

19 January 2023 at 7.00 pm

Council Chamber, Argyle Road, Sevenoaks

Published: 11.01.23

This meeting will be livestreamed to YouTube [here](#):

https://www.youtube.com/channel/UCIT1f_F5OfvTzxjZk6Zqn6g



Scrutiny Committee

Membership:

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

Cllrs. Ball, Barnes, Kitchener, Layland, Morris, Pender, Purves and Williamson

Agenda

There are no fire drills planned. If the fire alarm is activated, which is a continuous siren with a flashing red light, please leave the building immediately, following the fire exit signs.

	Pages	Contact
Apologies for Absence		
1. Minutes To approve the Minutes of the meeting of the Committee held on 8 November 2022, as a correct record.	(Pages 1 - 6)	
2. Declarations of Interest Any declarations not already registered		
3. Responses of the Cabinet to reports of the Scrutiny Committee (if any)		
4. Actions from the Previous Meeting (if any)	(Pages 7 - 8)	
5. Sencio Community Leisure Jane Parish, Chief Executive of Sencio Community Leisure will be in attendance to answer questions on the performance of Sencio and present future challenges.		Sarah Robson Tel: 01732227129
6. Performance Indicators Report	(Pages 9 - 36)	Lee Banks Tel: 01732 227161
7. Questions for the Portfolio Holder for Finance and Investment	(Pages 37 - 38)	

8. **Questions for the Portfolio Holder for Cleaner and Greener** (Pages 39 - 44)
9. **Work Plan** (Pages 45 - 48)

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 8 November 2022 commencing at 7.00 pm

Present: Cllrs. Ball, Barnes, Kitchener, Layland, Morris, Osborne-Jackson, Pender, Purves and Williamson

Apologies for absence were received from Cllrs. Brown and London

Kent County Cllr. Brazier and Cllr. Maskell were also in attendance

Appointment of Chairman

As the Chairman and Vice-Chairman had given their apologies, the first item of business was the election of a Chairman for the meeting.

Resolved: That Councillor Morris be elected as Chairman for the meeting.

(Cllr Morris in the Chair)

11. Minutes

Resolved: That the minutes from the meeting held on 12 July 2022 be approved and signed as a correct record.

12. Declarations of Interest

There were none.

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

There were none.

14. Actions from the Previous Meeting

There were none.

15. KCC Member For Highways and Transport

The Chairman welcomed Cllr. David Brazier, the Kent County Council (KCC) Cabinet Member for Highways and Transport who gave a verbal update on the work carried out by Kent Highways.

Members were given an overview of the responsibilities within the KCC Portfolio. In terms of Highways assets and infrastructure, KCC looked after 4000 miles of footways and 5400 miles of road excluding motorways. The value of highways

assets totaled over £24 million. The Highways Team had received 130,000 permit requests from Works and Utilities companies working on Highways.

KCC Highways also provided education, advice and training for 160,000 road users annually and managed a capital programme valued at £275million. The Team oversaw approximately 100 bus routes across the County and issued over 25,000 concessionary travel passes for children and 230 concessionary travel passes for the elderly and disabled with a revenue budget of £65million. Various schemes provided transport for 11,000 school children across the County.

Members took the opportunity to ask questions. Members raised concerns regarding parking in the District. The Cabinet Member encouraged Members to write to him with their specific concerns and he would respond.

Members asked questions regarding local Bus schemes. As providing certain Health and Social Care services was a statutory duty, KCC had made savings to discretionary services which involved withdrawing support for 36 bus services saving up to £2.4 million. Operators had also found that passenger levels were at 75% of their pre-pandemic levels and services had also suffered with the spiraling costs of diesel and a lack of drivers. The largest effect was felt on bus routes for school children. As a result, Transport funds had been used to provide substitute services in the district. Members thanked the KCC Cabinet Member for the substitute services that were implemented. Members were also advised of the Kent Karrier service which was a dial-a-ride service that included disabled access. The service costs had also spiraled but KCC believed that maintaining the service was imperative. Members discussed the bleak outlook on the Bus services.

Following questions on the winter service, Members were advised that KCC also provided a winter snow plow service which was valued by residents and would remain regularised throughout the coming winter. Members discussed the usefulness of previous information leaflets which had provided local maps of gritting plans and had been published in each Parish. The Cabinet Member would investigate the possibility of providing local maps of the winter service. He also advised that a detailed map was available on the KCC website. Members asked questions of clarification on drainage ditches and the utility of using local farmers' tractors to plow snow. Members were encouraged to contact the Cabinet Member should they know of rural roads that required the winter Service. Some Members also highlighted the success of neighbouring Council schemes including a volunteer snow-plow service.

Members discussed the Kent Karrier service and suggested the benefits of a community led service. The Cabinet Member confirmed that funding had been received to spend on voluntary and community transport and KCC would be willing to support such a scheme and would be happy to discuss the opportunity, however suggested that previous similar schemes had only been moderately successful as volunteers had not always been willing to commit the time required. Central Government had instigated a Bus Service Improvement Plan which it was hoped

would encourage operators to create a sustainable programme. However, due to budget cuts, rural bus schemes had been difficult to support.

Members asked questions regarding the out of hours Highway service provided by contractors Amey. Concern was raised regarding problems with outsourcing the service to staff with limited local knowledge which it was believed caused confusion and undermined the usefulness of the service. Members also highlighted problems with waiting times. The Cabinet Member had held discussions with the contractors and would raise the additional problems.

The Chairman thanked the Cabinet Member for his attendance and co-operation.

16. Questions to the Portfolio Holder for Housing and Health

The Chairman welcomed the Portfolio Holder for Housing and Health who gave an update on his portfolio and took questions from the Committee. Previous years had challenged the services provided under the portfolio and a wide range of these problems had been overcome since the pandemic.

In response to questions it was confirmed that a framework had been put into place across Kent to manage the displacement of refugees through the Homes for Ukraine scheme. The Council had recruited a Resettlement Officer and Housing Officer to facilitate this in the Sevenoaks District. The Team had focused on maintaining conversations with existing hosts and welcomed the continuation of Government support for the scheme. Where host arrangements had ended, rematching opportunities were being sought, alongside private rented sector offers within the county. Support for refugees had been developed to help with language skills, jobs and training support and community based support. Officers were commended for their responsiveness to families that had been displaced by their hosting arrangements ending

The One You programme had seen an increase in GPs directly referring regular patients to the service. The service was funded externally by Kent Public Health and provided support and guidance on physical and mental health and wellbeing.

The Council's Housing Strategy had been adopted earlier in the year. A Homelessness and Rough Sleeping Strategy had also been drafted, which would focus on the prevention of homelessness, housing supply and continue to build relationships with landlords and Housing Associations in the District. Following queries, the Portfolio Holder advised that the need for affordable housing was increasing and the Team were active in encouraging more affordable housing during the planning process. 15 new homes had been acquired by Quercus Housing at 11-13 High Street, Swanley, which were fully occupied from May 2022. Following a question, Members were advised that Quercus Housing had purchased the residential units from a developer, but did not acquire the shops, which remained in the developer's ownership. It was confirmed that West Kent Housing owned 98% of the housing stock in the district, with the second largest social housing provider being Moat Housing.

Agenda Item 1

Scrutiny Committee - 8 November 2022

Action 1 - For the Chief Officer - People and Places to update Members with the figures for the number of affordable housing units managed by Housing Associations within the District.

In response to a question on housing standards Members were advised that all housing providers reported to the Regulator of Social Housing (RSH), which promoted a viable, efficient and well-governed social housing sector able to deliver and maintain homes of appropriate quality that met a range of needs. RSH was an executive non-departmental public body, sponsored by the Department for Levelling Up, Housing and Communities.

The Portfolio Holder advised that a range of Housing Associations were also being engaged to raise the market for competition in the sector and increase the social housing offer in the District. In response to a question Members were also advised that travel warrants could be issued for emergency housing applicants, where eligible and if necessary.

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

17. Performance Report

Members considered the report which presented performance indicators that were not meeting their target levels along with the Housing and Health portfolio performance report.

Members asked questions of clarification. It was confirmed that the figures for missed green waste collections were for the month of September and did not include figures for the new rounds implemented in October. Members were informed that the new rounds operated at a high level of collections as the Council served upwards of 50,000 households around the District. Missed collections were comparatively low and actions were being identified to address any missed collections effectively. As the missed collections for general waste were at target levels as at the end of September, they were not included in the report. Members discussed the other performance indicators. In regards to LPI_PA 002, due to the implementation of a new statutory Penalty Charge Notice (PCN) policy which had resulted in increased cancellations Members suggested that the targets be altered to reflect this.

In response to a question regarding the Customer Solutions Team the Chief Officer - Customer and Resources confirmed that 4 new staff Members had been appointed to replace outgoing staff and were currently being trained. It was hoped that the new staff would help to meet the increased demand on the Team in recent months.

Following further questions it was clarified that the Health Action Plan was a partnership document and the indicators related to a number of areas which were not under the deliverable remit of the Council.

Resolved: That the report be noted.

18. Scrutiny Committee - In-depth Working Group Outcomes Report

Members considered the report which laid out the recommendations of previous Working Groups and their outcomes.

Members discussed the value of the Working Group recommendations and their contributions. Some apprehension was raised as to whether the recommendations were taken forward. Some Members reflected on the usefulness of previous Working Groups they had been involved in.

Members were advised that Cabinet were entitled to decide how best to proceed with any of the recommendations made to them. In response to a question it was confirmed that further information could be provided on the outcomes of previous Working Group recommendations.

Resolved: That the report be noted and further information be provided to the Committee summarising the outcomes of previous Working Group recommendations.

19. Report of the Covid-19 In-depth Scrutiny Working Group

Members considered the final report of the Covid-19 Working Group which had looked at the Council's response to the Covid-19 pandemic and assessed the Emergency Plan and District Emergency Centre (DEC).

Members discussed the recommendations. Some concern was raised over the usefulness of formalising a volunteer network and the effectiveness of having Officers review the Emergency Plan.

It was moved and duly seconded that the recommendations within the report be agreed.

Resolved: That it be recommended to Cabinet that

- a) a small peer review of the Emergency Plan be undertaken
- b) the Emergency Plan be reviewed by the Chief Executive every 2 years, to ensure it remained up-to-date
- c) the Emergency Plan be reviewed by Members every 4 years, either at Cabinet or the relevant Advisory Committee
- d) the process for getting volunteers be formalised to create a body of trained volunteers with available contact details
- e) scenario exercises be undertaken every 4 years with the involvement of Gold and Silver Commanders

Agenda Item 1

Scrutiny Committee - 8 November 2022

- f) the inventory of the Emergency Command Centre be regularly audited and kept in better condition

20. Establishment of In-depth Scrutiny Working Group

Members considered a report which proposed the establishment of an in-depth Scrutiny Working Group. Members discussed the timeframe for the Working Group and the possible constraint of the upcoming May local elections which could result in a change of Membership to the Committee. It was discussed that the timeframe restrictions might also rush the Working Groups report should one be established. Members were advised that they were welcome to submit potential topics for the Working Groups and these would be added to the Work Plan.

Resolved: That the establishment of an In-depth Scrutiny Working Group be deferred until the 2023/24 civic year.

21. Work Plan

Members discussed the Work Plan and requested that the below items be added:

19 January 2023

- Performance Indicators Report
- Portfolio Holder for Cleaner and Greener
- Portfolio Holder for Finance and Investment

21 March 2023

- Performance Indicators Report
- Portfolio Holder for Improvement & Innovation
- Portfolio Holder for Development & Conservation

In addition a number of external invitees were suggested for future meetings of the Scrutiny Committee depending on their availability.

Possible External Invitees

KCC Cabinet Member for Education and Skills

Chief Executive West Kent Housing

Chief Executive Sevenoaks Hospital

THE MEETING WAS CONCLUDED AT 8.49 PM

CHAIRMAN

Action(s) from the meeting held on 8 November 2022 (as at 18/11/2022)

Action	Description	Status	Contact Officer
Action 1	Action 1 - For the Chief Officer - People and Places to update Members with the figures for the number of affordable Housing units within the District.	Completed. Members were updated via email.	Sarah Robson Ext: 7129

This page is intentionally left blank

PERFORMANCE REPORT

Scrutiny Committee - 19 JANUARY 2023

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 the end of November 2022.

Agenda Item 6

Status	Current Month	Year To Date
Red <i>10% or more below target</i>	11 (19.3%)	11 (19.3%)
Amber <i>Less than 10% below target</i>	3 (5.3%)	3 (5.3%)
Green <i>At or above target</i>	43 (75.4%)	43 (75.4%)

- 3 Provided as Appendix A to this report are details of the 13 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 - Cleaner & Greener Portfolio performance report
 - Appendix C - Finance & Investment 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 November 2022. Members are asked to consider 13 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 - Cleaner & Greener Portfolio Performance Report

Appendix C - Finance & Investment Portfolio Performance Report

Background Papers

None

Dr Pav Ramewal




Chief Executive


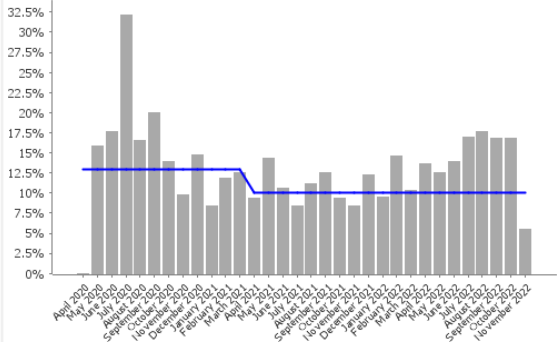

This page is intentionally left blank

Appendix A

Scrutiny Committee – Exceptions Report


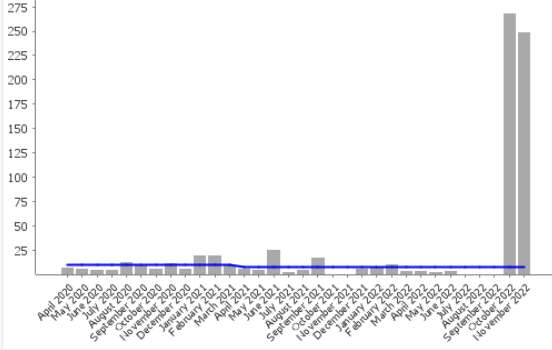


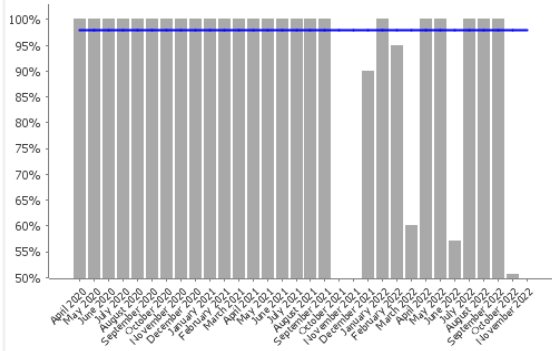

Key:


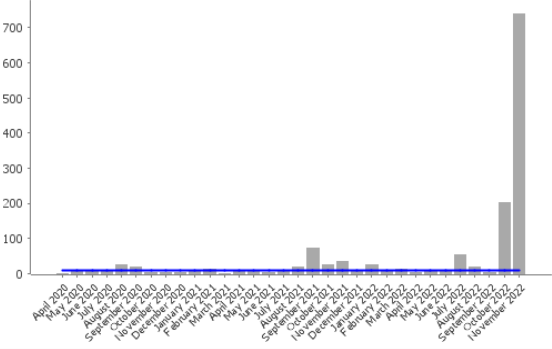


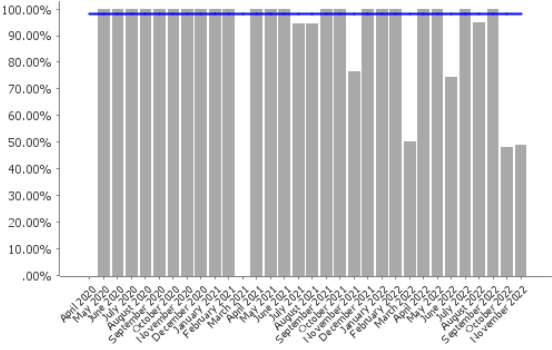

Status	Colour	Details
	Green	At or above target
	Amber	Less than 10% below target
	Red	10% or more below target

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_PA 002	Percentage of Penalty Charge Notices cancelled	5.5%	10%			14.2%	10%		A new appeals policy has been introduced which allows automatic cancellation of a PCN for a first offence for soft errors, i.e. where a vehicle registration has been entered incorrectly, but parking has been paid for in full. This resulted in increases to cancellations in previous months whilst CEO's adapted to the new arrangements.


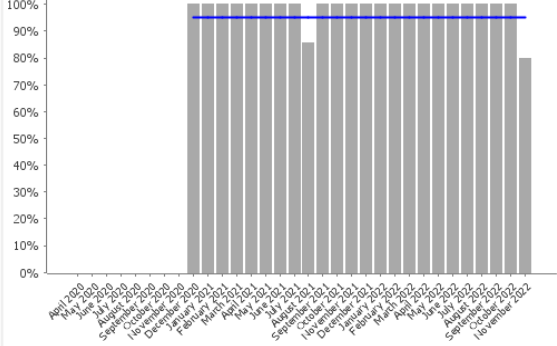


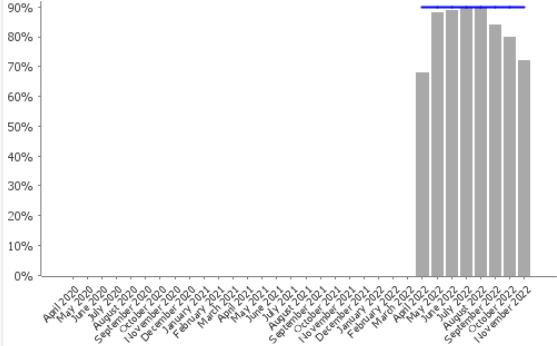

Page 13


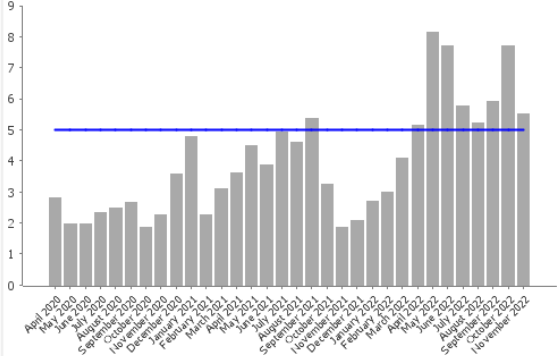


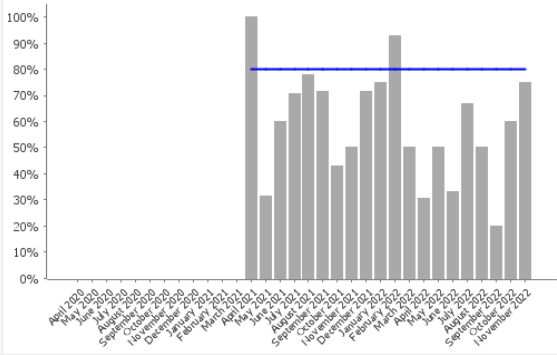

Agenda Item 6


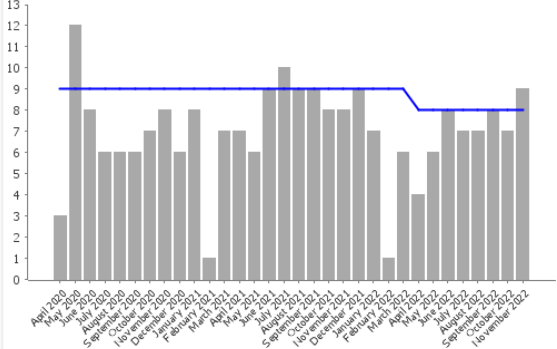


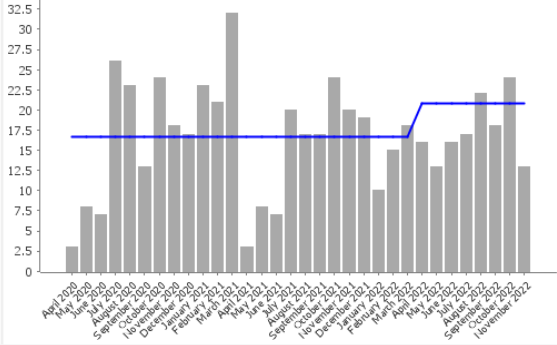

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2022/23 Value	Year to date 2022/23 Target	Year to date 2022/23 Status	Latest Note
LPI_DS Waste 002	Number of missed collections per 100,000	247.9	8			65.7	8		<p>On the 17 October 2022 the council introduced new waste collection rounds that affected every household in the district for rubbish, recycling and garden waste. This was the first change in over 10 years, with new collection days and introducing a zonal system for waste collections. As a result of implementation we have seen a large number of reported missed collections. This is a combination of genuine missed collections as crews adapted to the new rounds, but also a high proportion of reports, where waste was placed out after the crew has visited, or where waste had been placed out on the wrong day. However it has not been possible to separate these reports.</p>
LPI_DS Waste 003	Percentage of missed collections put right by the next working day	49.3%	98%			82.12%	98%		<p>As crews have adapted to the new rounds and residents become more familiar with the new collection days and times, missed collections will significantly reduce, assuming no adverse impacts from winter weather affecting the ability to safely complete collection rounds.</p>


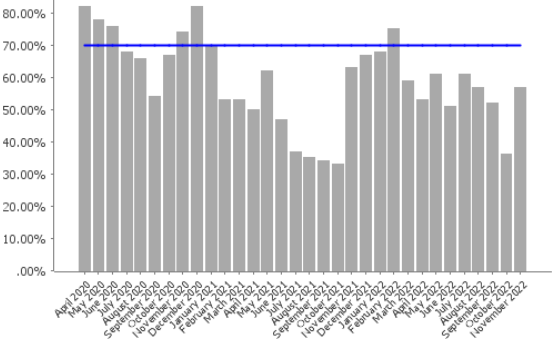


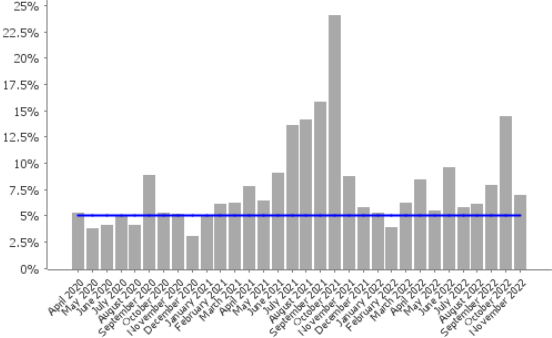

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2022/23 Value	Year to date 2022/23 Target	Year to date 2022/23 Status	Latest Note
LPI_DS Waste 004	Number of missed green waste collections	741	9			1035	70		See commentary for LPI_DS Waste 002
LPI_DS Waste 005	Percentage of missed green waste collections corrected by next working day	49%	98%			83.29%	98%		See commentary for LPI_DS Waste 002

Page 15

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_LIC 02(s)	The percentage of valid personal licences processed within 14 working days	80%	95%			97.14%	95%		The Team is extremely busy with a high volume of seasonal work (Temporary Event Notices) which has had a knock on effect on processing other applications. Only one case did not make target within this performance indicator.
LPI_EH 006	Percentage of planning applications provided with comments within 21 days of receipt	72%	90%			72%	90%		<p>The Environmental Protection Team have reduced reliance on external contractors to deliver this aspect of the service and consequently there has been less dedicated resource allocated to the delivery of this PI.</p> <p>We are currently training 3 members of the team to enable them to provide responses but owing to heavy workloads and a number of involved cases within the team this is taking longer than we would have liked.</p> <p>Once training has been completed, it is expected that performance levels will improve</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_CSV 01	Average number of days taken to validate a planning application	5.52	5			6.39	5		The team are now fully staffed but 2 are still in training and 1 has just started maternity leave. As a small team, absence has a high impact on individual workloads. Applications have been steady throughout the year, but we continue to have busier months and this year we have seen an increase in major applications that are time consuming. The team continue to work additional hours to catch up and reduce the processing time for validations. The team have worked hard to get the service closer to the 5 day target and they will continue to do so.
LPI_AUL 1	Audit actions fully implemented within agreed timescales	75%	80%			47.27%	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.

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_HB 04	Average number of days to process a change in circumstances for Housing Benefit	9	8			7	8		The Team have been under extra pressure during November & December due to staff sickness and a necessary IT upgrade that moved the back office system onto the cloud. The year to date average continues to meet target.
LPI_HS R 01	Total number housed through Sevenoaks District Housing Register nomination	13	21			139	167		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)




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_CS 001	Percentage of phone calls answered within 20 seconds by the Contact Centre	57%	70%			53.5%	70%		Call volumes remain on average 20% higher this year. In this most recent period the impact from changes to refuse collections has caused a peak in call volumes. Work continues to address the general call increase, with much work underway to improve online services for customers who are willing and able to self-serve for simple tasks.
LPI_CS 002	Percentage of phone calls to the Contact Centre abandoned by the caller	6.9%	5%			8.06%	5%		See Commentary for LPI_CS 001 (above)


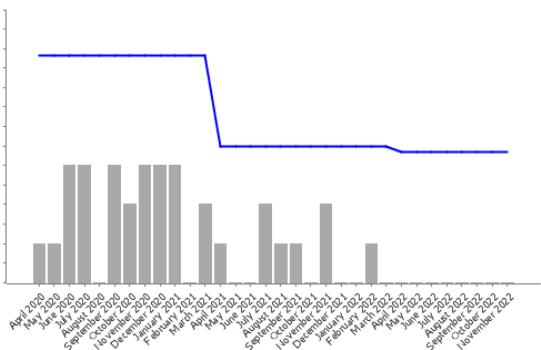

This page is intentionally left blank

Appendix B

Scrutiny Committee – Cleaner & Greener Portfolio performance report

Key:

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

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2022/23 Value	Year to date 2022/23 Target	Year to date 2022/23 Status	Latest Note
LPI_DS Clean 001	Number of justified Street Cleaning complaints	0	3			0	27		

Page 21

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 Clean 002	Average number of working days taken to remove fly tips which the District Council has responsibility to clear	1.3	4	✔		1.8	4	✔	
LPI_DS Clean 003	Average number of days taken to remove abandoned vehicles	3	4	✔		3.5	4	✔	


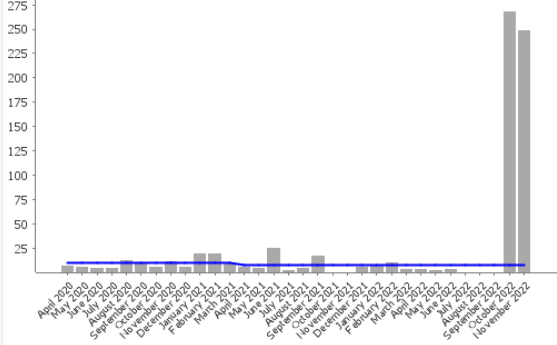

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2022/23 Value	Year to date 2022/23 Target	Year to date 2022/23 Status	Latest Note
LPI_DS Clean 004	Percentage of cleaning schedules completed to agreed frequency	92%	90%			88%	90%		
LPI_EH 001	Average time taken (days) to provide a response to service requests	2	5			2	5		


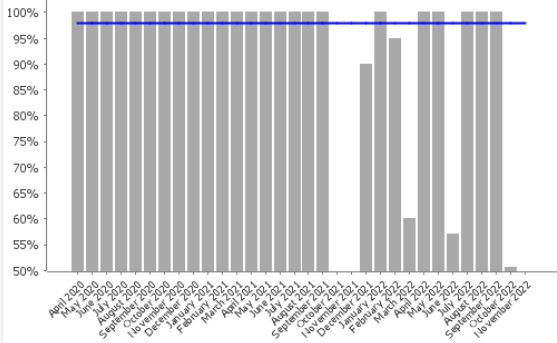


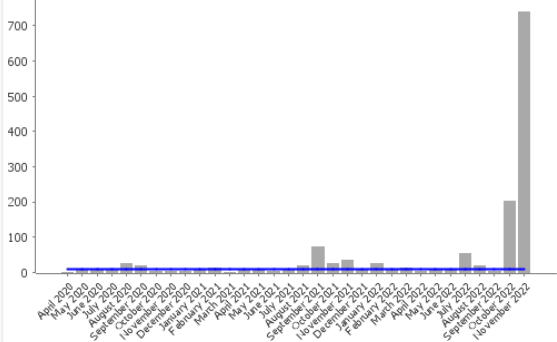

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2022/23 Value	Year to date 2022/23 Target	Year to date 2022/23 Status	Latest Note
LPI_EH 002	Average time taken (weeks) to issue an Animal Welfare Licence	5	10	✔		5	10	✔	
LPI_EH 004	Percentage of higher risk food inspections due that was done (higher risk is categories A & B)	100%	100%	✔		100%	100%	✔	


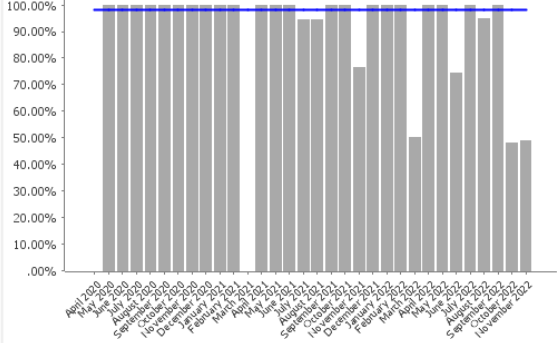


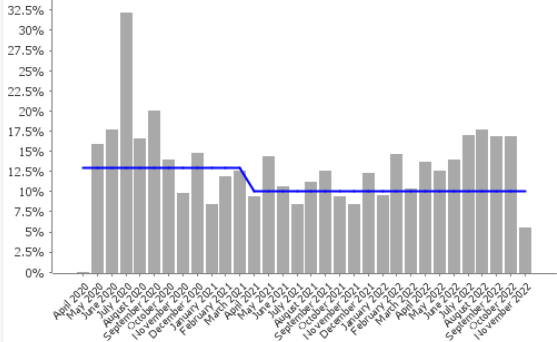

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2022/23 Value	Year to date 2022/23 Target	Year to date 2022/23 Status	Latest Note
LPI_EH009	Percentage of Licensing applications provided with comments within 28 days	100%	90%	✔		100%	90%	✔	
LIC1(s)	The percentage of renewal invitations sent out by deadline (Sevenoaks)	100%	95%	✔		99.34%	95%	✔	


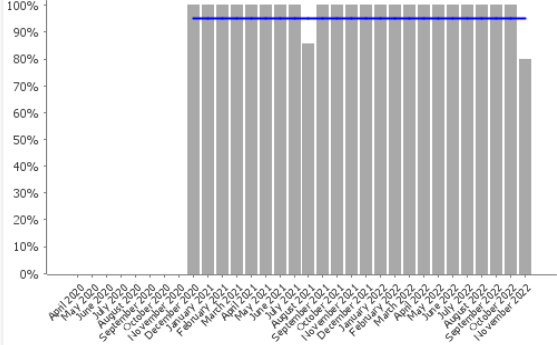


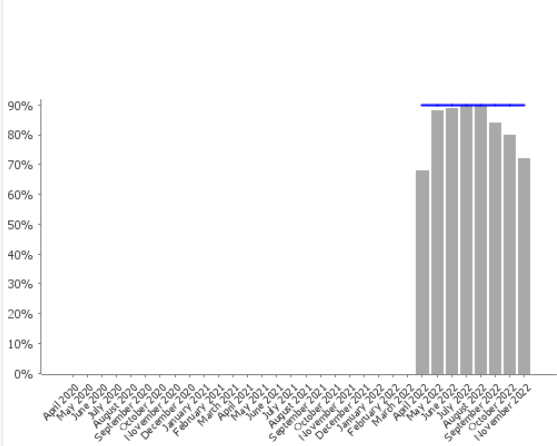

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2022/23 Value	Year to date 2022/23 Target	Year to date 2022/23 Status	Latest Note
LPI_LIC 03(s)	Percentage of unopposed applications for new and variation of premises licences processed within 2 calendar months (from date of validation to issue date)	100%	95%	✔		100%	95%	✔	
LPI_LIC 04(s)	The percentage of valid temporary event notices processed within one working day of receipt	100%	95%	✔		96.43%	95%	✔	

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_LIC 05(s)	The percentage of driver and operator licenses issued within 12 days of validation	100%	90%	🟢		98.73%	90%	🟢	
LPI_DS Waste 001	Percentage of household waste sent for reuse, recycling and composting	39.49%	41%	🟡		37.41%	41%	🟡	

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
PI_DS Waste	Number of missed collections per 100,000	247.9	8			65.7	8		<p>On the 17 October 2022 the council introduced new waste collection rounds that affected every household in the district for rubbish, recycling and garden waste. This was the first change in over 10 years, with new collection days and introducing a zonal system for waste collections. As a result of implementation we have seen a large number of reported missed collections. This is a combination of genuine missed collections as crews adapted to the new rounds, but also a high proportion of reports, where waste was placed out after the crew has visited, or where waste had been placed out on the wrong day. However it has not been possible to separate these reports.</p> <p>As crews have adapted to the new rounds and residents become more familiar with the new collection days and times, missed collections will significantly reduce, assuming no adverse impacts from winter weather affecting the ability to safely complete collection rounds.</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 003	Percentage of missed collections put right by the next working day	49.3%	98%			82.12%	98%		See commentary for LPI_DS Waste 002
LPI_DS Waste 004	Number of missed green waste collections	741	9			1035	70		See commentary for LPI_DS Waste 002

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 005	Percentage of missed green waste collections corrected by next working day	49%	98%			83.29%	98%		See commentary for LPI_DS Waste 002
LPI_PA 002	Percentage of Penalty Charge Notices cancelled	5.53%	10%			14.2%	10%		A new appeals policy has been introduced which allows automatic cancellation of a PCN for a first offence for soft errors, i.e. where a vehicle registration has been entered incorrectly, but parking has been paid for in full. This resulted in increases to cancellations in previous months whilst CEO's adapted to the new arrangements.




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_LIC 02(s)	The percentage of valid personal licences processed within 14 working days	80%	95%			97.14%	95%		The Team is extremely busy with a high volume of seasonal work (Temporary Event Notices) which has had a knock on effect on processing other applications. Only one case did not make target within this performance indicator.
LPI_EH 006	Percentage of planning application provided with comments within 21 days of receipt	72%	90%			72%	90%		<p>The Environmental Protection Team have reduced reliance on external contractors to deliver this aspect of the service and consequently there has been less dedicated resource allocated to the delivery of this PI.</p> <p>We are currently training 3 members of the team to enable them to provide responses but owing to heavy workloads and a number of involved cases within the team this is taking longer than we would have liked.</p> <p>Once training has been completed, it is expected that performance levels will improve.</p>


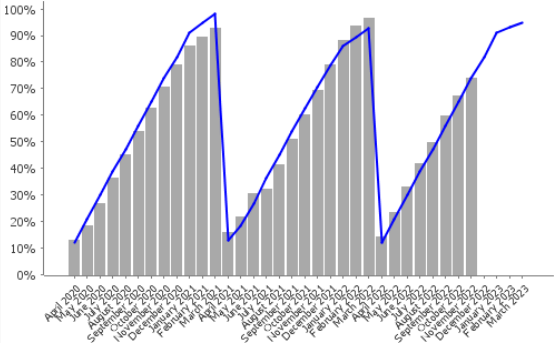

This page is intentionally left blank

Appendix C


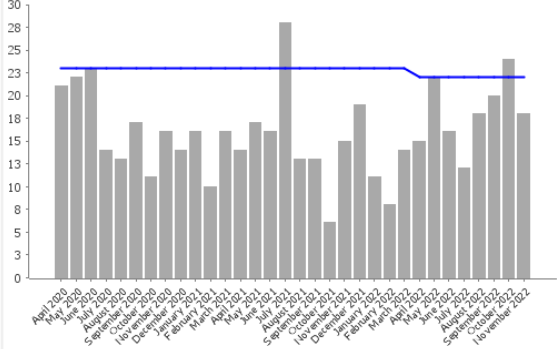


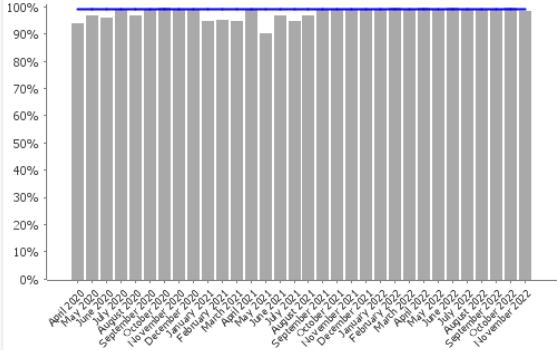

Scrutiny Committee – Finance & Investment Portfolio performance report


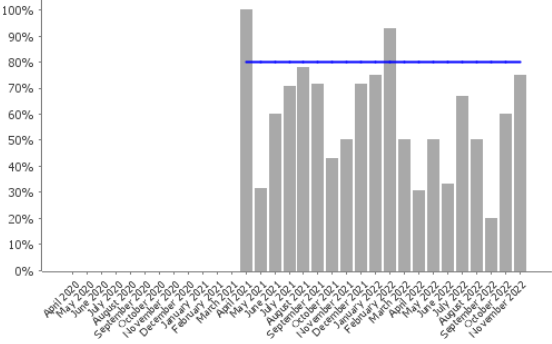


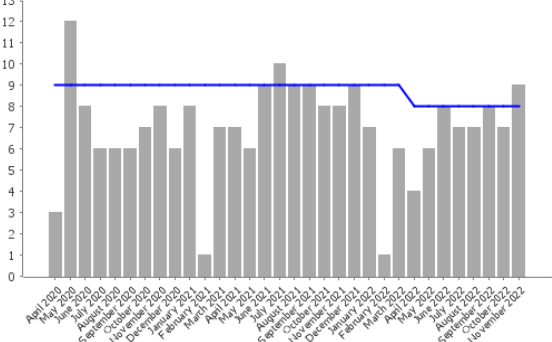

Key:

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

Page 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_BR 04	The percentage of business rates collected in-year (Cumulative)	74%	74%			74%	74%		

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_CT 04	The percentage of council tax collected in-year (cumulative)	76.8%	75%	✔		76.8%	75%	✔	
LPI_FS 003	Sundry debts outstanding more than 60 days	£39,331	£40,000	✔		£39,331	£40,000	✔	

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_HB 02	Average number of days to process a new claim for Housing Benefit	18	22			18	22		
LPI_FS	The percentage of undisputed invoices paid within 30 days or agreed terms	98.38%	99%			99.13%	99%		

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_AU L1	Audit actions fully implemented within agreed timescales	75%	80%			47.27%	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_HB 04	Average number of days to process a change in circumstances for Housing Benefit (monthly)	9	8			7	8		The Team have been under extra pressure during November & December due to staff sickness and a necessary IT upgrade that moved the back office system onto the cloud. The year to date average continues to meet target.

Finance & Investment Portfolio
Update for Scrutiny Committee – 19th January 2023

The nine months since last appearing before the Scrutiny Committee have seen the:

- continued delivery of a balanced ten year budget;
- management of inflationary pressures;
- above budgeted 2022/23 pay award funded;
- comprehensive review of discretionary income;
- quintupling of treasury management income;
- examination and progression of placemaking and regeneration opportunities;
- implementation of HM Government’s Council Tax Energy Rebate and Household Support Fund;
- conclusion of HM Government’s Covid related business grants;
- disposal of surplus land at Oakhill Road, Alder Way and Russet Way;
- establishment of a Council Tax relief to incentivise the development of certified Passivhaus ‘Classic’, ‘Plus’ and ‘Premium’ homes in support of our Net Zero 2030 commitment;
- launch of the Rural England Prosperity Fund, bringing UK Shared Prosperity Fund investment in the District to over £1.5m in 2023/24 and 2024/25 alone;
- streamlining of the budget process;
- noting by Council of the Local Government Association Peer Challenge’s findings, and subsequently implementing the Peer Challenge Team’s recommendations;
- appointment of two independent members to the Audit Committee;
- leasing of refuse freighters to upgrade our fleet earlier than previously planned;
- Council remain in a stronger position than much of the rest of the sector but recognition too that we are not able to, nor should we, rest on our laurels.

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

Matthew Dickins
Portfolio Holder for Finance & Investment
January 2023

This page is intentionally left blank

**Cllr Margot McArthur
Cleaner & Greener Portfolio Holder
Report to Scrutiny Committee
19 January 2023**

I am pleased to present my report on recent activity within my portfolio.

Direct Services:

- We maintained a weekly refuse collection service despite continued difficulties with vehicle breakdowns, staff absences and significantly increased waste volumes.
- Successfully implemented a major waste collection round change for all 55,000 households and 15,000 garden waste customers, the first change in over 10-years. It was vital to redesign the old waste collection rounds as they were inefficient, given they were over ten years old. Our new collection rounds take into account future needs regarding food and glass, reducing carbon emissions, future vehicle needs and protecting our weekly collection service. In the first 10 weeks of the new rounds we have already used around 3,000 litres less fuel.
- Although still in 'Testing Mode' we are developing a very innovative map that links our GIS mapping system with live GPS vehicle tracking data. Our interactive live tracking map is for Customer Solutions to use when talking to customers and once tested for residents to be able to view on our website.
- Commercial waste is rebuilding after the pandemic with customers growing and income improving with an increase of 15% for 2019/20 and by a further 34% for 2021/22. For 2022/23 we are still seeing growth as income is up by a further 20%.
- Successfully obtained £500,000 CIL funding for the Bradbourne Lakes Project and submitted a £1.5 million development application to the Heritage Lottery Fund.
- Implemented a new Sunday market pilot in Swanley, which commenced in April 2022 and following a successful first 6 months has been extended to March 2023, following extensive community engagement and support for the pilot.
- The second phase of the Dunbrik development programmes converted an old stores warehouse into a supervisor's hub.
- Successful implementation of the Annual Review of Parking Management 2022/23 which is delivering support to the local economy, further advances the District Council's move to Net Zero 2030, and embraces the most up-to-date thinking on parking management. The review is expected to meet the increased income assumptions agreed by Council as part of the 10-year budget.

Agenda Item 8

- Approval for a new 5-year Fleet Replacement Programme 2023- 2028, for statutory waste collections which is a new approach for replacing our oldest and most vulnerable vehicles quickly, while also taking into account delivery lead times, so that for 2023-2024 the Council will be leasing five 26 tonne refuse collection vehicles. This approach will see 10 new vehicles arriving in the first part of 2023.
- Approval for the delivery of parking terminal upgrades for the upgrade to 4/5G and the introduction of contactless payment facilities in all 93 car park payment machines.
- Successful outcome from Internal Audit to the processes and issuing of Penalty Charge Notices (PCNs).
- We continue to successfully deliver the Heritage Lottery Funded Greensand Commons project with our partners Kent Wildlife Trust. The project aims to restore the landscape, social and natural heritage of the Commons, creating opportunities for people to engage with and use the sites in ways they would like. Through connecting with local schools, charities, community groups and council services, the project will help under-represented groups to access all of our Commons. The project also seeks to open up public access through 26km improved footpaths and bridleways. Clear signage has been introduced where possible, to help visitors to navigate and learn about the sites.

Emergency Planning:

- Successful implementation and delivery of Operation London Bridge following the sad death of Her Majesty Queen Elizabeth II.
- Participated in the county-wide loss of fuel emergency planning group, which helped improve SDC's stock of fuel during the fuel shortage which resulted in the continual delivery of frontline services.
- Full participation in the county-wide Covid-19 recovery planning group at a strategic and operational level.
- Successful delivery of the Council's coordinated response to Storm Eunice.
- Full participation in the county-wide Ukraine Conflict planning group at a strategic and operational level.
- Successful delivery of the Council's coordinated response to the severe weather emergency for water shortages, extreme heat and wild-fires.
- Successful substantial outcome from Internal Audit for Emergency Planning.

CCTV

- From 1st October 2021 to 30th September 2022 the CCTV Control Room at Sevenoaks District Council assisted the police with 113 arrests for this period.
- Anti-social behaviour and theft continues to be our highest crime recorded within the CCTV service way above all other crimes. The CCTV teams continues to work closely with the Sevenoaks District Community Safety Partnership bringing together all of the agencies in the District who can have an impact on crime, anti-social behaviour and the fear of crime.
- The CCTV Service is not all about the detection and prevention of crime, during this year the CCTV service assisted police with 183 separate incidents of missing and vulnerable persons.
- The Children's Act 2004, section 11, places a statutory duty on District Councils to make arrangements in discharging their functions they have regarding the need to safeguard children and promote the welfare of children. CCTV monitors many parks, open spaces, play areas, skate parks within our areas assisting with many incidents relating to children or young people. CCTV dealt with 193 child related incidents.
- In December 2022 the Sevenoaks DC CCTV System was awarded the National CCTV Accreditation Certificate for another year, demonstrating a high level of quality system managements and procedures within the service.

Environmental Health:

- Following their return to Sevenoaks, the Environmental Health Team has made excellent progress and is now fully operational and compliant with all statutory duties.
- Our Food & Safety Team has undertaken 686 inspections of food businesses and substantially reduced the backlog of missed inspections which occurred during the Covid-19 lockdowns. We are fully compliant with the requirements of the Food Standards Agency and have effectively returned to 'business as usual ahead of schedule'.
- We have delivered a new Air Quality Action Plan for Sevenoaks District and have made good progress on a number of actions to improve air quality. We have appointed an Air Quality Promotions Officer, carried out a detailed assessment of the Swanley Air Quality Management Areas, commenced an idling awareness campaign and are working on a project to identify future electric vehicle charging need. Our Air Quality Status Report was completed in June, and we are working on a Supplementary Planning Document for Air Quality which will help ensure air quality is a key consideration for development within the urban areas.

Agenda Item 8

- We have developed and Council has agreed a new Environmental Health Enforcement Policy and Food Safety Plan. We will also be bringing forward a new Environmental Protection Service Plan in spring 2023.
- The Environmental Protection Team has seen a 5% increase in service requests over the past year (total 1099). Noise continues to be the area of greatest concern and we have seen an 13% increase in such complaints from the previous year (total 643). Many of these relate to barking dogs possibly as a result of their owners returning to office working. We have also seen a substantial (56%) increase in complaints relating to animal welfare and vicious dogs (total 186). This is believed to have been driven by the hot weather in the summer, the influence of social media and new owners that are unaware of their responsibilities regarding pet ownership.
- We recruited 3 new officers to the Environmental Protection Team. These officers have made a positive impact to the service and have begun specialised training to ensure that they can assist with the delivery of the specialist functions within the team.
- In July we successfully prosecuted three individuals for breaches of an abatement notice issued under s79/80 of the Environmental Protection Act 1990 in relation to dog barking at Oakview Stud Farm. Unfortunately, despite fines being issued the noise continues and a further prosecution is underway.

Facilities Management:

The Facilities Management team continue to provide business as usual services to the organisation. These include (but are not limited to):

- Full FM support to Argyle Road, including evening meetings.
- Management of the cleaning contract for Argyle Road & Dunbrik.
- Full postal service for the Council.
- Courier service for Democratic Services.
- Corporate scanning to our document management systems and digitising historical files.
- Close working with the Asset Maintenance team to maintain all building services.

Licensing:

- Following the lingering after effects of the pandemic, Licensing is fully functioning and high performing in terms of target achievement.

- Officers from SDC Licensing Team have become authorised to assess premises for the Best Bar None Scheme and have already assessed a number of premises in Sevenoaks town centre.
- Once again we assisted with the on-going pavement licence for Bank Street in Sevenoaks town centre (allowing businesses to put out tables and chairs during the day and closing it off to through traffic). We are working with other services to make this a permanent scheme.
- Officers have taken a pro-active approach in dealing with any problem premises and for the first time, brought a Licensing Authority led review of a premises licence following repeated breaches of licence conditions and problems with unlicensed activity, which led to the licence being suspended for 2 weeks and stronger conditions being added to the licence.

Net Zero:

- The Council has committed to working towards achieving Net Zero emissions by 2030 on Council assets and services.
- It has also been agreed that the Council will be a “community leader” and encourage low carbon measures across the District through education, best practice, incentives, policy and opportunities. This includes working collaboratively with Kent County Council, Parish and Town Councils, local interest groups and the Local Government Association.
- The Council agrees Net Zero Actions annually and publicises progress on them.
- Good progress has been made to achieve the Net Zero actions including an Air Quality Action Plan, a Movement Strategy, promotion of active travel, developing a Low Emission and Electric Vehicle Strategy, an electric vehicle charging study, a communications plan and website, and improved partnership working.
- Work continues on the Council’s Carbon Reduction Plan which will set out in detail how the Council can achieve Net Zero for its assets by 2030.

Cllr M V McArthur
Cabinet Member for Cleaner & Greener

5 January 2023

This page is intentionally left blank

Scrutiny Committee Work Plan as at 21 December 2022

Committee Date	22 March 2022	12 July 2022	8 November 2022
External Invitees	Dartford & Gravesham NHS (confirmed)	Kent Police (Confirmed)	KCC Cabinet Member for Highways and Transport (confirmed)
Scrutiny Committee	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)	Kevin Maskell - Portfolio Holder for Housing and Health Performance Monitoring
In-Depth Scrutiny	Final Report - In-Depth Scrutiny Working Group - Covid-19 Response	Final Report - in depth Scrutiny	Final Report - In-depth Scrutiny Working Group Establishment of In-depth Scrutiny Working Group
Committee Date	19 January 2023	21 March 2023	11 July 2023
External Invitees	Sencio Community Leisure (Confirmed)	Chief Executive, Sevenoaks Hospital	
Scrutiny Committee	Margot McArthur - Portfolio Holder for Cleaner and Greener (confirmed) Matthew Dickins - Portfolio Holder for Finance and Investment (confirmed) Performance Indicators	Julia Thornton - Portfolio Holder for Development & Conservation Peter Fleming - Portfolio Holder for Improvement & Innovation Performance Indicators	Performance Indicators

Committee Date	19 January 2023	21 March 2023	11 July 2023
In-Depth Scrutiny			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

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

2021/22

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

Current In-Depth Scrutiny Working Group

None.

Possible Future Areas for In-Depth Scrutiny

- Homelessness Prevention
- Waste Collection

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)
- 8/11/22 - KCC Highways (David Brazier, KCC Cabinet Member for Highways and Transport)
- 19/01/23 - Sencio Community Leisure
- KCC Cabinet Member for Education and Skills
- Chief Executive West Kent Housing
- Chief Executive Sevenoaks Hospital

This page is intentionally left blank