09 January 2024 at 7.00 pm

Council Chamber, Argyle Road, Sevenoaks
Published: 29.12.23

Sevenoaks DISTRICT COUNCIL

This meeting will be livestreamed to YouTube here:
https://www.youtube.com/channel/UCIT1f_F5OfvTzxjZk6Zqn6g

Scrutiny Committee

Membership:
Chairman, Cllr. Esler; Vice-Chairman, Cllr. Penny Cole
Cllrs. Baker, Ball, Haslam, Horwood, Leaman, Manston, Robinson, Skinner 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 21 November 2023, 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)**	(Pages 9 - 10)	
5.	**South East Water and Thames Water in attendance** The CEO and the Head of Communications, South East Water and the Head of Waste Networks for South London and the Sustainability Director, Thames Water will be in attendance to answer questions on their services.		
6.	**Performance Monitoring**	(Pages 11 - 34)	Lee Banks Tel: 01732 227161

7.	**Questions for the Portfolio Holder for Cleaner & Greener** The Portfolio Holder for Cleaner & Greener will be in attendance to answer questions relating to her portfolio.		Cllr McArthur
8.	**Questions for the Portfolio Holder for Development & Conservation** The Portfolio Holder will be in attendance to answer questions relating to his portfolio.		Cllr Reay
9.	**Final Report of In depth Scrutiny Working Group**	(Pages 35 - 36)	Cllr Horwood
10.	**Establishment of In-depth Scrutiny Working Group**	(Pages 37 - 38)	Charlotte Sinclair Tel: 01732 227165
11.	**Work Plan**	(Pages 39 - 40)	

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 21 November 2023 commencing at 7.00 pm

Present: Cllr. Esler (Chairman)

Cllr. Penny Cole (Vice Chairman)

Cllrs. Baker, Ball, Haslam, Horwood, Leaman, Manston, Robinson and Williamson

An apology for absence was received from Cllr. Skinner

Cllrs. Maskell and Thornton were also present.

12. Minutes

Resolved: That the Minutes of the Scrutiny Committee meeting held on 6 July 2023, and the Special Scrutiny meeting on 27 September 2023, be approved and signed by the Chairman as a correct record.

13. Declarations of Interest

There were none.

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

There were none.

15. Actions from the Previous Meeting

The actions were noted.

16. Kent Police

overview of the changes made over the past year in the District's policing including the neighbourhood policing model and victim based crimes. She also gave an overview of 'County lines', performance statistics and some examples of recent successes.

In providing the overview, The Chief Inspector detailed that the new Neighbourhood policing model provided dedicated ward officers, in addition to the local policing teams, which resulted in more policing powers on the streets and a named officer. In regards to victim based crime team would investigate PIP level 1 investigations that affect the community on a daily basis. The benefits included residents knowing who

their local named Police Officers were for continuity and powers of arrest. The Neighbourhood teams worked during the evenings and weekends meant they could be present when Anti-Social Behaviour (ASB) was happening. The benefits of the Victim Based Crime (VBC) included swifter investigations and the focus on those repeat offenders.

She reminded Members that the Kent Police Control Strategy was for violence against women and girls was at the centre.

In response to questions, Members were advised that the Police only measured on charges, as it was the Criminal Prosecution Service who were responsible for prosecution rates.

It was questioned how communities, Councillors and local parishes and towns could support the Police, especially with known anti-social behaviour taking place. The Chief Inspector advised that reporting ASB was very important, particularly if it could be reported at the time of the incident taking place. She advised that it was important not to put anyone's self in danger, but photographs were very helpful as many were already known or an AI system could help identify. In regards to Town Centres where they were high levels of ASB and shoplifting/retail crime. Police had been successful in issuing criminal behaviour orders (CBO) to certain individuals which would exclude someone from a particular areas/shops and this was particularly used for adult offenders. In terms of young people there was a child centred policing unit and work was undertaken with social services to get to the root cause. This was also similar with gas canisters, and in response to questions the Committee was advised that the law had changed and it was now illegal. However, there was a focus that with young people to create diversions and demonstrate the risks of them, especially that having a criminal record could affect their changes of employment. It was important to look at the bigger picture and make sure outreach workers were there working with the young people. However, if powers of arrest were required to be used, then this would be done.

CCTV was key, particularly for those sites that were monitored as they would be on the radio systems and would be able to look and see what was happening. As lots of shops and people had cameras all the videos could be used together as evidence and can help to solve high level crimes. There was a portal called cams which allow people to upload their CCTV.

In response to further questions, it was explained that grip areas were decided by the Home Office based on the statistical crime information. Some boroughs or districts could have more than one grip area and this area would get extra money for policing and so there was an obligation to patrol areas for 15 minutes and this was fed back to the Home Office. If high levels of crime increased elsewhere it would be reassessed and the grip area could change yearly.

In response to a question regarding anti-social behaviour at Hewitt roundabout, the Health and Communities Manager advised that there was a consultation for a PSPO

going through the committee process and joint meetings had been taking place with MET police and Bromley Council.

A Member asked for further details regarding the Neighbourhood policing model and Members were advised that the new model was not at its fully capacity yet and was going through a phased uplift, with the next uplift in January. There was meant to be 12 named Neighbourhood Police Officers in the district, but this was alongside the local policing teams as well. This approach was going to be very data-driven which would detail where the crime was happening and Officers would be directed to those areas.

In response to a final question, the Chief Inspector advised that there had not been an increase in hate crimes in the area following the conflict in the Middle East.

The Chairman thanked the Chief Inspector for her attendance at the meeting.

17. Performance Monitoring

Members considered the report which summarised performance across the Council as at the end of September 2023. Members were asked to consider 8 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.

Members asked questions around a number of performance indicators, and requested further information regarding PI LPI_DS Clean 003– and the number of abandoned vehicles on the Council's land.

Action: For Chief Officer – Finance & Trading to provide further information around PI LPI_DS Clean 003.

Members discussed the PIs concerning recycling rates and missed collections. In response to questions, The Chief Officer Finance & Trading advised that the figure was based at year to date at 57 missed collections per 100,000 collections. Staffing continued to be an issue and agency staff were required to provide cover most weeks and so with the quantity of waste continuing to be at Covid levels this had an impact. It was also highlighted to Members that the figure could include households who put their rubbish out after the collection time, but reasons were not asked when a report of a missed collection came through.

Members further asked questions surrounding planning appeals, and a response would be provided from the Chief Officer Planning and Regulatory Services

Action: For Chief Officer Planning & Regulatory Services to provide further information regarding planning appeals, refusals, dismissed at appeal, number of successfully appealed and information around costs with a comparison against national and Kent averages.

Members discussed staffing levels and in response to concerns raised the Chief Officer Customer & Resources advised that as an organisation the Council was operating with a very lean workforce and so as there was not surplus capacity within the teams, when sickness or staff turn-over arose it impacted on the services. Figures around sickness and staff turnover was reported monthly to Management Team to ensure that there was sufficient support in place for staff with sickness but also for developing staff, which the Council was well recognised for through IIP.

Resolved: That the report be noted.

18. Questions for the Portfolio Holder for Improvement and Innovation

The Chairman welcomed Cllr Thornton, the Portfolio Holder for Improvement & Innovation to the meeting. The Portfolio Holder provided an overview of her remit including policy & performance, communications, customer service, business transformation, special projects, digital workforce, economic development and regeneration, equalities, Members and well-being. Some highlights included the IIP Platinum award which was key to attracting and developing staff to exceed their potentials. There were a lot of other projects being undertaken including meeting point, work within the economic development team including the West Kent Rural Grants Scheme. She was proud that Sevenoaks were one of the first local authorities to allocate the funding.

In response to questions Members were advised that following feedback from the last Scrutiny Committee the performance indicator around Customer Solutions was being developed to provide more meaningful data. It was important that there was the opportunity to follow up with customers and their interactions with Officers, not just through telephone calls, but web chat and emails. This data would be provided to the Committee once there was sufficient data. Customer Satisfaction Surveys were carried out every couple of years and another one would be due shortly. However, historically the Council had always performed very well and was higher than national averages.

In response to questions, which focused on staffing and retention, Members were advised that during the pandemic many people stayed and were not looking at new jobs due to the high levels of uncertainty. However, around 2022, there was movement and a lot of new people in a quick timescale and it was only now settling down. When staff left, they were invited to attend an exit interview which asks for reasons of leaving and it was recorded so that if trends occur, they could be addressed. Often reasons for leaving included moving to the private sector, as in general they paid higher salaries and the council was limited in financial terms. She noted there were still retention issues with Direct Services and the refuse teams. Long term sickness could not be planned for when this happened and could only work on estimations for the impact it may have to a service. However, she did not think that the Council was so lean that services could not be delivered, especially when the majority of performance indicators reflected that targets were being met.

In regards to questions on digital services, she advised that many were online already but this was something that was continually reviewed. It was though, important to note that not everyone wanted to solely use online services and so there had to be a balance but there was room to improve across all portfolios.

In response to a further question regarding policies and economic development and regeneration, the Portfolio Holder advised that she would provide a written response to the Councillor.

The Portfolio Holder responded to a question regarding innovation. In response she advised that it was important to be realistic in terms of what could be achieved and the local plan set out the clear objectives. Diving further into what innovation looked like it was important to continually strive to look for the new and different and see what was happening out there and it was important to balance this for the District. Some of the economic and regeneration projects could lead to the most innovation as far as touching on people's lives by bringing something different to the District.

The Chairman thanked the Portfolio Holder for her attendance.

19. Questions for the Portfolio Holder for Finance and Investment

The Chairman welcomed the Portfolio Holder for Finance & Investment to the meeting and he presented key successes and challenges within his Portfolio. Successes included that by starting the budget process earlier than normal, the budget gap had been able to be addressed earlier on and the gap was starting to close.

Other successes included the budget training sessions for Members which were well attended and were a very important part of the budget process as it enabled improved understanding and engagement from Members. There were still some areas to improve to ensure the effectiveness of Members in terms of the budget and finances. However, Members of the Finance & Investment Advisory Committee had encouragingly engaged with the reports and conversations had taken place to ensure that Officers were supported by outside experience in terms of bringing and widening the scope and opportunities that the council could engage with. There had been an excellent growth of investment income and the property investment strategy income was continuing to support the budget.

The Counter Fraud Team had been working extremely hard and to date this financial year had recorded £227,000 in council tax savings and £272,000 in business rate savings. Council tax collection continued to perform well, with 57.8% collected as at 30 September 2023 and collecting £66.7m of the £115.4m collectable debit so far. With regards to arrears collection from last year, collected 28.5% of a 30% target as 31 March 2023 had been collected. 16.5% of a 20% target as at 31 March 2024 would be collected.

The Portfolio Holder went onto further explain that the biggest challenge ahead was the budget and this was the most challenging budget process that the Council had

faced for many years. There remained many challenges that were impacting on the Council's finances, some of those included high inflation and the increased demand for services, staff sickness and Government limitations on financing new investment, and delivering a viable and sustainable capital programme in line with the Council's ambitions.

The Chairman thanked the Portfolio Holder for his comprehensive update and welcomed Members questions.

In response to questions Members were advised that there was a recruitment freeze for non-critical posts, but this did not equate to the £400,000 savings that had been suggested through the financial monitoring. There was currently no budget to implement a food waste collection service and as central government were working through new legislation. Any changes required to the service would have to be considered when further information was available and currently there was no funding from central government to make changes. In response to questions concerning agency staff costs, particularly for the refuse collectors, Members were advised that a lot of the agency staff costs were down to recruitment, but it was vital to ensure that the service continued. It was looked at regularly and recruitment continued.

The Chairman thanked the Portfolio Holder for his attendance.

20. Interim Update of the In-depth Scrutiny Working Group

The Chairman of the Working Group updated Members on the work of the group and advised that they had met once focusing on the area of homelessness and the approach to homelessness. There were a couple of case studies presented to the working group which highlighted the homelessness pathway that residents go through. It was anticipated that the working group final report would come to January's meeting.

21. Review of Constitution - Scrutiny

The Chief Officer Customer and Resources presented the report which advised Members that Part 5 and Appendix C of the Constitution which referred to the Scrutiny Committee would be reviewed by the Governance Committee. As any changes would affect the Scrutiny Committee, he welcomed feedback on those areas, which would be collected into a final report for the Governance Committee to consider.

Resolved: That the report be noted.

22. Work Plan

The work plan was discussed with the following additions:

January 2024
- Setting up of In-depth Scrutiny Working Group

Summer 2024
- Sevenoaks District Arts Council
- Sevenoaks District Sports Council

Autumn 2024
- KCC Highways

Other topics for consideration included Youth provision
Staff wellbeing
Climate change

THE MEETING WAS CONCLUDED AT 9.15 PM

CHAIRMAN

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Actions From The Scrutiny Committee Meeting Held On 21 November 2023

Action	Description	Last updated on 18/12/23	Contact Officer
Action 1	Action: For Chief Officer – Finance & Trading to provide further information around PI LPI_DS Clean 003.	An email was sent to Members on 18 December 2023 providing further information.	Adrian Rowbotham
Action 2	Action: For Chief Officer Planning & Regulatory Services to provide further information regarding planning appeals, refusals, dismissed at appeal, number of successfully appealed and information around costs with a comparison against national and Kent averages.	An update will be provided to Members at the meeting	Richard Morris

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PERFORMANCE REPORT

Scrutiny Committee – 9 JANUARY 2024

Report of: Chief Executive

Status: For Consideration

Key Decision: No

This report supports the Council Promise to provide value for money

Portfolio Holder: Cllr. Julia Thornton

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 they consider referring areas of underperformance to Cabinet.

Reason for recommendation: To ensure that the performance of services is considered and reviewed by Members.

Introduction and Background

1 Scrutiny Committee receive 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 This report updates Members on performance during the 2023/24 financial year. The table on the following page summarises performance levels as at the end of October 2023.

Status	Current Month	Year To Date
Green *At or above target*	47 (87%)	44 (77.2%)
Amber *Less than 10% below target*	2 (3.7%)	7 (12.3%)
Red *10% or more below target*	5 (9.3%)	6 (10.5%)

* There are three monthly indicators where no performance is reported for the month (LPI DS CLEAN 003, LPI DS CLEAN 004 & LPI DM 007a)

3 Provided as Appendix A to this report are details of the six 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 also provided as Appendices to this report:

- Appendix B – Cleaner & Greener Portfolio performance report
- Appendix C – Development & Conservation 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 reduced.

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 as at the end of October 2023. Members are asked to consider six 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 – Development & Conservation Portfolio performance report

Background Papers

None

Dr Pav Ramewal

Chief Executive

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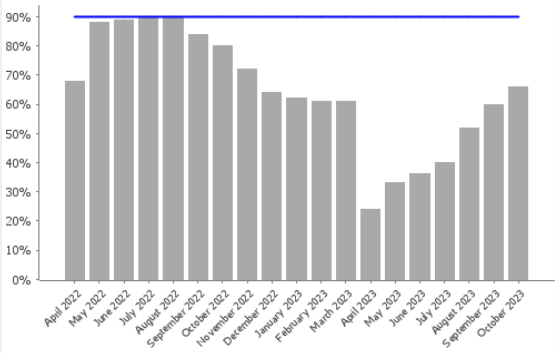
Appendix A – Exceptions Report

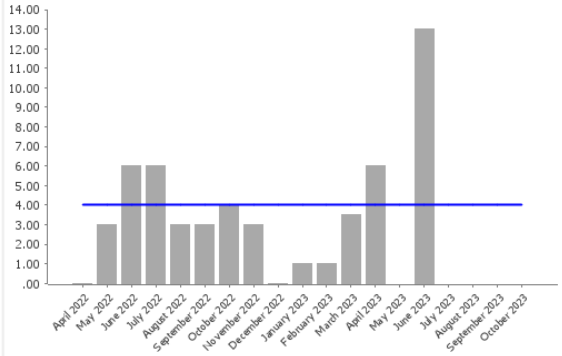
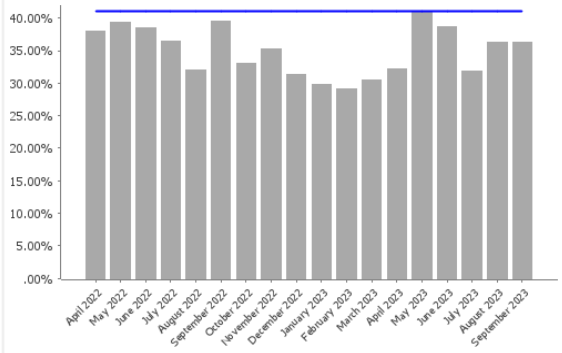
Key:

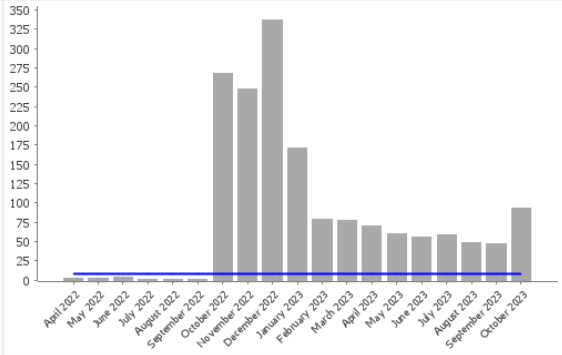
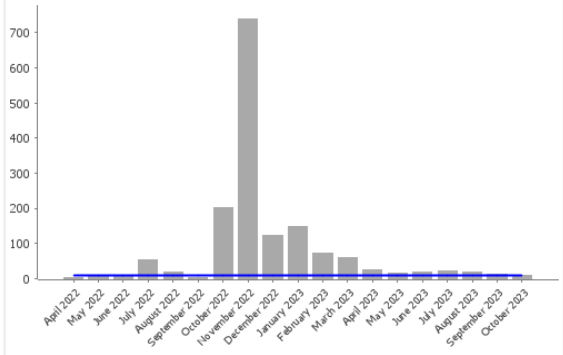
Green – Performance is at or above target

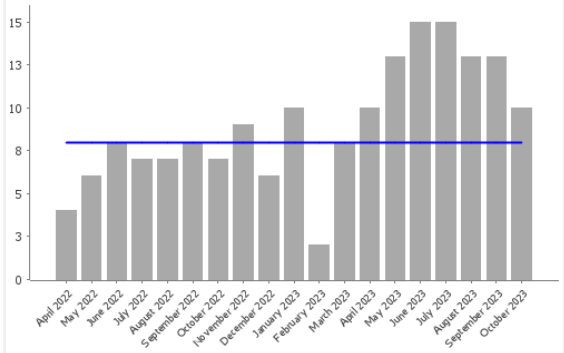
Amber – Performance is less than 10% below target

Red – Performance is 10% or more below target

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2023/24 Value	Year to date 2023/24 Target	Year to date 2023/24 Status	Latest Note
LPI_EH 006	Percentage of planning applications provided with comments within 21 days of receipt	66%	90%			66%	90%		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. Team training is enabling a wider range of Officers to provide responses and is having a positive impact on performance. However, heavy workloads and staff absences has limited the ability to meet target in the first half of the year.

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2023/24 Value	Year to date 2023/24 Target	Year to date 2023/24 Status	Latest Note
LPI_DS Clean 003	Average number of days taken to remove abandoned vehicles	N/A	4.00	N/a		9.5	4		For the year to date, the Council has been required to remove two abandoned vehicles from its land. There have no abandoned vehicles to remove between July and October. Whilst it is usual to remove within the four day target, the pressure on Council resources to ensure priority work such as waste collections has had an impact on the resource available and time taken to remove abandoned vehicles.
LPI_DS Waste 001	Percentage of household waste sent for reuse, recycling and composting	36.4%	41%			36.3%	41%		The current recycling rates across the district are consistently averaging 36%. We continue to take part 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. The Government are expected to confirm the requirement to collect food waste separately no later than March 2026, which would also have a positive effect on the overall amount of waste recycled.

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2023/24 Value	Year to date 2023/24 Target	Year to date 2023/24 Status	Latest Note
LPI_DS Waste 002	Number of missed collections per 100,000	93	8			62.1	8		The council introduced new waste collection rounds in late 2022 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. The collection crews have worked hard to reduce the level of missed collections and where collections are missed the majority are collected on the following working day. High levels of black sack waste being left out for collection, staff absences and the use of temporary staff to ensure collection rounds can be completed has contributed to performance levels. Proposals are being made through the budget setting process to increase staffing capacity to ensure a high level of service is delivered to residents.
LPI_DS Waste 004	Number of missed green waste collections	10	9			119	63		

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2023/24 Value	Year to date 2023/24 Target	Year to date 2023/24 Status	Latest Note
LPI_HB 04	Average number of days to process a change in circumstances for Housing Benefit (monthly)	10	8			13	8		The Team has experienced a number of absences related to ill-health. Work is prioritised to ensure new claims are assessed to target time. High workloads, coupled with insufficient resource has meant that not all changes to circumstances are assessed within the 8 day target. Between September and October performance has improved by an average of three days, with current performance at 10 days.

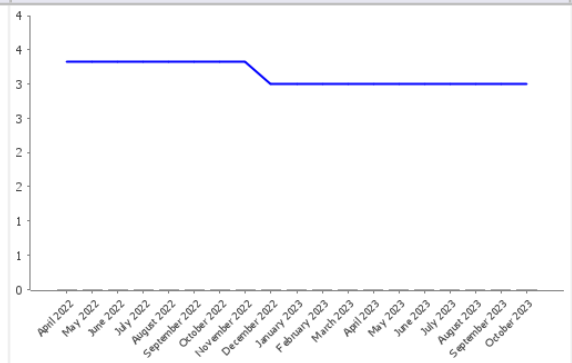
Appendix B – Cleaner & Greener Performance Report

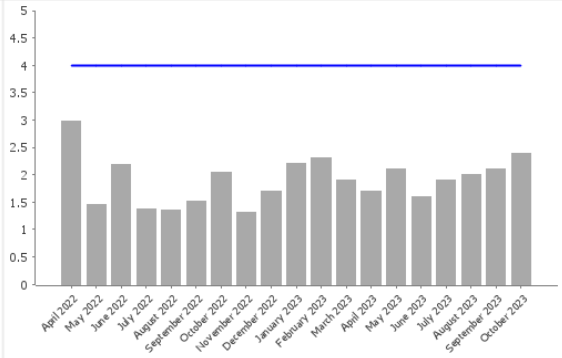
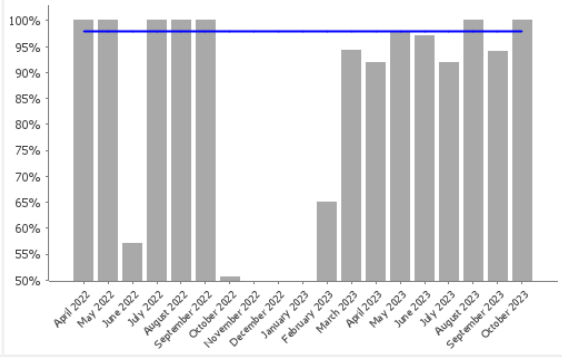
Key:

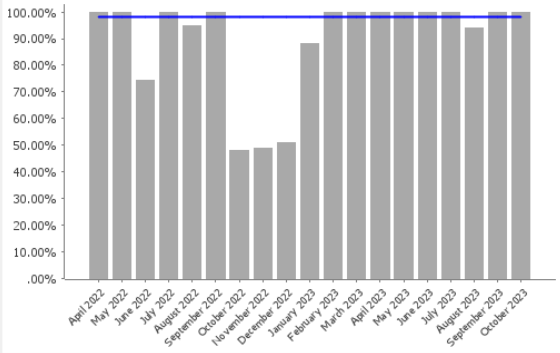
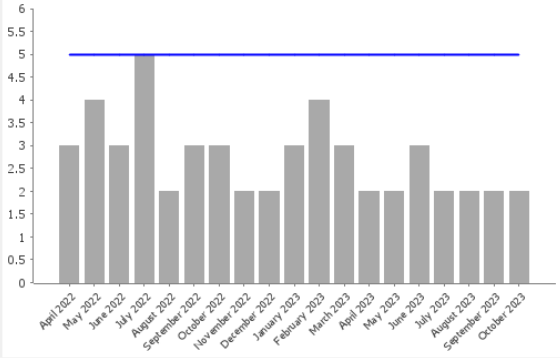
Green – Performance is at or above target

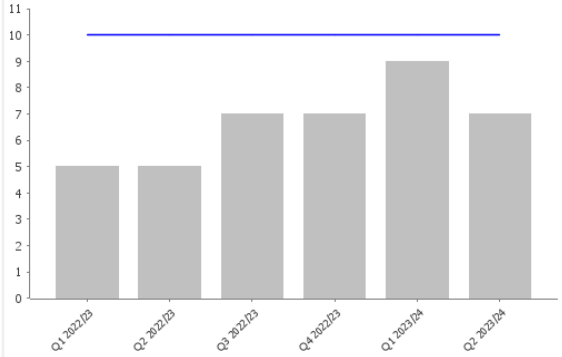
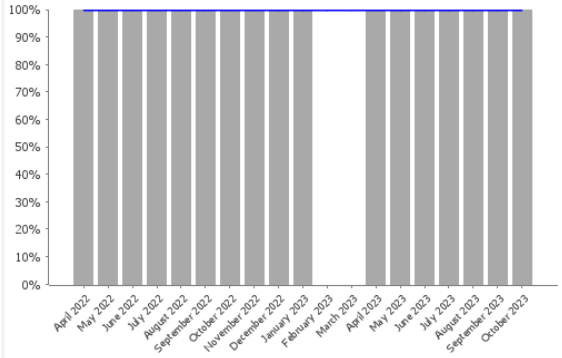
Amber – Performance is less than 10% below target

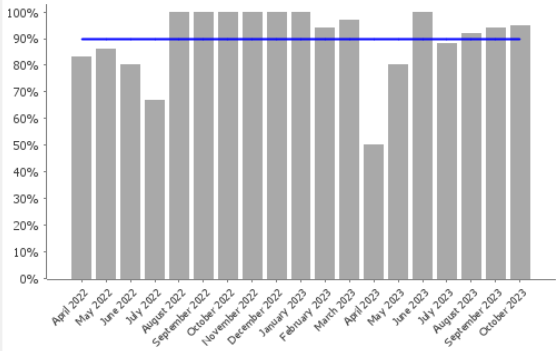
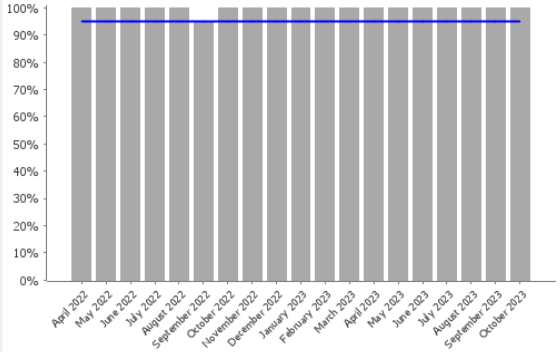
Red – Performance is 10% or more below target

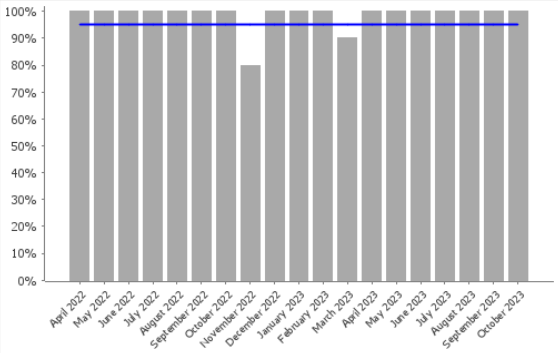
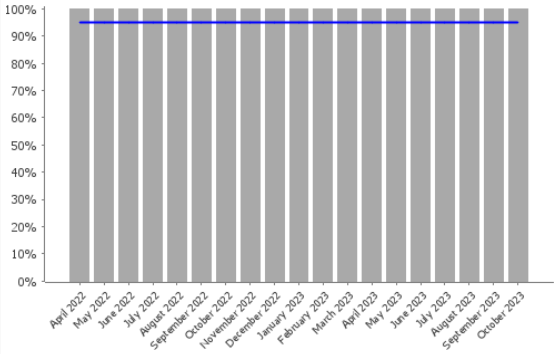
Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2023/24 Value	Year to date 2023/24 Target	Year to date 2023/24 Status	Latest Note
LPI_DS Clean 001	Number of justified Street Cleaning complaints	0	3			0	21		Commentary is only provided for 'red' indicators

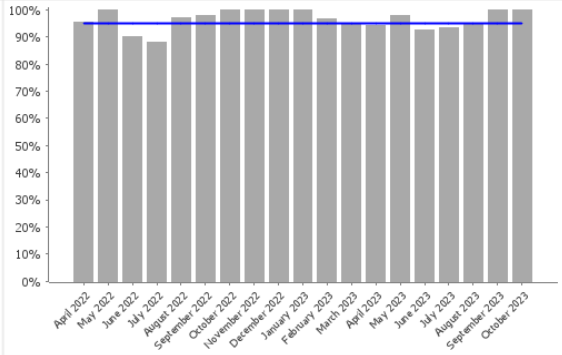
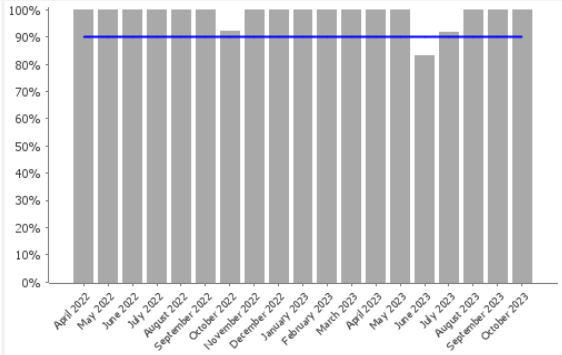
Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2023/24 Value	Year to date 2023/24 Target	Year to date 2023/24 Status	Latest Note
LPI_DS Clean 002	Average number of working days taken to remove fly tips which the District Council has responsibility to clear	2.4	4			2	4		Commentary is only provided for 'red' indicators
LPI_DS Waste 003	Percentage of missed collections put right by the next working day	100%	98%			96.1%	98%		Commentary is only provided for 'red' indicators

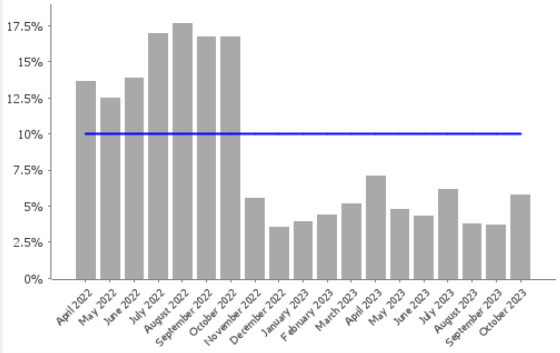
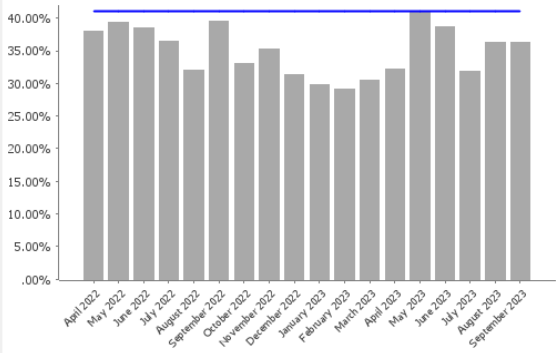
Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2023/24 Value	Year to date 2023/24 Target	Year to date 2023/24 Status	Latest Note
LPI_DS Waste 005	Percentage of missed green waste collections corrected by next working day	100%	98%			99.1%	98%		Commentary is only provided for 'red' indicators
LPI_EH 001	Average time taken (days) to provide a response to service requests	2	5			2	5		Commentary is only provided for 'red' indicators

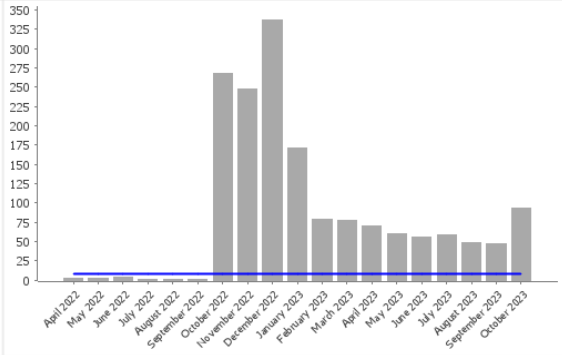
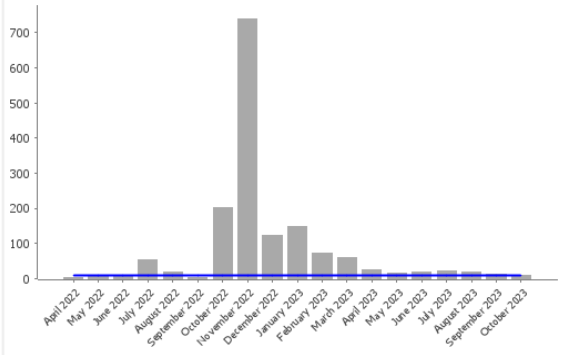
Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2023/24 Value	Year to date 2023/24 Target	Year to date 2023/24 Status	Latest Note
LPI_EH 002	Average time taken (weeks) to issue an Animal Welfare Licence	7	10			8	10		Commentary is only provided for 'red' indicators
LPI_EH 004	Percentage of higher risk food inspections due that was done (higher risk is categories A & B)	100%	100%			100%	100%		Commentary is only provided for 'red' indicators

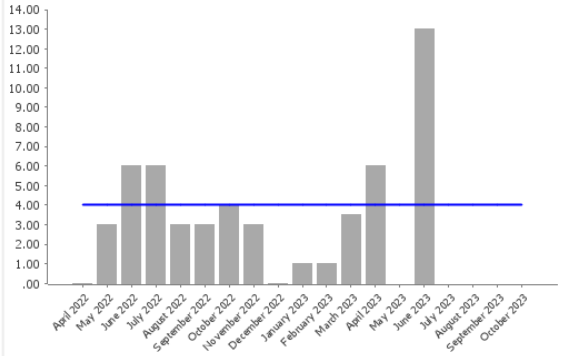
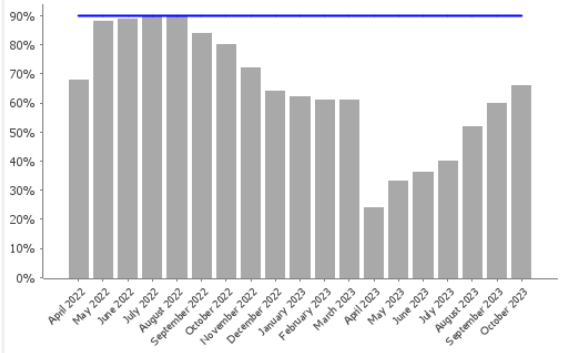
Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2023/24 Value	Year to date 2023/24 Target	Year to date 2023/24 Status	Latest Note
LPI_EH 009	Percentage of Licensing applications provided with comments within 28 days	95%	90%			95%	90%		Commentary is only provided for 'red' indicators
LPI_LIC 01(s)	The percentage of renewal invitations sent out by deadline (Sevenoaks)	100%	95%			100%	95%		Commentary is only provided for 'red' indicators

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2023/24 Value	Year to date 2023/24 Target	Year to date 2023/24 Status	Latest Note
LPI_LIC 02(s)	The percentage of valid personal licences processed within 14 working days (Hub Team)(Sevenoaks)	100%	95%			100%	95%		Commentary is only provided for 'red' indicators
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) (All) (Sevenoaks)	100%	95%			100%	95%		Commentary is only provided for 'red' indicators

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2023/24 Value	Year to date 2023/24 Target	Year to date 2023/24 Status	Latest Note
LPI_LIC 04(s)	The percentage of valid temporary event notices processed within one working day of reciept (Sevenoaks)	100%	95%			96.4%	95%		Commentary is only provided for 'red' indicators
LPI_LIC 05(s)	The percentage of driver and operator licenses issued within 12 days of validation (Hub Team) (Sevenoaks)	100%	90%			96.9%	90%		Commentary is only provided for 'red' indicators

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2023/24 Value	Year to date 2023/24 Target	Year to date 2023/24 Status	Latest Note
LPI_PA002	Percentage of Penalty Charge Notices cancelled	5.8%	10%			5.1%	10%		Commentary is only provided for 'red' indicators
LPI_DS Waste 001	Percentage of household waste sent for reuse, recycling and composting	36.4%	41%			36.3%	41%		The current recycling rates across the district are consistently averaging 36%. We continue to take part 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. The Government are expected to confirm the requirement to collect food waste separately no later than March 2026, which would also have a positive effect on the overall amount of waste recycled.

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2023/24 Value	Year to date 2023/24 Target	Year to date 2023/24 Status	Latest Note
LPI_DS Waste 002	Number of missed collections per 100,000	93	8			62.1	8		The council introduced new waste collection rounds in late 2022 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. The collection crews have worked hard to reduce the level of missed collections and where collections are missed the majority are collected on the following working day. High levels of black sack waste being left out for collection, staff absences and the use of temporary staff to ensure collection rounds can be completed has contributed to performance levels. Proposals are being made through the budget setting process to increase staffing capacity to ensure a high level of service is delivered to residents.
LPI_DS Waste 004	Number of missed green waste collections	10	9			119	63		

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2023/24 Value	Year to date 2023/24 Target	Year to date 2023/24 Status	Latest Note
LPI_DS Clean 003	Average number of days taken to remove abandoned vehicles	N/A	4.00	N/a		9.5	4		For the year to date, the Council has been required to remove two abandoned vehicles from its land. There have no abandoned vehicles to remove between July and October. Whilst it is usual to remove within the four day target, the pressure on Council resources to ensure priority work such as waste collections has had an impact on the resource available and time taken to remove abandoned vehicles.
LPI_EH 006	Percentage of planning application provided with comments within 21 days of receipt	66%	90%			66%	90%		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. Team training is enabling a wider range of Officers to provide responses and is having a positive impact on performance. However, heavy workloads and staff absences has limited the ability to meet target in the first half of the year.

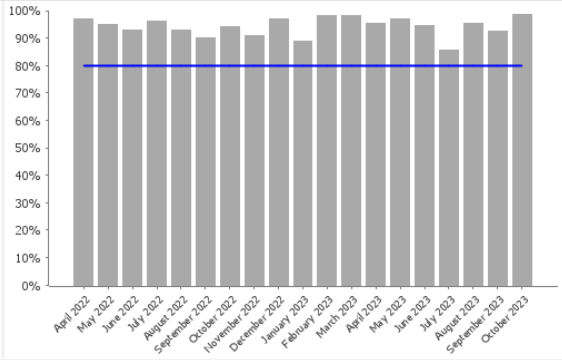
Appendix C – Development & Conservation Performance Report

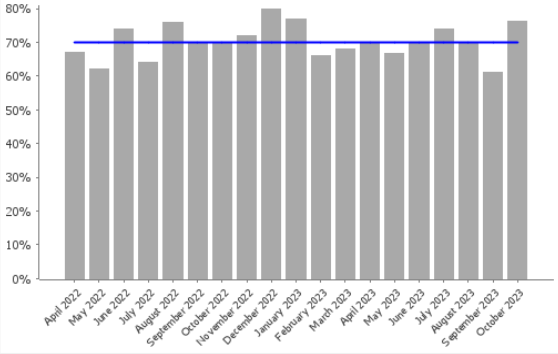
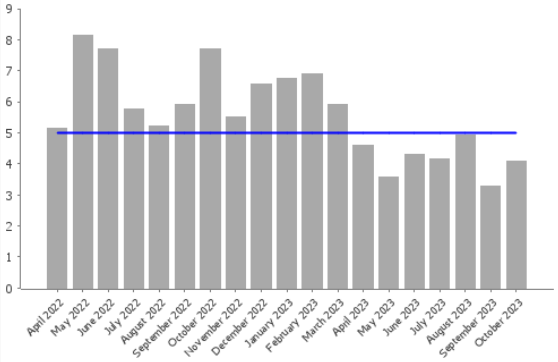
Key:

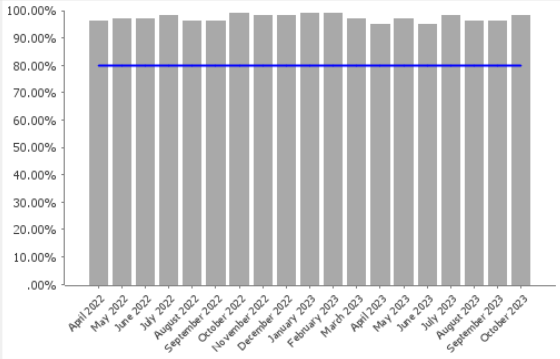
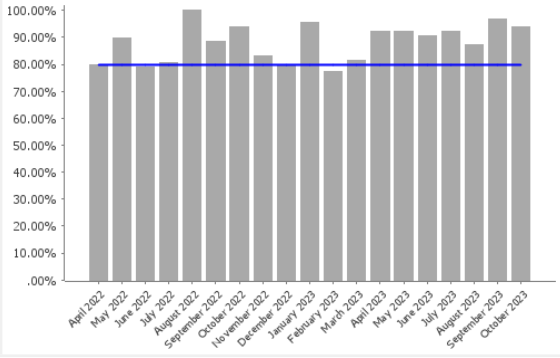
Green – Performance is at or above target

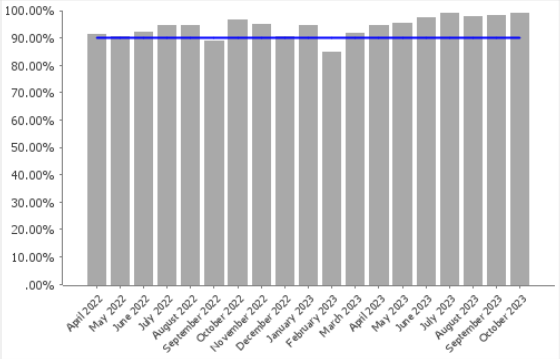
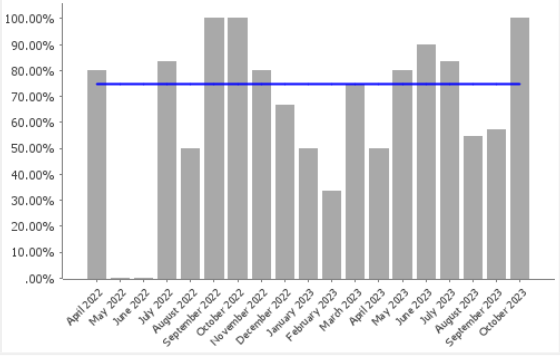
Amber – Performance is less than 10% below target

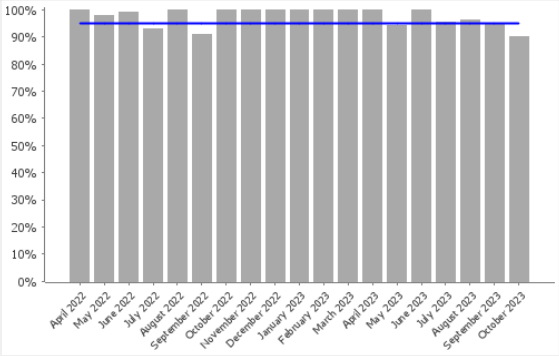
Red – Performance is 10% or more below target

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2023/24 Value	Year to date 2023/24 Target	Year to date 2023/24 Status	Latest Note
LPI_BC 01	Percentage of full plans / Building Notices acknowledged within 3 working days	98.7%	80%			94.1%	80%		Commentary is only provided for 'red' indicators

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2023/24 Value	Year to date 2023/24 Target	Year to date 2023/24 Status	Latest Note
LPI_BC 03	Market Share	76.2%	70%			69.7%	70%		Commentary is only provided for 'red' indicators
LPI_DMV 01	Average number of days taken to validate a planning application	4.08	5			4.13	5		Commentary is only provided for 'red' indicators

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2023/24 Value	Year to date 2023/24 Target	Year to date 2023/24 Status	Latest Note
LPI_DMV 02	Percentage of planning applications submitted and received electronically	98%	80%			96.4%	80%		Commentary is only provided for 'red' indicators
LPI_DM 007b	Processing of planning applications: Minor applications in 8 weeks	94.1%	80%			92.1%	80%		Commentary is only provided for 'red' indicators

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2023/24 Value	Year to date 2023/24 Target	Year to date 2023/24 Status	Latest Note
LPI_DM 007c	Processing of planning applications: Other applications in 8 weeks	98.9%	90%			97.2%	90%		Commentary is only provided for 'red' indicators
LPI_DM 009	Percentage of appeals against planning application refusal dismissed	100%	75%			67.8%	75%		Commentary is only provided for 'red' indicators

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2023/24 Value	Year to date 2023/24 Target	Year to date 2023/24 Status	Latest Note
LPI_BC 02	Percentage of full plans checked within 15 working days	90%	95%			95.9%	95%		Commentary is only provided for ‘red’ indicators

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REPORT OF THE IN-DEPTH SCRUTINY WORKING GROUP

Scrutiny Committee – 9 January 2024

Status: For Consideration

Key Decision: No

Executive Summary: This report presents the outcome of the Members Working Group on the challenges and measures relating to homelessness prevention. The final findings, conclusions, and recommendations of the working group are set out in Appendix A (to follow).

Contact Officer: Phil Magee, Ext 7305

Recommendation to Scrutiny Committee:

That the Scrutiny Committee consider the report and work of the In-Depth Scrutiny Working Group; and recommend the following additional measures to Cabinet:

a) New Key Performance Indicators for residents awaiting homeless assessment after the initial triage process
b) Additional incentives for landlords to join schemes
c) Satisfaction Survey for customers
d) Review of cost of placing customers further away from their facilities

Recommendation to Cabinet: To consider the recommendations of the Scrutiny Homelessness Working Group

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

Introduction and Background

1 At its meeting on 6 July 2023, the Scrutiny Committee resolved to set up an In-depth Scrutiny Working Group to evaluate the challenges and available measures relating to homelessness prevention, including the approach and sustainability of out-of-district placements.

2 The Working Group was made up of the following members of the Scrutiny Committee, and one Member from outside of the Committee:

Cllr Horwood (Chairman)

Cllr Baker

Cllr Leaman

Cllr Manston

Cllr Scott (co-opted)

3 The findings, conclusions, and recommendations of the working group are set out in Appendix A.

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 Homelessness Prevention Working Group (To Follow)

Background Papers

None

ESTABLISHMENT OF IN-DEPTH SCRUTINY WORKING GROUP

Scrutiny Committee – 9 January 2024

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, or their final report, be brought to the next Scrutiny Committee meeting on 19 March 2024

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 14 December 2023

Committee Date	19 March 2024	Summer 2024	Autumn 2024
External Invitees	Everyone Active	Sevenoaks District Arts Council Sevenoaks District Sports Council	KCC Highways
Scrutiny Committee	Portfolio Holder for People & Places Portfolio Holder for Housing & Health	Performance Monitoring	Performance Monitoring
In-Depth Scrutiny			

Committee Date	Winter 2024	Spring 2024	Summer 2025
External Invitees			
Scrutiny Committee	Performance Monitoring	Performance Monitoring	Performance Monitoring
In-Depth Scrutiny			

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

External Invitees

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, Chief Executive (Jane Parish)
- 21/03/23 - Chief Executive, Kent Community Health NHS Foundation Trust (Mairead McCormick)

2023/24

-

Suggested External Invitees

- KCC Cabinet Member for Education and Skills
- Chief Executive West Kent Housing
- Sevenoaks Leisure Centre Operators