

23 March 2021 at 5.00 pm

This meeting will be held virtually via Zoom,  
and livestreamed here:

[https://www.youtube.com/channel/UCIT1f\\_F5OfvTzxjZk6Zqn6g](https://www.youtube.com/channel/UCIT1f_F5OfvTzxjZk6Zqn6g)

Published: 15.03.21



# Scrutiny Committee

## Membership:

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

## Agenda

	Pages	Contact
Apologies for Absence		
1. <b>Minutes</b> To approve the Minutes of the meeting of the Committee held on 12 January 2021, as a correct record.	(Pages 1 - 4)	
2. <b>Declarations of Interest</b> Any declarations not already registered		
3. <b>Responses of the Cabinet to reports of the Scrutiny Committee (if any)</b>		
4. <b>Actions from the Previous Meeting (if any)</b>		
5. <b>Sevenoaks &amp; District Chamber of Commerce</b> Chief Executive Officer Julie Phillips in attendance to answer questions on the work of the Sevenoaks & District Chamber of Commerce within the district.		
6. <b>Questions to the Portfolio Holder for Housing &amp; Health</b>	(Pages 5 - 8)	
7. <b>Performance Monitoring</b>	(Pages 9 - 26)	Jim Carrington-West Tel: 01732 227286
8. <b>Chairman's Annual Report to Council</b>	(Pages 27 - 30)	Jim Carrington-West Tel: 01732 227286
9. <b>Work Plan</b>	(Pages 31 - 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](mailto:democratic.services@sevenoaks.gov.uk).

SCRUTINY COMMITTEE

Minutes of the meeting held on 12 January 2021 commencing at 5.00 pm

Present: Cllr. Brown (Chairman)

Cllr. London (Vice Chairman)

Cllrs. Ball, Kitchener, Layland, Morris, Osborne-Jackson, Pender and Purves

Cllr. Fleming were also present.

48. Minutes

Resolved: That the Minutes of the meeting of the Scrutiny Committee held on 10 November 2020 be approved and signed by the Chairman as a correct record.

49. Declarations of Interest

There were none.

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

There were none.

51. Actions from the Previous Meeting (if any)

There were none.

52. West Kent Police

The Chairman welcomed the Chief Inspector Mark Stubberfield from West Kent Police who gave an overview of the levels of crime within the District.

Chief Inspector Stubberfield gave an overview of the statistics of reported crime for the year. The Covid-19 pandemic had impacted crime within the district. Reports of burglaries in dwellings had decreased by 56% compared to the previous year. There had been an increase in reports of domestic abuse during the pandemic. It was noted that multiple crime reports could come from one victim.

The police monitor the government guidelines against the Covid-19 pandemic in order to effectively enforce them. They often receive calls regarding breaches of the rules. Measures police take include visiting pubs to ensure they are complying with the rules and educating the public. There was currently no direction on when

to issue tickets with officers encouraged to consider whether they should on a case by case basis.

It was raised by Members that some residents had people visiting them at their doors attempting to intimidate them into purchasing items. Although there were no immediate risks, the Chief Inspector encouraged reporting the incidents so the police could protect vulnerable residents who may be intimidated into purchasing something and discourage breaches of the Covid-19 lockdown rules.

Chief Inspector Stubberfield advised that he monitors crime reports from the last 24 hours to anticipate trends in crime. This would allow the police to prepare for changes which would occur coming out of lockdown.

In response to questions on beauty spots within the district which had many visitors in the summer, Members were advised that a funded operation was put in place to combat crowds and any disorderly behaviour. There were 12 PCSOs within the district who worked in pairs within different wards. There were additional PSCOs who were more specialised in areas such as youth engagement and mental health.

Members were advised that safety measures had been put in place at police stations to protect staff against Covid-19. There had not yet been any outbreaks amongst staff which caused a significant impact to services.

It was clarified to Members that not all calls regarding breaches of Covid-19 guidelines would be able to be attended to due to the large number of calls. Breaching of rules were addressed through the presence of PCSOs and the Council's Town Ambassadors for engagement.

The Chairman thanked Chief Inspector Mark Stubberfield for his attendance.

53. Questions to the Portfolio Holder for Improvement and Innovation

The Leader and Portfolio Holder for Improvement & Innovation, Cllr Fleming, reported on recent achievements and challenges faced by the Council and his portfolio, particularly in relation to the Covid-19 pandemic. The business rates team at the Council provided business support very quickly for businesses impacted by the pandemic. The Council had practiced remote working in preparations towards Brexit which meant there was a smooth transition to remote working for staff when the pandemic occurred. Covid-19 had an impact on services when a number of staff had to self isolate over the Christmas period.

A customer redesign project had been designed with aim to provide more efficient and effective customer service at the Council. The redevelopment of White Oak Leisure Centre was underway with the swimming pool recently installed. Planning permission had been granted for a new business hub at Meeting Point in Swanley. There were plans for Bevan Place in Swanley which were being considered.

In response to queries, Members were advised that a government scheme had partially covered the loss of income from car parking spaces when the Council car parks were shut during the first lockdown in March 2020. The business grants provided for the local businesses were fully reimbursed with the costs of administering the grants partly reimbursed.

The role of the new town ambassadors was clarified to Members of the Committee. The town ambassadors had been working with local businesses to ensure they were operating safely and had been checking that non-essential businesses were closed while in lockdown.

Following queries on a potential new health hub in Edenbridge, the Leader expressed that he recognised the importance of it materialising as there were few GP surgeries in the town.

The development of a business hub in Swanley had not been set back by the Covid-19 pandemic and instead had more local interest due to the change in working habits. With more people working from home, there was more interest in a local business hub.

In response to queries on the financial impacts of Covid-19 on government, Members were advised that there was not likely to be a financial impact in terms of Government funding for the Council as it was already running with little funding from government. Good foundations had been laid with a 10 year budget plan in place meaning the Council was in a comparatively good financial position for the future.

The Chairman thanked Cllr Fleming for his attendance.

#### 54. Performance Monitoring

Members considered the report which summarised performance across the Council as at November 2020. Members were asked to consider seven performance indications which were performing at 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 Holder for Improvement & Innovation who was in attendance.

Members were advised that the number of missed green waste collections had been performing at or above target rather than 10% or more below as set out in the appendix in error. It was noted that all performance indicators performing at 10% or more below target were related to impacts from the Covid-19 pandemic apart from the percentage of appeals against planning application refusals that had been dismissed.

Resolved: That the report be noted.

## Agenda Item 1

### Scrutiny Committee - 12 January 2021

#### 55. In-Depth Scrutiny, CCTV Working Group

Members were updated on the progress made by the CCTV Working Group. A final report would be brought to the next meeting of the Scrutiny Committee.

#### 56. Work Plan

Members discussed the work plan. Members expressed an interest in having a representative from NHS Dartford attend a future meeting of the Scrutiny Committee along with the Chamber of Commerce.

THE MEETING WAS CONCLUDED AT 6.38 PM

CHAIRMAN

**Cllr Kevin Maskell  
Housing and Health  
Report to Scrutiny Committee  
23 March 2021**

Since March 2020, the Council we has been responding to the challenges of COVID-19, and planning for recovery in the months ahead. We have worked closely with our partners across the district to respond to significant changes, especially working on how we can protect and maintain critical housing services to support and keep residents safe.

*Service pressure points*

- Increase in housing register applications compared to same period last year. Waiting times exacerbated by customer reluctance to accept offers in the private rented and few social housing properties available on Kent Homechoice and ongoing demands for more affordable housing in the district.
- Increase in number of homeless applicants in Emergency and Temporary Accommodation (EA/TA) due to impact of Covid-19 (loss of private rented tenancy, asked to leave by family, fleeing domestic abuse, unemployment).
- Lack of Temporary Accommodation provision in the district.

*Rough sleeping – Covid-19*

- One of the most significant steps taken in response to Covid-19 has been the ‘Everyone In’ initiative in England, and parallel efforts by Scottish and Welsh governments and their partners. This resulted in national governments instructing all local authorities to accommodate people sleeping rough, in night shelters, and in hostels with shared facilities, into self-contained emergency accommodation. Critically, access to emergency accommodation now at this time is based on need alone, regardless of the tests that have been normally required within the homelessness legislation for each nation. In England, people who previously would not qualify for homelessness assistance because they are not considered to have a priority need, or do not have a local connection have prior to the present crisis been considered to be intentionally homeless, or as a result of their immigration status, have now to be supported into safe accommodation.
- Sevenoaks District Council’s response to rough sleeping during the Covid-19 pandemic has been viewed positively by key partner agencies, voluntary and community sector organisations and central Government.
- As at 28 February 2021, the Council is continuing to accommodate 15 street homeless in self-contained hotel rooms or self-contained nightly paid temporary accommodation. A further 10 people are being accommodated in similar accommodation due to Covid-19. All have a personal housing support and needs assessment alongside a medical assessment. 60 Covid-19 related Temporary Accommodation placements made to date.
- Liaising with Sevenoaks Primary Care Network to organise Covid-19 vaccinations for those rough sleepers we have currently housed in temporary accommodation.

*Housing Register*

## Agenda Item 6

- Housing Register became operational at Sevenoaks District Council on the 2nd January 2020. Focus on improving operational processes to reduce the processing time of new applications.
- Pressures on staffing resilience due to staff sickness during January and February this year, which has impacted the service. Customer Solutions is providing interim support up to end March 2021.
- Numbers on the Register: 832 (as at 02/03/2021). Between 1 April 2020 and 02 March 2021 866 (684) applications have been removed as they have failed to supply documents within 28 days. On request, applicants have been given longer to submit docs during COVID19 if needed.

### *Homelessness prevention funding*

- MHCLG Next Steps Accommodation Programme (NSAP) funding of £168,120 revenue funding secured for Covid-19 rough sleeper costs in 2020/21.
- MHCLG has awarded the Council the following grants to support the Winter period and the current lockdown, including the Cold Weather Fund and Protect Plus Fund (approximately £30,000) to deal with the most recent lockdown, specifically for the single homeless population, which will be used for accessing private sector housing for this cohort.
- KCC funding (Emergency COVID support and Winter Grants Scheme) allocated over £90,000 funding to the district. This has supported vulnerable customers with their rent arrears to prevent homelessness, helped customers with fuel bills and provided customers with emergency food vouchers. Additional funding has been awarded to every foodbank in the district.
- The Rough Sleeper initiative (RSi4) funding allocations application will be submitted to by SDC by 26 February 2021. SDC will be advised in April 2021 on the outcome of the application.
- MHCLG's Homelessness Prevention Grant combines and replaces two existing funding streams: the Flexible Homelessness Support Grant & the Homelessness Reduction Grant. This grant is ring-fenced to ensure local authorities are resourced to take action to prevent homelessness from occurring and provides funding to continue to implement the Homelessness Reduction Act. Sevenoaks District's allocation for 2021/22 (from April 2021) is £434,897 (approx. additional £70K allocation from 2020/21 previous grant allocation).
- Government spending review confirmed 2021/22 funding for Rough Sleeping Accommodation Program (RSAP). MHCLG will be working with local authorities to ensure these funding streams align in a way that supports local plans to end rough sleeping as effectively as possible.

### *Actions*

- Development of a Temporary Accommodation Action Plan to address increasing numbers in EA/TA in place.
- Recruitment ongoing. Head of Housing, Accommodation Team Leader and Housing Accommodation Officer, HERO (Covid-19) Officer commence in post on 8 April. Tenancy Sustainment Officer and Housing Triage Officer being recruited to, starting in April 2021.
- Underway with Vine Court Road refurbishment project with WKHA, which will bring forward 7 supported accommodation units for rough sleepers in the district.

- Working with West Kent Housing Association and other providers to address affordable housing provision (including temporary accommodation and social rent).
- We are exploring options with new supported housing providers, and are working towards being able to refer some of our more vulnerable customers into their services to enable them to obtain the support they need before securing their own accommodation.
- HERO team increased focus on homelessness prevention to meet the requirements of the Homelessness Reduction Act, using rent incentives, accommodation options and addressing issues such as rent arrears, debt management, maximising benefits etc.
- Online Landlord Incentives event being held in May 2021 to attract more landlords to work with the Council to offer properties in the private rented sector.
- Government has agreed to restart the refugee resettlement scheme, this had been cancelled due to COVID-19. The Council has committed to taking one household on the proviso the family is from Syria (3 bed need) in line with our policy.

### *Housing Strategy*

- Secured Green Homes funding of £688k towards phase 1a of a low-carbon retrofit project on mobile home park sites. Phase 1b funding of £784k confirmed. Will see nearly 150 mobile homes installed with energy efficient improvements and contribute toward reducing fuel poverty and Net Zero ambitions.
- Affordable housing completions: The anticipated number of affordable homes expected to be delivered by 31 March 2021, has reduced to 22. Only 2 genuinely affordable homes (for use with Housing Register applicants) will be delivered this year. Work is progressing with the housing associations to determine anticipated delivery for 2021/22 and this will be shared once finalised.
- Quercus Housing progressing 11-13 High Street, Swanley project with the developer, which will bring forward genuinely affordable rent.
- Parish needs surveys underway. This is a good news story (for the Council and West Kent Housing Association) appearing in Spring edition of In Shape to showcase the good outcome achieved in Sevenoaks Weald. Sets a positive tone for ongoing programme of surveys.

### *Health*

- First Health Liaison Board of 2021 held last month with Cllr Maskell chairing. A work plan for 2021 has been developed.
- Working with KCC regarding the Universal Wellbeing contract awarded to Involve from 1 April and the transition arrangements with Age UK.
- The One You Service have been delivering their services remotely and there is a new Why Weight zoom class starting in February.

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## PERFORMANCE REPORT

Scrutiny Committee - 23 March 2021

**Report of:** Chief Executive

**Status:** For Consideration

**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 January 2021.

## Agenda Item 7

Status	Current Month	Year To Date
<b>Red</b> <i>10% or more below target</i>	9 (19.6%)	7 (15.2%)
<b>Amber</b> <i>Less than 10% below target</i>	4 (8.7%)	6 (13.1%)
<b>Green</b> <i>At or above target</i>	33 (71.7%)	33 (71.7%)

3 Provided as Appendix A to this report are details of the 11 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 - Housing & Health 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 January 2021. Members are asked to consider 11 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

**Background Papers**

None

**Dr Pav Ramewal**  
**Chief Executive**

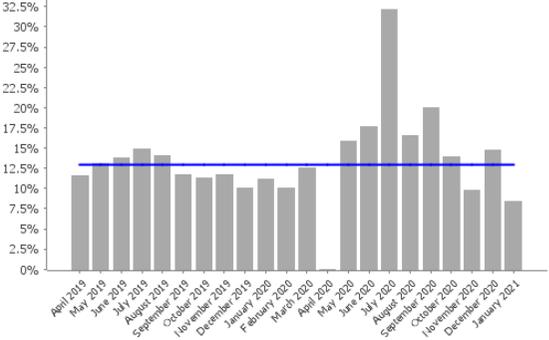
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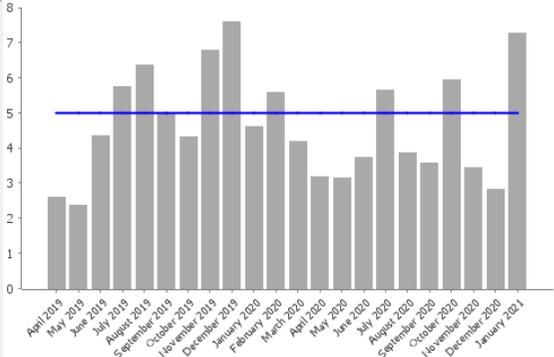
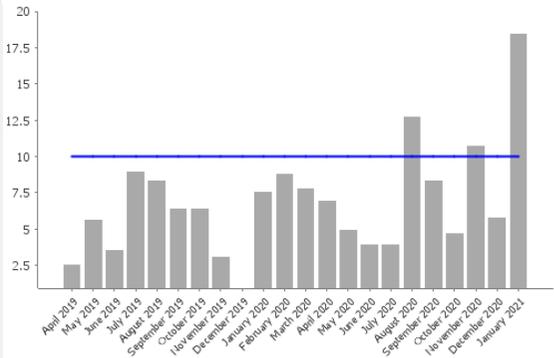
# Appendix A

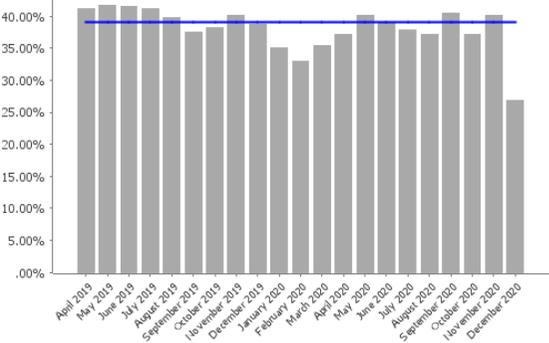
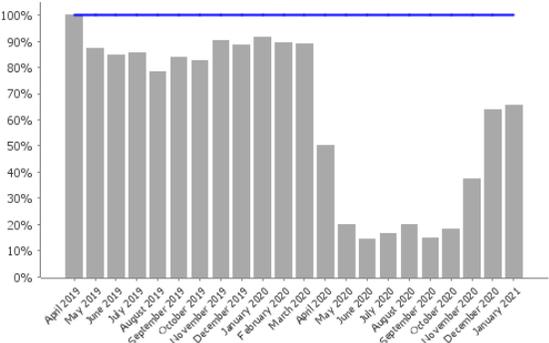
## Scrutiny Committee – Exceptions Report

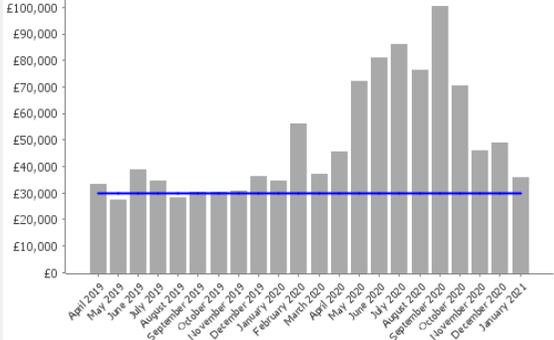
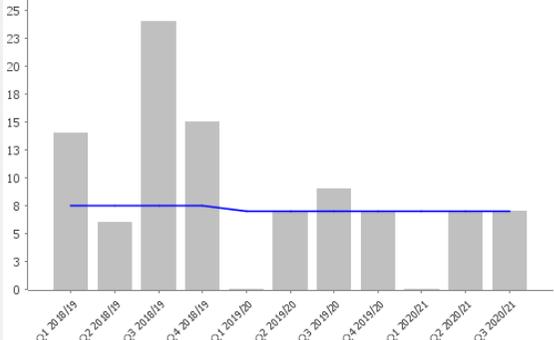
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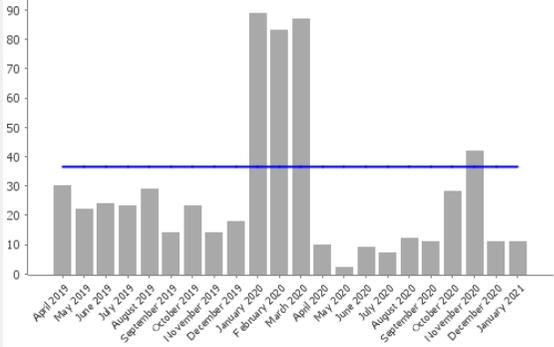
Status	Colour	Details
	Green	At or above target
	Amber	Less than 10% below target
	Red	10% or more below target

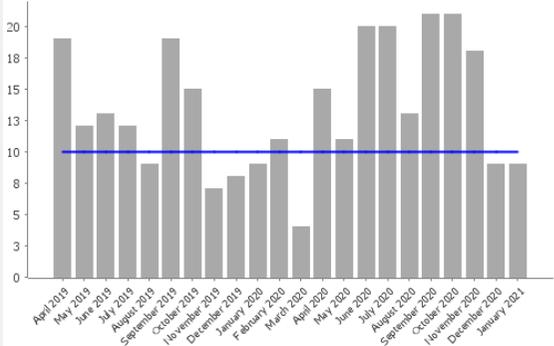
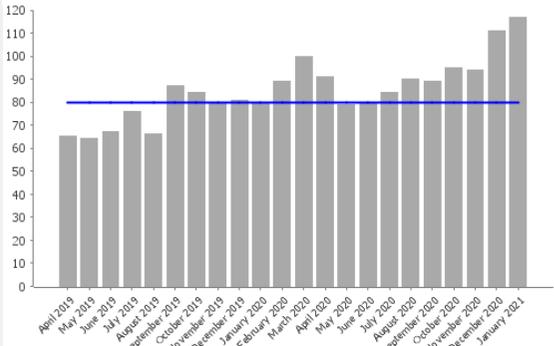
Page	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2020/21 Value	Target	Status	Latest Note
13	LPI_PA 002 Percentage of Penalty Charge Notices cancelled	8.4%	13%			14.9%	13%		The percentage of Penalty Charge Notices cancelled has increased due to the more pragmatic and softer approach taken by the Council during the Pandemic and National Lockdowns resulting in temporarily more cancellations.

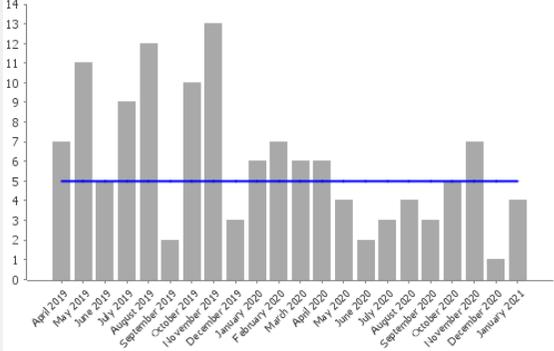
Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2020/21 Value	Target	Status	Latest Note
LPI_DS Clean 002	Average number of days taken to remove fly tips which the District Council has responsibility to clear	7.3	5			4.3	5		Our enforcement team continue to work hard to remove fly tipping within the target period, however in January 2021 our resources were stretched due to staff shortages, increased waste weights, self-isolation and bad weather. This meant all available resources were allocated to ensuring domestic waste and recycling collections were made. Services are now back to normal.
LPI_DS Waste 002	Number of missed collections per 100,000	18.4	10			8	10		This short-term increase is due to the pressure placed on our waste collection teams by having to tip waste in Tunbridge Wells & Northfleet due to KCC Dunbrik site being closed. Increased weights of rubbish and recycling to be collected, staff shortages, self-isolation and bad weather over the last few months has had an impact on performance. Services are now back to normal.

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2020/21 Value	Target	Status	Latest Note
LPI_DS Waste 001	Percentage of household waste sent for reuse, recycling and composting	26.9%	39%			37.5%	39%		During the last few months residents have recycled less waste and presented more residual waste. However we expect the recycling rates to return to normal levels. Working with WRAP, the Waste Charity, campaigns are being considered to encourage residents to recycle more and reduce residual waste.
LPI_EH 004	Percentage of higher risk food inspections due that was done (higher risk is categories A & B)	65.4%	100%			65.4%	100%		Inspections were suspended by order of the Food Standards Agency until July 2020. They were again partially suspended during Lockdown 2, due to Kent being in a high tier before Christmas, and then there being a subsequent lockdown since January 2021. However, where possible those high risk inspections that are due have been prioritised. The figure is slowly catching up to where it should be and this is due to the tenacity of the team. The team's focus continues to be on supporting businesses through the Covid pandemic.

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2020/21 Value	Target	Status	Latest Note
LPI_FS003	Sundry debts outstanding more than 61 days	£35,735	£30,000			£35,735	£30,000		Following Government guidance regarding COVID-19 and financial support SDC did not pursue sundry debts until recently. This, combined with the addition of Direct Services sundry debts now being included has led to a high debtor balance. The reminder process has now been reintroduced and is resulting in a reduction in the outstanding balances.
LPI_HSP01	Number of customers housed in PSL property	7	7			14	21		We continue to work with landlords to find properties for people on low income. This work has slowed down during the pandemic lockdown. We continue to promote this work and incentivise landlords.

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2020/21 Value	Target	Status	Latest Note
PI_CD 102	Number of customers engaged in the One You Services	11	36.67			143	440		<p>The One You service has seen a 61% decline in referrals to our lifestyle improvement services in 2020/21 by comparison to 2019/20. By comparison external services focusing on the treatment and support of Mental Health have seen a dramatic increase in referrals. It is suspected that the impact of COVID is currently mainly on Mental Health which in turn is limiting residents willingness to change behaviours which may be a coping mechanism for their own mental health. In addition, GP &amp; Medical Referrals have reduced, which is likely to be due to the changes in working practices for GP's and a massive change in focus on protecting patients from COVID19 and rolling out a vaccination service.</p> <p>As the country begins to emerge from lockdown it is anticipated that referrals will increase and we will be able to provide greater levels of support to our residents through the One You service during the 2021/22.</p>

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2020/21 Value	Target	Status	Latest Note
LPI_HS A 02	Number of households where a positive outcome has been achieved (homeless prevented or secures alternative accommodation)	9	10			157	100		At the height of the pandemic cases in Kent during December and January the ability to prevent homelessness and secure alternative accommodation was restricted. This was accompanied by an increase in demand for housing support, which is shown by the increase in the use of temporary accommodation in the performance indicator below. The recent recruitment of an Accommodation Team Leader alongside the new Head of Housing, will allow the council to increase its focus on preventing homelessness and improving the availability of suitable accommodation.
LPI_HS A 03	Number of households in all types of emergency & temporary accommodation	117	80			117	80		The need for emergency accommodation remains high due to the number of approaches for homelessness and people being displaced due to the pandemic. An action plan is in place to support people to move on to permanent accommodation as lockdown eases to reduce the number of households in temporary accommodation.

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2020/21 Value	Target	Status	Latest Note																																														
LPI_PS H 02	Number of Disabled Facilities Grants completed	4	5		 <table border="1"> <caption>Monthly Performance Data (Estimated)</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>7</td></tr> <tr><td>May 2019</td><td>11</td></tr> <tr><td>June 2019</td><td>9</td></tr> <tr><td>July 2019</td><td>12</td></tr> <tr><td>August 2019</td><td>2</td></tr> <tr><td>September 2019</td><td>10</td></tr> <tr><td>October 2019</td><td>13</td></tr> <tr><td>November 2019</td><td>3</td></tr> <tr><td>December 2019</td><td>6</td></tr> <tr><td>January 2020</td><td>6</td></tr> <tr><td>February 2020</td><td>6</td></tr> <tr><td>March 2020</td><td>4</td></tr> <tr><td>April 2020</td><td>2</td></tr> <tr><td>May 2020</td><td>3</td></tr> <tr><td>June 2020</td><td>4</td></tr> <tr><td>July 2020</td><td>3</td></tr> <tr><td>August 2020</td><td>7</td></tr> <tr><td>September 2020</td><td>1</td></tr> <tr><td>October 2020</td><td>4</td></tr> <tr><td>November 2020</td><td>4</td></tr> <tr><td>December 2020</td><td>1</td></tr> <tr><td>January 2021</td><td>4</td></tr> </tbody> </table>	Month	Value	April 2019	7	May 2019	11	June 2019	9	July 2019	12	August 2019	2	September 2019	10	October 2019	13	November 2019	3	December 2019	6	January 2020	6	February 2020	6	March 2020	4	April 2020	2	May 2020	3	June 2020	4	July 2020	3	August 2020	7	September 2020	1	October 2020	4	November 2020	4	December 2020	1	January 2021	4	39	50		<p>COVID-19 has had an impact on the ability to deliver disabled facility grant adaptations.</p> <p>The number of referrals has reduced as the County Council Occupational Therapist was reallocated to help in areas relating to the Pandemic. There has also been a number of residents not wanting inspections or works to be undertaken as they were shielding or self-isolating.</p> <p>However, workflow has increased during the early months of 2021 and the Team has prioritised these inspections, with an aim of reaching the target number of grants completed.</p>
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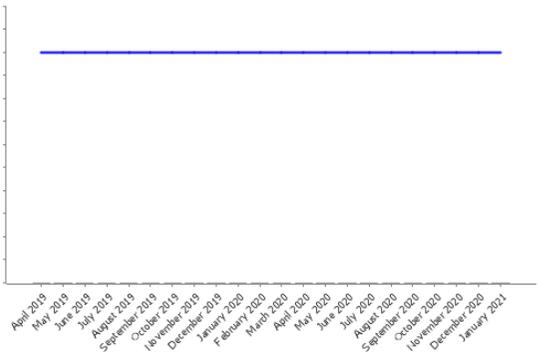
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## Appendix B

### Scrutiny Committee – Housing & Health Portfolio performance report

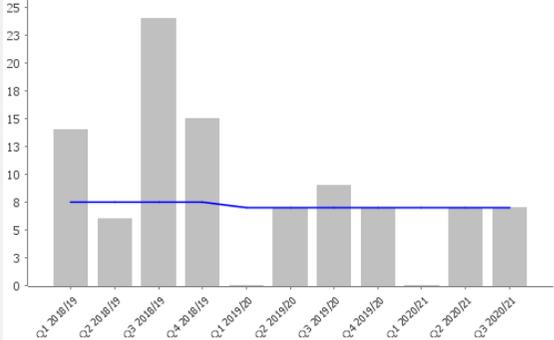
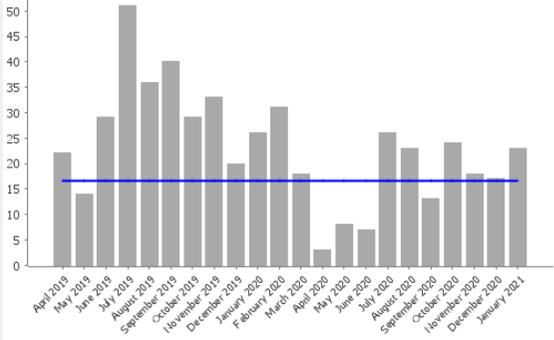
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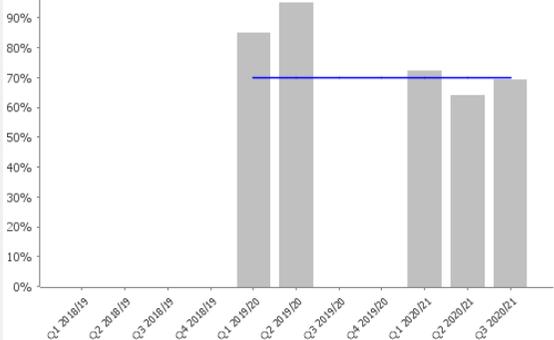
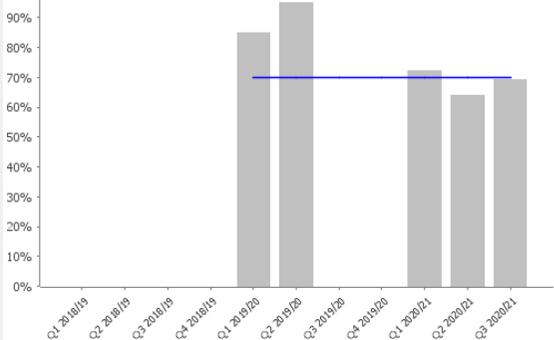
Status	Colour	Details
	Green	At or above target
	Amber	Less than 10% below target
	Red	10% or more below target

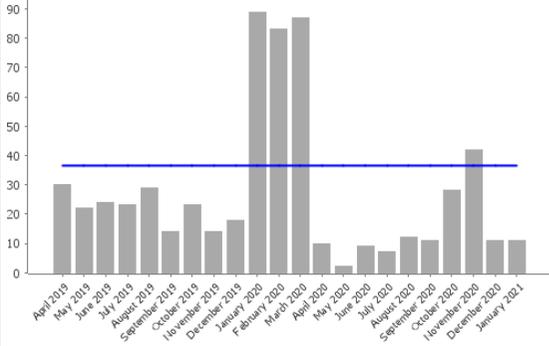
Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2020/21 Value	Year to date 2020/21 Target	Year to date 2020/21 Status	Latest Note
LPI_HS A 04	Number of households in B&B	0	5			0	5		Commentary is only required for red indicators.

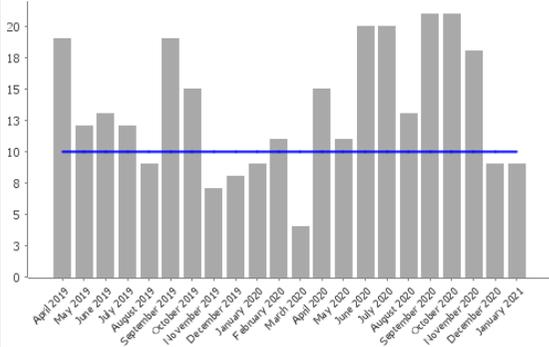
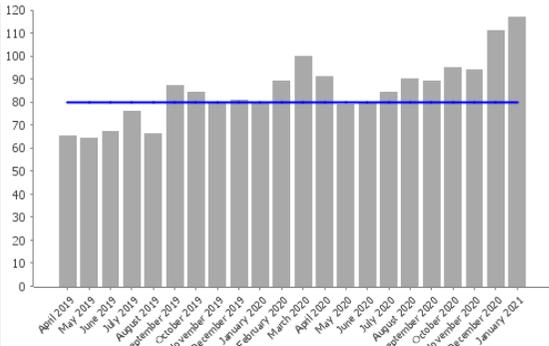
Page 21

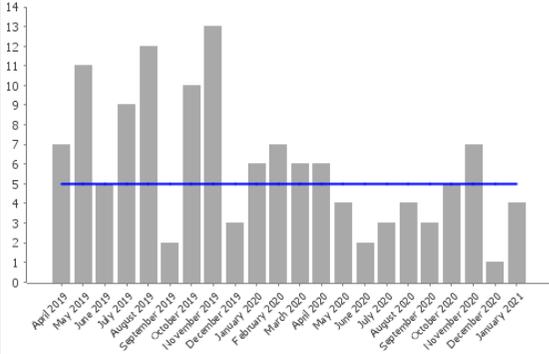
Agenda Item 7

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2020/21 Value	Year to date 2020/21 Target	Year to date 2020/21 Status	Latest Note
LPI_HS P01	Number of customers housed in PSL property	7	7			14	21		We continue to work with landlords to find properties for people on low income. This work has slowed down during the pandemic lockdown. We continue to promote this work and incentivise landlords.
LPI_HS R01	Total number housed through Sevenoaks District Housing Register nomination	23	16.67			162	166.67		Commentary is only required for red indicators.

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2020/21 Value	Year to date 2020/21 Target	Year to date 2020/21 Status	Latest Note
LPI_CD H03	Percentage of goals being progressed or achieved by One You customers at first follow up (at 3 months)	69%	70%			68.33%	70%		Commentary is only required for red indicators.
LPI_CD H03	Percentage of goals being progressed or achieved by One You customers at first follow up (at 3 months)	69%	70%			68.33%	70%		Commentary is only required for red indicators.

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2020/21 Value	Year to date 2020/21 Target	Year to date 2020/21 Status	Latest Note																																														
	Number of customers engaged in the One You Services	11	36.67		 <table border="1"> <caption>Monthly Customer Engagement Data (Estimated)</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>30</td></tr> <tr><td>May 2019</td><td>22</td></tr> <tr><td>June 2019</td><td>24</td></tr> <tr><td>July 2019</td><td>23</td></tr> <tr><td>August 2019</td><td>29</td></tr> <tr><td>September 2019</td><td>14</td></tr> <tr><td>October 2019</td><td>23</td></tr> <tr><td>November 2019</td><td>14</td></tr> <tr><td>December 2019</td><td>18</td></tr> <tr><td>January 2020</td><td>88</td></tr> <tr><td>February 2020</td><td>83</td></tr> <tr><td>March 2020</td><td>87</td></tr> <tr><td>April 2020</td><td>10</td></tr> <tr><td>May 2020</td><td>2</td></tr> <tr><td>June 2020</td><td>9</td></tr> <tr><td>July 2020</td><td>8</td></tr> <tr><td>August 2020</td><td>12</td></tr> <tr><td>September 2020</td><td>11</td></tr> <tr><td>October 2020</td><td>28</td></tr> <tr><td>November 2020</td><td>42</td></tr> <tr><td>December 2020</td><td>11</td></tr> <tr><td>January 2021</td><td>11</td></tr> </tbody> </table>	Month	Value	April 2019	30	May 2019	22	June 2019	24	July 2019	23	August 2019	29	September 2019	14	October 2019	23	November 2019	14	December 2019	18	January 2020	88	February 2020	83	March 2020	87	April 2020	10	May 2020	2	June 2020	9	July 2020	8	August 2020	12	September 2020	11	October 2020	28	November 2020	42	December 2020	11	January 2021	11	143	440		<p>The One You service has seen a 61% decline in referrals to our lifestyle improvement services in 2020/21 by comparison to 2019/20. By comparison external services focusing on the treatment and support of Mental Health have seen a dramatic increase in referrals. It is suspected that the impact of COVID is currently mainly on Mental Health which in turn is limiting residents willingness to change behaviours which may be a coping mechanism for their own mental health. In addition, GP &amp; Medical Referrals have reduced, which is likely to be due to the changes in working practices for GP's and a massive change in focus on protecting patients from COVID19 and rolling out a vaccination service.</p> <p>As the country begins to emerge from lockdown it is anticipated that referrals will increase and we will be able to provide greater levels of support to our residents through the One You service during the 2021/22.</p>
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Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2020/21 Value	Year to date 2020/21 Target	Year to date 2020/21 Status	Latest Note
LPI_H SA 02	Number of households where a positive outcome has been achieved (homeless prevented or secures alternative accommodation)	9	10			157	100		At the height of the pandemic cases in Kent during December and January the ability to prevent homelessness and secure alternative accommodation was restricted. This was accompanied by an increase in demand for housing support, which is shown by the increase in the use of temporary accommodation in the performance indicator below. The recent recruitment of an Accommodation Team Leader alongside the new Head of Housing, will allow the council to increase its focus on preventing homelessness and improving the availability of suitable accommodation.
LPI_H SA 03	Number of households in all types of emergency & temporary accommodation	117	80			117	80		The need for emergency accommodation remains high due to the number of approaches for homelessness and people being displaced due to the pandemic. An action plan is in place to support people to move on to permanent accommodation as lockdown eases to reduce the number of households in temporary accommodation.

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2020/21 Value	Year to date 2020/21 Target	Year to date 2020/21 Status	Latest Note																																														
LPI_P SH 02	Number of Disabled Facilities Grants completed	4	5		 <table border="1"> <caption>Monthly Data for Disabled Facilities Grants Completed</caption> <thead> <tr> <th>Month</th> <th>Count</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>7</td></tr> <tr><td>May 2019</td><td>11</td></tr> <tr><td>June 2019</td><td>9</td></tr> <tr><td>July 2019</td><td>12</td></tr> <tr><td>August 2019</td><td>2</td></tr> <tr><td>September 2019</td><td>10</td></tr> <tr><td>October 2019</td><td>13</td></tr> <tr><td>November 2019</td><td>3</td></tr> <tr><td>December 2019</td><td>6</td></tr> <tr><td>January 2020</td><td>7</td></tr> <tr><td>February 2020</td><td>6</td></tr> <tr><td>March 2020</td><td>6</td></tr> <tr><td>April 2020</td><td>4</td></tr> <tr><td>May 2020</td><td>2</td></tr> <tr><td>June 2020</td><td>3</td></tr> <tr><td>July 2020</td><td>4</td></tr> <tr><td>August 2020</td><td>3</td></tr> <tr><td>September 2020</td><td>7</td></tr> <tr><td>October 2020</td><td>1</td></tr> <tr><td>November 2020</td><td>7</td></tr> <tr><td>December 2020</td><td>4</td></tr> <tr><td>January 2021</td><td>4</td></tr> </tbody> </table>	Month	Count	April 2019	7	May 2019	11	June 2019	9	July 2019	12	August 2019	2	September 2019	10	October 2019	13	November 2019	3	December 2019	6	January 2020	7	February 2020	6	March 2020	6	April 2020	4	May 2020	2	June 2020	3	July 2020	4	August 2020	3	September 2020	7	October 2020	1	November 2020	7	December 2020	4	January 2021	4	39	50		<p>COVID-19 has had an impact on the ability to deliver disabled facility grant adaptations.</p> <p>The number of referrals has reduced as the County Council Occupational Therapist was reallocated to help in areas relating to the Pandemic. There has also been a number of residents not wanting inspections or works to be undertaken as they were shielding or self-isolating.</p> <p>However, workflow has increased during the early months of 2021 and the Team has prioritised these inspections, with an aim of reaching the target number of grants completed.</p>
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## Scrutiny Committee Annual Report to Council - 2020/21

### Remit of the Scrutiny Committee

1. As per Appendix C of the Council's constitution, "Scrutiny Committee Procedure Rules":

*1.1 The Council is required by Law to discharge certain overview and scrutiny functions. These functions are an essential component of local democracy. The Scrutiny Committee contribute to the Council's Performance and also hold the Cabinet to account for its decisions.*

*1.2 The Scrutiny Committee allows a wider involvement in Council business by involving non-councillors from the wider public section, voluntary groups and community groups to help them in their work. They may make reports and recommendations to the Cabinet and the Council as a whole on its policies, budget and service delivery.*

*1.3 The Scrutiny Committee also monitors the decisions of the Cabinet and the Scrutiny Committee can "call-in" a decision of the Cabinet which has been made but not yet implemented. They may recommend that the Cabinet reconsider their decision. They may also be consulted by the Cabinet or the Council on forthcoming decisions.*

*1.4 Scrutiny should be carried out in a constructive way and should aim to contribute to the delivery of efficient and effective services that meet the needs and aspirations of local inhabitants. The Scrutiny Committee should not shy away from the need to challenge and question decisions and make constructive criticism.*

*"The Scrutiny Committee will comprise a permanent Chairman and Vice Chairman, and 9 other elected Members that follow the political proportionality of the Council. No Members of the Committee may be members of the Cabinet, their deputies or members of any of the Cabinet Advisory Committees."*

### Approach

2. Throughout the course of 2020/21, the Scrutiny Committee has drawn up and followed a work plan that has focussed on four key areas. These are:

- **Inviting Cabinet Portfolio Holders** to each meeting of the Scrutiny Committee where possible to discuss particular areas of focus/challenge and concerns members may have;
- **Inviting a number of external representatives** to attend Scrutiny Committee to discuss particular areas of concern and their activities within the district;
- **Setting up In-Depth Scrutiny working groups** as task and finish groups to investigate particular areas in detail, reporting back to the Committee so that recommendations can be agreed and reported to Cabinet.

## Agenda Item 8

- **Reviewing performance of services** in relation to agreed performance indicators, in particular focusing on red flag indicators. These are discussed at meetings, with explanations being provided by Officers. Matters of serious concern are referred to the Portfolio Holder/ Cabinet as appropriate.

This approach has ensured that the Committee has scrutinised both the work of SDC and other public bodies across the district, per the Committee's above terms of reference.

### Work Covered

3. Based on the above approach, the following is a summary of work carried out during 2020/21 by the Scrutiny Committee.

### Portfolio Holders

4. Portfolio Holders were asked to provide an update on recent work and future challenges to the relevant meeting, and were subsequently asked a number of questions by Members of the Committee regarding specific challenges and their approach and views. Portfolio holders attended as follows:

Scrutiny Committee	Portfolio Holder	Area of Committee Focus
July 2020	Cllr Lesley Dyball People and Places  Cllr Thornton Development and Conservation	<ul style="list-style-type: none"> <li>• Council's response to the challenges of COVID-19</li> <li>• Progress on the development of the new White Oak Leisure centre, including conversations with Orchards Academy</li> <li>• Further Government Funding for Sencio</li> <li>• Plans for supporting older people with wellbeing</li> <li>• Progress of the local plan</li> <li>•</li> </ul>
November 2020	Cllr Matthew Dickins Finance and Investments	<ul style="list-style-type: none"> <li>• Financial Impact of Covid-19</li> <li>• Government Support Schemes</li> <li>• Net Zero Fund</li> <li>• Capital Programme</li> </ul>
January 2021	Cllr Peter Fleming Improvement & Innovations	<ul style="list-style-type: none"> <li>• Covid-19 - Council achievements and challenges</li> <li>• Customer Redesign programme</li> <li>• Town Centre Ambassadors</li> <li>• Car park revenue</li> <li>• Health Hubs</li> </ul>
March 2021	Cllr Kevin Maskell Housing and Health	TBC

**External Invitees**

July 2020

**KCC Cabinet Members for Children, Young People and Education**

The KCC Cabinet Member for Children, Young People and Education, Richard Long, and the Area Educational Officer for North Kent, Ian Watts, were in attendance and gave a presentation about Education in the Sevenoaks District.

Members of the Committee then asked a number of questions relating to areas including:

- Admissions arrangements for schools in the District.
- Preferential placements given to teaching staff (2 year working requirement)
- Parent preferences
- Advice to schools relating to the pandemic including safety measures and mental health
- Travel arrangements for pupils
- Use of technology to support pupils
- Funding for Schools

**In-Depth Scrutiny Working Group CCTV - Interim verbal update**

The Chairman of the Working Group CCTV also gave an interim update on progress so far.

November 2021

**Stag Theatre**

Chief Executive of the Stag Theatre, Andrew Eyre, and Business Development & Marketing Manager, Lisa Whitbread, gave a presentation on the Stag Theatre including the financial impacts of the Covid 19 pandemic.

Members of the Committee then asked a number of questions relating to areas including:

- Funding and grants available to the theatre, including an Arts Council Sustainability Grant of £444,395.
- Plans for the reopening of the theatre subject to COVID restrictions

## Agenda Item 8

### **Sencio Leisure Centre**

Jane Parish, the Chief Executive of Sencio Leisure, was in attendance and gave a presentation outlining the impact of the Covid-19 pandemic, safety measures taken during the period the leisure centres were open, and Sencio's current financial position.

Members discussed the presentation and asked questions of clarification of the Chief Executive of Sencio Leisure.

### **In-Depth Scrutiny Working Group CCTV**

Cllr Pender updated the committee on the CCTV Working Group, advising that they held a further meeting and had continued data gathering. They had considered evidence and readings from experts in the field of CCTV. There were plans to meet with the police in December to discuss CCTV use.

### January 2021

#### **West Kent Police**

Chief Inspector Mark Stubberfield, from West Kent Police, was in attendance to provide an overview of crime and disorder in the Sevenoaks District, which generally had declined significantly.

Members of the committee then asked a number of questions relating to areas including:

- The effect of the pandemic on crime types and figures
- Door-to-door salespeople
- The approach to lockdown measures
- The impact of the pandemic on policing resources

#### **Other**

The Chairman would like to thank his Vice Chairman, other committee Members and Officers for the work they have put in over the year.

**Councillor Cameron Brown**  
**Chairman - Scrutiny Committee**  
**23 March 2021**

## Scrutiny Committee Work Plan as at 10 March 2021

Committee Date	31 March 2020 (Cancelled)	14 July 2020	10 November 2020	12 January 2021
External Invitees		KCC Cabinet Member for Education	Stag Theatre Sencio Leisure Centre	Kent Police
Scrutiny Committee	Performance Monitoring Chairman's annual report to Council	Performance Monitoring Lesley Dyball - Portfolio Holder for People and Places Julia Thornton - Portfolio Holder for Development and Conservation	Performance Monitoring Matthew Dickins - Portfolio Holder for Finance & Investment (confirmed)	Performance Monitoring Peter Fleming - Portfolio Holder for Improvement & Innovation
In-Depth Scrutiny			Stage 1 - Initial Feedback from CCTV Working Group	Draft Report CCTV Working Group

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Committee Date	23 March 2021	13 July 2021	9 November 2021	20 January 2022
External Invitees	Sevenoaks & District Chamber of Commerce (Confirmed)	Dartford & Gravesham Trust NHS (TBC)		
Scrutiny Committee	Performance Monitoring Chairman's Annual Report to Council Kevin Maskell - Portfolio Holder for Housing & Health (Confirmed)	Performance Monitoring Margot McArthur - Portfolio Holder for Cleaner & Greener (Confirmed)		
In-Depth Scrutiny		Final Report CCTV Working Group		

Agenda Item 9

## Past In-Depth Scrutiny Working Groups

### 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

## Current In-Depth Scrutiny Working Group

CCTV - Cllrs. Pender (Chairman), Ball, Kitchener and Purves

## Possible Future Areas for In-Depth Scrutiny

Housing - accommodation for vulnerable people

Homelessness

## Past External Invitees

### 2014/15

- 2/10/14 - Sencio Community Leisure (Jane Parish, Chief Executive)
- 2/11/14 - KCC Secondary Schools (Roger Gough, KCC Cabinet Member for Education & Health Reform)
- 3/2/15 - West Kent Clinical Commissioning Group (Ian Ayres, Chief Officer and Accountable Officer)

### 2015/16

- 14/7/15 - 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)
- 23/2/16 - KCC Highways (Matthew Balfour, KCC Cabinet Member for Environment and Transport) (did not attend)
- 3/5/16 - 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

- 5/7/16 - Moat Housing (Elizabeth Austerberry, Chief Executive)
- 5/7/16 - West Kent Housing (Deborah White, Housing and Communities Director)
- 8/11/16 - Kent Police (Chief Inspector Roscoe Walford)
- 7/2/17 - 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)
- 30/3/17 - 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)
- 24/4/19 - Roger Gough - Kent County Council Member for Children, Young People and Education

## 2018/19

- 17/7/18 - Citizens Advice - North West Kent and Edenbridge and Westerham (Chair, Robin Thompson)
- 13/11/18 - Kent Police (Chief Inspector Tony Dyer)
- 5/2/19 - West Kent Housing (Chief Executive, Frank Czarnowski)

## 2019/21

- 16/7/19 - Sencio Sevenoaks Leisure Centre (Chief Executive, Jane Parish)
- 30/1/20 - Kent Police (Chief Inspector Jon Kirby)
- 14/7/20 - KCC Cabinet Member, Richard Long (Education and Skills)
- 10/11/20 - Sencio Sevenoaks Leisure Centre (Chief Executive, Jane Parish)
- 10/11/20 - The Stag Theatre (Chief Executive, Andrew Eyre)
- 12/1/21 - Kent Police (Chief Inspector Mark Stubberfield)
- 23/3/21 - Sevenoaks & District Chamber of Commerce (Chief Executive, Julie Phillips)

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