_DS Clean 004	Percentage of cleaning schedules completed to agreed frequency	94%	98%	Amber		87%	98%	Red	The completion of routine cleaning schedules has been impacted this year by the need to reassign HGV sweeper drivers to refuse freighter driving duties. This has been essential in order to complete collection rounds and is primarily due to long-term sickness absence of three refuse freighter drivers and a national shortage of HGV drivers.

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Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2018/19			
						Value	Target	Status	
LPI_DS Waste	Number of missed green waste collections	10	9	 Red		118	108	 Amber	<p>The number of bins to be emptied has increased compared with last year. The nature of new customer applications has resulted in an imbalance in the rounds on certain days, which has on rare occasions resulted in daily rounds not being completed, particularly if crews are not able to work on and claim overtime. Although arrangements have been in place to collect such misses the following day these impact on the missed collection performance indicators.</p> <p>A garden waste collection round review will take place in the coming months in order to improve route efficiency and rectify the imbalance in workload.</p>

Scrutiny Committee Work plan

Committee Date	2 April 2019	16 July 2019	12 November 2019	30 January 2020
External Invitees		Sencio Leisure Centre	NHS Dartford, Gravesham and Swanley Clinical Commissioning Group (TBC)	Kent County Council Highways (TBC) Chamber of Commerce (TBC)
Scrutiny Committee	Performance Monitoring Robert Piper - Portfolio Holder for Planning Michelle Lowe - Portfolio Holder for Housing and Health Chairman's annual report to Council	Performance Monitoring Peter Fleming - Leader and Portfolio Holder for Improvement & Innovation Margot McArthur - Portfolio Holder for Cleaner & Greener	Performance Monitoring	Performance Monitoring
In-Depth Scrutiny				

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Committee Date	31 March 2020	Summer 2020	Autumn 2020	Winter 2021
External Invitees				
Scrutiny Committee	Performance Monitoring Chairman's annual report to Council	Performance Monitoring	Performance Monitoring	Performance Monitoring
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-Winsor, 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
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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
17/07/18	Citizens Advice - North West Kent and Edenbridge and Westerham
13/11/18	Kent Police (Chief Inspector Tony Dyer)
05/02/19	West Kent Housing (Frank Czarnowski)

Possible External Invitees

Position	Name	Topic
KCC Adult Social Care	TBC	TBC