

12 January 2021 at 5.00 pm

This meeting will be held virtually via Zoom,
and [livestreamed here](#).

Despatched: 04.01.21



Scrutiny Committee

Membership:

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

Agenda

	Pages	Contact
Apologies for Absence		
1. Minutes To approve the Minutes of the meeting of the Committee held on 10 November 2020, 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)		
5. West Kent Police Chief Inspector Mark Stubberfield in attendance to answer questions about crim and disorder in the Sevenoaks District.		
6. Questions to the Portfolio Holder for Improvement and Innovation		
7. Performance Monitoring	(Pages 7 - 20)	Lee Banks Tel: 01732 227161
8. In-Depth Scrutiny, CCTV Working Group		
9. Work Plan	(Pages 21 - 24)	

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 10 November 2020 commencing at 5.00 pm

Present: Cllr. Brown (Chairman)

Cllr. London (Vice Chairman)

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

An apology for absence was received from Cllr. Ball

Cllrs. Dickins, Eyre, Grint, McArthur and Thornton were also present.

38. Minutes

Resolved: That the Minutes of the meeting of the Scrutiny Committee held on 14 July 2020 be approved and signed by the Chairman as a correct record.

39. Declarations of Interest

Councillor Barnes declared, for reasons of transparency, that she had a membership to Sencio's White Oak Leisure Centre.

Councillor Brown declared, for reasons of transparency, that he was a member of the Sevenoaks Players who regularly used the Stag Theatre.

Councillor Osborne-Jackson declared, for the reasons of transparency, that he had a relative who worked for Sencio Community Leisure.

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

There were none.

41. Actions from the Previous Meeting

There were none.

42. Stag Theatre

The Chairman welcomed the Chief Executive for the Stag Theatre, Andrew Eyre, to the meeting who gave a [presentation](#) on the Stag Theatre including the financial impacts of the Covid-19 pandemic.

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Scrutiny Committee - 10 November 2020

It was clarified that the cinema had been open since July 2020 with the theatre following in September. There had been safety measures in place to protect visitors against Covid-19 which involved restricting capacity in the cinema and theatre. Positive feedback had been received in response to the safety measures taken.

In response to queries regarding the Arts Council Sustainability Grant of £444,395, Members were advised that the grant was designed to make the business sustainable until the end of March 2021 even if a further lockdown was introduced. It was queried whether a further grant could be requested from the Arts Council and Members were advised that it would depend on government plans.

Members were advised that theatre was a marginal business, making it difficult to pay back loans. Therefore no loan would be taken by the Stag Theatre without careful consideration. To date, the Stag Theatre had only applied for and received grants.

In response to queries, Members were informed that volunteers had delivered 10,000 flyers around the district to help advertise The Stag Theatre's reopening.

The Chairman thanked the Chief Executive for his attendance.

43. Performance Monitoring

Members considered the report which summarised performance across the Council as at September 2020. Members were asked to consider 13 performance indications which were performing at 10% or more below their target with a commentary from Officers explaining the reasons and detailing any plans to improve performance. The report also provided key performance indicators relating to the Portfolio Holder for Finance & Investment who was in attendance.

In response to queries regarding the number of households in emergency & temporary accommodation, the Deputy Chief Executive & Chief Officer - People & Places advised that the government's "Everyone In" initiative had required emergency accommodation to be provided for all rough sleepers. Since March, the Council had received 67 homelessness approaches. There were currently 17 rough sleepers accommodated in emergency accommodation. The Council had successfully applied to the Ministry for Housing, Communities and Local Government's Next Steps Accommodation programme which included funding for support and long term accommodation.

It was noted that most performance indications at 10% or below their target were as a direct result of the Covid-19 pandemic.

Resolved: That the report be noted.

44. Questions to the Portfolio Holder for Finance & Investment

The Portfolio Holder for Finance & Investment presented his report detailing the services within his portfolio including the recent achievements and challenges ahead.

The Portfolio Holder updated Members with the Council's financial situation and priorities going forward. The financial impact of Covid-19 for the Council was anticipated to be £1m in 2020/21. It was emphasised despite this impact, there was little change to the Council's priorities and there would continue to be a focus on income generation as well as service delivery at the Council.

Members were advised that there were plans to save £826,000 per year in the 10 year budget. It was highlighted that the Council was in a good financial position compared to other local authorities.

It was clarified to Members that although permission was granted for investment to be made into bond, equity, property and multi-asset funds, investments had yet been made. The Portfolio Holder would continue to work with Treasury Advisors to seek further opportunities in the market.

In response to queries regarding council tax, Members were advised that the government support schemes, such as the Job Retention Scheme, would allow residents to continue paying tax. When the schemes end, any issues with collection would be mitigated by encouraging the public to contact the Council to let them know in advance if they may have trouble paying council tax. There had been adjustments to the assumed council tax collection included in the 2020/21 budget. It was clarified to Members that, should there be a decrease in council tax collected as assumed, the Council would not have a disproportionate financial impact as the collecting authority.

Members were advised that the Net Zero Fund, put in place to meet the aim to produce net zero greenhouse gas emissions by 2030, had £30,000 and after the next budget the fund would have £60,000. The commissioning of an energy survey and reviews of building management of the Council offices in order to save energy had been introduced.

In response to further questions, the Portfolio Holder advised that the budget contained revised assumptions on the use of car parks within Sevenoaks Town in 2021.

In response to queries on the financial support for businesses within the district, the Portfolio Holder advised that the Capital programme was put together to ensure it satisfied the aim to invest in attracting, generating and supporting business. Furthermore, the Reopening High Streets Safely Fund of £107,106 from the European Regional Development Fund was received to put in place measures to make the high street a safe environment for businesses and customers.

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The Chairman thanked Cllr Dickins for his attendance.

45. In-Depth Scrutiny Working Group CCTV

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

The Chairman reminded the Working Group to consider reaching out to officers as they had been helpful to the previous working groups.

The committee was advised that, due to delays caused by the Covid-19 pandemic, a final report would not be completed by the next meeting.

Resolved: That the update be noted.

46. Work Plan

Members discussed the work plan. It was agreed that the final report of the CCTV Working Group be deferred from January 2021 to March 2021 with a draft report to be given at the January meeting instead.

Members requested that Kent Police and the Portfolio Holder for Cleaner & Greener be invited to attend the March 2021 meeting.

47. Sencio Leisure Centre

Resolved: That, under section 100A(4) of the Local Government Act 1972, the public be excluded from the meeting on the grounds that likely disclosure of exempt information was involved as defined by Schedule 12A paragraph 3 (information relating to the financial or business affairs of any particular person (including the authority holding that information)).

The Chairman welcomed Jane Parish, the Chief Executive of Sencio Leisure, who gave a [presentation](#) outlining the impact of the Covid-19 pandemic, safety measures taken during the period the leisure centres were open, and Sencio's current financial position.

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

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

THE MEETING WAS CONCLUDED AT 7.21 PM

CHAIRMAN

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PERFORMANCE REPORT

Scrutiny Committee - 12 January 2020

Report of: Chief Executive

Status: For Consideration

Key Decision: No

This report supports the Council Promise to provide value for money

Portfolio Holder: Cllr. Peter Fleming

Contact Officer: Lee Banks, Ext. 7161

Recommendation to Scrutiny Committee:

- a) Members note the contents of the report; and
- b) If Members are dissatisfied by actions being taken to improve performance by either Officers, Advisory Committee or Cabinet, they consider areas of underperformance for scrutiny.

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

Introduction and Background

- 1 Scrutiny Committee have requested an update at each of their meetings on any performance indicators which are not meeting their target level. Appended to this report is an exceptions report with a commentary from officers explaining the reasons why performance is not within 10% of target and detailing any actions the service is planning to take to improve performance levels.

Performance Overview

- 2 The table on the following page summarises performance levels as at September 2020.

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	Current Month	Year To Date
Red <i>10% or more below target</i>	6 (13.6%)	7 (15.9%)
Amber <i>Less than 10% below target</i>	8 (18.2%)	9 (20.5%)
Green <i>At or above target</i>	30 (68.2%)	28 (63.6%)

- 3 Provided as Appendix A to this report are details of the eight indicators where performance is 'Red' and missing the target level by 10% or more.
- 4 Commentary is provided for each of the 'red' performance indicators explaining why target has not been met and the actions that are planned to improve performance.

Portfolio Holder Performance Reports

- 5 At the Scrutiny Committee meeting held on 14 July 2015 it was resolved for 'Officers to provide key performance indicators relevant to the Portfolio Holders invited to the Scrutiny Committee at each meeting'. The following performance reports are provided as Appendices to this report:
 - Appendix B - Improvement & Innovation Portfolio performance report
- 6 Where performance is 'red' and missing the target level by 10% or more Officers have provided a commentary for Members consideration.

Other Options Considered and/or Rejected

- 7 None.

Key Implications

Financial

- 8 Effective performance management monitoring arrangements will assist the Council in diverting resources to areas or services where it is considered to be a greater priority.

Legal Implications and Risk Assessment Statement.

- 9 Robust arrangements are in place to ensure that the risk of inaccurate data being reported to Members is minimised and assurance can be placed on the accuracy of data used to assess performance. By reporting to Members and ensuring all Members are able to access the Council's performance management system the risk of poor performance not being identified or addressed is minimised.

Equality Impacts

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

Conclusions

- 11 This report to Members summarises performance across the Council with data that was available at the end of January 2020. 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 - Improvement & Innovation Portfolio performance report

Background Papers




None


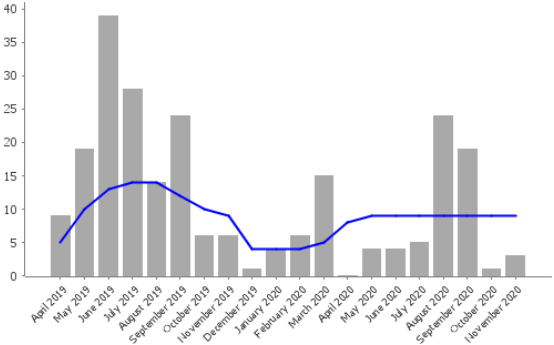

Dr Pav Ramewal
Chief Executive

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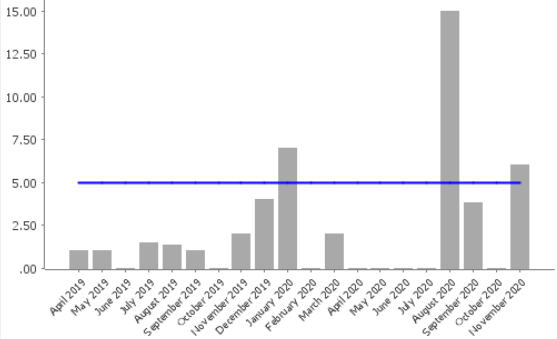


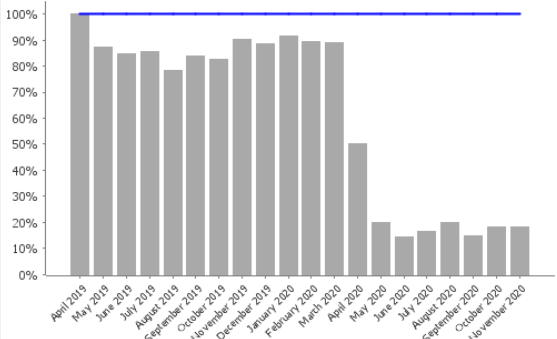

Scrutiny Committee – Exceptions Report

Key:

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


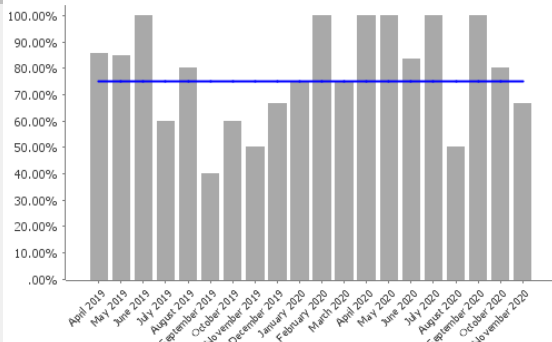


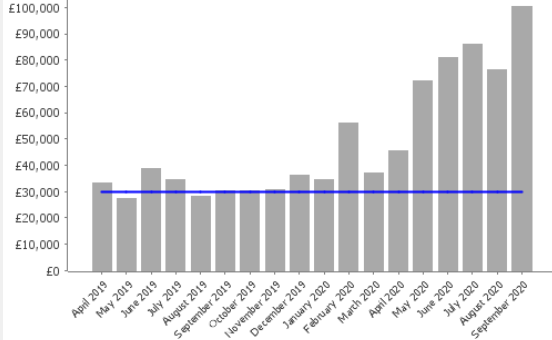

Page	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date			Latest Note
						2020/21			
						Value	Target	Status	
11	LPI_DS Waste 004 Number of missed green waste collections	3	9			60	71		<p>Whilst performance has improved over the last two months, the green waste service has been operating at extremely high levels of paid for collections, with over 1,400 new customers joining the service. Staffing levels, HGV drivers and vehicles have been supporting domestic waste services. This has resulted in an increase to missed collections at peak times. We are currently looking to re-balance rounds and to introduce an In-cab technology pilot to improve performance for the garden waste service going forward.</p>


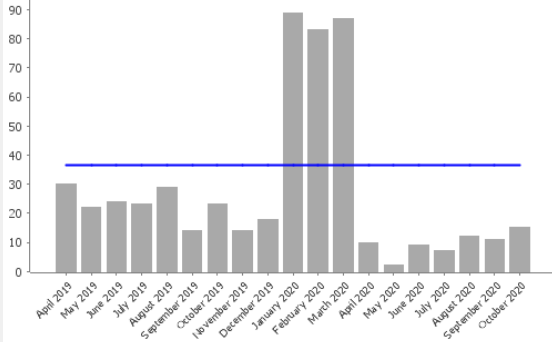


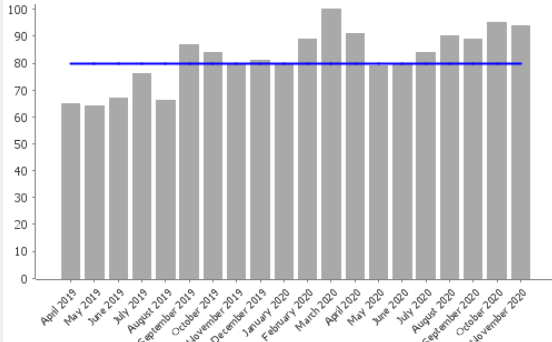

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Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date			Latest Note
						2020/21			
						Value	Target	Status	
LPI_DS Clean 003	Average number of days taken to remove abandoned vehicles	6	5			3.1	5		The Council was required to remove four abandoned vehicles during November. As resources were deployed to other priority services during the pandemic there was a slight delay in removal and target performance was marginally missed.
LPI_EH 004	Percentage of higher risk food inspections due that was done (higher risk is categories A & B)	18.2%	100%			18.2%	100%		Inspections were suspended by order of the Food Standards Agency until July 2020. Officers are now advised to only physically inspect as a last option, and phone call/questionnaire surveys have been accepted. The team's focus has been on supporting businesses through the Covid pandemic, which is a priority over the food hygiene inspection programme. The team are continuing to catch up on overdue high risk inspections, but access is proving difficult due to the fact that many of our high risk premises are care homes and are not allowing visitors.


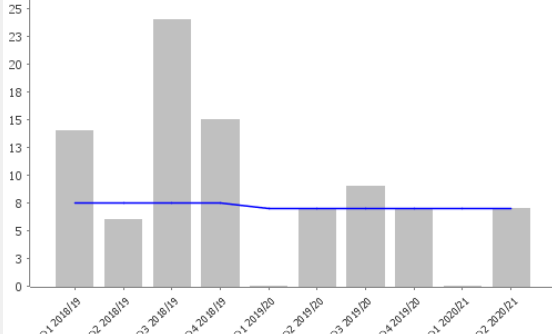

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Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date			Latest Note
						2020/21			
						Value	Target	Status	
LPI_DM009	Percentage of appeals against planning application refusal dismissed	66.7%	75%			83.3%	75%		20 of the 24 planning appeals decisions this year have been dismissed. In November, 1 of the 3 appeals considered was allowed. Officers continue to review the outcomes of planning appeals to ensure any learning is used to improve processes and decision making.
FS	Sundry debts outstanding more than 61 days	£100,282	£30,000			£100,282	£30,000		Following Government guidance regarding COVID-19 and financial support SDC did not pursue sundry debts until recently. This, combined with the addition of Direct Services sundry debts now being included has led to a high debtor balance. The reminder process has now been reintroduced and will lead to a reduction in the outstanding balances

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date			Latest Note
						2020/21			
						Value	Target	Status	
LPI_CD H 02	Number of customers engaged in the One You Services	15	37			66	330		The uptake on referrals and the number of residents accessing the service has reduced during lockdown. The Team are working to provide new and revised services, using digital and online technology, to continue to support residents in need of health and wellbeing lifestyle services.
Page 14 A 03 HS	Number of households in all types of emergency & temporary accommodation	94	80			94	80		The need for emergency accommodation remains high due to the number of approaches for homelessness and people being displaced due to the pandemic.




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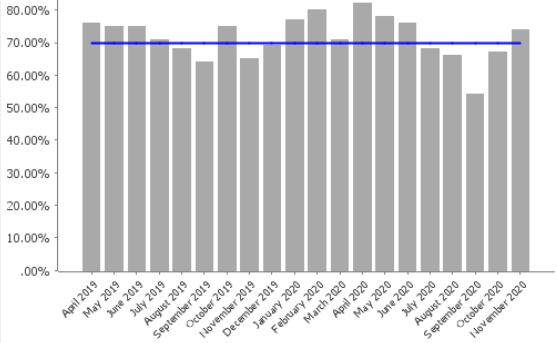

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date			Latest Note																						
						2020/21																									
						Value	Target	Status																							
LPI_HS P 01	Number of customers housed in PSL property	7	7		 <table border="1"> <caption>Performance Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2018/19</td><td>14</td></tr> <tr><td>Q2 2018/19</td><td>7</td></tr> <tr><td>Q3 2018/19</td><td>24</td></tr> <tr><td>Q4 2018/19</td><td>15</td></tr> <tr><td>Q1 2019/20</td><td>0</td></tr> <tr><td>Q2 2019/20</td><td>7</td></tr> <tr><td>Q3 2019/20</td><td>9</td></tr> <tr><td>Q4 2019/20</td><td>7</td></tr> <tr><td>Q1 2020/21</td><td>0</td></tr> <tr><td>Q2 2020/21</td><td>7</td></tr> </tbody> </table>	Quarter	Value	Q1 2018/19	14	Q2 2018/19	7	Q3 2018/19	24	Q4 2018/19	15	Q1 2019/20	0	Q2 2019/20	7	Q3 2019/20	9	Q4 2019/20	7	Q1 2020/21	0	Q2 2020/21	7	7	14		We continue to work with landlords to find properties for people on low income. This work has slowed down during the pandemic lockdown. We continue to promote this work and incentivise landlords.
Quarter	Value																														
Q1 2018/19	14																														
Q2 2018/19	7																														
Q3 2018/19	24																														
Q4 2018/19	15																														
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Q1 2020/21	0																														
Q2 2020/21	7																														


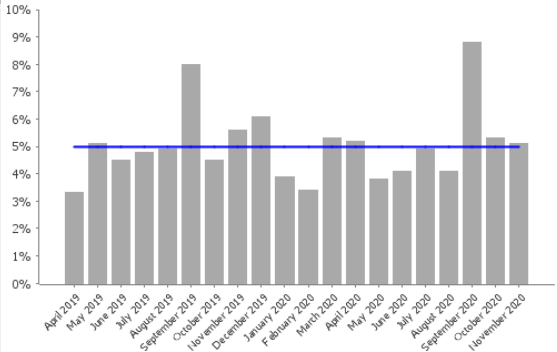


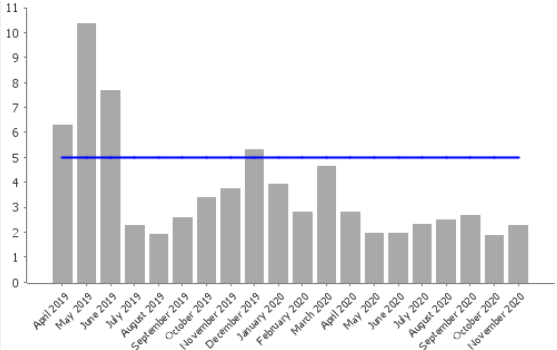

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Scrutiny Committee – Improvement & Innovation Portfolio performance report

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	Cumulative (Year to Date) Performance			Latest Note
						2020/21			
						Value	Target	Status	
LPI_CS001	Percentage of phone calls answered within 20 seconds by the Contact Centre	74%	70%			70.6%	70%		Commentary is only provided for red indicators

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2020/21			
						Value	Target	Status	
LPI_CS002	Percentage of phone calls to the Contact Centre abandoned by the caller	5.1%	5%			5.2%	5%		Commentary is only provided for red indicators
LPI_CS V01	Average number of days taken to validate a planning application	2.3	5			2.3	5		Commentary is only provided for red indicators

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Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2020/21			
						Value	Target	Status	
LPI_CS V 02	Percentage of planning applications submitted and received electronically	93%	80%	✔		91.3%	80%	✔	Commentary is only provided for red indicators
Page 19 LC001	Average number of days to process a land charge search	5.9	10	✔		3.7	10	✔	Commentary is only provided for red indicators

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Scrutiny Committee Work Plan as at 7 December 2020

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

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Committee Date	23 March 2021	13 July 2021	9 November 2021	20 January 2022
External Invitees	KCC Cabinet Member for Highways (TBC)			
Scrutiny Committee	Performance Monitoring Chairman's Annual Report to Council Margot McArthur - Portfolio Holder for Cleaner & Greener (TBC)			
In-Depth Scrutiny	Final Report CCTV Working Group			

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Past In-Depth Scrutiny Working Groups

2015/16

Leisure - Cllrs. Ball, Brown (Chairman), Clack and Kitchener

2016/17

Property Investment - Cllrs. Clack (Chairman), Hogg, Kitchener and Purves

2018/19

Staffing Levels - Cllrs. Brown (Chairman), Ball, Hogg and Purves

Current In-Depth Scrutiny Working Group

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

Possible Future Areas for In-Depth Scrutiny

Housing - accommodation for vulnerable people

Homelessness

Past External Invitees

2014/15

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

2015/16

- 14/7/15 - KCC Primary Schools and Apprenticeships (Margaret Crabtree, KCC Deputy Cabinet Member for Education and Health Reform)
- 24/11/15 - Kent Police (Chief Inspector Roscoe Walford)
- 23/2/16 - KCC Highways (Matthew Balfour, KCC Cabinet Member for Environment and Transport) (did not attend)
- 3/5/16 - KCC Commercial & Traded Services (Paul Carter CBE, KCC Leader and Cabinet Member for Business Strategy, Audit and Transformation and Commercial and Traded Services)

2016/17

- 5/7/16 - Moat Housing (Elizabeth Austerberry, Chief Executive)
- 5/7/16 - West Kent Housing (Deborah White, Housing and Communities Director)
- 8/11/16 - Kent Police (Chief Inspector Roscoe Walford)
- 7/2/17 - Kent County Council Library Provision (County Councillor Mike Hill; Cabinet Member for Community Services and James Pearson Service Improvement Manager of the Libraries, Registration and Archives Service)
- 30/3/17 - Pembury Hospital (Maidstone and Tunbridge Wells NHS Trust) (Angela Gallagher, Chief Operating Officer and Jim Lusby, Deputy Chief Executive) (Did not attend)

2017/18

- 31/10/17 - Pembury Hospital (Maidstone and Tunbridge Wells NHS Trust) (Angela Gallagher, Chief Operating Officer and Jim Lusby, Acting Chief Executive)
- 24/4/19 - Roger Gough - Kent County Council Member for Children, Young People and Education

2018/19

- 17/7/18 - Citizens Advice - North West Kent and Edenbridge and Westerham (Chair, Robin Thompson)

13/11/18 - Kent Police (Chief Inspector Tony Dyer)

- 5/2/19 - West Kent Housing (Chief Executive, Frank Czarnowski)

2019/21

- 16/7/19 - Sencio Sevenoaks Leisure Centre (Chief Executive, Jane Parish)

Page 23 • 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)

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