

12 November 2019 at 7.00 pm

Conference Room, Argyle Road, Sevenoaks
Despatched: 04.11.19



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, 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 16 July 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 (if any)	(Pages 7 - 8)	
5. Performance Report	(Pages 9 - 22)	Lee Banks Tel: 01732 227161
6. Questions to the Portfolio Holder for Finance and Investments	(Pages 23 - 24)	
7. In-Depth Scrutiny Working Group - CCTV	(Pages 25 - 28)	Adrian Rowbotham Tel: 01732 227153
8. 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 16 July 2019 commencing at 7.00 pm

Present: Cllr. Brown (Chairman)

Cllr. London (Vice Chairman)

Cllrs. Ball, Barnes, Firth, Layland, London, Mrs. Morris, Pender and Purves

An apology for absence was received from Cllr. Kitchener

1. Minutes

Resolved: That the minutes of the meeting of the Scrutiny Committee held on 2 April 2019 be approved and signed by the Chairman as a correct record.

2. Declarations of Interest

No additional declarations of interest were made.

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

There were none.

4. Actions from the Previous Meeting (if any)

The action was noted.

5. Sevenoaks Community Leisure

The Chairman welcomed Jane Parish, the Chief Executive of Sencio Sevenoaks Community Leisure who gave a [presentation](#) to the Committee alongside the Sales Manager and Marketing Manager.

In response to Member questions the Chief Executive confirmed that there were around 6,500 leisure centre members, with no overlapping memberships and around 10,000 if centre members were also included. Questions were raised concerning the planned White Oak Leisure Centre redevelopment and it was explained that Sencio Leisure were not involved in the proposal at this stage. The Marketing Manager clarified that the Marketing budget was around £90,000 and the marketing approach was 80% digital and 20% print. It was questioned whether digital marketing was more effective than print marketing and it was advised that Sencio were better able to monitor the effectivity of digital marketing which aided them in refining and targeting their marketing efforts.

A Member questioned the surplus and deficit levels for the organisation and were advised that the accounts for 2018 had not yet been finalised but would be affected by the fire at the Sevenoaks Centre in 2018, the delay in the opening of the new gym and dance studio and the closure of the Buckhurst 2 car park. The Chief Executive agreed to share the profit and loss accounts for 2017 with the Scrutiny Committee following the meeting and the accounts for 2018 when they became available.

Action 1: That Sencio Sevenoaks Leisure Centre provide their audited accounts for 2017 and their accounts for 2018 when finalised.

Members were advised that the loan of £600,000 from Sevenoaks District Council had been used only for building renovation and development, and an additional £319,000 had been secured to cover the cost of exercise equipment and machines. The resistant equipment was expected to last more than 5 years and cardiovascular equipment for 5 years. Sencio would consider replacement options for this equipment. Members were advised on the profits for each of the centres however it was highlighted that these profits did not consider central costs. It was noted that from the figures provided in the presentation it appeared that finances and membership appear to have improved following the loan and refurbishment.

The Chairman thanked Chief Executive Jane Parish for her attendance and for hosting the Committee meeting at the Leisure Centre.

6. Performance Report

Members considered the report which summarised performance across the Council to the end of 2018/19. Members were asked to consider 7 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 in attendance.

Members were advised that the performance target for the percentage of cleaning schedules completed to the agreed frequency had been reduced to a more realistic target of 90%. Although green waste collections were narrowly missing their performance target it was noted that 98% of missed collections would be revisited the following day. It was emphasised that there was a national difficulty recruiting HGV drivers and this was proving a challenge for both refuse collection and street cleaning services.

In response to questions it was clarified that all animal licenses were now issued by their due date. The previous low performance had been due to changes in legislation and a delay in receiving updated guidance however there had since been a rapid improvement of performance against the target.

Discussions took place around the number of households living in B&B accommodation. The Chief Officer Communities and Business advised the Committee that there were now no households living in B&Bs and the indicator

would in future refer to nightly paid accommodation. Since the implementation of the Homelessness Reduction Act, Sevenoaks District Council had seen a considerable increase in its duty to provide support and temporary accommodation to people applying for housing. This duty now required applicants to be housed for up to 56 days. It was reported that the current target of 10 was considered too low and the value of 34 higher than the current number. It was highlighted that measures had been put in place which had increased those housed in longer term private rented and temporary accommodation however this improvement depended on levels of supply and demand. Members were advised that the Council received financial support from central government for this increased responsibility.

Members were informed that benchmarking exercises with other Councils when considering numbers of days lost to sickness absence were difficult as many authorities measured sick days differently or didn't include long term sickness.

Resolved: That the report be noted.

CHANGE IN ORDER OF AGENDA ITEMS

With the agreement of the Committee, the Chairman took agenda item 8 before agenda item 7.

7. Questions to the Portfolio Holder for Cleaner and Greener

The Chairman welcomed the Portfolio Holder for Cleaner and Greener who reported on the remit of her Portfolio and noted that she felt the Portfolio had been successful so far.

A Member questioned the Council's assessment of the need for CCTV cameras and protocol for removing them. It was advised that annual reviews and impact assessments were conducted where it was required to prove that cameras had a legitimate aim. If cameras were found to no longer fulfil this requirement they would be switched off, however it was possible that they would still act as an effective deterrent. A Member noted that there was a considerable amount of functional and non-functional cameras present in New Ash Green and were advised that many of these were private cameras. Through the out of hours service operated by the CCTV control room around 1,300 calls had been received for Sevenoaks and 1,000 for Tonbridge and Malling. It was highlighted that the Council was hoping to achieve further certification and expand the CCTV partnership.

In response to a question the Portfolio Holder explained some areas the Council was hoping to pursue to meet its goal to become cleaner and greener. These included LED smart lighting, improved recycling and decreased flytipping and increasing the use of electric vehicles for the vehicle fleet. Electric charging points had been installed in both Sevenoaks new multi storey car parks and investigations were underway to provide electric charging points on taxi ranks. It was recognised that street cleaning would not take place until new roads had been adopted by the highways authority.

A Member drew the Portfolio Holders attention to an issue in Swanley relating to abandoned shopping trolleys to which the process for designating this responsibility to Swanley Town Council was explained.

It was noted that the Annual Vehicle Replacement Programme for 2020/21 had recently been agreed, and Members questioned if the Council were considering using electric vehicles. They were advised that there were plans for vans and smaller vehicles to be replaced by electric vehicles. It was highlighted that for refuse freighters and other larger vehicles costs are currently prohibitive and electric vehicles would have a significantly reduced payload resulting in increased journey times.

Members questioned some of the performance indicators relating to the Cleaner and Greener Portfolio and if the current targets were set at an appropriate level. It was advised that for some indicators, performance levels were out of the Council's control or there were additional factors the indicator did not consider. The Committee was informed that all refuse which was not reused, recycled or composted was used to generate electricity and a Member considered there should be a greater effort to promote recycling.

The Chairman thanked the Portfolio Holder for her attendance.

8. Questions to the Leader of the Council and Portfolio Holder for Improvement and Innovation

The Chairman welcomed the Leader of the Council and Portfolio Holder for Improvement and Innovation who reported on recent achievements and challenges faced by the Council and his Portfolio. He updated the Committee on the Local Government Association's communications peer review of the Council which covered internal and external communications. Some recommendations had been followed up immediately following the review and others were in the process of being adopted. It was noted that the Council had retained its Investors in People Platinum Status until 2020.

Recent changes to customer service were explained and how these were a part of a wider work force strategy. Customer service was aimed at being as modern as possible without comprising the choices available to customers and residents. The Portfolio Holder noted that those wishing to contact the Council are able to do so by telephone, email, on our website or at our offices.

It was highlighted that the Council had experienced recruitment difficulties for planning and legal posts due to a shortage of qualified applicants. Concerns were also raised relating to future recruitment at Dunbrik Depot due to an aging workforce and approaches were being considered to attract new staff to this site.

Specific projects which the Council had been pursuing were the new Sevenoaks Town Car Park and investment in new residential properties through the Council's Housing companies. In response to questions, Members were advised that investments in the Working Men's Club and Meeting Point sites had been made before the creation of the Housing Companies and the current investment strategy.

Members were advised that investments were required to return a significant capital or produce a revenue return to allow for increased borrowing. The Committee were advised that although not all investments were currently active, Suffolk House and 96 High Street Sevenoaks were proving successful and the Council had not been required to borrow money for its investments.

Issues around land and sale values in Swanley were highlighted and conversations were planned with West Kent Housing regarding the Working Men's Club site. Architects were currently working on the Meeting Point site with plans for development expected by the end of 2019. Upon request, the recent appeal decision on the Swanley U+I Town Centre Application was explained.

Innovations were being considered in the Licensing department which would allow Taxi Drivers to received advice outside of normal working hours. Alongside considerable efforts focused on the redevelopment of Swanley Leisure Centre, there was also a refurbishment planned for the Leisure Centre in Edenbridge. The Portfolio Holder confirmed that the Council had no plans to implement facial recognition technology.

Following the In-Depth Scrutiny into staffing levels, Members were advised by the Portfolio Holder that some of the recommendations had been adopted while others were being considered for implementation.

The Chairman thanked the Leader and Portfolio Holder for his attendance.

9. Work Plan

The Chairman highlighted to Members the opportunity for a Sub-Committee to undertake In-Depth Scrutiny work on a chosen topic. Members were advised to be mindful of the work of other Committees and suggestions for projects were requested. Members put forward topics relating to CCTV and homelessness. It was agreed that Members and Officers would consider potential In-Depth Scrutiny topics ahead of the next meeting where they planned to set up the Working Group. The Committee approved invitations to the Portfolio Holders for Finance and People & Places to the meeting in November 2019. Invitations would be sent to Kent County Council Highways to also attend the meeting on 12 November 2019 and Kent Police in January 2020. The Chamber of Commerce would be listed as a reserve invitee.

THE MEETING WAS CONCLUDED AT 9.22 PM

CHAIRMAN

ACTIONS FROM THE MEETING HELD ON 16.07.19

Action	Description	Status and last updated	Contact Officer
ACTION 1	That Sencio Sevenoaks Leisure Centre provide their audited accounts for 2017 and their accounts for 2018 when finalised(from Action 1 on 16.07.19).	The audited accounts were shared with Members of the Committee.	Lesley Bowles Ext. 7430

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PERFORMANCE REPORT

Scrutiny Committee - 12 November 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 September 2019.

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	Current Month	Year To Date
Red <i>10% or more below target</i>	7 (14.9%)	5 (10.6%)
Amber <i>Less than 10% below target</i>	6 (12.8%)	10 (21.3%)
Green <i>At or above target</i>	34 (72.3%)	32 (68.1%)

- 3 Provided as Appendix A to this report are details of the eight 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.

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 - Finance & Investments 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

- 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 September 2019. Members are asked to consider eight 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 - Finance & Investments Portfolio performance report

Background Papers

None

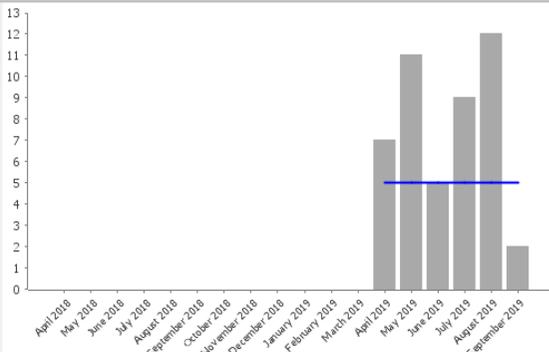
**Dr Pav Ramewal
Chief Executive**

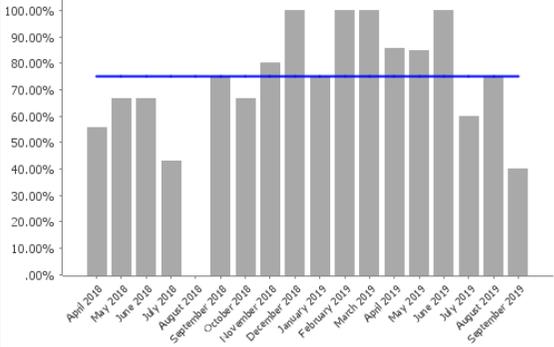
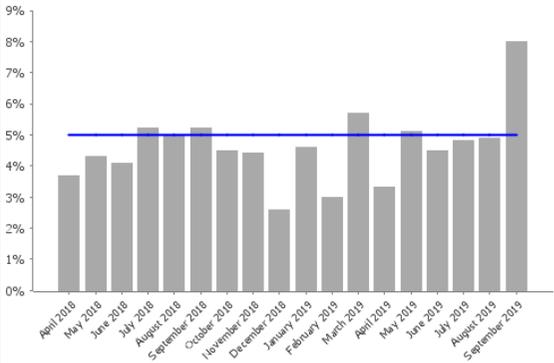
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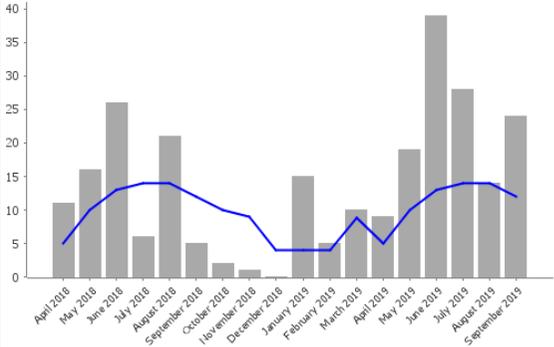
Scrutiny Committee – Exceptions Report

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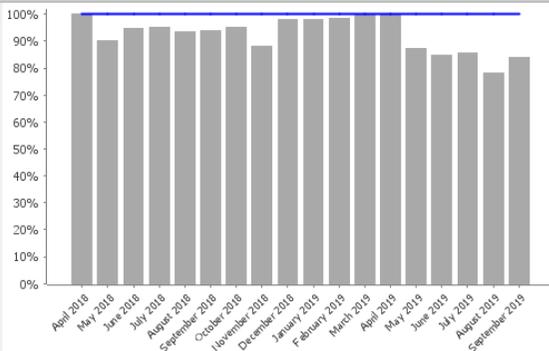
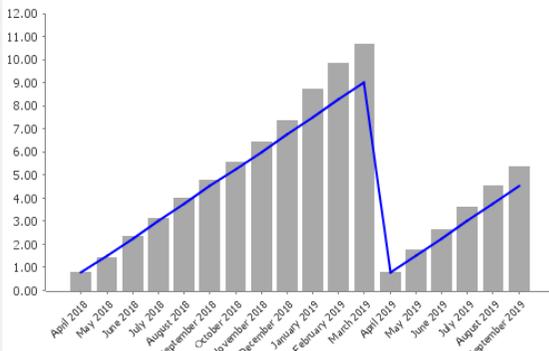
Status	Colour	Details
	Green	At or above target
	Amber	Less than 10% below target
	Red	10% or more below target

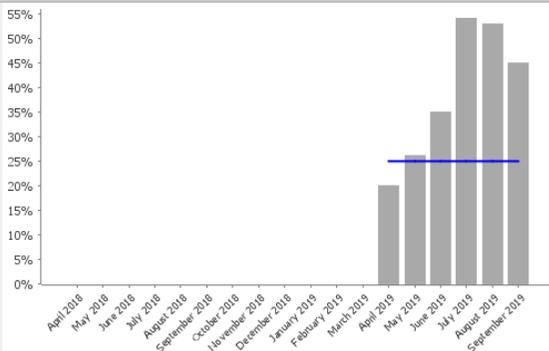
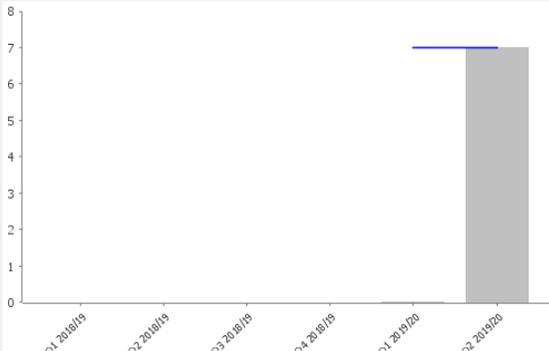
Page Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2019/20			
						Value	Target	Status	
13 LPI_PS H 02	Number of Disabled Facilities Grants completed	2	5			46	30		The allocation of the DFG funding is on schedule for pending works. The delay in completing grant works is due to demands on Occupational Health to carry out the required assessments and the availability of building contractors. We continue to work with KCC and contractors to ensure that works are carried out in a timely manner for the customer.

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2019/20			
						Value	Target	Status	
LPI_DM009	Percentage of appeals against planning application refusal dismissed	40%	75%			77.5%	75%		During September three of the five appeals, which were determined by the Planning Inspectorate, were allowed. Of the three appeals allowed, two were committee overturns, where the planning officers had recommended approval, but the Development Control committee overturned and refused the applications.
LPI_CS002	Percentage of phone calls to the Contact Centre abandoned by the caller	8%	5%			5.1%	5%		Two full time members of staff resigned in August and due to their short length of service, only had to provide a minimum notice period. This left the team short during September, which is a popular month for annual leave, which had been authorised in advance of the resignations. We have now successfully recruited replacement staff who will shortly commence training with us and we are confident that this will enable us to return to normal service levels.

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2019/20			
						Value	Target	Status	
LPI_DS Waste 4	Number of missed green waste collections	24	12			133	68		<p>The number of wheeled bins to be emptied has increased compared with last year. Daily rounds have not always been completed due to vehicle breakdowns and/or if crews have not been prepared to work on and claim overtime. Changes in crews and the need to use agency employees, unfamiliar with some of the remote or hidden properties we serve, has also resulted in missed collections.</p> <p>The supervision of the garden waste service has now been re-assigned and action taken to improve the performance and motivation of the crews to limit the number of justified missed collections going forward. A garden waste collection round review in the coming months will improve route efficiency and rectify the imbalance in workload caused by the random geographical nature of permit applicants.</p>

LPI_DS Waste 4
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Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2019/20			
						Value	Target	Status	
LPI_EH004	Percentage of higher risk food inspections due that was done (higher risk is categories A & B)	84%	100%			84%	100%		The percentage of high risk food premises inspection represents only 4 premises that have not been inspected to date. They will be inspected during October. The reasons for non-inspection is down to staff shortages due to sickness and problems accessing the premises.
LPI_HR001	The average number of working days lost to sickness absence per FTE	5.35	4.50			5.35	4.50		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, due to the nature of these absences we continue to work with the staff members closely to support them in coming back to work.

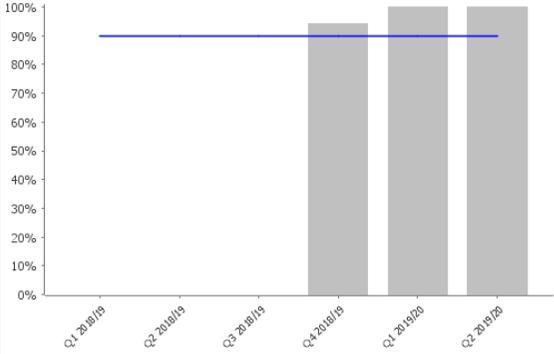
Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2019/20			
						Value	Target	Status	
LPI_HS R02	Percentage of applications received and not yet Live on the Housing Register (Applications which are pending, waiting validation or documents)	45%	25%			45%	25%		We are working closely with WKHA to improve the operational processes of the Housing Register. This includes bringing the Register in-house to the Council as of 1 January 2020. Current staff shortages have resulted in some delays in the processing of pending application and we are working with them to address this.
Page 17 P01	Number of customers housed in PSL property	7	7			7	14		We continue to identify private landlords to work with this Council as part of our PSL scheme. We are also pursuing a couple of leads for new landlords with our dedicated Landlord Liaison Officer. We hosted a Landlord's Forum on 28 October to promote the scheme and attract private landlords to work with us.

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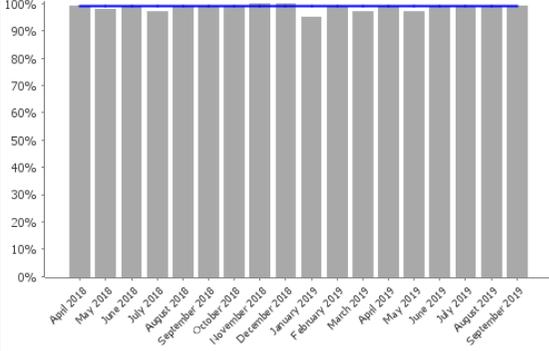
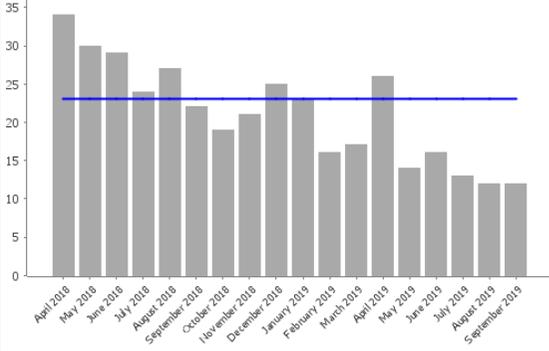
Scrutiny Committee – Finance & Investments Portfolio performance report

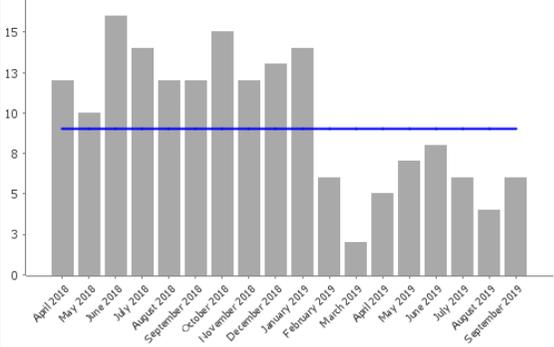
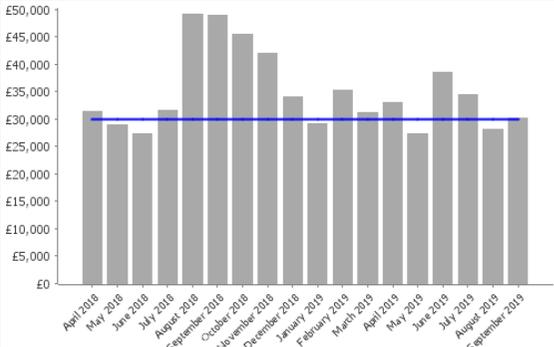
Key:

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
						2019/20			
						Value	Target	Status	
LPI_IA 1a	Sevenoaks: Audit actions fully implemented within agreed timescales	100%	90%			100%	90%		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
						2019/20			
						Value	Target	Status	
LPI_BR 04	The percentage of business rates collected in-year (Cumulative)	57.7%	56%	✔		57.7%	56%	✔	Commentary is only provided for red indicators.
LPI_CT 04	The percentage of council tax collected in-year (cumulative)	58.1%	57%	✔		58.1%	57%	✔	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
						2019/20			
						Value	Target	Status	
LPI_FS 001	The percentage of undisputed invoices paid within 30 days or agreed terms	99%	99%			98.67%	99%		Commentary is only provided for red indicators.
LPI_HB 02	Average number of days to process a new claim for Housing Benefit (Monthly)	14	23			14	23		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
						2019/20			
						Value	Target	Status	
LPI_HB04	Average number of days to process a change in circumstances for Housing Benefit (monthly)	6	9			6	9		Commentary is only provided for red indicators.
LPI_FS003	Debts outstanding more than 61 days	£30,195	£30,000			£30,195	£30,000		Commentary is only provided for red indicators.

Finance & Investment Portfolio
Update for Scrutiny Committee - 12 November 2019

The five months since being appointed have seen the:

- Council's external auditors provide a clean bill of health for the Statements of Accounts 2018/19, which were subsequently signed off by the 31st July deadline;
- authority's "institutional maturity with respect to income generation" praised by Grant Thornton;
- introduction of monthly revenue reporting to Portfolio Holders, enabling improved Member oversight and scrutiny of financial performance within their respective service areas;
- implementation of measures to increase the authority's resilience to a power outage;
- successful appointment of officers to posts in Council Tax, Finance, Audit and Legal;
- renewed focus on Treasury Management and the Council's Property Investment Strategy;
- training of Members on the authority's finances and budget setting process;
- setting of a target to remove the authority's reliance on non-domestic rates income;
- establishment of an expectation that as much consideration is given to the authority's income producing potential as its expenditure on services;
- development of finance-led policies to assist with our commitment to Net Zero;
- ongoing scrutinisation of plans for the replacement of White Oak Leisure Centre;
- review of the finances and maintenance of sewage treatment plants in the Council's possession;
- testing of preparedness in the event of disruption arising from Brexit;
- acquisition of further property investments;
- continued delivery of a balanced budget;
- return to work on the electric vehicle car club started in previous role;

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- exploration of opportunities for income producing placemaking, increased commercialisation and exploitation of marginal gains;
- introduction of savings in years eight to ten inclusive of the ten year budget, subject to adoption by Council; and,
- the Council remain in a stronger position than much of the rest of the sector but recognition too that we are not able to, nor should we, rest on our laurels.

As ever, I am indebted to officer and Member colleagues for their sterling support, patience and good humour.

Matthew Dickins
Portfolio Holder for Finance & Investment
October 2019

IN-DEPTH SCRUTINY WORKING GROUP - CCTV

Scrutiny Committee - 12 November 2019

Report of Chief Officer Finance & Trading

Status For decision

Key Decision No

Executive Summary: An in-depth scrutiny working group is proposed to be set up consider the CCTV service.

Portfolio Holder Cllr Margot McArthur

Contact Officer Adrian Rowbotham, Ext. 7153

Recommendation to Scrutiny Committee: That

- (a) an in-depth scrutiny working group is established to review the CCTV service, consisting of four Scrutiny Committee Members nominated by the Committee and consider reviewing the number and location of CCTV cameras provided across the District and their effectiveness in meeting the aims of the CCTV service;
 - (b) a report on this work of the Member working group and any recommendations be brought to a future meeting of the Scrutiny Committee for consideration.
-

Reason for recommendation: To evaluate the effectiveness of the CCTV service in supporting the Community Safety theme within the Council Plan.

Introduction and Background

- 1 The Council's CCTV system has been in operation since 1997. Currently the Council's six CCTV Operators work shifts to provide cover seven days a week, 365 days a year, with 135 cameras covering Sevenoaks, Swanley, Westerham, Edenbridge and New Ash Green.
- 2 The service supports the Community Safety theme within the Council Plan and the aims and objectives of the Council's Community Safety action plan. This includes the aims to reduce and detect crime and to reduce anti-social behaviour and the fear of crime. It does this by assisting the Police and others in the apprehension and prosecution of those committing crime and public disorder and to gather evidence by a fair and accountable method and to improve confidence in law and order.

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- 3 The CCTV control room instigates, assists or monitors more than 100 arrests across the District each year. It responded to more than 200 incidents last year relating to missing and vulnerable persons, more than 160 child related incidents and dealt with many domestic violence cases. Working closely with the Community Safety Partnership initiatives in Sevenoaks, Swanley and Edenbridge, where Shopsafe and Pubwatch schemes operate, the control room assists with approximately 300 calls a year.
- 4 The Council's CCTV team is responsible for the Council's out-of-hours emergency telephone service, dealing with about 1,500 calls per year. The team deal with various emergencies across the District including quality of life issues such as noise complaints, lost and stray dogs, clean and waste water issues, dead animals, dangerous structures and debris, flooding and fly- tipping.
- 5 The control room also has daily contact with AA Road Watch and other travel links, helping to keep motorists up to date with travel situations within the District. These are broadcasted regularly on local radio stations, with operators assisting with almost 400 calls a year.
- 6 The Council's CCTV Manager also manages the control room at Tunbridge Wells Borough Council and since 2009 the CCTV control room has been responsible for Tonbridge & Malling Borough Council's out-of-hours emergency telephone service, dealing with more than 1,300 calls a year.
- 7 In 2017, the Council's CCTV Manager, won a national award for Management and Innovation. During 2018 the CCTV had an upgrade to include a new monitor wall, new recording equipment and a room refit. And in 2019 the CCTV team for achieving two National Certifications. The first against the British Standard (BS7958) CCTV Code of Practice confirmed the high standard with which the CCTV is managed and operated. The second, Certificate of compliance of CCTV surveillance camera systems and the Protection of Freedoms Act 2012 was by the Surveillance Camera Commissioner. Combined, these certifications show and demonstrate a mark of excellence for our CCTV Control Room and its management.

In-depth scrutiny working group

- 8 Members are recommended to consider establishing an in-depth scrutiny working group to review the CCTV service. As with previous working groups it is suggested that four Scrutiny Committee Members are nominated by the Committee to form the working group.
- 9 In defining the scope for the in-depth working group Members may be minded to consider reviewing the number and location of CCTV cameras provided across the District and their effectiveness in meeting the aims of the CCTV service.

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Scrutiny Committee Work plan

Committee Date	2 April 2019	16 July 2019	12 November 2019	30 January 2020
External Invitees		Sencio Leisure Centre		Kent Police (CONFIRMED)
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 Matthew Dickins - Portfolio Holder for Finance and Investments (CONFIRMED)	Performance Monitoring Robert Piper - Portfolio Holder for Housing & Health Julia Thornton - Portfolio Holder for Development and Conservation
In-Depth Scrutiny			Establishment of a Member Working Group	

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Committee Date	31 March 2020	Summer 2020	Autumn 2020	Winter 2021
External Invitees	Chamber of Commerce (reserve)			
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

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
2018/19	
Staffing Levels	Cllrs. Brown (Chairman) Ball, Hogg and Purves

Possible future areas for In-Depth Scrutiny

Housing - accommodation for vulnerable people
CCTV
Homelessness

Past External Invitees

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)
2017/18	
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
2018/19	
17/07/18	Citizens Advice - North West Kent and Edenbridge and Westerham (Chair, Robin Thompson)
13/11/18	Kent Police (Chief Inspector Tony Dyer)
05/02/19	West Kent Housing (Chief Executive, Frank Czarnowski)
2019/20	
16/07/19	Sencio Sevenoaks Leisure Centre (Chief Executive, Jane Parish)

Possible External Invitees

Position	Name	Topic
KCC Adult Social Care	TBC	TBC
Chamber of Commerce	TBC	TBC