

08 November 2022 at 7.00 pm

Council Chamber, Argyle Road, Sevenoaks

Published: 31.10.22

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https://www.youtube.com/channel/UCLT1f_F5OfvTzxjZk6Zqn6g



Scrutiny Committee

Membership:

Chairman, Cllr. Brown; Vice-Chairman, Cllr. London

Cllrs. Ball, Barnes, Kitchener, Layland, Morris, Osborne-Jackson, 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 12 July 2022, as a correct record.	(Pages 1 - 8)	
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)		
5. KCC Member For Highways and Transport Kent County Council Cabinet Member for Highways and Transport in attendance to answer questions about highways and transport work within the Sevenoaks District.		
6. Questions to the Portfolio Holder for Housing and Health	(Pages 9 - 12)	
7. Performance Report	(Pages 13 - 28)	Lee Banks Tel: 01732 227161
8. Scrutiny Committee - In-depth Working Group Outcomes Report	(Pages 29 - 46)	Andy Binnie Tel: 01732 227247

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|-----|---|-----------------|--|
| 9. | Report of the Covid-19 In-depth Scrutiny Working Group | (Pages 47 - 50) | Jim Carrington-West
Tel: 01732 227286 |
| 10. | Establishment of In-depth Scrutiny Working Group | (Pages 51 - 52) | Charlotte Sinclair
Tel: 01732227165 |
| 11. | Work Plan | (Pages 53 - 54) | |

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 12 July 2022 commencing at 7.00 pm

Present: Cllr. Brown (Chairman)

Cllr. London (Vice Chairman)

Cllrs. Ball, Barnes, Kitchener, Osborne-Jackson, Pender, Purves and Williamson

Apologies for absence were received from Cllrs. Layland and Morris

1. Minutes

Resolved: That the Minutes of the Scrutiny Committee held on 22 March 2022 be approved and signed by the Chairman as a correct record.

2. Declarations of Interest

There were no additional declarations of interest.

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

There were none.

4. Actions from the Previous Meeting

The action was noted.

5. Kent Police

The Chairman welcomed Inspector Matt Atkinson, of Kent Police to the meeting, who gave an overview of the levels of crime within the District.

Members were provided with an overview of the statistics of comparative data for April to June 2022 and the some rolling year to date data. In comparative year Members were provided with the years, 2019, 2020, 2021 to 2022, due to the pandemic the year 2020 was sometimes to be treated as an anomaly. Data also included a rank for the District's place out of the 13 Boroughs and Districts in Kent, with 13 being the highest reported cases and one the lowest and in most categories the District had the lowest crime across Kent.

Members attention was brought to some key figures which included victim based crime where figures were down based on the previous three years. Theft reports were increasing but this was viewed as a positive in terms of greater reporting and that new measures, including the re-introduction of Town Centre Constables, made shop staff more confident in reporting incidents and there was also a higher success rate in the number of successful prosecutions for those who commit theft.

A Kent Priority was continuing to advocate for the reduction of Domestic Abuse and Violence against women and girls (VAWAG). All levels of abuse were recorded among the category and there was better accuracy or reporting of these incidents. Hate crime figures were slightly increased but the Inspector was confident this was due to more incidents being reported and more accurate recording.

In response to questions, the Committee was advised the process for reporting anti-social behaviour including reporting to the Community Safety Unit or through 101. The Inspector highlighted the importance of reporting to the Police rather than on social media as this would help create an accurate picture of what was happening. To help combat anti-social behaviour a bid for funding had been made and £18,000 was received for extra youth activities within Swanley.

In regards to shop thefts, Members were advised that the Town Centre Constables were there to support shops preventing commercial crime and shop lifting. Reporting of thefts previously had been irregular and by launching the operation there had seen a good success rate and the designated Officers were able to build relationships with, shops building on the importance of reporting and gathering evidence.

In response to a question Members were advised that the CSU were an incredibly valued partner and the Assistant Chief Constable had been very favourably impressed when he had visited, particularly the working relationship between the Police Officers and the CSU and the work with partners which was very face to face and for many years the relationship with the Council had been incredibly fruitful, and strong.

Inspector Atkinson, advised the number of local officers able to respond to an emergency call on a Friday or Saturday night from the District's stations. Most response cars would come from the Swanley Police Station but it could also come from Sevenoaks. If a suspect needed to be detained they would be either taken to Tonbridge, Maidstone or Ebbsfleet and depending on availability and the crime committed would have an impact on the which station was used. Numbers were still low with response teams but there was a substantial recruitment process taking place but the training programme was a long course.

In regards to further questions regarding 'serious offences' Members were advised that the 'tag' covered a wide range of offences and tackling Domestic Abuse was a priority in the Police and the CSU. A Domestic Abuse hub had been set up and this allowed the victims to remain engaged with the Police via phone or telephone link and this allowed communication to take place faster than waiting for a patrol car. If victims of Domestic Abuse felt engaged the offenders were more likely to be

caught. The Vulnerable Victim team would always operate at 100% and if this figure dropped, other trained staffed would be moved over to support the team. There were lots of stigma and taboos around Domestic Abuse and VAWAG and by empowering the reporting of this would result in figures going up, but it was firmly believed that the figures going up reflected more victims feeling they were able to come forward and make a report.

Members expressed their thanks to Inspector Matt Atkinson for his attendance and update.

6. Performance Monitoring

Members considered the report which summarised performance across the Council as at March 2022. Members were asked to consider 13 performance indicators 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 Holders for Development & Conservation and Improvement and Innovation.

In response to questions Members were advised that the impact of Covid was still affecting some services and therefore the Performance Indicators. Numbers of Covid infections were increasing again however many office based staff were still able to work from home when they were isolating. This unfortunately could not extend to some areas such as refuse collectors and therefore this was where there was one of the biggest impacts.

Members discussed the report and thanked Officers for the thorough commentaries and it was discussed In regards to PI 009 members discussed that although initially the figure was red, looking at the commentary provided the explanation which reflected the actual numbers, which in comparison was rather positive.

Resolved: That the report be noted.

7. Questions to the Portfolio Holder for Development & Conservation

The Portfolio Holder for Development & Conservation presented her report starting with a note that performance indicators were consistently being met and only 2% of decisions were appealed. She advised that despite Covid, the Teams were able to adapt and work from home and staff were well supported with performance remaining high, particularly with an increase in the number of smaller householder applications coming through. Following Covid a proportion of staff moved on to further their career which was seen across many departments and sectors. The team was now fully staffed with many now taking up the opportunity to become senior planners. Building Control performance remained very strong with 70% market share, and the service had very good relationships with the customers.

The emerging local plan had had a revised timetable which had been agreed by Cabinet, following Development and Conservation Advisory Committee. The regular reporting provided frequent check-ins for Members.

Members took the opportunity to discuss the report and ask the Portfolio Holder questions which focussed on the local plan. The Portfolio Holder advised that she among, staff and other Councillors were incredibly frustrated at the outcome of the last local plan examination and additional steps were being taken including seeking Counsel's advice through each of the stages and regular conversations with the Department for Levelling up Communities and Housing. She advised that guidance showed there was a clear distinction between Green Belt and Non Green-Belt sites with the latter having to be considered first, as well as having discussions with neighbouring authorities. Consideration of any green belt sites would be some time away.

Discussions were already taking place with neighbouring authorities and the Duty to Co-operate outcomes would vary. Statements of common would also be prepared as part of the process.

In response to further questions Members were advised that it was expected that there would be changes to the National Planning Policy Framework (NPPF) and currently the biggest challenge to her Portfolio was the situation presently with Government and the unknown impact this could have going forward. Terminology for development within the Green belt was clarified and Members were advised that all applications were considered on their own merits

In response to a question Members were advised that without taking on agency staff during the recruitment period, the team would not have been able to have continued at the level they were working at. They were funded by the salary savings and so the short time of using them, did not impact negatively on the budget.

Members expressed their thanks to the Teams which sat within the Portfolio Holder's remit for their fantastic work which had continued.

8. Questions to the Portfolio Holder for Improvement & Innovation

The Leader and Portfolio Holder for Improvement and Innovation presented an update to the Committee highlighting five key areas, which he gave some key points on.

The Levelling up and regeneration bill, had been briefly covered by the Portfolio Holder for Development & Conservation, but another area of discussion was the creation of Unitary Authorities being created, despite the District Councils being unfavourable of the moves. There was a lot of work being undertaken with the District Councils Network.

The Environment bill had stalled and there were some concerns, that it would not necessarily provide better services for residents. Other areas also included the fair funding review, further planning reforms and the change of Government Ministers which put the Council in a state of flux and would also affect our residents.

Moving on to other areas within in his Portfolio, the White Oak Leisure Centre was reaching around 2500 users per day which was 2000 more than expected, and was very welcomed. There were ongoing issues with the cost of demolition and responsibility for these costs was currently under review. Meeting point was due for completion soon. It was slightly behind schedule but this was outside of the Council's control. Planning permission for Bevan Place, White Oak Housing, and Stangrove would be going in shortly as well as a new application for Spitals Cross, following feedback received. It was being investigated for how to use the land East of the High Street in the best way going forward. Finally, it was hoped that refurbishment works on Edenbridge Leisure Centre would be coming forward in the future to bring it up to modern standards.

Moving to operational demand, staffing and systems the demand for services remained consistently around 20% higher than before Covid. Some of this demand was caused by staffing availability which was being seen across every sector. This resulted in sometimes having to go to advert 2 or 3 times before being able to recruit the best person to fill the post. A review of systems was also being looked at to help combat this and included looking at automatic renewals for garden waste permits. A report was also presented to the Improvement & Innovation Advisory Committee regarding cyber security and the Chief Officer for Customer & Resources had taken part in a training course with world leads in tackling cyber-crime.

The Portfolio Holder ended his presentation by advising the Committee that a resident's survey had been carried out with much success and that following the peer challenge nine recommendations had been made with many underway.

In response to questions Members were advised that White Oak was a four stage programme, unfortunately general construction costs were going up but it was also hoped that they would go down. The housing scheme would take a slightly different approach and it was anticipated that there would be a way to reclaim some of the expenditure on asbestos removal.

In response to a question, Members were advised that the reorganisation of the office space ensured that Teams were seated within their wider departments and this would produce the best way of working. So far staff were supportive of the moves and the upgrade of the 'Octagon' working space, which had created additional meeting rooms and informal work space which was important with the move to hybrid workings. It was questioned how much had been spent on the upgrade to which the Leader explained the costs were very reasonable when looking at the much needed work and the benefit it brought to service delivery.

In response to questions around cost of power and electricity the Portfolio Holder advised that the Council could be affected by the increasing inflation costs as the revenue budget remained the same as it had been nearly 20 years ago. On 7 July 2022, the provisional outturn report had been presented to Members and although the final outturn for the year was not too bad, and it had been kept within a decent limit, it was important to look at the pressures behind it. These pressures affected the Direct Services Team with increased demand, vehicles, maintenance, fuel and it was something that was taxing officers and Members of the Cabinet. Although looking at the district as a whole, many would accept the district was in a generally fortunate position, but there were pockets of high deprivation. The council was constantly looking at new ways of creating revenue and investments, especially when, despite the evidence of responsibly borrowing being used, this option now was not available and so other innovations needed to be considered.

The Chairman thanked the Portfolio Holder for his attendance.

9. Re-constitution of In-Depth Scrutiny Working Group

Members considered the report which proposed the reconstitution of the Working Group in order to present the final report at the next meeting of the Scrutiny Committee. Without being re-constituted the working group would not be able to present their final report as a new municipal year had started and the working group ceased to exist. The Chairman expressed the importance of the report being shared with the members of the Working Group in the first instance and ideally for a consensus to be reached, although it could be noted in the report if this was not the case. He also advised the report should then be shared with officers in good time in order they could check for matters of factual accuracy and advise as appropriate. The report could then be submitted as per the published report deadlines to be considered at the November meeting of the Scrutiny Committee.

Resolved: that the In-Depth Scrutiny Working Group consisting of Cllrs Osborne-Jackson (Chairman), Layland, London and Pender be re-established.

10. Work Plan

Members discussed the work plan and requested that Sencio be re-invited to attend the November meeting, sending a deputy to the Chief Executive if she was

Scrutiny Committee - 12 July 2022

unavailable. It was also agreed that the Kent County Council Cabinet Member for Highways be invited to attend.

Members agreed should two external invitees attend no Portfolio Holder would be invited to attend.

THE MEETING WAS CONCLUDED AT 9.11 PM

CHAIRMAN

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Cllr Kevin Maskell, Housing and Health
Report to Scrutiny Committee
Tuesday 8 November 2022

Housing

Service highlights

- The refreshed Housing Strategy (and Action Plan) and Allocations Policy were approved by Council.
- Numbers in temporary/emergency accommodation reduced from 139 (March 2022) to 98 (October 2022) as a result of successful homeless prevention interventions and an increase in affordable rented properties coming forth through Quercus Housing, partnership working and our Landlord Incentive scheme.
- Quercus Housing, the Council's affordable housing company completed 15 new homes at 11-13 High Street, Swanley, which were fully occupied from May 2022. The homes were made available as affordable rent and allocated to local people in temporary accommodation or placed on the Housing Register.
- The Council provided Quercus Housing with a loan facility of up to £15million over the next 10 years to support the delivery of affordable rented housing in the district.
- Quercus Housing is progressing the purchase of Council developed site at 27-37 High Street, which would bring forward 17 additional units of affordable rented accommodation, with an emphasis of supporting local essential workers.
- Working in partnership with West Kent Housing Association, 7 units of supported accommodation for rough sleepers/single homeless were provided at Vine Court Road, which took its first tenants in September. A further 4 units of accommodation at Orchards Close have been provided for single homelessness and fully occupied from August. DLUHC awarded funding of £350k towards both refurbishment projects as part of its Rough Sleeping Accommodation Fund.
- The Council has worked in partnership with charity, HfT, to progress a lease arrangement for Stay Green House in Edenbridge, providing 6 units of move on accommodation for single women and single mothers. The property is due to go live in late October/early November.
- Since April 2022, we have worked with 26 landlords and agents, securing 32 properties and offered 9 landlord incentives.
- In acknowledgement of the Council's successful work through Covid-19 to support rough sleepers and single homeless, Government awarded the Council £677,230 via its Rough Sleeping Initiative Fund for 2022-2025 to support staffing, emergency accommodation, support and a social prescribing pilot.
- The Council received funding of £700k from BEIS to deliver a programme of various green retro-fit measures. The Home Upgrade Grant (HUG1) scheme provides energy efficiency upgrades and low-carbon heating solutions to low-income households living off the gas grid in the district.
- A £1 million funding bid has been submitted to Government's Traveller Site Fund to make improvements to the design and layout of the Hever Road Gypsy and Traveller site. We are currently awaiting the outcome of the bid.
- The Council is working in partnership with KCC and Xantura to deliver a 1-year pilot project, using a software system 'One View' to identify those at risk of homelessness at the earliest possible stage and provide support and assistance.
- Over 200 host property checks undertaken by the Private Sector Housing team as part of the Homes for Ukraine scheme.

Agenda Item 6

Health

Service highlights

- The Council adopted the Sevenoaks District Health and Wellbeing Strategy and Action Plan 2022-23, bringing together partners to deliver health priorities for the district.
- The Council received £1.148m funding from the Better Care Fund to support Disabled Facilities Grants, Safe and Secure Grants, a Hospital Discharge scheme and hoarding support programme.
- During Covid-19, Care for our Community approached the Council to help roll-out its local volunteer scheme, with more than 1,500 volunteers providing local support in their community. Several ward, town and parish councillors signed-up to volunteer as part of the scheme. One of the most important mental health benefits of volunteering is the impact it can have on your sense of connectedness. Many volunteers wished to continue supporting their local communities and the Council has worked with Kent-based charity, Imago, which has an existing volunteer framework in place, to promote opportunities across the district. The Council recently delivered a Volunteers Fair at The Stag Theatre on 20 October in partnership with Imago. Over 250 people attended the event.
- The Council achieved the Bronze and Silver Awards as part of the Kent & Medway Health in the Workplace Awards.
- The Why Weight and Healthy Walks programmes are fully operational and engagement with GP referrals have increased by 25%.
- The Council secured KCC 'Reconnect' funding to deliver a summer programme in its leisure centres to engage more children and young people in exercise and healthy activities.
- Sevenoaks Primary Care Network and the One You team hosted drop-in wellbeing information events at local GP surgeries as part of Silver Sunday.
- We commissioned West Kent Mind to deliver Mental Health First Aid training to frontline staff and partners. Mental health support training was delivered to hosts and guests as part of the Homes for Ukraine scheme.
- We organised the Walk Push Run for Dementia community event in May 2022, which attracted more than 300 attendees. Age UK's Dementia day care is running at Hollybush Day Centre two days a week. We supported Age UK (Sevenoaks and Tonbridge) with its launch a Memory Loss and Dementia Pack <https://www.ageuk.org.uk/bp-assets/globalassets/sevenoaks--tonbridge/original-blocks/our-services/local-information-packs/memory-loss-and-dementia-sevenoaks.pdf>
- The Council has been responding to the challenges of the rising cost of living and planning for the months ahead. We have worked closely with our partners across the district to respond to significant changes, especially working on how we can support our residents. The 'Here to Help' and 'Warm Spaces' campaigns have been launched to support residents. The Council's 'Here for You' information leaflet provides households with information on the rising cost of living and local community support.
- The One You team delivered a healthy cooking on a budget project for families in September and October.
- Compaid was commissioned to deliver a programme of digital training, providing devices and data to support customers with limited digital access, as part of a partnership project with West Kent Housing Association. Over 110 residents have benefited to date.

- The Council successfully utilised its allocations of the Household Support Fund. The HERO and Benefits teams worked together to administrate the fund, which supported over 450 residents, including pensioners in the district who were in receipt of Housing Benefit/Council Tax Reduction and vulnerable households to support utility bills and food costs.

Service pressure points

- The rising cost of living and Homes for Ukraine host placements ending after the initial six months, may increase homelessness approaches to the Council, exacerbating temporary accommodation pressures on the Council.

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PERFORMANCE REPORT

Scrutiny Committee - 8 November 2022

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 September 2022.

Agenda Item 7

Status	Current Month	Year To Date
Red <i>10% or more below target</i>	9 (16.3%)	10 (18.2%)
Amber <i>Less than 10% below target</i>	3 (5.5%)	5 (9.1%)
Green <i>At or above target</i>	43 (78.2%)	40 (72.7%)

- 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 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.

Net Zero Implications

- 11 The decisions recommended through this paper have a remote or low relevance to the council's ambition to be Net Zero by 2030. There is no perceived impact regarding either an increase or decrease in carbon emissions in the district, or supporting the resilience of the natural environment

Conclusions

- 12 This report to Members summarises performance across the Council with data that was available at the end of September 2022. 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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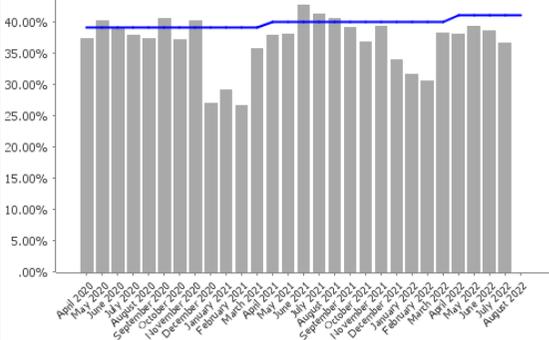
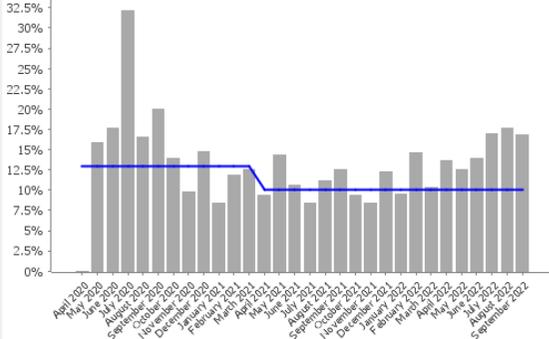
Appendix A

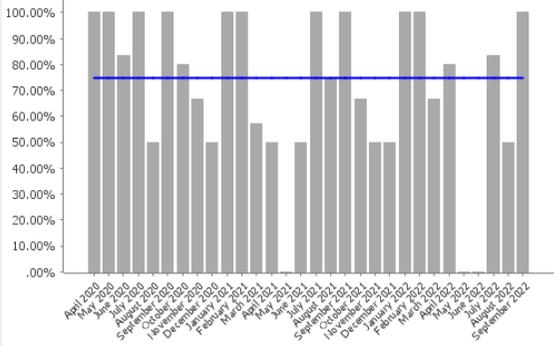
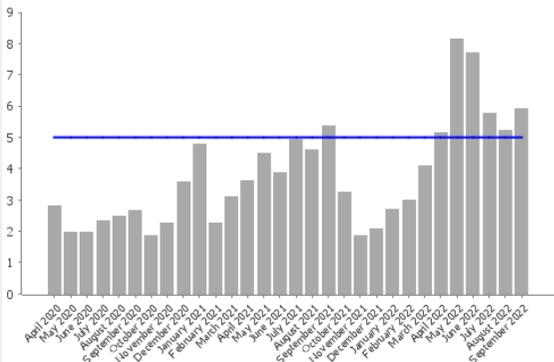
Scrutiny Committee – Exceptions Report

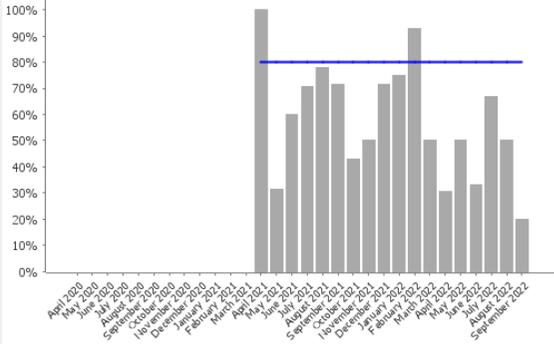
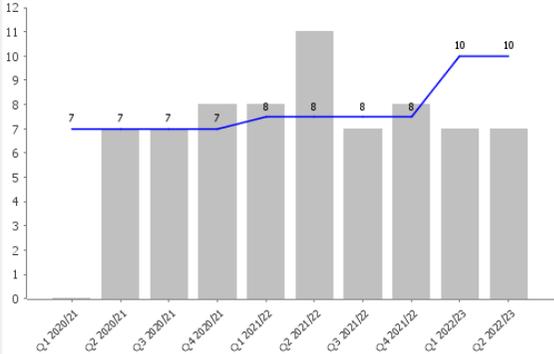
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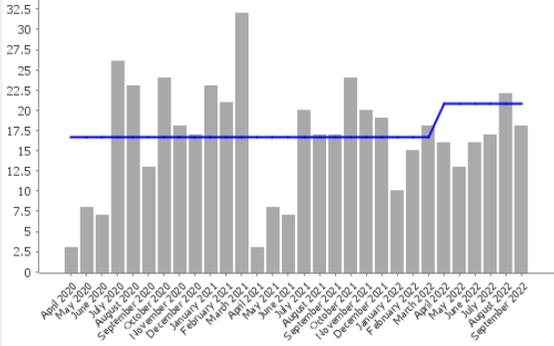
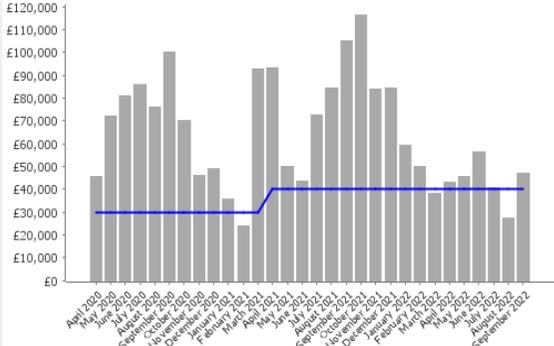
Status	Colour	Details
	Green	At or above target
	Amber	Less than 10% below target
	Red	10% or more below target

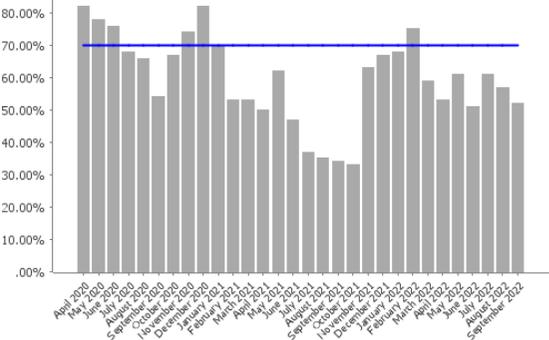
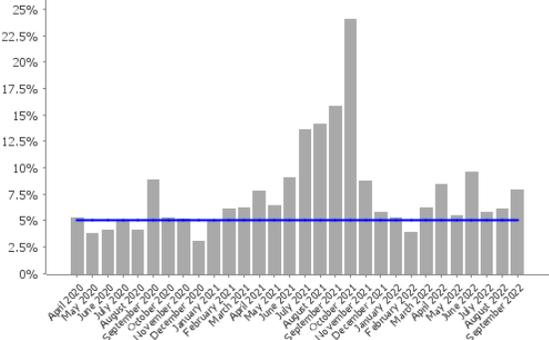
Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2022/23 Value	Year to date 2022/23 Target	Year to date 2022/23 Status	Latest Note
LPI_DS Waste 004	Number of missed green waste collections	2	9			91	53		<p>The green waste service continues to operate at extremely high levels of collections. Performance is under pressure due to the prioritisation given to weekly domestic waste collections. There remains an increase in the use of pre-paid paper garden sacks, which is problematic, given the pressure on resources, as every single street across the district must be visited to see if residents have put them out for collection. Performance has improved in recent months and is aimed to improve further as a result of the new collection round regime since 17 October 2022.</p>

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2022/23 Value	Year to date 2022/23 Target	Year to date 2022/23 Status	Latest Note
LPI_DS Waste 001	Percentage of household waste sent for reuse, recycling and composting	36.53%	41%			38.1%	41%		There continues to be slow progress on increasing recycling rates across the district. We are participating in local and county initiatives aimed at encouraging residents to recycle more waste. Further projects to decrease over-use of the black sack general waste system may be required to improve recycling rates further.
LPI_PA 002	Percentage of Penalty Charge Notices cancelled	16.76%	10%			15.21%	10%		A new appeals policy has been introduced for the cancellation of a PCN for a first offence for designated 'offences', e.g. where a registration number is incorrectly entered, but the parking is paid for in full. This has resulted in increases to cancellations as the new policy is in line with National guidance.

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2022/23 Value	Year to date 2022/23 Target	Year to date 2022/23 Status	Latest Note
LPI_DM 009	Percentage of appeals against planning application refusal dismissed	100%	75%			66.67%	75%		For the year to date there have been 26 appeals with 16 of these in the last quarter. The number of outstanding appeals still awaiting a decision, including 4 that have been waiting since 2021, is 55. Three appeals were allowed in the last quarter, two on the same site. They did not indicate any new trends that would impact on future appeal decisions. With more appeal decisions awaited that have not yet been determined, there is scope for the target to be met.
LPI_CS V 01	Average number of days taken to validate a planning application	5.9	5			6.3	5		The team have been one member of staff down for 6 months. We currently have the advert out for the vacancy for the fourth time and in addition, we have recruited an apprentice for this role, who starts at the end of October. This has an impact on a small team. Applications have been steady throughout the year, but we have had some busier months and this year we have seen an increase in major applications that are time consuming. The team have been working hard to catch up and reduce the processing time for validations.

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2022/23 Value	Year to date 2022/23 Target	Year to date 2022/23 Status	Latest Note
LPI_A U01	Audit actions fully implemented within agreed timescales	20%	80%			43.48%	80%		The Internal Audit team are working with responsible officers to ensure implementation dates are realistic when set. Any actions that are overdue are reported and commented on in quarterly follow-up reports.
LPI_H SP 01	Number of customers housed in PSL property	7	10			14	20		<p>A key issue for the District is the lack of affordable rented accommodation due to the increase in private rental prices, the shortage of properties and the increased demands on the sector.</p> <p>Colleagues continue to encourage local landlords to bring forward additional properties that can be let to those requiring housing. Support and funding to landlords remains available through the Council's Help to Let scheme.</p>

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2022/23 Value	Year to date 2022/23 Target	Year to date 2022/23 Status	Latest Note
LPI_H S R 01	Total number housed through Sevenoaks District Housing Register nomination	18	21			102	125		<p>Demand for social housing remains high in the District. The number of available nominations depends on the availability of accommodation from our Registered Provider partners. (WKHA/Moat/Orbit)</p> <p>The Council is in the process of implementing its new housing allocations policy and will assume responsibility for administering allocations to seek to home more people through the housing register process.</p>
LPI_FS 003	Sundry debts outstanding more than 60 days	£47,213	£40,000			£47,213	£40,000		<p>An additional single debt outstanding has led to target being exceeded during September. Along with all other outstanding sundry debts, these continue to be actively managed to maximise the council's collection rate.</p>

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2022/23 Value	Year to date 2022/23 Target	Year to date 2022/23 Status	Latest Note
LPI_CS001	Percentage of phone calls answered within 20 seconds by the Contact Centre	52%	70%			55.8%	70%		<p>Call volumes have risen by 30% on pre-pandemic levels. In addition, there have been a number of vacancies across the team, which have been successfully recruited to in recent weeks and the new members of staff are currently undergoing their induction and training.</p>
LPI_CS002	Percentage of phone calls to the Contact Centre abandoned by the caller	7.9%	5%			7.2%	5%		<p>The team have seen additional calls from residents in relation to the government's £150 grant paid through a council tax reduction and more recently answering residents' questions in relation to the changes to refuse collection days.</p> <p>Projects have been identified to seek to reduce call volumes, with work underway to improve online services for customers who are willing and able to self-serve.</p>

Appendix B

Scrutiny Committee – Housing & Health Portfolio performance report

Key:

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

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2022/23 Value	Year to date 2022/23 Target	Year to date 2022/23 Status	Latest Note
LPI_CD H 04	Number of referrals to the One You Kent Service (SDC area)	163	100			312	200		

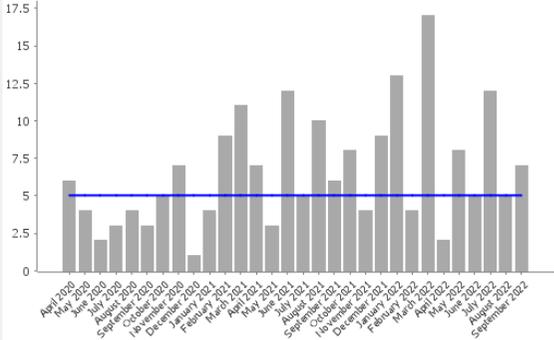
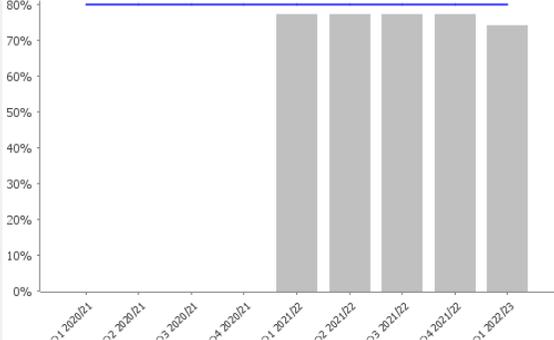
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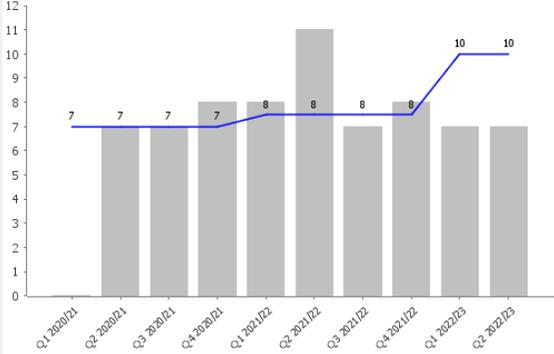
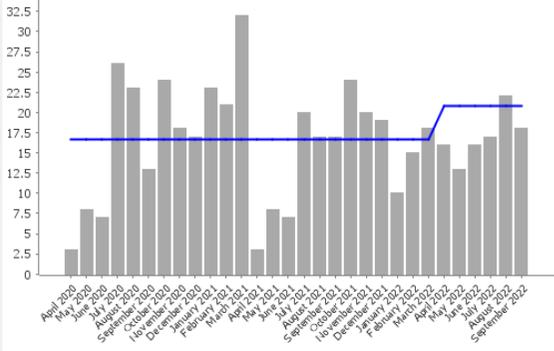
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Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2022/23 Value	Year to date 2022/23 Target	Year to date 2022/23 Status	Latest Note
LPI_CD H 05	Number of individuals completing the One You initial appointment	94	75	✔		175	150	✔	
LPI_CD H 06	Percentage of participants of tier 2 weight management that have lost weight at the end of their active intervention	94%	75%	✔		94%	75%	✔	

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2022/23 Value	Year to date 2022/23 Target	Year to date 2022/23 Status	Latest Note
LPI_CD H 07	Percentage of clients that have completed an end of intervention satisfaction service and recorded as at least "satisfied" with the 1:1 lifestyle support and weight loss services they may have received.	92%	90%	✔		92%	90%	✔	
Page 25 25 HS 02	Number of households where a positive outcome has been achieved (homeless prevented or secures alternative accommodation)	34	15	✔		243	90	✔	

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2022/23 Value	Year to date 2022/23 Target	Year to date 2022/23 Status	Latest Note
LPI_HS A 03	Number of households in all types of emergency & temporary accommodation	101	130	✔		101	130	✔	
LPI_HS A 04	Number of households in B & B	2	5	✔		2	5	✔	

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2022/23 Value	Year to date 2022/23 Target	Year to date 2022/23 Status	Latest Note
LPI_PS H 02	Number of Disabled Facilities Grants completed	7	5			39	30		
Page 27 CD 1	Percentage of Health Action Plan on target	74%	80%			74%	80%		

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2022/23 Value	Year to date 2022/23 Target	Year to date 2022/23 Status	Latest Note
LPI_HS P 01	Number of customers housed in PSL property	7	10			14	20		<p>A key issue for the District is the lack of affordable rented accommodation due to the increase in private rental prices, the shortage of properties and the increased demands on the sector.</p> <p>Colleagues continue to encourage local landlords to bring forward additional properties that can be let to those requiring housing. Support and funding to landlords remains available through the Council's Help to Let scheme.</p>
LPI_HS R 01	Total number housed through Sevenoaks District Housing Register nomination	18	20.83			102	125		<p>Demand for social housing remains high in the District. The number of available nominations depends on the availability of accommodation from our Registered Provider partners. (WKHA/Moat/Orbit)</p> <p>The Council is in the process of implementing its new housing allocations policy and will assume responsibility for administering allocations to seek to home more people through the housing register process.</p>

SCRUTINY COMMITTEE IN-DEPTH WORKING GROUP OUTCOMES

Scrutiny Committee - 8 November 2022

Status: For Consideration

Key Decision: No

Contact Officer(s): Andy Binnie, Ext. 7247

Recommendation to Scrutiny Committee:

To note the report.

Reason for recommendation: To give the Committee an overview of the work of previous In-Depth Scrutiny Working Groups and their Outcomes.

Introduction and Background

- 1 As laid out in Appendix C of the Council's Constitution, various In-Depth Scrutiny Working Groups have been established by the Scrutiny Committee to carry out detailed examination of particular topics to report back to them.
- 2 The Scrutiny Committee has established 6 Working Groups since 2013. These are presented in Appendix A.
- 3 Appendix A provides the Minute references and the resolutions of the Scrutiny Committee following the final reports of each of the working groups, for the various Scrutiny Committees that the Working Groups reported back to. It also details whether the recommendation(s) went through to Cabinet for discussion and the Minute references show Cabinet's discussion and final resolution.

Key Implications

Financial

None directly arising from this report.

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Legal Implications and Risk Assessment Statement.

None directly arising from this report.

Equality Assessment

The decisions recommended through this paper have a remote or low relevance to the substance of the Equality Act. There is no perceived impact on end users.

Net Zero Implications

The decisions recommended through this paper have a remote or low relevance to the council's ambition to be Net Zero by 2030. There is no perceived impact regarding either an increase or decrease in carbon emissions in the district, or supporting the resilience of the natural environment.

Appendices

Appendix A - Scrutiny Committee Working Group Outcomes

Background Papers

[Sevenoaks District Council Constitution - Appendix C - Scrutiny Committee Procedure Rules](#)

Year	Title	Recommendations	Outcome
2013/14	Parking Working Group	<p>Scrutiny Committee - 4 February 2014 - Minute 32</p> <p>The Chairman of the Parking Working Group introduced its final report and its proposed recommendations for Cabinet. The working group had met on a further 3 occasions since the interim report submitted to the Committee on 21 November 2013.</p> <p>He advised that the report was focused on possible improvements rather than any criticism of the existing position. It concentrated on Sevenoaks, in the town and near to the railway station, as these accounted for 61% of on-street parking revenues and 95% of off-street parking revenues. The Council had become dependent in its budget upon achieving a yearly increase of 3.5% in parking revenues but this created a perception of expensive parking and put some shoppers off coming to Sevenoaks. Parking played an important role in community and economic development.</p> <p>He highlighted that parking was not just the responsibility of the Council and he had attended a meeting of the Sevenoaks Town Partnership on the matter. Other councils worked with local supermarkets to provide Park and Ride services. It was important for the Council to work with its partners. There was a perceived shortage of 220 long stay spaces and 40 to 50 short stay, but identifiable demand was required before informed planning could take place.</p> <p>The Portfolio Holder for Economic and Community Development felt the report was a good example of how scrutiny can work. He asked whether it would have been helpful to have had input from Edenbridge Councillors although car parks there were not run by the Council. The Chairman of the Working Group agreed it would, especially given the high number of tourist attractions in the area.</p> <p>The Vice Chairman asked whether the Group had considered schemes for flat payments or schemes where refunds were</p>	<p>Cabinet - 6 March 2014 - Minute 83</p> <p>The Chairman advised that the Chairman of the Working Group had sent his apologies and that the Portfolio Holder would speak to the item on his behalf. The Portfolio Holder for Economic and Community Development thanked the Scrutiny Working Group for all their work and commented that it had been interesting and helpful and would be factoring it into the long term strategy and commended the report to Cabinet.</p>

Year	Title	Recommendations	Outcome
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 20</p>		<p>provided if a certain amount were spent in local shops. The Group had not focused on details.</p> <p>A Member was concerned that half of the Council-provided off-street parking places in Swanley were at Bevan Place and that this site may become subject to a planning application for redevelopment into housing. She suggested that this car park be retained.</p> <p>A Member noted some neighbouring authorities provided parking free to visitors.</p> <p>Resolved: That the final report of the Parking Working Group be referred to Cabinet for consideration.</p>	
<p>2014/15 - 2015/16</p>	<p>Leisure Spending In Depth Scrutiny Working Group</p>	<p>Scrutiny Committee - 5 July 2016 - Minute 11</p> <p>Councillor Ball presented the report of the Leisure In-Depth Scrutiny Working Group that assessed the value for money provided to the Council by Sencio Community Leisure. The report considered the lease arrangements between the Council and Sencio, the support provided by the Council, the financial position of Sencio and recent investments and improvements made by the leisure provider. The Group had considered the performance of Sencio against leisure providers for other Kent local authorities in the context of value for money for the local authority. The report recommended that Cabinet be asked to review the payment of management and asset maintenance fees to Sencio. It also recommended that Cabinet be asked to consider whether it would be more effective for the Council's Health & Housing Team to undertake the outreach aspect of the Sports Development function, previously transferred to Sencio, while retaining part of the management fee. Members confirmed that they had considered the confidential appendices to the report but that they would not discuss that confidential information.</p>	<p>Cabinet - 15 September 2016 - Minute 27</p> <p>Cabinet discussed the reference from Scrutiny Committee and agreed that the report be referred to the Housing and Health Advisory Committee.</p> <p>Resolved: That the report be referred to the Housing and Health Advisory Committee.</p> <p>Housing And Health Advisory Committee - 4 October 2016 - Minute 21</p> <p>a) Scrutiny Committee report on Leisure Value for Money across the District</p>

Year	Title	Recommendations	Outcome
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 33</p>		<p>Jane Parish, Chief Executive of Sencio, addressed the Committee and explained that the loss in 2015/16 had been due partly to the closure of the Wildernesse site, while still incurring staffing costs from the relocation and also due to accounts taking staff leave accrual into consideration. In 2015 Sencio had increased the level of maintenance carried out in areas the Council was responsible for under the lease.</p> <p>Members discussed the level of fees paid by the Council to Sencio since its establishment in 2004. Members noted that the management fee had decreased while the number of customers had increased. However Sencio had shown a loss in the last financial year and members of the Group suggested that more could be done when compared to other local authority operators.</p> <p>Members considered the recent investments and improvements made by Sencio, which included the purchase of 12 power-assisted exercise machines at White Oak Leisure, an updated Front of House system which would help increase online bookings, email renewal letters, website links to external partners (bringing commission to Sencio), an upgrade to the finance and payroll system and continued innovation to customers including “Smash Up” badminton and archery taster sessions. They noted that Sencio had made changes to drive up memberships and maximise income while reducing head office and other costs.</p> <p>Resolved: That</p> <p>a) the conclusions of the Working Group that Sencio did not offer value for money to the Council at this time, be noted, while noting the trend of improvement;</p> <p>b) Cabinet be recommended to</p>	<p>(Papers exempted in part under section 100A(4) of the Local Government Act 1972, Sch.12A, para.3)</p> <p>At its meeting on 15 September 2016, Cabinet had referred a reference from the Scrutiny Committee for consideration to the Advisory Committee. Scrutiny Committee had asked Cabinet to review the management and asset management fees paid to SENCIO; consider whether the Council could more effectively carry out the outreach element of the Sports Development function while retaining part of the management fee; and in its consideration be advised that it may wish to take account of the further investment that SENCIO had been taking forward. The Advisory Committee considered all the papers that had been submitted to Cabinet and noted the further exempted information which had been circulated earlier in the day which was also tabled.</p> <p>Cllr. Brown, Vice Chairman of Scrutiny Committee and Chairman of Leisure In-Depth Scrutiny Working Group and Jane Parish, Chief Executive of SENCIO, were in attendance and addressed the Committee. Members asked questions of clarity.</p> <p>It was noted that the management fee was to be considered later under ‘Budget 2017/18: Service Dashboards and Service Change Impact Assessments (SCIAs) (see Minute 24).</p> <p>Resolved: That</p>

Year	Title	Recommendations	Outcome
Page 34		<p>i) review the management and asset management fees paid to Sencio; and</p> <p>ii) consider whether the Council could more effectively carry out the outreach element of the Sports Development function while retaining part of the management fee.</p> <p>and in its consideration Cabinet be advised that it may wish to take account of the further investment that Sencio had been taking forward.</p>	<p>a) the management and asset management fees paid to SENCIO be considered (see Minute 24); and</p> <p>b) subject to any decision above, agree to review whether the Council could more effectively carry out the outreach element of the Sports Development function.</p> <p>Housing And Health Advisory Committee - 4 October 2016 - Minute 24</p> <p>The Chief Finance Officer presented the report which set out updates to the 2017/18 budget within the existing framework of the 10-year budget and savings plan. The report also presented proposals that had been identified which needed to be considered, together with further suggestions made by the Advisory Committees, before finalising the budget for 2017/18.</p> <p>The major message of the report was that the Council was able to remain financially self-sufficient.</p> <p>The budget agreed by Council in February included £100,000 of new savings or additional</p>

Year	Title	Recommendations	Outcome
Page 35			<p>income per annum and the Advisory Committees were being asked to make suggestions to Cabinet that would achieve the £100,000 required for next year. Two Member Budget Training sessions had recently taken place with the intention of increasing, or refreshing, Members knowledge of the budget process and to enhance the discussions that would take place at this round of Advisory Committees.</p> <p>The Chief Finance Officer reminded reminding Members that over £6m had already been agreed to be saved between 2011/12 and 2017/18 made up of over 130 items and over £10m had been saved since 2005/06.</p> <p>Members reviewed and discussed Appendix D which contained the growth and savings proposals put forward by the Portfolio Holder and Chief Officers, and the Service Change Impact Assessments (SCIAs) in Appendix E. Consideration of the reduction in the SENCIO Management fee had also been considered as part of Minute 21 above.</p> <p>Members also considered and gave their individual ideas for growth and savings items. The Chief Finance Officer summarised the suggestions put forward and Members considered whether there was anything they wanted taken forward as potential growth or savings suggestions. It was discussed that potentially there needed to be a future further growth item in relation to the HERO service.</p>

Year	Title	Recommendations	Outcome
Page 36			<p>Public Sector Equality Duty</p> <p>Members noted that consideration had been given to impacts under the Public Sector Equality Duty and that individual equality impact assessments had been completed for all Service Change Impact Assessments (SCIAs) to ensure the decision making process was fair and transparent.</p> <p>Resolved: That it be recommended to Cabinet that</p> <ul style="list-style-type: none"> a) the growth proposal identified in Appendix D applicable to the Advisory Committee (SCIA 6) be agreed; b) the savings proposals identified in Appendix D applicable to the Advisory Committee (SCIA 7) be agreed; and c) there were no further suggestions for growth and savings from the Advisory Committee at this time.
2016/17	<p>Property Investment Strategy Management Working Group</p>	<p>Scrutiny Committee - 30 March 2017 - Minute 39</p> <p>Cllr. Clack presented the report of the Property Investment Strategy In-Depth Working Group that considered whether the benefits of the Council’s Property Investment Strategy outweighed the risks. The report detailed the summary of work that that had been carried out by the working group including speaking with Ashford Borough Council, a case study on Suffolk House and speaking to the Leader. Conclusions of the working group and the recommendations were discussed including communication to</p>	<p>Cabinet - 20 April 2017 - Minute 88</p> <p>Members considered the reference from Scrutiny Committee.</p> <p>Resolved: That Officers be requested to move forward with the recommendations.</p>

Year	Title	Recommendations	Outcome
Page 37		<p>Members, the professionalism and competence of Officers, self-sufficiency plus and affordable housing.</p> <p>In response to questions Members were advised that Savills had been appointed as the Investment Advisors and would notify the Council if a property was coming up for sale. A Property Investment Strategy Update had been looked at by the Policy & Performance Advisory Committee and Finance Advisory Committee before going to Council on 25 April 2017 which was requesting that a further £25m be sought from external borrowing.</p> <p>Members discussed ‘self-sufficiency plus’ and how this could work through Quercus 7. It was also discussed how information could be shared regarding purchases and how the Scrutiny Committee could be kept informed on individual properties performance, it was discussed that the performance monitoring should include information on the strategy. Members discussed the suggested recommendations to Cabinet.</p> <p>The Chairman moved that recommendation within the report subject to the amendment of recommendation ‘(d) to explore possibilities of self-financing affordable housing and shared-ownership projects to help the less wealthy within the District’ be amended to ‘to explore the advantages and disadvantages of self-financing affordable housing and shared ownership projects to help the less wealthy within the District’.</p> <p>The motion was put to the vote and it was:</p> <p>Resolved: That it be recommended to Cabinet that</p> <p style="padding-left: 40px;">a) there be improved on-going communication with Members on progress with the exiting portfolio, the financial viability</p>	

Year	Title	Recommendations	Outcome
Page 38		<p>and returns being achieved, and details of new investments (as soon as it is appropriate to make Members aware);</p> <p>b) a single location be accessible to Members where all relevant information can be maintained and updated;</p> <p>c) in any month a purchase is made, an update be provided to Members, by the end of the same month (or within seven days, whichever is the latter) with details of the cost, source of financing and projected income; and</p> <p>d) the advantages and disadvantages of self financing affordable housing and shared ownership projects to help the less wealthy within the District be explored.</p>	
2018/19	Staffing Levels Working Group	<p>Scrutiny Committee - 13 November 2018 - Minute 18</p> <p>Councillor Brown presented the final report as Chairman of the In-Depth Scrutiny Working Group. The working group had been investigating the number of current vacancies and long term sickness absences across the Council. Meetings had been held with different Officers and an external recruitment agency. The Chairman noted that salaries were given as the primary reason by staff for leaving the Council, with competition from London and the private sector. Certain areas were identified as more problematic to recruit for, and Market Related Payments (MRPs) were offered in some circumstances.</p> <p>Members noted that free parking at the Council Offices should be reflected in the list of current staff benefits.</p>	<p>Cabinet - 10 January 2019 - Minute 59</p> <p>The Chairman presented the report from the Scrutiny Committee. At its October 2017 meeting the Scrutiny Committee resolved to set up a working group to look in more depth at matters relating to staffing within the Council. The group had a particular focus on recruitment, retention, and flexible working. While sickness has been covered during meetings, this is a substantial topic and was not the focus of the enquiry (for data on this topic, see Appendix E - sickness absence as of February 2018 and data in relation to occupational health).</p>

Year	Title	Recommendations	Outcome
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 39</p>		<p>Possibilities for increasing flexible working opportunities for staff were discussed including job share, working from home and 10am to 2pm shifts. It was hoped that these arrangements would appeal to parents returning to work and those living out of District. Members discussed widening the radius for relocation policy and considering commuting time in addition to distance.</p> <p>The possibility was discussed of introducing a shuttle bus for staff between the train station and the Argyle Road Offices, however Members felt this would not be appropriate and be at odds with the Council’s commitment to Health promotion.</p> <p>Staff referral schemes were considered to support recruitment whereby current staff could recommend friends and relatives and would receive financial incentives if their recommendation was appointed and successfully completed probation. It was suggested that the Council review where posts were advertised. This could include in local and general newspapers, on Social Media and local online forums including ‘mumsnet’ and ‘dadsnet’.</p> <p>Members discussed the current practice of staff being required to pay back training costs if leaving the Council within two years of training completion for a job in the private sector. It was considered if this could be increased to three years and expanded to also including moving to other Local Authorities. Options around tapered payback were discussed and Members supported full payback after one year with a lower percentage payback after the second and third years.</p> <p>Members enquired as to the cost of agency staff and requested further details on how these compared with full time staffing costs.</p>	<p>Resolved: That</p> <ul style="list-style-type: none"> a) the report from the Scrutiny Committee and the recommendations as set out below, be noted: <ul style="list-style-type: none"> i) Wider use of flexible working arrangements, particularly the 10-2 market/ job shares where those coming back to the work place can be extremely well qualified but do not wish to commute to London, and the ability to work from home; ii) Increasing the period where staff have to pay back the costs of training from 2 to 3 years, including where they move to another local authority as opposed to the private sector, as currently occurs; It is suggested for consideration that this is on a tapered basis. If an officer leaves within 1 year of completing training, the full training cost is repayable. The amount then tapers as a reducing amount over years 2 and 3. iii) Widen the radius for the relocation allowance (Currently 10 miles from District boundary);

Year	Title	Recommendations	Outcome
Page 40		<p>Action 7: Chief Officer Corporate Services to provide information on agency costs in comparison with that of full time staff for specific roles.</p> <p>Members agreed that the report should be referred to Cabinet following the inclusion of feedback from Committee Members.</p> <p>Resolved: That</p> <ul style="list-style-type: none"> a) delegated authority be given to the Chairman of the Working Group to make appropriate amendments to the report prior to submission to Cabinet; and b) subject to the amendments above the report be recommended to Cabinet. 	<ul style="list-style-type: none"> iv) Review of structures, roles and responsibilities, and use of market related payments (reviewable every two years) - where finances permit; v) Improvement of the kitchen areas for staff; vi) Introduce a lower rate for car loans (Currently 2.55%); vii) Extend the period before which MRPs are reviewed; viii) Create a recruitment microsite for the Council to better advertise vacant posts and consider different places to advertise such as local press and social media (Linkedin, mumsnet etc.) ix) Review structures as part of the current Customer Redesign initiative, introducing career grades to support career development and succession planning; x) Encourage greater use of apprentices, funded through the apprenticeship levy.

Year	Title	Recommendations	Outcome
2019/21	CCTV Service	<p>Scrutiny Committee - 13 July 2021 - Minute 8</p> <p>The Chairman thanked the Working Group for their report on the In-Depth Scrutiny of the Council’s CCTV Service.</p> <p>Cllr Pender presented the final report as Chairman of the In-Depth Scrutiny Working Group. The Working Group had considered the effectiveness of the Council’s CCTV service in supporting Community Safety and its impact on privacy. The Working Group had recommended that the cameras the Council currently maintained be assessed to establish whether there was a pressing need for them and that audio recording hardware of the cameras in the Council Offices be removed with most video surveillance also removed. Further recommendations and observations were set out within the report.</p> <p>Members asked questions of clarification. It was confirmed that the CCTV Code of Practice had been considered in producing the report, however the Code had been considered the minimum</p>	<p>xi) Consider a referral payment to staff who introduce an individual who then successfully takes up a position within the council. To be paid once new member of staff has successfully completed probation or 6 months of employment without issue; and</p> <p>b) Officers to implement the recommendations, as appropriate, as operational decisions, and investigate and report back on the recommendations which were not.</p> <p>Cabinet - 16 September 2021 - Minute 24</p> <p>a) In-Depth Scrutiny Working Group - CCTV</p> <p>Members considered the report from the Scrutiny Committee. At its November 2019 meeting the Scrutiny Committee resolved to set up a working group to evaluate the effectiveness of the Council’s CCTV Service in supporting the Community Safety Theme of the Council’s Plan and its impact of privacy. The working group considered the number and location of CCTV cameras provided across the District and their effectiveness in meeting the aims of the CCTV service the impact of the General Data Protection Regulation (GDPR) and recovery costs.</p> <p>Resolved: That</p>

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Agenda Item 8

Year	Title	Recommendations	Outcome
		<p>requirement in the protection of privacy by the Working Group. It was queried whether businesses or the police who used the CCTV service had been approached to help cover the costs of the service.</p> <p>Following questions on the benefits of CCTV to help find missing persons and deter crime, the Chairman of the Working Group advised that as addressed in the report, there were concerns that this was not sufficient justification to record all individuals in public spaces.</p> <p>It was moved by the Chairman and it was</p> <p style="padding-left: 40px;">Resolved: That, under section 100A(4) of the Local Government Act 1972, the public be excluded from the meeting during consideration of Appendices A, B and C of the report, on the grounds that likely disclosure of exempt information is involved as defined by Schedule 12A, paragraph 7 (information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime).</p> <p>Members considered and discussed the exempt information as set out in the exempt appendices.</p> <p>It was moved by the Chairman and it was</p> <p style="padding-left: 40px;">Resolved: That the public no longer be excluded from the meeting.</p> <p>Members of the Working Group expressed concerns that there appeared to be little evidence to demonstrate benefits or disadvantages of the CCTV cameras for the Police. It was emphasised that cameras ought to only be in place if there was a “pressing need” for them.</p>	<ul style="list-style-type: none"> a) Further information be obtained to assist in justifying the pressing need for CCTV; b) the Council should not disable or remove the audio recording hardware from the cameras in the Council Offices but should ensure that it is made clear that an audio recording is made; and c) a request to third parties, such as the Police for them to recover costs of running the CCTV Service, be considered.

Year	Title	Recommendations	Outcome
Page 43		<p>The Head of Direct Services clarified that a log of what the operator was doing was maintained. Key performance indicators had been logged, but it was possible for more data to be recorded. The need for each camera had been regularly checked as required by the Code of Practice. Various factors relating to community safety had been considered during these checks, not just those relating to crime.</p> <p>It was moved by Cllr London and duly seconded that it be recommended to Cabinet that</p> <ul style="list-style-type: none"> a) further information be obtained to assist in justifying the pressing need for CCTV; b) the disabling of the audio recording hardware of the cameras in the Council offices or the introduction of an audio activation method, be considered; and c) a request to third parties, such as the Police, for them to recover costs of running the CCTV service, be considered. <p>It was moved by Cllr Pender and duly seconded that part a) of the motion be amended to read “cameras maintained by the Council be assessed to establish whether there is a clear justification to demonstrate their pressing need”.</p> <p>Members debated the amendment.</p> <p>The amendment was put to the vote and it was lost.</p> <p>The Chairman of the Working Group expressed concerns that the disabling the audio recording was not sufficient and the software ought to be removed altogether. It was moved by Cllr Pender and duly seconded that part b) of the motion be amended to read “the</p>	

Year	Title	Recommendations	Outcome
Page 44		<p>audio recording hardware of the cameras in the Council offices and most video surveillance, be removed”.</p> <p>Members debated the amendment.</p> <p>The amendment was put to the vote and it was lost.</p> <p>It was moved by Cllr Pender and duly seconded that part b) of the motion be amended with the omission of “be considered” for it to read “the audio recording hardware of the cameras in the Council offices be disabled or an audio activation method be introduced”.</p> <p>The amendment was put to the vote and it was lost.</p> <p>Members considered and discussed the motion. It was expressed that the safety of staff at the Council Offices was a priority.</p> <p>The motion was put to the vote and it was</p> <p style="padding-left: 40px;">Resolved: That it be recommended to Cabinet that</p> <ul style="list-style-type: none"> a) further information be obtained to assist in justifying the pressing need for CCTV; b) disabling the audio recording hardware of the cameras in the Council Offices or the introduction of an audio activation method, be considered; and c) a request to third parties, such as the Police, for them to recover costs of running the CCTV service, be considered. 	

Year	Title	Recommendations	Outcome
2021/22	Covid-19 Response Working Group	In Progress	

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REPORT OF THE COVID-19 IN-DEPTH SCRUTINY WORKING GROUP

Scrutiny Committee - 8 November 2022

Report of: Deputy Chief Executive & Chief Officer - Customer & Resources

Status: For Consideration

Key Decision: No

Executive Summary: This report presents the outcome of the Members Working Group on the effectiveness of the Council's response to COVID-19.

Contact Officer: Jim Carrington-West, Ext. 7286

Recommendation to Scrutiny Committee:

That the Scrutiny Committee consider the report and work of the In-Depth Scrutiny Working Group and if necessary, provide appropriate recommendations or feedback to Cabinet.

Reason for recommendation: To progress the recommendations of the Member working group.

Introduction and Background

- 1 At its meeting on 9 November 2021, the Scrutiny Committee resolved to set up an In-depth Scrutiny Working Group to evaluate the effectiveness of the Council's response to the COVID-19 pandemic.
- 2 The Working Group considered the actions taken in response to the pandemic and considered the effectiveness of the Council's Emergency Plan.
- 3 The Working Group was made up of the following members of the Scrutiny Committee:
 - Cllr Osborne-Jackson (Chairman)
 - Cllr London
 - Cllr Pender
 - Cllr Layland
- 4 The conclusions and recommendations of the working group are set out in Appendix A.

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Key Implications

Financial

Sevenoaks District Council operates within a balanced, 10 year budget. Any recommendations would therefore need to be subject to further investigation to remain within the current allocated budgets.

Legal Implications and Risk Assessment

No relevant legal implications or Risk Assessment

Equality Assessment

The decisions recommended through this paper have a remote or low relevance to the substance of the Equality Act. There is no perceived impact on end users.

Net Zero Implications

The decisions recommended through this paper have a remote or low relevance to the council's ambition to be Net Zero by 2030. There is no perceived impact regarding either an increase or decrease in carbon emissions in the district, or supporting the resilience of the natural environment.

Appendices

Appendix A - Report of the COVID-19 In-Depth Scrutiny Working Group

Background Papers

None

Jim Carrington-West

Deputy Chief Executive and Chief Officer - Customer & Resources

Report of the Sevenoaks District Council Covid-19 response In-Depth Scrutiny Working Group

Report of the Sevenoaks District Council Covid-19 response In-Depth Scrutiny Working Group

At a meeting of The Scrutiny Committee it was agreed that an in-depth working group would be formed to consider the Council's response to the Covid-19 pandemic and assess the effectiveness of the Emergency Plan and District Emergency Centre (DEC) and identify areas of improvement.

Members were Cllr James Osborne-Jackson (Chairman), Cllr George Pender, Cllr James London and Cllr Alan Layland.

Sevenoaks District Council Officers who gave evidence were Pav Ramewal (Chief Executive), Adrian Rowbotham (Chief Officer), Richard Morris (Chief Officer) and Sarah Robson (Chief Officer)

Cllr Peter Fleming (Leader of the Council) also gave evidence.

This working group has provided an important role in scrutinising decisions and spending which happened throughout the pandemic and it is only right that Members and Officers are held to account and scrutinised for their decisions.

The majority of members were hesitant about the reliance on volunteers in the Council's response to the Covid-19 pandemic; however, all members were impressed with the efforts and effectiveness of the volunteers within their communities

Sevenoaks District Council led by example in a number of ways across departments, including adding additional items to the food boxes delivered to vulnerable people, sending planning site notices via the post for applicants to display and hiring Community Ambassadors to represent the Council and serve our District.

Although the geographic allocation of the Community Ambassadors did take into account the opinions of Local Members, the Working Group felt that discussion on how more proactive engagement with all Members would have meant that they were more informed on the Council's response

The working group has agreed to recommend that the Emergency Plan be reviewed at least every 2 years by the Chief Executive, as it was found the Emergency Plan was out of date by having staff members listed who had long left the Council. The emergency plan should also be used after a major incident.

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The Working Group also reviewed the Emergency Command Centre, and found that many of the supplies therein were expired, broken, or lost. The Working Group recommends stricter auditing to ensure that all resources are kept up to date and organised

The Chairman, Cllr Osborne-Jackson visited Dunbrik Depot to hear how the Direct Services team found working throughout the pandemic. It was clear that they were well looked after and provided with PPE.

It is clear that by having the Direct Services in house that loyalty was provided by the team and the weekly waste collection continues. Parking Enforcement Officers quickly swapped roles and started delivering food boxes, another example of how fantastic in-house services are.

A special mention to the Elections team, who assisted Estates with cleaning the building during the lockdown and distributing PPE. This clearly was not within their job description however they served their colleagues well.

The working group feels that it took longer than planned for the Emergency Plan to be put into action and it is recommended a mini peer review take place on the Emergency Plan to provide friendly and impartial advice.

Recommendations of the report (to Scrutiny to recommend that Cabinet approve):

- o A small peer review of the Emergency Plan be undertaken
- o The Emergency Plan be reviewed by the Chief Executive every 2 years, to ensure it is up-to-date
- o The Emergency Plan be reviewed by Members every 4 years, either at Cabinet or the relevant Advisory Committee
- o The process for getting volunteers be formalised to create a body of trained volunteers with available contact details
- o Scenario Exercises be undertaken every 4 years, with the involvement of Gold and Silver Commanders
- o The inventory of the Emergency Command Centre be regularly audited and kept in better condition.

As Chairman, I would like to thank all the Members and Officers who provided input to this report.

ENDS

ESTABLISHMENT OF IN-DEPTH SCRUTINY WORKING GROUP

Scrutiny Committee - 8 November 2022

Report of: Deputy Chief Executive & Chief Officer - Customer & Resources

Status: For Decision

Key Decision: No

Contact Officer: Charlie Sinclair, Ext. 7165

Recommendation to Scrutiny Committee:

- a) to establish an in-depth scrutiny working group, consisting of four Scrutiny Committee Members nominated by the Committee.
- b) to choose a subject area for the working group to consider and define the scope for the review
- c) to receive a report on the work of the Member working group and any recommendations at a future meeting of the Scrutiny Committee for consideration.

Reason for recommendation: To assist the Scrutiny Committee in carrying out its function and consider how a subject area helps deliver aims within the Council Plan.

Introduction and Background

- 1 The constitution states that the Scrutiny Committee may appoint a smaller group known as a “Working Group” to carry out detailed examination of particular topics for report back to them.
- 2 The working group may produce a report with recommendations for the Scrutiny Committee to consider. Following this, the Scrutiny Committee may make recommendations to Cabinet.
- 3 Should a working group be established, it is proposed that an update on their progress be brought to the next Scrutiny Committee meeting in January 2023, then a final report brought to the meeting in March 2023. If the working group needs more time, it may need to be re-established following Annual Council in May.

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Key Implications

Financial

There are no financial implications associated with the setting up of an in-depth scrutiny working group.

Legal Implications and Risk Assessment Statement

There are no relevant legal implications or risk assessment.

Equality Assessment

The decisions recommended through this paper have a remote or low relevance to the substance of the Equality Act. There is no perceived impact on end users.

Net Zero Implications

The decisions recommended through this paper have a remote or low relevance to the council's ambition to be Net Zero by 2030. There is no perceived impact regarding either an increase or decrease in carbon emissions in the district, or supporting the resilience of the natural environment.

Conclusions

The Scrutiny Committee is recommended to establish an in-depth scrutiny working group and choose an appropriate subject area to review.

Appendices

None

Background Papers

None

Jim Carrington-West

Deputy Chief Executive and Chief Officer - Customer & Resources

Scrutiny Committee Work Plan as at 25 October 2022

Committee Date	20 January 2022 - Cancelled	22 March 2022	12 July 2022
External Invitees	Dartford & Gravesham NHS Trust	Dartford & Gravesham NHS (confirmed)	Kent Police (Confirmed)
Scrutiny Committee	Performance Monitoring	Performance Monitoring Matthew Dickins - Portfolio Holder for Finance & Investment (confirmed) Lesley Dyball - Portfolio Holder for People & Places (confirmed)	Peter Fleming - Portfolio Holder for Improvement & Innovation (Confirmed) Julia Thornton - Portfolio Holder for Development & Conservation (confirmed)
In-Depth Scrutiny	Update 1 from Working Group	Final Report - In-Depth Scrutiny Working Group - Covid-19 Response	Final Report - in depth Scrutiny
Committee Date	8 November 2022	19 January 2023	21 March 2023
External Invitees	KCC Cabinet Member for Highways and Transport (confirmed)	Sencio Community Leisure (Confirmed)	
Scrutiny Committee	Kevin Maskell - Portfolio Holder for Housing and Health Performance Monitoring		
In-Depth Scrutiny	Final Report - In-depth Scrutiny Working Group Establishment of In-depth Scrutiny Working Group		

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

2019/21

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

Current In-Depth Scrutiny Working Group

Covid-19 Response - Cllrs. Osborne-Jackson (Chairman), Layland, London and Pender

Possible Future Areas for In-Depth Scrutiny

- Housing - accommodation for vulnerable people
- Homelessness

External Invitees

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)

2021/22

- 9/11/21 - KCC Highways (David Brazier, KCC Cabinet Member for Highways and Transport)
- 22/03/22 - Dartford & Gravesham NHS Trust (Steve Fenlon)

2022/23

- 12/07/22 - Kent Police (Inspector Matt Atkinson)
- 9/11/22 - KCC Highways (David Brazier, KCC Cabinet Member for Highways and Transport)
- Sencio Community Leisure