

09 November 2021 at 7.00 pm

Council Chamber, Argyle Road, Sevenoaks

Published: 01.11.21

The meeting will also be livestreamed to YouTube here

[https://www.youtube.com/channel/UCLT1f\\_F5OfvTzxjZk6Zqn6g](https://www.youtube.com/channel/UCLT1f_F5OfvTzxjZk6Zqn6g). Members of the public who wish to attend in person, are requested to wear face masks and observe social distancing procedures. For health and safety reasons access may be limited and will be on a first come first served basis.



## Scrutiny Committee

### Membership:

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

### Agenda

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

	Pages	Contact
Apologies for Absence		
1. <b>Minutes</b> To approve the Minutes of the meeting of the Committee held on 13 July 2021, as a correct record.	(Pages 1 - 6)	
2. <b>Declarations of Interest</b> Any declarations not already registered		
3. <b>Responses of the Cabinet to reports of the Scrutiny Committee (if any)</b>		
4. <b>Actions from the Previous Meeting (if any)</b>		
5. <b>Kent County Council Cabinet Member for Highways &amp; Transport</b> Kent County Council Cabinet Member for Highways and Transport in attendance to answer questions about highways and transport work within the Sevenoaks District.		

- |     |  |                 |                                |
|-----|--|-----------------|--------------------------------|
| 6.  | <b>Performance Monitoring</b>  | (Pages 7 - 28)  | Lee Banks<br>Tel: 01732 227161 |
| 7.  | <b>Questions to the Portfolio Holder of People &amp; Places</b>            | (Pages 29 - 32) |                                |
| 8.  | <b>Questions to the Portfolio Holder of Development &amp; Conservation</b> | (Pages 33 - 34) |                                |
| 9.  | <b>Establishment of an In-Depth Scrutiny Working Group</b>                 | (Pages 35 - 36) |                                |
| 10. | <b>Work Plan</b>   | (Pages 37 - 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](mailto:democratic.services@sevenoaks.gov.uk).

**SCRUTINY COMMITTEE**

Minutes of the meeting held on 13 July 2021 commencing at 7.00 pm

Present: Cllr. Brown (Chairman)

Cllr. London (Vice Chairman)

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

Cllr. McArthur was also present.

1. Minutes

Resolved: That the Minutes of the Scrutiny Committee held on 23 March 2021 be approved and signed as a correct record.

2. Declarations of Interest

No additional declarations of interest were made.

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

There were none.

4. Actions from the Previous Meeting

The Deputy Chief Executive & Chief Officer - Customer & Resources gave an update on the action reporting on how missed Disabled Facilities Grants (DFG) targets would be recovered.

It was reported that the Private Sector Housing team relied on Kent County Council (KCC) Social Service referrals for DFG adaptations to meet its target. The target was not met due to a reduction in Social Service referrals. This was in part due to KCC's Occupational Therapists being reassigned as a result of Covid-19 and pending referrals being put on hold due to clients not wishing to allow access to their homes due risk of Covid-19. Social Service referrals had since recommenced, with historic cases picked up, along with pending referrals from 2020/21 now underway.

The target for 2019/20 was 60 DFG completions. As the 2020/21 was the same, the target was missed by 1. To date, in 2021/22 22 DFGs had been completed compared to 12 at the same time the previous year.

5. Questions to the Portfolio Holder for Cleaner & Greener

The Portfolio Holder for Cleaner & Greener, Cllr McArthur, reported on recent achievements and challenges in her portfolio, including impacts from the Covid-19 pandemic.

It was reported that the Council had recently prosecuted a convicted fly-tipper for dumping waste in a country lane in South Darenth.

Within Direct Services, there had been a restructure of staff to help generate additional income, ensure services were future-proof and allow career development in an aging work force. Within Emergency Planning, procedures and policies had been updated with new staff members in training.

From 1 July 2021, the Dartford & Sevenoaks Environmental Health Partnership had come to a close and the Environmental Health team had returned to the Council Offices in Sevenoaks. There was currently a staff shortage until the vacant positions could be recruited to.

Facilities Management had provided ongoing additional cleaning to maintain a safe office which had allowed more staff to return to the offices quickly following the Covid-19 lockdown. The Licensing team had been able to operate and offer near full functionality throughout the pandemic. In person taxi knowledge tests had been not been able to take place but had resumed in May 2021.

The Council was committed to working towards Net Zero emissions by 2030 on Council assets and services. The Council would work collaboratively with Kent County Council (KCC), Parish and Town Councils, the Local Government Association and other local authorities.

Members asked questions of clarification. Following the news that Direct Services had won a parking enforcement contract tender for Tandridge District Council until 2024, it was queried whether there were enough Civil Enforcement Officers to carry out the service. There had been an increase in the number of Civil Enforcement Officers with the District since the contract started.

Temporary parking restrictions had been introduced near Knole Park in Sevenoaks to prevent dangerous and obstructive parking by visitors. It was noted that although the Council had no say in the parking restrictions, the Council had been working with KCC to seek a permanent solution. Residents were encouraged, in partnership with the National Trust, to park at Buckhurst 1 car park which was a short walk from Knole.

Members discussed electric vehicle charging points and how best to encourage residents to install them. It was noted that public points were still required for residents who would not have off street parking. It was clarified that the cost of the electric vehicle charging depended on the type of charger and company.

Following queries, it was clarified that KCC would address a fly tipping case if it obstructed traffic, otherwise it was the responsibility of the Council to clear it.

The Chairman thanked the Portfolio Holder for her attendance.

6. Performance Monitoring

Members considered the report which summarised performance across the Council as at May 2021. Members were asked to consider 10 performance indicators which were performing at 10% or more below their target with a commentary from Officers explaining the reasons and detailing any plans to improve performance. The report also provided key performance indicators relating to the Portfolio Holder for Cleaner & Greener who was in attendance.

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

Resolved: That the report be noted.

7. Establishment of Member Working Group

An In-Depth Scrutiny Working Group was set up to evaluate the effectiveness of the Council's CCTV service. The Working Group ceased to exist following the meeting of Annual Council in May 2021, therefore the Working Group was required to be re-established in order to present their report to the Committee.

Resolved: That the In-Depth Scrutiny Working Group consisting of Cllrs Pender (Chairman), Ball, Kitchener and Purves, be re-established.

CHANGE IN ORDER OF AGENDA ITEMS

The Chairman, with the Committee's agreement, brought agenda item 9 forward.

8. Final Report - In-Depth Scrutiny Working Group CCTV

The Chairman thanked the Working Group for their report on the In-Depth Scrutiny of the Council's CCTV Service.

Cllr Pender presented the final report as Chairman of the In-Depth Scrutiny Working Group. The Working Group had considered the effectiveness of the Council's CCTV service in supporting Community Safety and its impact on privacy. The Working Group had recommended that the cameras the Council currently maintained be assessed to establish whether there was a pressing need for them and that audio recording hardware of the cameras in the Council Offices be removed with most video surveillance also removed. Further recommendations and observations were set out within the report.

## Agenda Item 1

### Scrutiny Committee - 13 July 2021

Members asked questions of clarification. It was confirmed that the CCTV Code of Practice had been considered in producing the report, however the Code had been considered the minimum requirement in the protection of privacy by the Working Group. It was queried whether businesses or the police who used the CCTV service had been approached to help cover the costs of the service.

Following questions on the benefits of CCTV to help find missing persons and deter crime, the Chairman of the Working Group advised that as addressed in the report, there were concerns that this was not sufficient justification to record all individuals in public spaces.

It was moved by the Chairman and it was

Resolved: That, under section 100A(4) of the Local Government Act 1972, the public be excluded from the meeting during consideration of Appendices A, B and C of the report, on the grounds that likely disclosure of exempt information is involved as defined by Schedule 12A, paragraph 7 (information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime).

Members considered and discussed the exempt information as set out in the exempt appendices.

It was moved by the Chairman and it was

Resolved: That the public no longer be excluded from the meeting.

Members of the Working Group expressed concerns that there appeared to be little evidence to demonstrate benefits or disadvantages of the CCTV cameras for the Police. It was emphasised that cameras ought to only be in place if there was a “pressing need” for them.

The Head of Direct Services clarified that a log of what the operator was doing was maintained. Key performance indicators had been logged, but it was possible for more data to be recorded. The need for each camera had been regularly checked as required by the Code of Practice. Various factors relating to community safety had been considered during these checks, not just those relating to crime.

It was moved by Cllr London and duly seconded that it be recommended to Cabinet that further information be collected as evidence for the pressing need for CCTV, consideration be given for the removal or disabling of audio recording hardware of the cameras in the Council Offices, and consideration be given to approach third parties to recover costs of the CCTV service.

It was moved by Cllr Pender and duly seconded that it the motion be amended to recommend to Cabinet that instead of further evidence gathering, the cameras the

Council maintained be assessed to establish if they demonstrate their pressing need.

Members debated the amendment.

The amendment was put to the vote and it was lost.

It was moved by Cllr Pender and duly seconded that the motion be amended to recommend to Cabinet that audio recording hardware within the Council Offices be removed or disabled and most video surveillance be removed.

Members debated the amendment.

The amendment was put to the vote and it was lost.

It was moved by Cllr Pender and duly seconded that the motion be amended so instead of recommending to Cabinet that consideration be given, it be recommended that audio recording hardware within the Council Offices be removed or an audio activation method be introduced.

The amendment was put to the vote and it was lost.

Members considered and discussed the motion. It was expressed that the safety of staff at the Council Offices was a priority.

The motion was put to the vote and it was

Resolved: That it be recommended to Cabinet that

- a) further information be obtained to assist in justifying the pressing need for CCTV;
- b) disabling or removing the audio recording hardware of the cameras in the Council Offices or the introduction of an audio activation method, be considered; and
- c) a request to third parties, such as the Police, for them to recover costs of running the CCTV service, be considered.

9. Work Plan

The work plan was noted with the addition of Establishment of In-Depth Scrutiny Working Group at the next meeting.

THE MEETING WAS CONCLUDED AT 9.28 PM

CHAIRMAN



**PERFORMANCE REPORT**

**Scrutiny Committee - 9 November 2021**

**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 2021.

## Agenda Item 6

Status	Current Month	Year To Date
<b>Red</b> <i>10% or more below target</i>	13 (26%)	13 (26%)
<b>Amber</b> <i>Less than 10% below target</i>	5 (10%)	5 (10%)
<b>Green</b> <i>At or above target</i>	32 (64%)	32 (64%)

3 Provided as Appendix A to this report are details of the 14 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 - Development & Conservation Portfolio performance report
- Appendix C - People & Places 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 September 2021. Members are asked to consider 14 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 - Development & Conservation Portfolio Performance Report

Appendix C - People & Places Portfolio Performance Report

**Background Papers**

None

**Dr Pav Ramewal**




**Chief Executive**


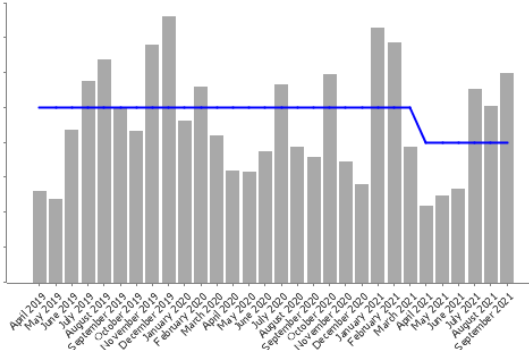

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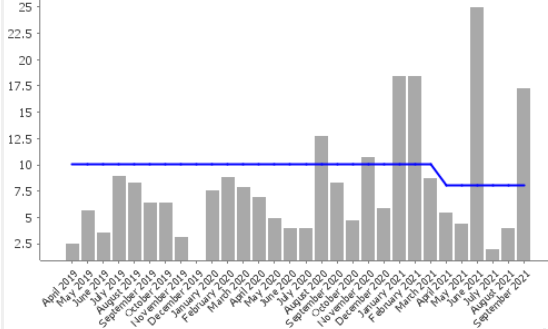


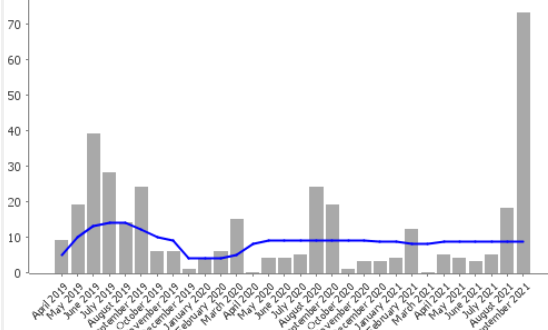

# Appendix A


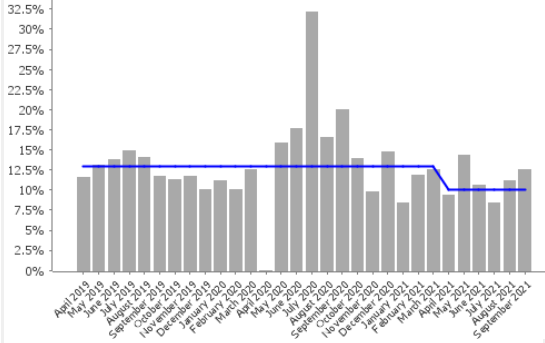


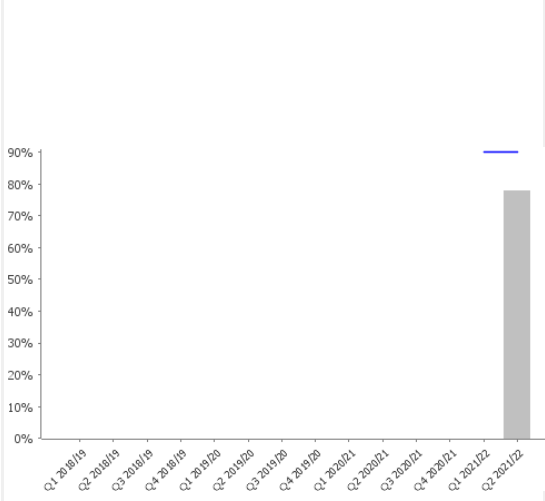

## Scrutiny Committee – Exceptions Report


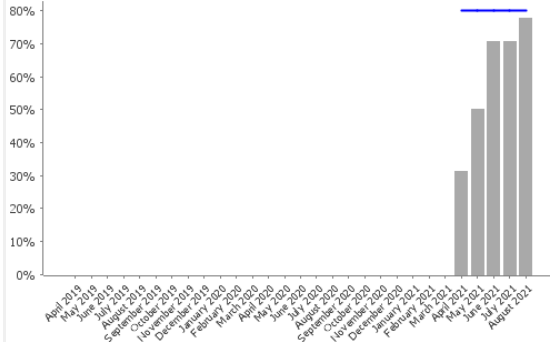


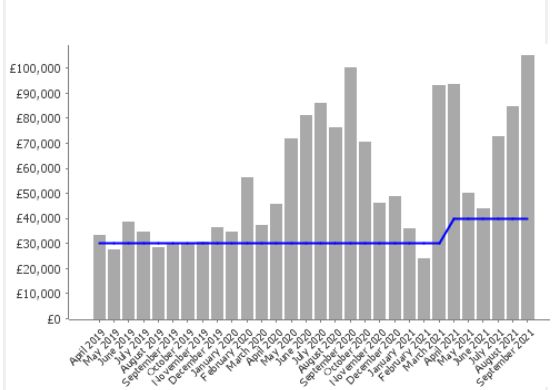

Key:

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


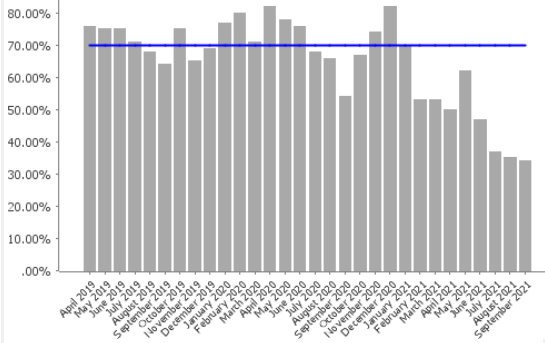


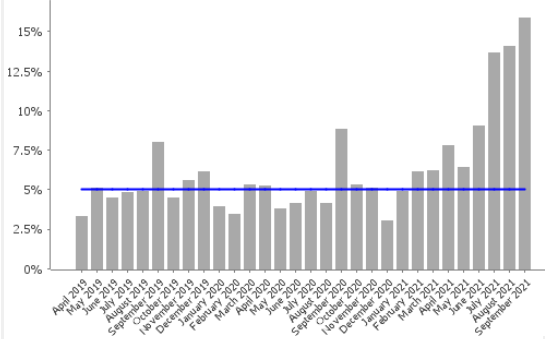

Page Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2021/22 Value	Year to date 2021/22 Target	Year to date 2021/22 Status	Latest Note
Page 11 LPI_DS Clean 002	Average number of working days taken to remove fly tips which the District Council has responsibility to clear	6	4			4	4		<p>The collection of fly tipped waste has been temporarily effected by the staffing resources available and the priority of available staff working on domestic waste collections.</p> <p>Performance for the year to date remains on target.</p>


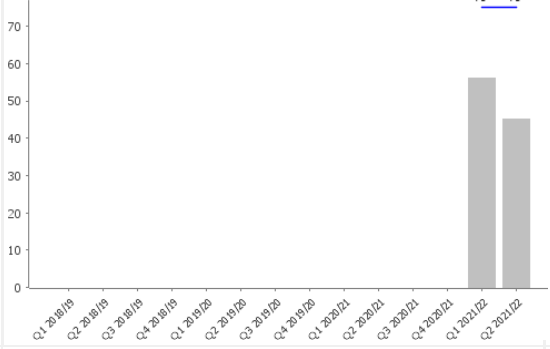


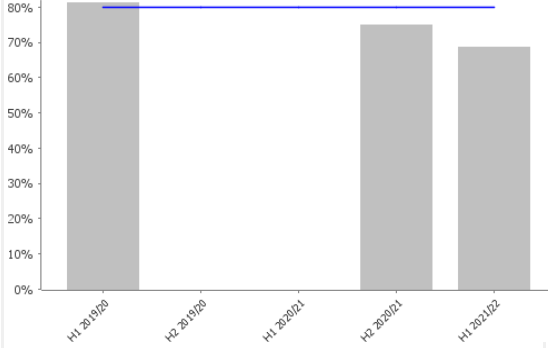

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2021/22 Value	Year to date 2021/22 Target	Year to date 2021/22 Status	Latest Note
LPI_DS Waste 002	Number of missed collections per 100,000	17.2	8			9.6	8		Domestic waste collections are operating at extremely high levels of waste collected (15% higher). Although this service is prioritised, in addition to collecting and tipping more waste it is operating with reduced staffing levels due to the pandemic.
LPI_DS Waste 004	Number of missed green waste collections	73	9			108	53		The green waste service continues to be operating at extremely high levels of collections, with over 2,250 new customers joining the service. Performance is under pressure due to the reduced staffing resources and the prioritisation on domestic waste collections. To resolve this we are currently looking to re-balance the collection rounds and to introduce an in-cab technology pilot to improve performance.


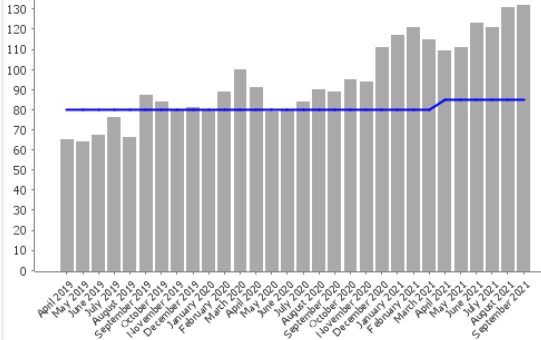


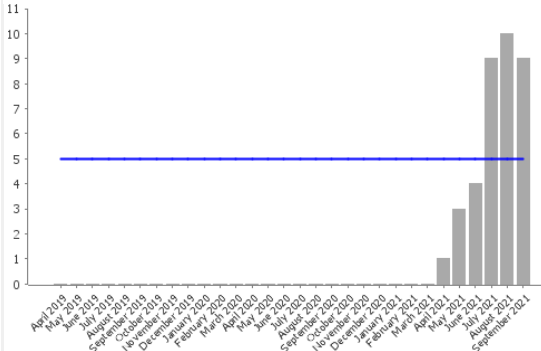

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2021/22 Value	Year to date 2021/22 Target	Year to date 2021/22 Status	Latest Note
LPI_PA002	Percentage of Penalty Charge Notices cancelled	12.5%	10%			11.04%	10%		The percentage of Penalty Charge Notices cancelled continues to be marginally above target due to the more pragmatic and understanding approach taken by the Council during the ongoing pandemic and previous national restrictions resulting in temporarily more cancellations.
LPI_EH009	Percentage of valid animal licences processed within 10 weeks	77.8%	90%			77.8%	90%		<p>This Animal Licensing service continues to be impacted by the COVID-19 restrictions which were in place earlier in the year. In addition, some business owners continue to be cautious about allowing inspections particularly where inspections are required into private homes.</p> <p>Further to this, all officers within the Environmental Health Team have been required to prioritise Test and Trace door knocking and this is having a knock on in all other work areas including animal licensing. As a result, it has been difficult for our animal control officer to schedule all mandatory inspections and issue licences within the 10 week time frame.</p>


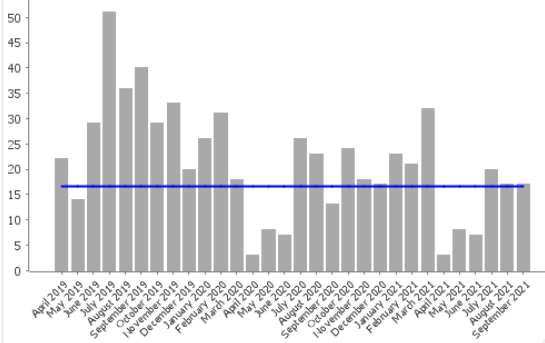

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2021/22 Value	Year to date 2021/22 Target	Year to date 2021/22 Status	Latest Note
LPI_IA 1	Sevenoaks: Audit actions fully implemented within agreed timescales	63.64%	80%			63.64%	80%		We are working with senior managers to improve the implementation of actions by introducing a more robust approval process for the deferral of 'High' and 'Medium' priority actions and advising managers when completing their responses that agreed dates must be realistic. There has been improvement throughout the year as we seek to reach target by year-end.
LPI_FS 003	Sundry debts outstanding more than 60 days	£105,187	£40,000			£105,187	£40,000		<p>Following Government guidance regarding COVID-19 and financial support SDC did not pursue sundry debts for a proportion of the last financial year. This, combined with the addition of Direct Services sundry debts now being included has led to a high debtor balance.</p> <p>There a number of large invoices that have moved to over 60 days are currently being actively managed and are due to be reviewed for further action.</p>



Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2021/22 Value	Year to date 2021/22 Target	Year to date 2021/22 Status	Latest Note
LPI_CS001	Percentage of phone calls answered within 20 seconds by the Contact Centre	34.00%	70.00%			44.17%	70.00%		<p>Call volumes continue to see a sustained increase and unfortunately, the team has been affected by long-term staff sickness.</p> <p>The team are working incredibly hard to serve as many customers as possible with excellent levels of customer service. Recruitment has now taken place and training is complete for 4 new members of staff (part time) which will provide increased resilience across key periods through the working day.</p>
LPI_CS002	Percentage of phone calls to the Contact Centre abandoned by the caller	15.85%	5%			11.14%	5%		<p>In addition, temporary staff are being recruited to assist with high volume, simple transactions, such as payments and it is anticipated this will ease the pressure on call demand and improve service delivery.</p>

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2021/22 Value	Year to date 2021/22 Target	Year to date 2021/22 Status	Latest Note
LPI_CD H05	Number of individuals completing the One You initial appointment	45	75			101	150		<p>Access to the One You service has been impacted by the pandemic, resulting in a reduction in the expected number of customers for the scheme.</p> <p>However, One You initial appointments have been going well and are on target to provide residents with the support that they need.</p>
LPI_CD 02	Percentage of performance of organisations awarded grants on target (over £500)	68.5%	80%			68.5%	80%		<p>Whilst the current performance shows that some measures have not yet been met by organisations awarded grants, the half-year review indicates that the grants for this year will meet their target.</p>




Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2021/22 Value	Year to date 2021/22 Target	Year to date 2021/22 Status	Latest Note
LPI_HS A 03	Number of households in all types of emergency & temporary accommodation	132	85			123	85		<p>There are 123 households in all types of Emergency and Temporary Accommodation (TA).</p> <p>80 households were placed in emergency accommodation (nightly paid). The remainder are placed in West Kent Housing Association (WKHA)/Moat properties – these properties are cost neutral for the Council.</p> <p>We are working with WKHA to remodel one of the TA units into a new Housing-Led rough sleeper project, which has reduced the available TA. Alternative units are being sourced by WKHA to assist with the reduction of emergency accommodation placements.</p>
LPI_HS A 04	Number of households in B & B	9	5			9	5		<p>Our B&amp;B accommodation forms part of our “off the street offer”. It is only used as a last resort and for complex cases that require people to stay within the District.</p>


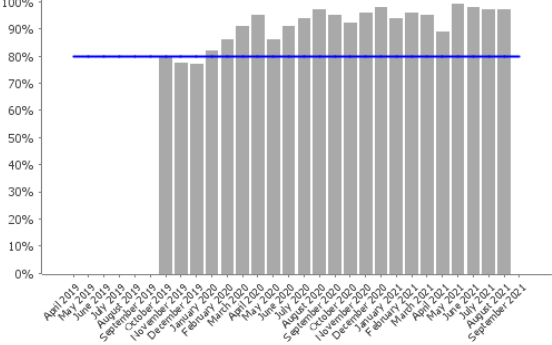

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2021/22 Value	Year to date 2021/22 Target	Year to date 2021/22 Status	Latest Note
LPI_HS R01	Total number housed through Sevenoaks District Housing Register nomination	17	16.67			72	100		<p>The total number of nominations remains low for 21/22.</p> <p>We are working with WKHA to look at promoting rightsizing to encourage more housing pathways.</p>

# Appendix B

## Scrutiny Committee – Development & Conservation Portfolio Performance Report


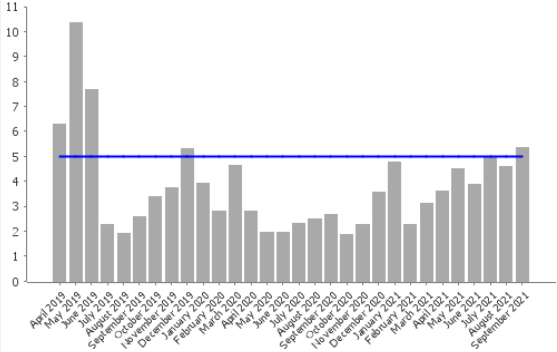


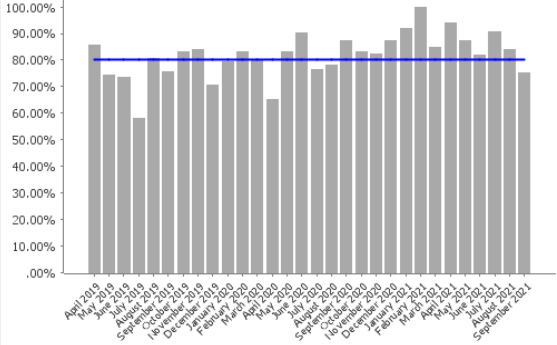

Key:

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


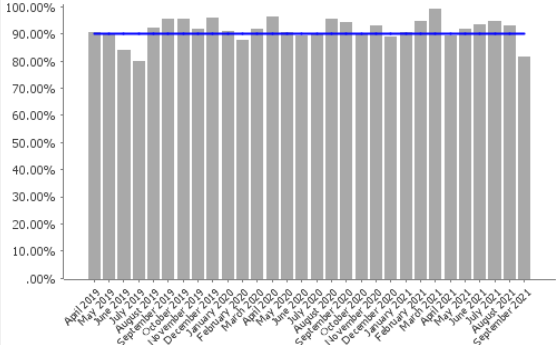

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2021/22 Value	Year to date 2021/22 Target	Year to date 2021/22 Status	Latest Note
LPI_BC 01	Percentage of full plans / Building Notices acknowledged within 3 working days	97%	80%			96%	80%		Commentary is only required for red indicators.

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2021/22 Value	Year to date 2021/22 Target	Year to date 2021/22 Status	Latest Note
LPI_B C 02	Percentage of full plans checked within 15 working days	100%	95%	✔		98.83%	95%	✔	Commentary is only required for red indicators.
Page 20 M 007a	Processing of planning applications: Major applications in 13 weeks	100%	80%	✔		94.44%	80.00%	✔	Commentary is only required for red indicators.

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2021/22 Value	Year to date 2021/22 Target	Year to date 2021/22 Status	Latest Note
LPI_D M 009	Percentage of appeals against planning application refusal dismissed	100%	75%			68.75%	75.00%		Commentary is only required for red indicators.
Page 21 B 3	Market Share	69%	70%			69%	70%		Commentary is only required for red indicators.

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2021/22 Value	Year to date 2021/22 Target	Year to date 2021/22 Status	Latest Note
LPI_C SV 01	Average number of days taken to validate a planning application	5.36	5			4.48	5		Commentary is only required for red indicators.
Page 22 M_D 007b	Processing of planning applications: Minor applications in 8 weeks	75%	80%			85.51%	80.00%		Commentary is only required for red indicators.






Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2021/22 Value	Year to date 2021/22 Target	Year to date 2021/22 Status	Latest Note
LPI_D M 007c	Processing of planning applications: Other applications in 8 weeks	81.46%	90.00%			90.58%	90.00%		Commentary is only required for red indicators.


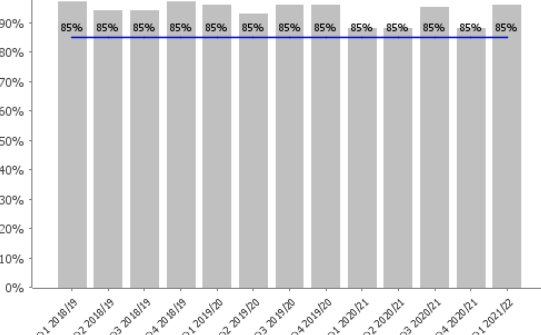

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# Appendix C

## Scrutiny Committee – People & Places Portfolio performance report

Key:


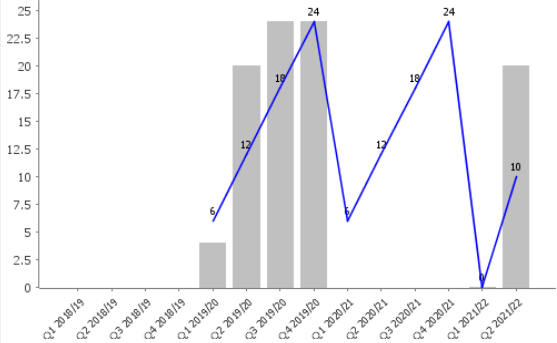


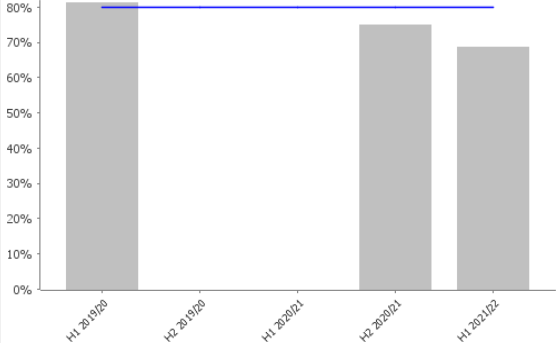

Status	Colour	Details
	Green	At or above target
	Amber	Less than 10% below target
	Red	10% or more below target

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2021/22 Value	Year to date 2021/22 Target	Year to date 2021/22 Status	Latest Note																												
LPI_CD 01	Percentage of actions in the Sustainable Community Action Plan achieved	96%	85%		 <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>85%</td></tr> <tr><td>Q2 2018/19</td><td>85%</td></tr> <tr><td>Q3 2018/19</td><td>85%</td></tr> <tr><td>Q4 2018/19</td><td>85%</td></tr> <tr><td>Q1 2019/20</td><td>85%</td></tr> <tr><td>Q2 2019/20</td><td>85%</td></tr> <tr><td>Q3 2019/20</td><td>85%</td></tr> <tr><td>Q4 2019/20</td><td>85%</td></tr> <tr><td>Q1 2020/21</td><td>85%</td></tr> <tr><td>Q2 2020/21</td><td>85%</td></tr> <tr><td>Q3 2020/21</td><td>85%</td></tr> <tr><td>Q4 2020/21</td><td>85%</td></tr> <tr><td>Q1 2021/22</td><td>85%</td></tr> </tbody> </table>	Quarter	Value	Q1 2018/19	85%	Q2 2018/19	85%	Q3 2018/19	85%	Q4 2018/19	85%	Q1 2019/20	85%	Q2 2019/20	85%	Q3 2019/20	85%	Q4 2019/20	85%	Q1 2020/21	85%	Q2 2020/21	85%	Q3 2020/21	85%	Q4 2020/21	85%	Q1 2021/22	85%	96%	85%		Commentary is only required for red indicators.
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LPI_C D CS 01	Percentage of Community Safety Partnership actions achieved	90%	90%	✔	<table border="1"> <caption>Performance Data for LPI_C D CS 01</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2018/19</td><td>85%</td></tr> <tr><td>Q2 2018/19</td><td>85%</td></tr> <tr><td>Q3 2018/19</td><td>85%</td></tr> <tr><td>Q4 2018/19</td><td>85%</td></tr> <tr><td>Q1 2019/20</td><td>85%</td></tr> <tr><td>Q2 2019/20</td><td>85%</td></tr> <tr><td>Q3 2019/20</td><td>85%</td></tr> <tr><td>Q4 2019/20</td><td>85%</td></tr> <tr><td>Q1 2020/21</td><td>85%</td></tr> <tr><td>Q2 2020/21</td><td>85%</td></tr> <tr><td>Q3 2020/21</td><td>85%</td></tr> <tr><td>Q4 2020/21</td><td>85%</td></tr> <tr><td>Q1 2021/22</td><td>90%</td></tr> </tbody> </table>	Quarter	Value	Q1 2018/19	85%	Q2 2018/19	85%	Q3 2018/19	85%	Q4 2018/19	85%	Q1 2019/20	85%	Q2 2019/20	85%	Q3 2019/20	85%	Q4 2019/20	85%	Q1 2020/21	85%	Q2 2020/21	85%	Q3 2020/21	85%	Q4 2020/21	85%	Q1 2021/22	90%	90%	90%	✔	Commentary is only required for red indicators.																																		
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LPI_C D CS 02	Percentage of responses to reports of Anti Social Behaviour within 25 working days	100%	100%	✔	<table border="1"> <caption>Performance Data for LPI_C D CS 02</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2019</td><td>100%</td></tr> <tr><td>May 2019</td><td>100%</td></tr> <tr><td>June 2019</td><td>100%</td></tr> <tr><td>July 2019</td><td>100%</td></tr> <tr><td>August 2019</td><td>100%</td></tr> <tr><td>September 2019</td><td>100%</td></tr> <tr><td>October 2019</td><td>100%</td></tr> <tr><td>November 2019</td><td>100%</td></tr> <tr><td>December 2019</td><td>100%</td></tr> <tr><td>January 2020</td><td>100%</td></tr> <tr><td>February 2020</td><td>100%</td></tr> <tr><td>March 2020</td><td>100%</td></tr> <tr><td>April 2020</td><td>100%</td></tr> <tr><td>May 2020</td><td>100%</td></tr> <tr><td>June 2020</td><td>100%</td></tr> <tr><td>July 2020</td><td>100%</td></tr> <tr><td>August 2020</td><td>100%</td></tr> <tr><td>September 2020</td><td>100%</td></tr> <tr><td>October 2020</td><td>100%</td></tr> <tr><td>November 2020</td><td>100%</td></tr> <tr><td>December 2020</td><td>100%</td></tr> <tr><td>January 2021</td><td>100%</td></tr> <tr><td>February 2021</td><td>100%</td></tr> <tr><td>March 2021</td><td>100%</td></tr> <tr><td>April 2021</td><td>100%</td></tr> <tr><td>May 2021</td><td>100%</td></tr> <tr><td>June 2021</td><td>100%</td></tr> <tr><td>July 2021</td><td>100%</td></tr> <tr><td>August 2021</td><td>100%</td></tr> <tr><td>September 2021</td><td>100%</td></tr> </tbody> </table>	Month	Value	April 2019	100%	May 2019	100%	June 2019	100%	July 2019	100%	August 2019	100%	September 2019	100%	October 2019	100%	November 2019	100%	December 2019	100%	January 2020	100%	February 2020	100%	March 2020	100%	April 2020	100%	May 2020	100%	June 2020	100%	July 2020	100%	August 2020	100%	September 2020	100%	October 2020	100%	November 2020	100%	December 2020	100%	January 2021	100%	February 2021	100%	March 2021	100%	April 2021	100%	May 2021	100%	June 2021	100%	July 2021	100%	August 2021	100%	September 2021	100%	100%	100%	✔	Commentary is only required for red indicators.
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Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2021/22 Value	Year to date 2021/22 Target	Year to date 2021/22 Status	Latest Note
LPI_C DCS 03	Number of Family Fun Days delivered throughout the District	20	10			20	20		Commentary is only required for red indicators.
Page 27 LPI_C 22	Percentage of performance of organisations awarded grants on target (over £500)	68.5%	80%			68.5%	80%		Whilst the current performance shows that some measures have not yet been met by organisations awarded grants, the half-year review indicates that the grants for this year will meet their target.

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**Cllr Lesley Dyball  
People & Places  
Report to Scrutiny Committee  
9 November 2021**

**Communities:**

- The Care for our Community volunteer scheme came to an end in late summer and saw more than 1,500 volunteers support residents with food and prescription deliveries, companionship and help with general errands throughout the peaks of the pandemic. A thank you event for the volunteers in early October at the St Clere Estate - many volunteers are continuing to support their local communities, which is an incredible legacy for our district.
- As part of Carers Week, a carers tea party was held at St Julian's, which provided some much needed respite and a chance to meet and share stories with other carers. Weekly support sessions were also provided for young carers providing support on job opportunities, writing a CV and preparing for interviews – with many new friendships being made through these events.
- The District Voluntary Sector Forum was launched by the Council and continues to go from strength to strength, helping the sector to weather the impact of Covid-19 on the sector. A Barometer Survey of the Voluntary Sector was held earlier in the year and again in October to assess the ongoing impact of Covid-19 on the sector.
- The 2022 making it Happen Voluntary & Community Awards will take place on 9 March 2022 and we are currently welcoming nominations for volunteers or voluntary groups who have made a difference in the community.
- The Queen's Green Canopy is a unique tree planting initiative created to mark Her Majesty's Platinum Jubilee in 2022 which invites people from across the United Kingdom to "Plant a Tree for the Jubilee". An action plan is in place, with sites identified including Argyle Road and the new White Oak Leisure Centre. A working group meets on a regular basis and is working with local partners to promote the scheme.
- We have received £10k funding as part of the This Girl Can initiative, which will help young women, particularly young mums, to get active in Edenbridge – the project will also establish a support group.
- Millwall Football Club has purchased land in West Kingsdown to develop a further training academy in addition to their South London site. The Club is working with the communities and planning teams and will be submitting a planning application in the near future. We will be working with the Club's communities team to discuss community projects in West Kingsdown and across the District.

**Community Plan:**

- Quarter 2 performance is 96% on target.
- The Local Strategic Partnership (LSP) launched its Community Wellbeing Fund earlier this year to support the impact of Covid-19 in communities, with four key priorities - Mental Health, Digital Inclusion, Addiction and Young People Not in Education, Employment or Training (NEET). The next round of bids were reviewed in September and will help support local projects and activities.
- A Digital Inclusion partnership project between SDC, West Kent Housing Association (WKHA) and Compaid to support digital inclusion is working well - a Digital Trainer has been appointed by Compaid and is helping to provide digital training and provide

## Agenda Item 7

devices and data to support our customers. We have also received external funding for a further Trainer to help support our homeless customers.

### **Community Safety:**

- An Internet Safety Day was held online – Cllr Dyball contributed her own short video - with all Primary Schools and Secondary Schools in the area.
- 15 Task and Finish Groups have been held over the past 6 months, with 20 site visits being undertaken to help tackle Anti-Social Behaviour (ASB) across the District. ASB Spring & Summer Action Plan was put in place with partners and landowners, which saw ASB significantly reduce, compared to the same time last year.
- Two women's safety events have been held in October - one online and one at the Bat and Ball Community Centre, which were very well attended.
- Sevenoaks District Council welcomed its Town Centre Ambassadors in December 2020, to provide support and advice to businesses and visitors in town centres throughout the District during the current Coronavirus pandemic. The ambassadors have been on hand across the district's four town centres, Edenbridge, Sevenoaks, Swanley and Westerham to answer questions and provide useful advice to businesses and customers about staying safe on our high streets. The Ambassadors are supported by Government funding up to 31 December 2021.

### **Safeguarding:**

- We have secured funding to develop a new safeguarding referrals recording system. The Council has led on this project and worked with KCC to encourage other Kent district and borough councils to sign up. The system is currently being built by QES and will be launched in early 2022.

### **Youth Services:**

- 20 Family Fun Days were delivered over the summer in partnership with Play Place, with more than 2,000 people attending.
- A Youth Conference organised by the Sevenoaks District Youth Assembly Forum and supported by Kent County Council (KCC), SDC and West Kent Extra was held, with the young people discussing priorities and actions for the district. The Assembly met in January and March this year.
- KCC has increased their street base youth work from one night to 4 nights a week - the Community Safety Unit (CSU) works in partnership with KCC to regarding target areas to visit.
- Youth Zone is lent out to Sevenoaks Area Youth Trust one night a week and West Kent Extra have been trained to drive it for youth work

### **Leisure:**

#### **White Oak Leisure Centre**

- Steady progress is being made with the construction of the new leisure centre. The project encountered unexpected abnormal site conditions which resulted in additional costs and delays. Mitigation measures are being considered to claw back time and costs, but the new leisure centre is planned to open in February 2022.



### **White Oak Leisure Centre / Orchards Academy**

- The Kemnal Academies Trust (TKAT) has signed the contract and Community Use Agreement to progress the refurbishment to the existing sports hall. Due to flooding resulting from the drainage system being insufficient from a neighbouring area, a number of the school's buildings flood when there is heavy rain. TKAT has independently commissioned consultants to review the drainage and flooding issues at the Orchards site, as a matter of urgency and is awaiting the outcome of their review. The Department for Education is proposing to rebuild the whole school (including the sports hall), but no delivery timescale has been agreed. Therefore, Orchards Academy is keen to continue with the improvements programme to the existing sports hall as this will ensure continuity of a sports hall facility for the school and local clubs/organisations. The drainage/flooding issues have been unforeseen and will impact the sports hall being ready for when the new WOLC opens. TKAT wish to continue to lead on the project delivery.

### **Community Grants:**

- The Community Grant scheme for 2022/23 is currently being promoted, with applications being appraised in December and reviewed through the Committee process in March 2022.

### **Economic Development (ED):**

- **Discretionary Business Grants** scheme has now concluded – allocating £4.5million Government support to businesses, this funding went to businesses which were not able to receive the business rates schemes so included a wide variety of businesses. Positive feedback received stating that this funding had kept individuals employed and kept businesses running during difficult times.
- **Reopening High streets funding** was received as part of the pandemic response to support town centres and businesses during the pandemic. A cross departmental team delivered this funding with a Town Centre Project Officer appointed to assist. The fund supported communication campaigns, business packs, safety signage, and temporary public realm changes. Additional funding was received (Welcome Back Fund) which is being used to offer support in parishes alongside further support to towns.
- **Swanley Station Redevelopment** project has concluded successfully on time and within budget and demonstrates a much improved look and feel for the station.
- **Business Events** - attended virtual events during pandemic to promote and update on business grants and support. ED team sponsored and attended the recent Sevenoaks Town Business Show and will be supporting the Swanley Business Expo to be held in November.
- The ED team continues to work closely with the **Sevenoaks District Chamber of Commerce** to ensure support and information exchange for local businesses during the pandemic.
- Continue to offer **Team around Your Business support** to businesses across the District helping them access Council services.
- Continue to offer **free business support** to help businesses through West Kent Partnership (2 hours free one to one business support open to any business in the West Kent Area).

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### Tourism

- A new tourism website [www.visitsevenoaks.gov.uk](http://www.visitsevenoaks.gov.uk) has been launched.
- The district's place brand strategy has been prepared. The brand strategy focuses on the district's unique selling features and has four key pillars: live, work, visit and invest. A Brand Book and brand platform has been developed. Marketing initiatives are currently being undertaken to promote the District, including a Christmas Hamper consisting of local produce.
- The Darent Valley Community Rail Partnership has been successful in securing £100k funding from Thameslink towards the community rail partnership. The Partnership is reviewing how this will be spent on various projects.

### West Kent Partnership (WKP):

- The Kickstart Scheme is a programme launched by the government to deliver funding for employers offering new job roles for 16-24 years olds who are currently in receipt of Universal Credit. The Kickstart West Kent programme has seen 52 young people starting in post with a further 60 posts being actively recruited to and a total of 167 posts approved since the Scheme began. Seven Kickstart positions are either in place or being recruited to at Sevenoaks District Council. The Kickstart Scheme has been extended to 31 March 2022.
- West Kent Scale Up is a 12 month coaching programme for 12 high growth West Kent businesses, involving 36 hour support and peer activities – delivered through Kent Invicta Chamber for Commerce and jointly funded by WKP, South East Business Boost and Growth Hub.
- A West Kent Jobs Fair was held in October at the Assembly Halls, Tunbridge Wells in Partnership with the DWP

### West Kent LEADER:

- West Kent LEADER is a European Union (EU) funded programme managed by the council. It has been running since 2015 providing important grant funding to local rural businesses to support the rural economy. To date 53 projects in West Kent have benefited from LEADER funding, creating 70 jobs, with a total grant commitment of over £1.7 million. 17 businesses in the Sevenoaks District have benefitted from a share of this funding, which will create 24 jobs in the rural area. Projects have included:
  - Chiddingstone Castle - refurbishment and conversion of an existing room for educational groups/visitors, improvements to parking and pathways, improved signage for outdoor maze to enhance accessibility for people with limited vision, and manufacture and installation of a new display case for an artefact
  - Conversion of a redundant building as a farm shop selling locally sourced and produced food and beverages in Mark Beech
  - Refurbished milking parlour on an organic dairy farm, designed to be water and energy efficient and to optimise animal health and welfare, reduces operating costs and delivers a facility that is fit-for-purpose for the future.

### Development & Conservation report for Scrutiny Committee, Tuesday 09/11/21

I must start by praising officers in the planning department as services within my Portfolio adapted swiftly and superbly to the challenges of the pandemic. Performance has remained consistently high and the vast majority of customer feedback has been hugely positive.

To draw out a few aspects in particular;

Following the decision to end the Building Control Partnership with Tonbridge & Malling, the team have been working incredibly hard to ensure that the de-coupling was as seamless to customers as possible. We have a highly skilled team in place led by Andy Byard, and from 1 October they are now entirely in-house once again. Market share remains very strong at around 70%, and turnaround times remain very good despite the high volumes of work. Customer satisfaction remains excellent. The team will be represented at the next meeting of the Development & Conservation Advisory Committee, where they will (re) introduce themselves to Members and talk a little more about how they are settling back into Sevenoaks.

Work on the emerging Local Plan continues at pace, and the latest position was reported to the Development & Conservation Advisory Committee on 19 October. At the same meeting a revised Local Development Scheme was discussed, which identifies the work programme that will take place up to submission of the Plan to the Planning Inspectorate in April 2023. At the time of writing we have commenced a call for sites exercise; are currently inviting views on a District-wide Character Study; and are working with stakeholders on Town Centre Strategies.

Full details can be found on the links below;

<https://cds.sevenoaks.gov.uk/documents/s45354/09%20LDS%20report%20-%20DCAC%20Oct%202021.pdf?J=2>

<https://cds.sevenoaks.gov.uk/documents/s45367/10%20Local%20Plan%20update.pdf?J=2>

Also at the meeting on 19 October Members were brought up to speed on the ongoing Community Infrastructure Levy work. Most pleasingly, an update was provided on a Planning Advisory Service Pilot, which produced an independent assessment of our CIL procedures and governance. The outcome was so positive that we have been included in a national report on CIL best practice, which is a wonderful endorsement for all the work that Members and Officers have put into CIL. Further details can be found in the following link.

<https://cds.sevenoaks.gov.uk/documents/s45379/07%20CIL%20Spending%20board%20review.pdf?J=2>

Finally, in Development Management and Planning Enforcement the most notable recent changes have been in staffing. Sadly, six talented Officers have left us to

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pursue opportunities elsewhere in the last few months which, coupled with record numbers of planning applications, has put the team under considerable pressure. That having been said, recruitment is well underway and five of the six posts have now been filled, which is excellent news given the tricky market conditions. We have also taken the opportunity to promote internally within the teams to recognise deserving individuals' talent and performance. Notwithstanding high application numbers and staff turnover, performance has remained very good as a result of both some intelligent capacity building work, and the endeavour of Officers.

As always, I look forward to fielding questions from the Scrutiny Committee at the meeting.

**Councillor Julia Thornton**

Portfolio Holder for Development & Conservation

25/10/21

## ESTABLISHMENT OF IN-DEPTH SCRUTINY WORKING GROUP

Scrutiny Committee - 9 November 2021

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

**Status:** For Decision

**Key Decision:** No

**Contact Officer:** Emilia Peters, Ext. 7247

**Recommendation to Scrutiny Committee:**

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

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

### Introduction and Background

- 1 The constitution states that the Scrutiny Committee may appoint a smaller group known as a “Working Group” to carry out detailed examination of particular topics for report back to them.
- 2 The working group may produce a report with recommendations for the Scrutiny Committee to consider. Following this, the Scrutiny Committee may make recommendations to Cabinet.
- 3 Should a working group be established, it is proposed that an update on their progress be brought to the next Scrutiny Committee meeting in January 2022, then a final report brought to the meeting in March 2022. If the working group needs more time, it may need to be re-established following Annual Council in May.

### Possible Subject Areas

- 4 The Committee had suggested topics relating to housing or Covid-19 recovery, however these topics may not be appropriate as they would duplicate work already in progress.

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5 Other ideas suggested could include:

- Care for our Community - Review of impact through Covid-19 response and look at further opportunities for its legacy
- Public Realm Commission - Review achievements to date and whether it can be even more effective
- Covid-19 response

### **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 1 July 2021

Committee Date	10 November 2020	12 January 2021	23 March 2021	13 July 2021
External Invitees	Stag Theatre Sencio Leisure Centre	Kent Police	Sevenoaks & District Chamber of Commerce	
Scrutiny Committee	Performance Monitoring Matthew Dickins - Portfolio Holder for Finance & Investment	Performance Monitoring Peter Fleming - Portfolio Holder for Improvement & Innovation	Performance Monitoring Chairman's Annual Report to Council Kevin Maskell - Portfolio Holder for Housing & Health	Performance Monitoring Margot McArthur - Portfolio Holder for Cleaner & Greener
In-Depth Scrutiny	Stage 1 - Initial Feedback from CCTV Working Group	Draft Report CCTV Working Group		Final Report CCTV Working Group

Committee Date	9 November 2021	20 January 2022	22 March 2022	Summer 2022
External Invitees	Kent County Council Cabinet Member for Highways & Transport	Dartford & Gravesham NHS Trust		
Scrutiny Committee	Performance Monitoring Lesley Dyball - Portfolio Holder for People & Places Julia Thornton - Portfolio Holder for Development & Conservation	Performance Monitoring		
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

### Current In-Depth Scrutiny Working Group

None

### Possible Future Areas for In-Depth Scrutiny

- Housing - accommodation for vulnerable people
- Homelessness
- Recovery from Covid-19

### 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

- 12/1/21 - Kent Police (Chief Inspector Mark Stubberfield)

- 23/3/21 - Sevenoaks & District Chamber of Commerce (Chief Executive, Julie Phillips)

## 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)

## 2021/22

- 9/11/21 - KCC Highways (David Brazier, KCC Cabinet Member for Highways and Transport)

## 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)

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