



## **Summary of 2013/14 Service Plans**

### **Housing & Community Safety Advisory Committee**

## Guidance Page

Table 1: Responsibility for Services							Table 2: Notes to accompany Summary of Service Plans	
Chief Officer	Services	Strat & Perf	Ec & Com Dev	Finance & Res	Hous & Safe	Plan & Env	Section	Description
Communities & Business	Community Plan		✓				1: Key Service Objectives	The key service objectives are drawn from the Service Plans completed each year by the Service Manager .  The Summary of Service Plan selects only the key objectives for the service for 2013/14 and is not a full record of all objectives for the service.
	<b>Community Safety</b>				✓			
	Economic Dev.		✓					
	Health & Leisure		✓					
Corporate Support	Customer Services	✓					2a: Resources – Staff FTEs	Provided by the Human Resources team the number of full time equivalent staff demonstrates the resources available to deliver the service.  Where services are shared only the staff employed directly by Sevenoaks District Council are included.
	IT			✓				
	Property & Facilities			✓				
Environmental & Operational Services	<b>CCTV</b>				✓		2b: Resources – 2013/14 Budget	Provided by the Finance team the net budget for each service for the three most recent years sets out the financial resources available to deliver the service. The data also demonstrates the direction of travel of the budget in recent years.  For shared services only the SDC contribution is included.
	Direct Services		✓ Markets			✓		
	<b>Env Health</b>				✓			
	<b>Licensing</b>				✓			
	Parking & Surveying		✓					
Finance	Audit			✓			2c: Resources – Savings Plan	Provided by the Finance team is a record of savings achieved between 2008 and 2010 and those agreed for the next 4 years within the current savings plan. For details of the savings planned for 2014/15 for your Advisory Committee please see Appendix B to this report.
	<b>Benefits</b>				✓			
	Communications	✓						
	Finance			✓				
	<b>Fraud</b>				✓			
	HR	✓						
	Local Tax			✓				
	Trans & Strategy	✓						
Housing	Climate Change					✓	3a: Performance – Head of Service Level	A high level summary of the current performance of all local performance indicators (LPIs) overseen by the Head of Service. The colour coding represents the following performance levels: Green – At or above target; Amber – Within 10% of target Red – Missing target by 10% or more
	<b>Housing Policy</b>				✓			
	<b>Housing Advice &amp; Standards</b>				✓			
	Leader Programme		✓					
Legal & Governance	Dem. Services	✓					3b: Service Performance Summary	A summary of the current performance of all LPIs at service level.  More information is available to Members through Covalent - <a href="http://www.covalentcpm.com/sevenoaks">www.covalentcpm.com/sevenoaks</a> - using the assigned Member log in and password.
	Legal			✓				
Planning	Dev. Management					✓	3c: Performance Notes	Where any performance indicator is missing target by 10% or more and is 'Red' Officers have provided a brief commentary.  More detailed commentary is available in Covalent.
	Planning Policy					✓		

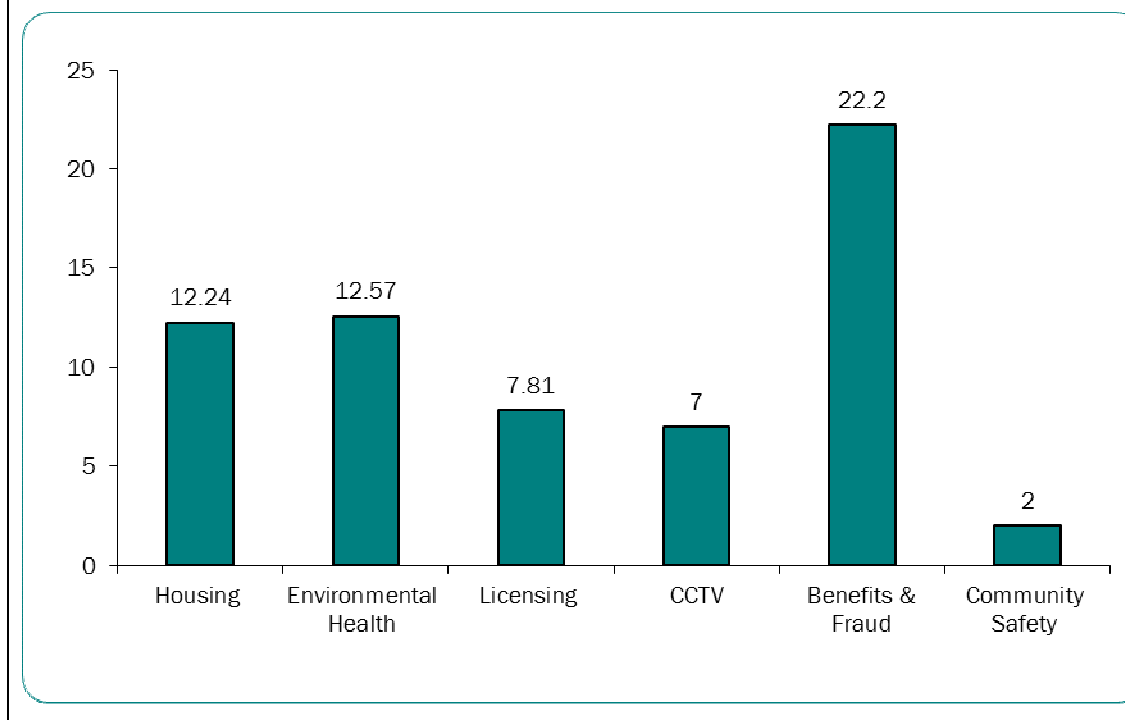
## Housing, Welfare and Community Safety Advisory Committee Service Plan Summary 2013/14

## Part 1: Key Service Objectives

<b>Benefits</b> <b>Chief Finance Officer</b>	<ul style="list-style-type: none"> <li>■ Ensure the service prepares for Universal Credit roll-out</li> <li>■ Actively encourage quality, efficiency and innovation across the service</li> <li>■ Ensure that Council Tax Support schemes are fully imbedded and successful</li> <li>■ Continue to actively seek out fraudulent claims and ensure appropriate sanctions are applied in conjunction with the Fraud Team</li> </ul>		<b>Environmental Health</b> <b>Chief Officer Environmental &amp; Operational Services</b>	<ul style="list-style-type: none"> <li>■ Produce Food Standards Agency Service Plan 2013/14 and submit to Portfolio Holder (Sevenoaks and Dartford)</li> <li>■ Consider detailed assessment air quality data for district and produce associated reports for DEFRA and Committee/Cabinet/Council</li> <li>■ Demonstrate customer satisfaction with service provided</li> </ul>
<b>Community Safety</b> <b>Chief Officer Communities and Business</b>	<ul style="list-style-type: none"> <li>■ 2013-14 Community Safety Action Plan 85% on target</li> <li>■ Improvement in anti-social behaviour in 80% of cases</li> <li>■ 75% of Anti-Social Behaviour victims satisfied with action taken</li> </ul>		<b>Fraud</b> <b>Chief Finance Officer</b>	<ul style="list-style-type: none"> <li>■ Continue to proactively seek out fraudulent benefit claims and incorrect claims for Council Tax Support and apply relevant sanctions as appropriate.</li> <li>■ Maintain anti-fraud alliances and close co-operation with external agencies, such as Jobcentre Plus/DWP and the NFI. Ensure that the authority is aware and able to respond to changes caused by the creation of SFIS.</li> <li>■ Continue to extend the remit of the Anti-Fraud Team to include investigations into areas such as tenancy fraud and abuses of the single person discount scheme for Council Tax</li> </ul>
<b>CCTV</b> <b>Chief Officer Environmental &amp; Operational Services</b>	<ul style="list-style-type: none"> <li>■ Continue shared working in CCTV management for as long as financially and operationally viable.</li> </ul>		<b>Licensing</b> <b>Chief Officer Environmental &amp; Operational Services</b>	<ul style="list-style-type: none"> <li>■ To manage the Licensing Partnership to deliver efficiency savings and achieve performance targets</li> <li>■ Improve public perception of services provided by using the feedback from customers to change processes</li> <li>■ Provide innovative solutions to minimise data inputting by administration staff e.g. development of on line application forms</li> </ul>
<b>Housing Advice and Standards</b> <b>Chief Officer Housing</b>	<ul style="list-style-type: none"> <li>■ To maximise the number of private sector homes that achieve the Decent Homes Standard</li> <li>■ Licensing HMO's</li> <li>■ Statutory duty under to facilitate welfare funerals.</li> <li>■ Undertake inspections of the Districts mobile homes parks and enforce and update licence conditions</li> <li>■ Effectively manager the Council's gypsy/traveller site</li> <li>■ Maximise homelessness prevention by providing an enhanced housing options service</li> <li>■ Work effectively with Private Sector Landlords to maximise accommodation for homeless people</li> </ul>		<b>Housing Policy</b> <b>Chief Officer Housing</b>	<ul style="list-style-type: none"> <li>■ Enable the development of affordable housing</li> <li>■ Develop the District Council's Housing Strategy</li> <li>■ Deliver the West Kent Local Investment Plan</li> <li>■ Deliver the long-term empty homes work programme</li> </ul>

## Part 2: Resources

## Part 2a: Staff (full time equivalent employees)



## Part 2b: Net Budget (£ 000)

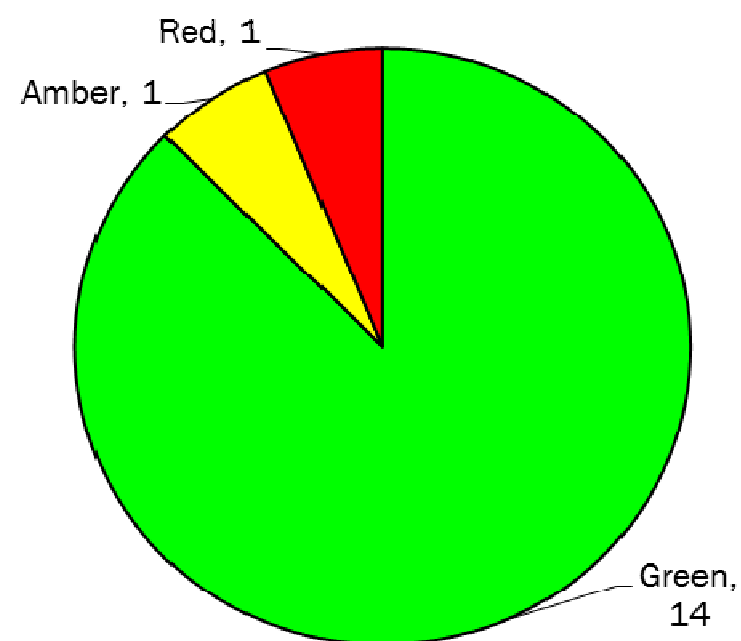
Service	Budget 11/12	Budget 12/13	Budget 13/14	Service	2008/11	2011/13	2013/14	2014/15
Community Safety	191	207	209	Community Safety	13	-	-	-
CCTV	275	245	244	CCTV	30	-	-	-
Environmental Health	749	645	659	Environmental Health	80	-	-	-
Licensing	25	-14	-3	Licensing	35	30	-	-
Benefits and Fraud	1,276	828	863	Benefits and Fraud	78	-	-	-
Housing	808	706	736	Housing	137	124	-	-
<b>TOTAL</b>	<b>3,324</b>	<b>2,617</b>	<b>2,708</b>	<b>TOTAL</b>	<b>373</b>	<b>100</b>	-	-

## Part 2c: Savings Plan

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## Part 3: Performance

## Part 3a: Housing, Welfare &amp; Community Safety - Summary



## Part 3b: Service Performance Summary (as at August 2013)

Service	Green	Amber	Red	Overall Performance
Community Safety	1	-	-	Green
CCTV	-	-	-	-
Environmental Health	1	1	-	Green
Licensing	4	-	-	Green
Benefits and Fraud	2	-	-	Green
Housing	6	-	1	Green
<b>TOTAL</b>	<b>14</b>	<b>1</b>	<b>1</b>	<b>Green</b>

## Part 3c: Performance Commentary (for Red Indicators)

## Housing

**LPI HP 001 – The number of dwellings vacant for more than six months returned to occupation or demolished**

The target number of dwellings was 4 and the total for the quarter in question (Q1 2013/14) was 3.

Targets for the number of empty homes returned to use are based on officers best estimate of completions expected each quarter. However, there is often some slippage in progress which can result in works to empty properties being delivered later than first anticipated. The target remains reasonable for 15 empty properties to be returned to use by the end of the financial year.

The Council continues to work proactively and effectively with the Kent County Council No Use Empty scheme and has access to funding to turn around empty homes.