

12 July 2022 at 7.00 pm

Council Chamber, Argyle Road, Sevenoaks

Published: 04.07.22



This meeting will also be livestreamed to YouTube

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. Minutes To approve the Minutes of the meeting of the Committee held on 22 March 2022, as a correct record.	(Pages 1 - 6)	
2. Declarations of Interest Any declarations not already registered		
3. Responses of the Cabinet to reports of the Scrutiny Committee (if any)		
4. Actions from the Previous Meeting	(Pages 7 - 8)	
5. Kent Police Inspector Matt Atkinson in attendance to answer questions about crime and disorder in the District.		
6. Performance Monitoring	(Pages 9 - 30)	Lee Banks Tel: 01732 227161
7. Questions to the Portfolio Holder for Development & Conservation	(Pages 31 - 32)	
8. Questions to the Portfolio Holder for Improvement & Innovation		

9. **Re-constitution of In-Depth Scrutiny Working Group** (Pages 33 - 34) Charlie Sinclair
Tel: 01732 227165
10. **Work Plan** (Pages 35 - 36)

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 22 March 2022 commencing at 7.00 pm

Present: Cllr. Brown (Chairman)

Cllr. London (Vice Chairman)

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

Apologies for absence were received from Cllrs. Barnes, Layland and Purves

18. Minutes

Resolved: That the Minutes of the Scrutiny Committee held on held on 13 July 2021 and 9 November 2021 be approved and signed by the Chairman as a correct record, subject to Minute 8, Final report - In depth Scrutiny Working Group CCTV, page 5, paragraph 5, line 2 the word software being changed to read hardware.

19. Declarations of Interest

Cllr Osborne-Jackson declared for Transparency that he was a trust Member on the Kent Community Health NHS Trust.

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

There were none.

21. Actions from the Previous Meeting

The Committee was updated with regards to the following actions and were advised that Performance Indicators for LPI_CS001 and LPI_CS002 had moved in a positive direction and were now amber.

In regards to DSWaste002: Missed Waste Collections per 100k Members were advised that domestic waste collections continued operating at high levels of waste collected (up to 15% higher). Although this service was prioritised, in addition to collecting and tipping more waste it has operated with reduced staffing levels due to the pandemic. January was 7.88 against target of 8, February crept up to 9.8 which may be understood when the effect of Storm Eunice was considered.

Members were advised that DSWaste004: Missed green waste collections that the service continued to operate at high levels of collections. Performance was under

pressure due to the reduced staffing resources and the prioritisation on domestic waste collections. To resolve this the Team were currently looking to re-balance the collection rounds and to introduce an in-cab technology pilot to improve performance. As a positive, the figure/value for February 22 was 5 with a target of 9, so an improvement trend.

Members were advised that Covid continued to have an impact and presently 10 staff were off with Covid. However, Members were reminded that the number of missed collections was 9 out of 100,000.

The Chief Officer Customer and Resources advised that Covid Levels among staff were still monitored in line with the Council's 3 step recovery plan. Many staff Members who did test positive were able to continue to work from home and this had not resulted in a significant impact on service delivery.

22. Dartford & Gravesham NHS Trust

The Chairman welcomed Steve Fenlon, Medical Director at Dartford Gravesham NHS Trust.

The Medical Director gave a presentation to the Committee which informed the Committee on Covid, healthcare reorganisation, system plans and challenges, and a Trust update including estate improvement.

In response to questions regarding Covid, Members were advised that the influenza and Swine Flu plan had been initially instigated at the start which had worked well. However, the biggest challenge was the speed of which Covid passed on, and the influenza plans had not accounted for the number of patients who would require ICU. The ICU unit had beds for 10 patients and this quickly moved to 30. The biggest issue in regards to PPE was inflation and people buying more than what was needed, supplies were shared across Trusts as they were needed.

The Medical director praised staff for the way they had coped with the pandemic. In the first wave there was a high number of ICU staff needed and some staff had to be redeployed work in the ICU. These staff Members were those who had worked closely with ICUs before. During the second wave staff were given the option if they wanted to be redeployed to the ICU and some staff had continued to work in the units. Full physiological support was available for staff and there were plans for the ICU and the number of staff to be increased.

Covid numbers remained consistent with around 40 - 50 patients in the hospital at any one time. Covid was not the sole reason for being admitted but it was important that consistent swabbing and monitoring was continued to track the spread, and whether patients were coming in to hospital with it or it was being picked up whilst they were in hospital. The number of patients requiring ICU care had dropped and this was due to the vaccination and advances in treatment.

Members questions further focussed on patients managing their own care, through apps and advances in IT interfaces and looking at managing care needs outside of

the hospital. It was expected that over the next 15 years, there would be a 20% increase of care requirements, and hospitals would only be able to expand so far.

The Trust had created a paediatric emergency department which meant children were not seen by waiting in the main A&E area. Many people were now using the 111 service who could refer to Urgent Treatment Centres which provided care 12 hours a day 7 days a week rather than going straight to emergency departments which would in turn reduce the waiting time.

The Committee thanked the Medical Director for attending.

23. Performance Monitoring

Members considered the report which summarised performance across the Council as at January 2022. Members were asked to consider 14 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 Holders for Finance & Investment and People & Places.

In response to questions Members were advised that in regards to the Housing performance indicators, Covid, higher energy and food prices were having an ongoing impact on homelessness, alongside the impact of new Domestic Abuse legislation placing additional legal duties on local housing authorities. The Chief Officer People & Places advised Members that under the Act another Local Authority could place someone fleeing domestic abuse within the Sevenoaks District, which had result in an increase in emergency accommodation placements. An ongoing problem was the lack of affordable homes for people to move onto once placed into temporary accommodation. A number of initiatives to respond to the ongoing pressure of homelessness were in place, including Quercus Housing's delivery of more affordable housing and there was an out of area placement policy being developed.

Members thanked Officers for the good service which residents receive.

Resolved: That the report be noted.

24. Portfolio Holder for Finance & Investment

The Portfolio Holder for Finance & Investment, Cllr Dickins, reported on recent achievements and challenges faced in his portfolio. Covid was still very much present and from when initial conversations were taking place regarding the implications on the Council's finances in the medium and longer term, coming before Members today it was a delight to say that the Council's finances had performed better than anyone had anticipated back at the start of the pandemic two years ago. Pressures pre pandemic such as income lines and inflation had been accelerated as well as some of the positives such as the upscaling of the organisations and community connections as recognised in the Peer Challenge.

The budget had remained balanced for the next 10 years, and that innovation would continue to need to happen, and this was particularly through the property investment portfolio, and by using the skills learnt over the years this would benefit the council in the future. The Portfolio Holder's long term plan for the finances of the council was to ensure that a collaborative approach moved forward and the challenges that would arise.

Members took the opportunity to ask questions of the Portfolio Holder. Finances were currently 'under control' and risks had been considered under the budget at Full Council, and presently the figures were showing that there would be an unfavourable variance of £6,000. In terms of cash to property, this remained an area of risk but the Council could no longer invest for yield in property and so the property investment strategy had been removed from the capital programme to allow to borrow for some of the place making schemes. He advised that one of the biggest changes going forward was treasury returns and some of them were being moved into multi asset funds to look at longer terms investments.

In regards to the Public Works Loan Board (PWLB), we could not borrow from the PWLB if we were still participating in invest for yield property schemes. This had been reinforced by CIPFA in the revised Prudential Code.

Regarding Multi Asset Investment Funds, Treasury Management Strategy advisers had been instructed on fund sifting and would bring to Members their proposed funds based on feedback we had given them, before a final decision was made.

The Capital Programme would be updated with further schemes which have been approved separately. It was noted that these schemes were not without risk.

In regards to assisting fuel bills, central government were providing £150 to Council tax payers in bands A - D with a discretionary payment for those who lived in larger properties, subject to criteria. The intention was to support those most in need. There were still around 9,000 households who did not pay their Council Tax by Direct Debit but these people would not miss out on the payment.

The Committee thanked Cllr Dickins for his attendance and to Officers for their work.

25. Portfolio Holder for People & Places

The Portfolio Holder for People & Places presented her report starting with thanking Officers for all their work within the wide remit of the Portfolio. She advised that the report was only a snapshot of the portfolio. Recent successes included the Making in Happen voluntary and community awards; the District Voluntary Sector Forum had undertaken its second Barometer Survey of the sector to assess the ongoing impact of Covid-19; an artist has been commissioned to deliver a new public artwork in Sevenoaks Town; we received KCC funding for a Community Mobilisation Officer to support a programme of community empowerment work over the next 15 months; the Darent Valley Community Rail Partnership was successful in securing £100k funding and there was a launch of a

new tourism website for the district. The new Sevenoaks District Community Safety Strategy and Action Plan for 2022/23 had been finalised and included an additional priority for Violence Against Women and Girls

Looking ahead, the Big Sing would be held in June; preparations for the Queen's Green Canopy project were underway and the Family Fun Days have been confirmed for Easter and Summer. The Community Grant scheme is being reviewed, looking to see how the process can be shortened to benefit successful applicants. The opening of the White Oak Leisure Centre had been a success and it had been confirmed that Orchards Academy and the sports hall would be rebuilt as part of an overall development programme for the school. The Kickstarter scheme would finish at the end of March 2022, and a number of Kickstarter's had found new roles.

Members took the opportunity to discuss the report and ask the Portfolio Holder questions. Members thanked the Portfolio Holder for the work on the White Oak Leisure Centre and positive feedback had been received, and congratulated the Team.

Cllr Dyball advised that, Cllr Hogarth and herself were trustees of the Charity Incorporated Company, Concrete Wave for fundraising for the skate park renewal in Swanley. So far, funding had been received and this was solely for the skate park.

In response to a query, Members were advised that the Portfolio Holder's report was only a snapshot of her Portfolio and would send an update on the Town Ambassadors, Mental Health, White Ribbon and the Youth Assembly.

Action: For additional information to be circulated on Town Ambassadors, Mental Health, White Ribbon and the Young People's Assembly.

The Chief Officer People and Places advised that provision for a new sports hall on the Orchards Academy site is being taken forward by the Department for Education. Although this would be delivered within the next two years the Council had been approached for their comments and input for any requirements, including a Community Use Agreement.

The Chairman thanked the Portfolio Holder for her attendance.

26. Chairman's Draft Annual Report

The Chairman presented the report and invited Members to provide feedback and ask questions.

It was requested by Members that the Chairman's report include comments on the level of Officer administrative support available to Working Groups.

27. In Depth Scrutiny Working Group - Verbal Update

Agenda Item 1

Scrutiny Committee - 22 March 2022

Cllr Osborne Jackson, Chairman of the Covid -19 Working group updated Members that the working group had met with Cllr Fleming, Richard Morris, Sarah Robson and visited the Dunbrik Depot.

It was hoped the Committee would be able to meet with the Chief Executive, Leader of a neighbouring authority and KCC before making the final report. He advised that the final report would come to the 12 July 2022 Scrutiny Committee.

28. Work Plan

The work plan was discussed and a number of external invitees were suggested for future meetings of the Scrutiny Committee depending on the availability. It was also noted that should two external organisations be available to attend then only one Portfolio Holder would be invited to attend the meeting.

Possible External Invitees

Kent Police

Sencio

Chief Executive West Kent Housing

Leader of KCC

Maidstone and Tunbridge Wells NHS Trust

THE MEETING WAS CONCLUDED AT 9.16 PM

CHAIRMAN

ACTIONS FROM THE MEETING HELD ON 22 March 2022 (As at 10.06.22)

Action	Description	Status	Contact Officer
1	For additional information to be circulated on Town Ambassadors, Mental Health, White Ribbon and the Young People's Assembly.	Circulated by Email	Sarah Robson Ext. 7

This page is intentionally left blank

PERFORMANCE REPORT

Scrutiny Committee - 13 July 2022

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 March 2022.

Agenda Item 6

Status	Current Month	Year To Date
Red <i>10% or more below target</i>	12 (23.5%)	9 (17.6%)
Amber <i>Less than 10% below target</i>	6 (11.8%)	10 (19.6%)
Green <i>At or above target</i>	33 (64.7%)	32 (62.8%)

- 3 Provided as Appendix A to this report are details of the 13 indicators where performance is 'Red' and missing the target level by 10% or more.
- 4 Commentary is provided for each of the 'red' performance indicators explaining why target has not been met and the actions that are planned to improve performance.

Portfolio Holder Performance Reports

- 5 The following performance reports are provided as Appendices to this report:
 - Appendix B - Improvement & Innovation Portfolio performance report
 - Appendix C - Development & Conservation Portfolio performance report
- 6 Where performance is 'red' and missing the target level by 10% or more Officers have provided a commentary for Members consideration.

Other Options Considered and/or Rejected

- 7 None.

Key Implications

Financial

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

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

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.

NetZero 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

This report to Members summarises performance across the Council with data that was available at the end of March 2022. Members are asked to consider 13 performance indicators which are performing 10% or more below their target and if the actions being taken by Officers are not deemed sufficient are recommended to refer those indicators to the Cabinet for further assessment.

Appendices

Appendix A - Exceptions Report

Appendix B - Improvement & Innovation Portfolio Performance Report

Appendix C - Development & Conservation Portfolio Performance Report

Background Papers

None

Dr Pav Ramewal




Chief Executive


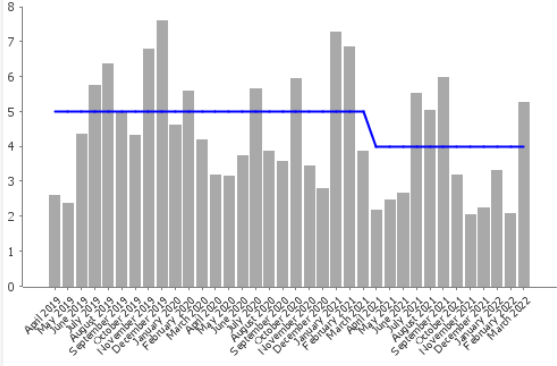

This page is intentionally left blank


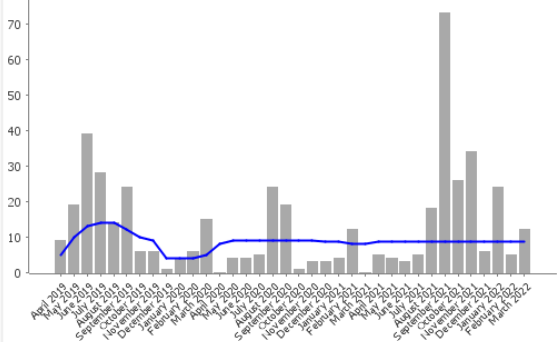


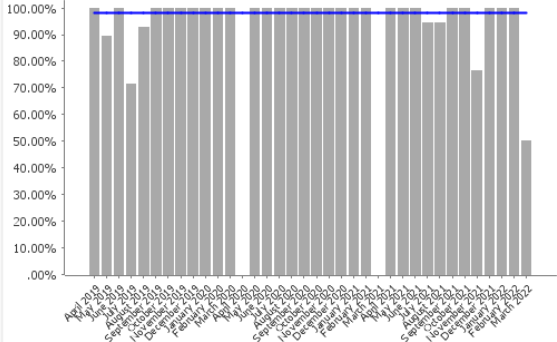

Appendix A


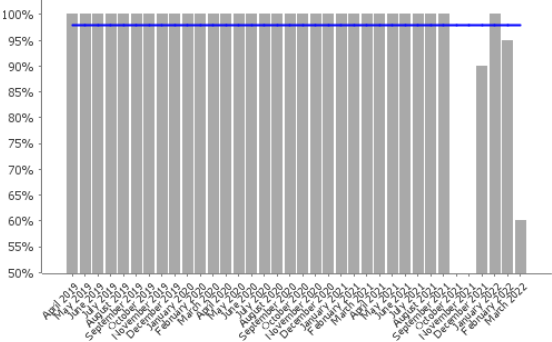


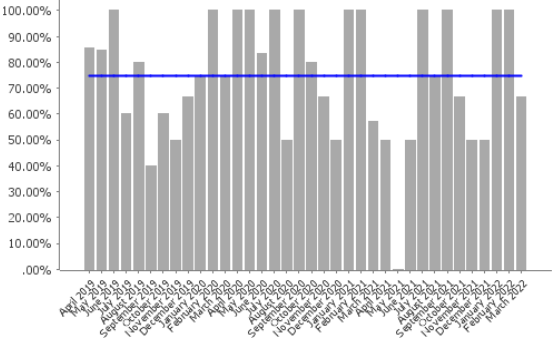

Scrutiny Committee – Exceptions Report


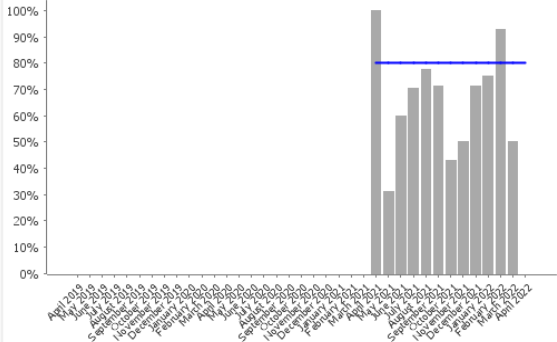


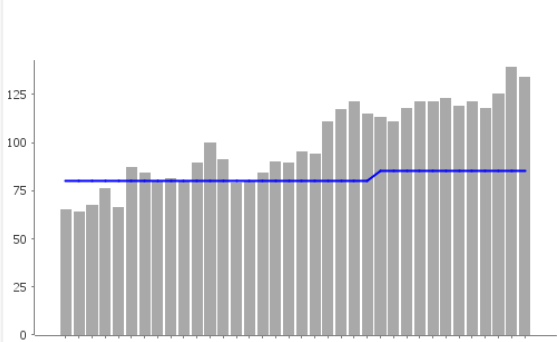

Key:


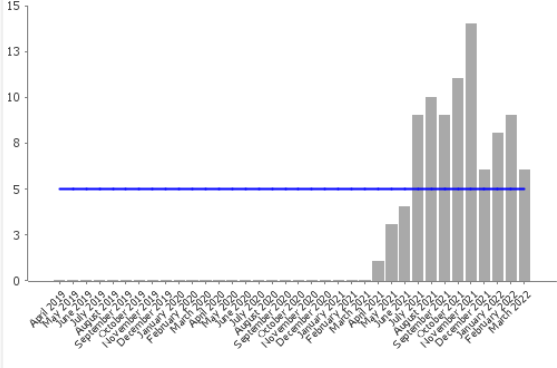


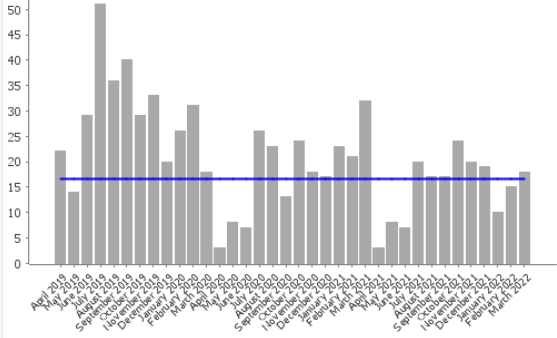

Status	Colour	Details
	Green	At or above target
	Amber	Less than 10% below target
	Red	10% or more below target


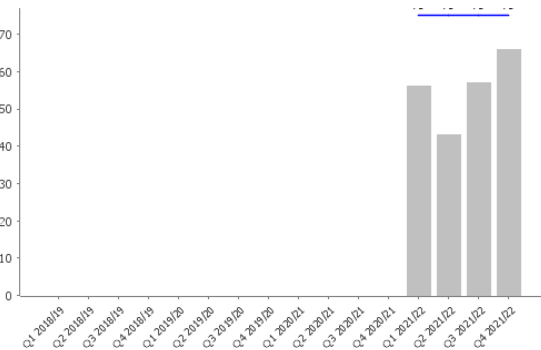

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2021/22 Value	Year to date 2021/22 Target	Year to date 2021/22 Status	Latest Note
LPI_DS Clean 002	Average number of working days taken to remove fly tips which the District Council has responsibility to clear	5.2	4			3.5	4		<p>Staff resources have been impacted, including an outbreak of Covid. The volume of reported fly-tips was also relatively high in March, with 146 incidents reported (of a total of 1,586 fly-tips reported during the year)</p> <p>However, since the fly-tip service has been included within the Clean & Green team there has been a marked improvement. Regular street cleaning crews now assist the dedicated fly tipping crew. The average days for removal in April and May 2022 were 2.98 and 1.46 respectively.</p>


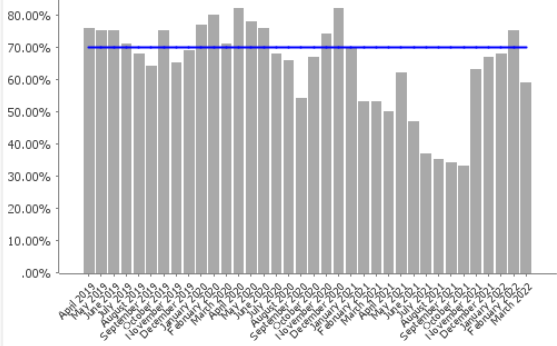


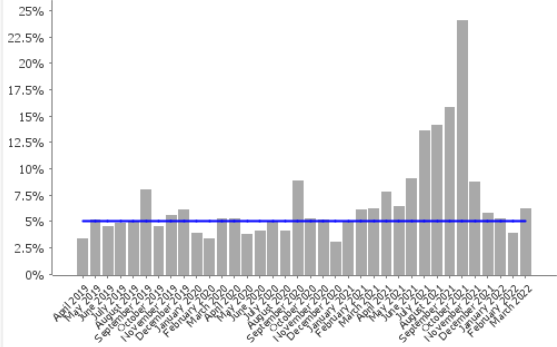

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2021/22 Value	Year to date 2021/22 Target	Year to date 2021/22 Status	Latest Note
LPI_DS Waste 004	Number of missed green waste collections	12	9			215	105		<p>The green waste service continues to be operating at extremely high levels of collections. Performance is under pressure due to the reduced staffing resources and the prioritisation given to weekly domestic waste collections. We are seeing an increase in the use of pre-paid paper garden sacks, which is problematic, given the pressure on resources, as we have to check every single street across the district to see if residents have presented them for collection. Performance is slowly getting better.</p>
LPI_DS Waste 005	Percentage of missed green waste collections corrected by next working day	50.00%	98%			92.95%	98%		


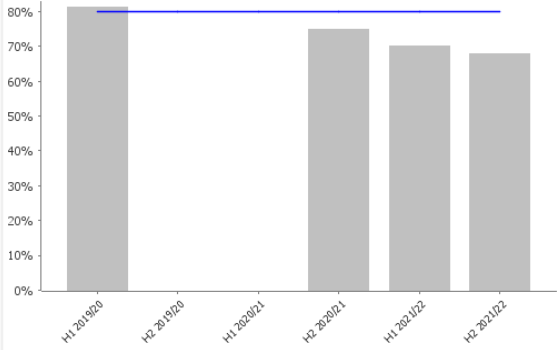

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2021/22 Value	Year to date 2021/22 Target	Year to date 2021/22 Status	Latest Note
LPI_DS Waste 003	Percentage of missed collections put right by the next working day	60%	98%			94.5%	98%		Availability of staff to cover missed collections, availability of vehicles and the pressure on increased collection weights are the main reason for this short-term fall in performance. However, as resources return performance has started to improve.
LPI_DS 009	Percentage of appeals against planning application refusal dismissed	66.67%	75%			72.73%	75%		In March 2022, three decisions were made on planning appeals, one of which was allowed. Overall, 44 decisions on planning appeals were made in the year, with the Council decision supported in 32 of those cases (72.7%).

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_A UL1	Sevenoaks: Audit actions fully implemented within agreed timescales	50%	80%			67.74%	80%		The Internal Audit team are working with responsible officers to try and ensure implementation dates are realistic when set. Any actions that are overdue are reported and commented on in quarterly follow-up reports.
LPI_H S A 03	Number of households in all types of emergency & temporary accommodation	134	85			134	85		<p>The need for emergency accommodation remains high due to the complexity of the households approaching.</p> <p>A key issue for the District is the lack of affordable rented accommodation to move on households currently in emergency and temporary accommodation. Vine Court Road (7 units) and High Street, Swanley (15 new units) are due for completion and handover to support provision and the supply of move on accommodation.</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_H S A 04	Number of households in B & B	6	5			6	5		The service continues to see an increased number of complex single homeless cases, primarily with mental health and support needs. The Council is statutorily required to provide interim accommodation within the district when assessing and considering the suitability under the Homelessness Reduction Act 2017 and only where other forms of temporary accommodation are full, B&B accommodation is used.
LPI_H S R 01	Total number housed through Sevenoaks District Housing Register nomination	18	16.67			178	200		Demand for social housing remains high in the District. The number of available nominations depends on the availability of accommodation from our housing association partners (WKHA/Moat/Orbit).

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
	Number of individuals completing the One You initial appointment	66	75			222	300		<p>Of the 406 referrals we received in 2021/22, 58.6% of referrals elected to get involved in the service and attend our initial consultation (238). Our funder (Kent County Council) sets a KPI target for the service to make contact with referrals within 48 working hours (KPI target is 70% minimum), during 2021/22 we exceeded this by making contact with 92.4% of all referrals within 48 working hours. Further to this we make three different contact attempts with our potential clients before we assume that they are not interested in the service.</p> <p>We anticipate an increase in referrals as a result of us moving further away from a COVID dominated environment which will subsequently have a positive effect on our attendance rates at our Initial Consultation.</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	59%	70%			52.5%	70%		<p>There has been a sustained increase in calls of approximately 20% of previous call volumes each month, and an additional increase in calls following the Governments announcement of the £150 Council tax rebate.</p> <p>Staff absences, including two officers with long-term illnesses have further impacted performance. Recruitment is taking place to backfill vacancies wherever possible.</p>
LPI_CS002	Percentage of phone calls to the Contact Centre abandoned by the caller	6.2%	5%			10.1%	5%		<p>In addition a new system is being developed to encourage online transactions (reduce telephony payments etc) and resources are continually reviewed to ensure the peaks in service demand can be addressed.</p>


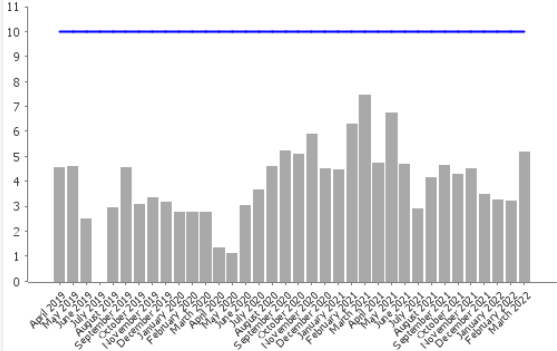

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Year to date 2021/22 Value	Year to date 2021/22 Target	Year to date 2021/22 Status	Latest Note														
LPI_CD 02	Percentage of performance of organisations awarded grants on target (over £500)	67.96%	80%		 <table border="1"> <caption>Performance Chart Data</caption> <thead> <tr> <th>Period</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>H1 2019/20</td> <td>80</td> </tr> <tr> <td>H2 2019/20</td> <td>0</td> </tr> <tr> <td>H1 2020/21</td> <td>0</td> </tr> <tr> <td>H2 2020/21</td> <td>75</td> </tr> <tr> <td>H1 2021/22</td> <td>70</td> </tr> <tr> <td>H2 2021/22</td> <td>68</td> </tr> </tbody> </table>	Period	Value (%)	H1 2019/20	80	H2 2019/20	0	H1 2020/21	0	H2 2020/21	75	H1 2021/22	70	H2 2021/22	68	68.98%	80%		A small number of projects have not met their original KPU's due to the continued impact of Covid 19 during the year. Officers have worked with groups to ensure delivery and some projects offered extensions to ensure target audiences continue to benefit from the grants. In addition, one applicant was unable to complete their monitoring form due to the organisation's CEO sadly passing away and it has been agreed to await for a new CEO to be appointed before discussing the community grant with them.
Period	Value (%)																						
H1 2019/20	80																						
H2 2019/20	0																						
H1 2020/21	0																						
H2 2020/21	75																						
H1 2021/22	70																						
H2 2021/22	68																						

Appendix B


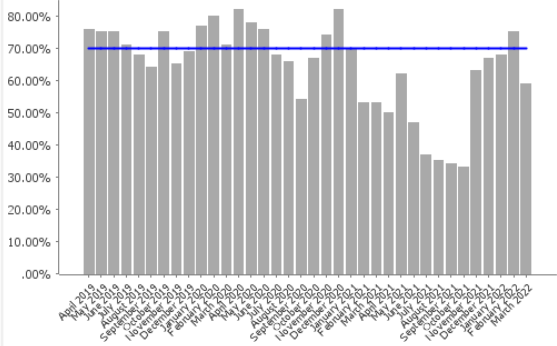


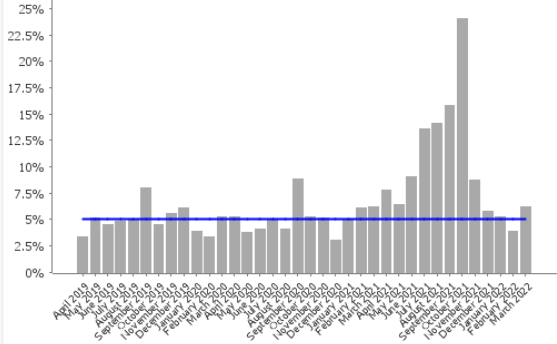

Scrutiny Committee – Improvement & Innovation Portfolio performance report

Key:

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

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 21 LPI_BC LC 001	Average number of days to process a land charge search	5.19	10			4.31	10		No commentary required

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_CS V 02	Percentage of planning applications submitted and received electronically	94.00%	80%	✔		95.08%	80%	✔	No commentary required
LPI_HR 001	The average number of working days lost to sickness absence per FTE	7.55	9	✔		7.55	9	✔	No commentary required




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	59%	70%			52.5%	70%		<p>There has been a sustained increase in calls of approximately 20% of previous call volumes each month, and an additional increase in calls following the Governments announcement of the £150 Council tax rebate.</p> <p>Staff absences, including two officers with long-term illnesses have further impacted performance. Recruitment is taking place to backfill vacancies wherever possible.</p>
Page 238 LPI_CS002	Percentage of phone calls to the Contact Centre abandoned by the caller	6.2%	5%			10.1%	5%		<p>In addition a new system is being developed to encourage online transactions (reduce telephony payments etc) and resources are continually reviewed to ensure the peaks in service demand can be addressed.</p>


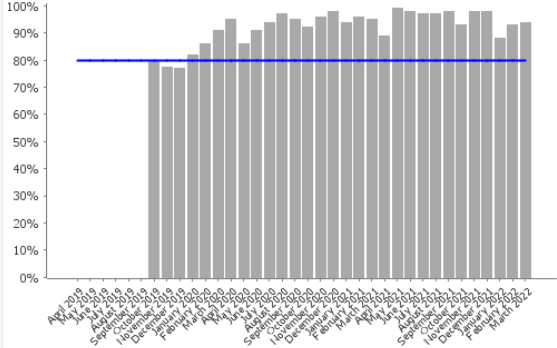

This page is intentionally left blank

Appendix C

Scrutiny Committee – Development & Conservation Portfolio performance report

Key:


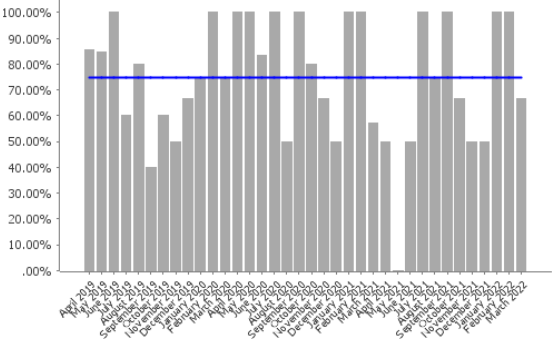

Status	Colour	Details
	Green	At or above target
	Amber	Less than 10% below target
	Red	10% or more below target

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 25 LPI_BC 01	Percentage of full plans / Building Notices acknowledged within 3 working days	94%	80%			95.17%	80%		No commentary required

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 02	Percentage of full plans checked within 15 working days	100%	95%	✔		99.17%	95%	✔	No commentary required
LPI_BC 03	Market Share	70%	70%	✔		70.92%	70%	✔	No commentary required

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_CS V 01	Average number of days taken to validate a planning application	4.1	5	✔		3.65	5	✔	No commentary required
PLD 007a	Processing of planning applications: Major applications in 13 weeks	100%	80%	✔		92.59%	80%	✔	No commentary required

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	91.79%	90%	🟢		88.18%	90%	⚠️	No commentary required
LPI_D M 007b	Processing of planning applications: Minor applications in 8 weeks	73.17%	80%	⚠️		80.24%	80%	🟢	No commentary required

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	66.67%	75%			72.73%	75%		<p>In March 2022, three decisions were made on planning appeals, one of which was allowed.</p> <p>Overall, 44 decisions on planning appeals were made in the year, with the Council decision supported in 32 of those cases (72.7%).</p>

This page is intentionally left blank

**Development & Conservation Portfolio Holder's report for Scrutiny Committee
on 12th July 2022**

The Services within my Portfolio continue to perform very strongly, and within agreed budgets, when measured not just against our own performance indicators, but also when you look further afield to comparisons in the sector nationally.

The Department is currently fully staffed, with new staff bedding in well in Development Management and Enforcement, and a recent recruitment in Strategic Planning to a career grade planning officer post with a start date to be confirmed.

The Building Control service has now been back in house for a year, following the de-coupling of the partnership with Tonbridge and Malling, which was achieved without any impact on our customers. The service continues to be hugely well regarded, and maintains over 70% of the share of the market, and we have a talented team in place who are currently preparing and adapting to the Building Safety Bill and changes to the Building Regulations. It was great to have a report come to the Development and Conservation Advisory Committee (DCAC) in the Spring to showcase the work that they do, and to raise Member awareness of the services that they provide. They will be incorporated into future Member training sessions to continue that learning.

In Strategic Planning the preparation of the evidence base for the emerging Local Plan is well under way. The most up to date position can be found in the report to DCAC on 5 July

<https://cds.sevenoaks.gov.uk/documents/s48889/11%20Local%20Plan%20Update.pdf?J=3>

We have also refreshed our plan making timetable, known as the Local Development Scheme, to strengthen our plan making position and reinforce our previous strategy, as well as providing greater protection of the Green Belt. Further details of that can be found here <https://cds.sevenoaks.gov.uk/documents/s48888/10%20-%20Local%20Plan%20Timetable%20LDS.pdf?J=3>

Our Design and Conservation function continues to flourish, and we are currently seeking to add further resource to that team to focus on the national design agenda, but more importantly to ensure that high quality development comes forward in our District, which also continues to preserve & enhance our existing heritage assets & Conservation Areas.

Finally in Strategic Planning, we are refreshing our CIL Governance arrangements to lead on improvements to infrastructure delivery for our communities. We were the first CIL charging authority in the County, and one of the first nationally, and bids are currently open for the latest meeting on the CIL Spending Board, which will take place in early September.

In Development Management, performance continues to be excellent. 2158 applications were determined last year, up from 1887 the year before - which was itself a higher volume than the year before that. "Major" and "Minor" applications have stayed fairly consistent, but "Others" (householders in particular) have risen from 1391 (19/20) to 1427 (20/21) to 1716 last year.

The Service operated at full capacity throughout the Pandemic, with nothing having to pause or halt completely. When decisions were challenged at appeal almost three quarters were dismissed, which shows the confidence that can be placed in the decisions being made by Planning Officers at SDC.

Agenda Item 7

We have also continued to see modernisation of our Planning Enforcement function, and it was lovely to also have them present to DCAC in the past year and showcase the service improvements that are being made there. We have never received so many compliments and so much positive feedback on what is perhaps the most sensitive area of planning!

I'd be delighted to take any questions you may have.

RE-ESTABLISHMENT OF COVID WORKING GROUP

Scrutiny Committee - 12 July 2022

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

Status: For Decision

Key Decision: No

Contact Officer: Charlie Sinclair, Ext. 7165

Recommendation to Scrutiny Committee:

To re-establish the In-Depth Scrutiny Working Group consisting of Cllrs Osborne-Jackson (Chairman), Layland, London and Pender

Reason for recommendation: To allow the Members of the Working Group to present their final report on the Council's response to the Covid-19 pandemic and assessment of the effectiveness of the Emergency Plan and District Emergency Centre (DEC).

Introduction and Background

- 1 The In-Depth Scrutiny Working Group was set up at the meeting of Scrutiny Committee in November 2021 to group consider the Council's response to the Covid-19 pandemic and assess the effectiveness of the Emergency Plan and District Emergency Centre (DEC) and areas of improvement.
- 2 Following the meeting of Annual Council, we entered a new municipal year and the Working Group ceased to exist.
- 3 In order to present their final report at the meeting of Scrutiny, the Working Group would need to be re-established.

Key Implications

Financial

None directly arising from this report.

Legal Implications and Risk Assessment Statement

The recommendation is in line with best practice and is to comply with the Committee's terms of reference.

NetZero 2030 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

Agenda Item 9

regarding either an increase or decrease in carbon emissions in the district, or supporting the resilience of the natural environment

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.

Appendices

None

Background Papers

None

Jim Carrington-West

Deputy Chief Executive and Chief Officer - Customer & Resources

Scrutiny Committee Work Plan as at 23 November 2021

Committee Date	13 July 2021	9 November 2021	20 January 2022 - Cancelled	22 March 2022
External Invitees		Kent County Council Cabinet Member for Highways & Transport	Dartford & Gravesham NHS Trust	Dartford & Gravesham NHS (confirmed)
Scrutiny Committee	Performance Monitoring Margot McArthur - Portfolio Holder for Cleaner & Greener	Performance Monitoring Lesley Dyball - Portfolio Holder for People & Places Julia Thornton - Portfolio Holder for Development & Conservation	Performance Monitoring	Performance Monitoring Matthew Dickins - Portfolio Holder for Finance & Investment (confirmed) Lesley Dyball - Portfolio Holder for People & Places (confirmed)
In-Depth Scrutiny	Final Report CCTV Working Group	Establishment of In-Depth Scrutiny Working Group	Update 1 from Working Group	Final Report - In-Depth Scrutiny Working Group - Covid-19 Response
Committee Date	12 July 2022	November 2022	January 2023	March 2023
External Invitees	Kent Police (Confirmed)	Sencio Community Leisure (TBC)		
Scrutiny Committee	Peter Fleming - Portfolio Holder for Improvement & Innovation (Confirmed) Julia Thornton - Portfolio Holder for Development & Conservation (confirmed)			
In-Depth Scrutiny	Final Report - in depth Scrutiny			

Past In-Depth Scrutiny Working Groups

2015/16

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

2016/17

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

2018/19

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

2019/21

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

Current In-Depth Scrutiny Working Group

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

Possible Future Areas for In-Depth Scrutiny

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

2017/18

- 31/10/17 - Pembury Hospital (Maidstone and Tunbridge Wells NHS Trust) (Angela Gallagher, Chief Operating Officer and Jim Lusby, Acting Chief Executive)

- 24/4/19 - Roger Gough - Kent County Council Member for Children, Young People and Education

2018/19

- 17/7/18 - Citizens Advice - North West Kent and Edenbridge and Westerham (Chair, Robin Thompson)
- 13/11/18 - Kent Police (Chief Inspector Tony Dyer)
- 5/2/19 - West Kent Housing (Chief Executive, Frank Czarnowski)

2019/21

- 16/7/19 - Sencio Sevenoaks Leisure Centre (Chief Executive, Jane Parish)
- 30/1/20 - Kent Police (Chief Inspector Jon Kirby)
- 14/7/20 - KCC Cabinet Member, Richard Long (Education and Skills)
- 10/11/20 - Sencio Sevenoaks Leisure Centre (Chief Executive, Jane Parish)
- 10/11/20 - The Stag Theatre (Chief Executive, Andrew Eyre)

- 12/1/21 - Kent Police (Chief Inspector Mark Stubberfield)
- 23/3/21 - Sevenoaks & District Chamber of Commerce (Chief Executive, Julie Phillips)

2021/22

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