

SERVICE CHANGE IMPACT ASSESSMENT

SCIA 01 (24/25)

Portfolio / Chief Officer: Richard Morris

Service: Planning

Activity: Increased Planning Applications

No. of Staff: 40.76

Details of proposed change	Cost Centre & Account Code of Budget	2024/25 Growth / (Saving) £000	Later Years Comments (ongoing, one-off, etc.) £000
Fee income - increase in demand expected following adoption of the Local Plan (from 26/27)	94300 DVDEVCT 3009	0	(50) from 2026/27 then ongoing
Fee income - further increase in demand expected following adoption of the Local Plan (from 29/30)	94300 DVDEVCT 3009	0	(50) from 2029/30 then ongoing
Fast track LDC applications		(5)	ongoing

**Box 1. Reasons for and explanation of proposed change in service**

Increase in fee income following adoption of the Local Plan.

Fast track LDC applications. Introduce a £500 charge for a guaranteed decision within 30 days

**Box 2. Key Stakeholders Affected:**

Planning applicants

**SERVICE CHANGE IMPACT ASSESSMENT****Box 3. Likely impacts and implications of the change in service  
(include Risk Analysis)**

Minimal impact upon service delivery as SCIA is proposed to reflect actual change in income/ work
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**Risk to Service Objectives (High / Medium / Low)**

Low
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**Cost Centre 2023/24 Budget (£'000)**

Operational Cost	1,073
Income	(1,028)
Net Cost	45

**Service Budget 2023/24 (relating to the area affected by this SCIA)**

Operational Cost	
Income	(899)
Net Cost	

**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.

**SERVICE CHANGE IMPACT ASSESSMENT**

SCIA 04 (24/25)

Portfolio / Chief Officer : Adrian Rowbotham

Service: Members

Activity Members Travel

No. of Staff no impact on FTE

Details of proposed change	Cost Centre & Account Code of Budget	2024/25 Growth / (Saving) £000	Later Years Comments (ongoing, one-off, etc.)
Reduce travel budget to reflect current levels of use	FSMEMB 57400	(9)	ongoing

**Box 1. Reasons for and explanation of proposed change in service**

For the last few years, the travel budget has not been spent. The 22/23 spend was £6,000 against a £15,000 budget. Therefore, the proposal re-aligns the current use and budget.

**Box 2. Key Stakeholders Affected:**

None

**Box 3. Likely impacts and implications of the change in service (include Risk Analysis)**

None

**Risk to Service Objectives (High / Medium / Low)**

Low

**SERVICE CHANGE IMPACT ASSESSMENT****Cost Centre 2023/24 Budget (£'000)**

Operational Cost	492
Income	0
Net Cost	492

**Service Budget 2023/24 (relating to the area affected by this SCIA)**

Operational Cost	15
Income	0
Net Cost	15

**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**

Members are reminded of the Council's stated ambition to be Net Zero with regards to carbon emissions by 2030. The decisions recommended in this paper directly impact on this ambition. The impact has been reviewed and there will be an (increase or decrease) on carbon emissions produced in the district as a result of this decision.

**SERVICE CHANGE IMPACT ASSESSMENT**

SCIA 05 (24/25)

Portfolio / Chief Officer : Sarah Robson

Service: People &amp; Places

Activity Health &amp; Communities

No. of Staff 1.71 FTE

Details of proposed change	Cost Centre & Account Code of Budget	2024/25 Growth / (Saving) £000	Later Years Comments (ongoing, one-off, etc.)
Services	60501 CDDEVLP	(6)	ongoing

**Box 1. Reasons for and explanation of proposed change in service**

The team is able to reduce the budget to deliver community initiatives and community safety in the District. Instead, we will seek alternative funding routes or opportunities for other partners organisations.

**Box 2. Key Stakeholders Affected:**

Local communities where initiatives and projects are hosted.

**Box 3. Likely impacts and implications of the change in service (include Risk Analysis)**

Reduction in Number of projects/community safety initiatives delivered.

**Risk to Service Objectives (High / Medium / Low)**

Medium

**SERVICE CHANGE IMPACT ASSESSMENT****Cost Centre 2023/24 Budget (£'000)**

Operational Cost	132
Income	0
Net Cost	132

**Service Budget 2023/24 (relating to the area affected by this SCIA)**

Operational Cost	132
Income	0
Net Cost	132

**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.

**Community Impact and Outcomes**

There will be a community impact as a number of projects will not be funded.

**SERVICE CHANGE IMPACT ASSESSMENT**

SCIA 06 (24/25)

Portfolio / Chief Officer : Sarah Robson

Service: People &amp; Places

Activity Health &amp; Communities

No. of Staff 0.7 FTE

Details of proposed change	Cost Centre & Account Code of Budget	2024/25 Growth / (Saving) £000	Later Years Comments (ongoing, one-off, etc.)
Services	67100 CDGRNT S	(5)	ongoing

**Box 1. Reasons for and explanation of proposed change in service**

The Health and Communities team runs an annual community grants programme. However, we are proposing to reduce the annual budget by £5,000.

The team considers it is able to support the saving as it runs other funding options through its Better Together and Community Safety Partnership grants, whilst enabling communities and partner organisations to secure funding and deliver projects as part of our community mobilisation programme.

**Box 2. Key Stakeholders Affected:**

Voluntary & Community organisations

**Box 3. Likely impacts and implications of the change in service (include Risk Analysis)**

There will be a reduction in the number of grants awarded each year.

**SERVICE CHANGE IMPACT ASSESSMENT****Risk to Service Objectives (High / Medium / Low)**

Medium
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**Cost Centre 2023/24 Budget (£'000)**

Operational Cost	201
Income	0
Net Cost	201

**Service Budget 2023/24 (relating to the area affected by this SCIA)**

Operational Cost	201
Income	0
Net Cost	201

**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]

**Community Impact and Outcomes**

There will be a community impact as a number of projects will not be funded.

**Wellbeing**

Wellbeing towards the communities who would not get their projects funded.



**SERVICE CHANGE IMPACT ASSESSMENT**

SCIA 07 (24/25)

Portfolio / Chief Officer : Adrian Rowbotham

Service: Pest Control

Activity Full Service

No. of Staff 1 FTE

Details of proposed change	Cost Centre & Account Code of Budget	2024/25 Growth / (Saving) £000	Later Years Comments (ongoing, one-off, etc.)
Stop service	FAL	45	Ongoing

**Box 1. Reasons for and explanation of proposed change in service**

This is a loss on the Councils budget, dependent on the members decision regarding the service review.

Details are included in a report to CGAC and Cabinet.

**Box 2. Key Stakeholders Affected:**

Existing customers.

**Box 3. Likely impacts and implications of the change in service (include Risk Analysis)**

This is a non-statutory service and loss making service. We would not provide pest control services to customers and sign post them to local providers.

**Risk to Service Objectives (High / Medium / Low)**

Low.

**SERVICE CHANGE IMPACT ASSESSMENT****Cost Centre 2023/24 Budget (£'000)**

Operational Cost	41
Income	(86)
Net Cost	(45)

**Service Budget 2023/24 (relating to the area affected by this SCIA)**

Operational Cost	41
Income	(86)
Net Cost	(45)

**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.

**SERVICE CHANGE IMPACT ASSESSMENT**

SCIA 08 (24/25)

Portfolio / Chief Officer : Adrian Rowbotham

Service: Cesspool

Activity Full Service

No. of Staff 2 FTE

Details of proposed change	Cost Centre & Account Code of Budget	2024/25 Growth / (Saving) £000	Later Years Comments (ongoing, one-off, etc.)
Stop service	FAJ	66	Ongoing

**Box 1. Reasons for and explanation of proposed change in service**

This is a loss on the Councils budget, dependent on the members decision regarding the service review.

Details are included in a report to CGAC and Cabinet.

**Box 2. Key Stakeholders Affected:**

Existing customers

**Box 3. Likely impacts and implications of the change in service (include Risk Analysis)**

This is a non-statutory service. We would not provide cesspool services to customers and sign post them to local providers. Large capital investment in a new vehicle would be avoided.

**Risk to Service Objectives (High / Medium / Low)**

Low.

**SERVICE CHANGE IMPACT ASSESSMENT****Cost Centre 2023/24 Budget (£'000)**

Operational Cost	209
Income	(275)
Net Cost	(66)

**Service Budget 2023/24 (relating to the area affected by this SCIA)**

Operational Cost	209
Income	(275)
Net Cost	(66)

**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**

Members are reminded of the Council's stated ambition to be Net Zero with regards to carbon emissions by 2030. The decisions recommended in this paper directly impact on this ambition. The impact has been reviewed and there will be an (increase or decrease) on carbon emissions produced in the district as a result of this decision.

This will be achieved through a fleet/vehicle reduction of emissions and fuel through a reduction of a diesel HGV vehicle being used across the district.

**SERVICE CHANGE IMPACT ASSESSMENT**

SCIA 09 (24/25)

Portfolio / Chief Officer : Adrian Rowbotham

Service: Refuse

Activity: Supply and deliver black waste sacks.

No. of Staff 0 FTE

Details of proposed change	Cost Centre & Account Code of Budget	2024/25 Growth / (Saving) £000	Later Years Comments (ongoing, one-off, etc.)
To remove the supply of black sacks to residents.	50800 DSREFSA 2127	(100)	Ongoing

**Box 1. Reasons for and explanation of proposed change in service**

This is a saving on not purchasing black waste sacks.  
Delivery saving is on the recycling sacks SCIA.

**Box 2. Key Stakeholders Affected:**

All residents across the district, plus our sack's supplier.

**Box 3. Likely impacts and implications of the change in service (include Risk Analysis)**

Resident would need to purchase their own black sacks to present waste for curb side waste collections.

**Risk to Service Objectives (High / Medium / Low)**

Medium.

**SERVICE CHANGE IMPACT ASSESSMENT****Cost Centre 2023/24 Budget (£'000)**

Operational Cost	296
Income	(11)
Net Cost	285

**Service Budget 2023/24 (relating to the area affected by this SCIA)**

Operational Cost	296
Income	(0)
Net Cost	296

**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**

Members are reminded of the Council's stated ambition to be Net Zero with regards to carbon emissions by 2030. The decisions recommended in this paper directly impact on this ambition. The impact has been reviewed and there will be a decrease on carbon emissions produced in the district as a result of this decision.

This will be achieved through a fleet/vehicle reduction of emissions and fuel by not delivering sacks to 53,000 properties twice yearly.

SERVICE CHANGE IMPACT ASSESSMENT

SCIA 10 (24/25)

Portfolio / Chief Officer : Adrian Rowbotham

Service: Refuse

Activity: Supply and deliver recycling sacks

No. of Staff 1 FTE

Details of proposed change	Cost Centre & Account Code of Budget	2024/25 Growth / (Saving) £000	Later Years Comments (ongoing, one-off, etc.) £000
Provide recycling 'bags for life'. This budget is for the purchase of recycling sacks. It is proposed that recycling sacks are replaced with bags for life in 2024/25. In 2025/26 there will be a saving on this budget as resident will have the bag for life.	50800 DSREFSA 2127 94300 DSREFSA 9999	0	(165) from 2025/26 Then ongoing
1 FTE for delivering sacks.	20500 FAA 8070	0	(32) from 2025/26 Then ongoing

**Box 1. Reasons for and explanation of proposed change in service**

This is a £176,000 saving on not purchasing and delivery sacks recycling sacks and a £11,000 loss of income on the sales of sacks.

Additional saving to agency staff (1FTE) is currently employed to deliver sacks.

**Box 2. Key Stakeholders Affected:**

All residents across the district, plus the sack supplier.

**SERVICE CHANGE IMPACT ASSESSMENT****Box 3. Likely impacts and implications of the change in service  
(include Risk Analysis)**

Residents would need to get used to using a different bag for their recycling waste.

**Risk to Service Objectives (High / Medium / Low)**

Medium.

**Cost Centre 2023/24 Budget (£'000)**

Operational Cost	296
Income	(11)
Net Cost	285

**Service Budget 2023/24 (relating to the area affected by this SCIA)**

Operational Cost	296
Income	(11)
Net Cost	285

**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**

Members are reminded of the Council's stated ambition to be Net Zero with regards to carbon emissions by 2030. The decisions recommended in this paper directly impact on this ambition. The impact has been reviewed and there will be a decrease on carbon emissions produced in the district as a result of this decision.

This will be achieved through a fleet/vehicle reduction of emissions and fuel by not delivering sacks to 53,000 properties twice yearly.



**SERVICE CHANGE IMPACT ASSESSMENT**

SCIA 12 (24/25)

Portfolio / Chief Officer : Richard Morris

Service: Environmental Health

Activity: Air Quality Monitoring Stations

No. of Staff 0 FTE

Details of proposed change	Cost Centre & Account Code of Budget	2024/25 Growth / (Saving) £000	Later Years Comments (ongoing, one-off, etc.)
Closure of the Bat & Ball and Greatness Air Quality Stations	EHSERVE	(32)	Ongoing

**Box 1. Reasons for and explanation of proposed change in service**

'The Future of Air Quality Monitoring within Sevenoaks District' report was presented to the Cleaner and Greener Advisory Committee on 10/10/23 and Cabinet on 12/10/23.

Cabinet resolved that:

- a) a partner to take over the management and operating costs of the Air Quality Stations (Bat & Ball and/or Greatness Park) from 1st April 2024, be sought by the Environmental Health Team;
- b) if a suitable partner cannot be identified as above; that on the 1<sup>st</sup> April 2024 the Air Quality Monitoring Stations at Bat & Ball and Greatness Park are closed and decommissioned, be agreed.
- c) in replacement of the two existing Air Quality Stations; the District Council seek to develop a network of portable Air Quality Analysers to be sited strategically in areas of poorest air quality. The scale and extent of this network, be subject to technical constraints and available funding from within existing Environmental Health budgets and/ or additional grant funding (or similar) if and when available, be agreed.

**Box 2. Key Stakeholders Affected:**

Sevenoaks Residents

Developers in the relevant areas

**SERVICE CHANGE IMPACT ASSESSMENT****Box 3. Likely impacts and implications of the change in service  
(include Risk Analysis)**

See previous report.
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**Risk to Service Objectives (High / Medium / Low)**

Low risk- The data at these stations has been compliant with national objective levels for several years and there is considered to be no/ minimal risk to Environmental Health Service objectives.
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**Cost Centre 2023/24 Budget (£'000)**

Operational Cost	801
Income	(30)
Net Cost	771

**Service Budget 2023/24 (relating to the area affected by this SCIA)**

Operational Cost	32
Income	0
Net Cost	32

**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.

**SERVICE CHANGE IMPACT ASSESSMENT**

SCIA 13 (24/25)

Portfolio / Chief Officer : Jim Carrington-West

Service: Customer Solutions

Activity

No. of Staff 23.24 FTE

Details of proposed change	Cost Centre & Account Code of Budget	2024/25 Growth / (Saving) £000	Later Years Comments (ongoing, one-off, etc.)
Reduction in opening hours from 8am to 6pm, Monday to Friday to 8.45am to 5pm, Monday to Thursday and 8.45am to 4.45pm on Fridays.	20500 XCAA 8010	(30)	Ongoing

**Box 1. Reasons for and explanation of proposed change in service**

- From September 2021, Members took the decision to extend Customer Solutions opening hours on the telephone from 8.45am to 5pm to 7am to 7pm. This was to provide greater access for customers, by providing a wider period for customers to speak to the Council.
- Following a trial period, in January 2022 the opening hours were reduced to 8am to 6pm, as there was little contact either side of these times.
- Data has been monitored monthly since January 2022 and contact remains low between 8am to 9am and 5pm to 6pm (on average 3% of all telephone contact).
- It is proposed to return to the original opening hours (8.45am to 5pm) with a reduction of 1 FTE.

**Box 2. Key Stakeholders Affected:**

- Internal – Customer Solutions team (change to working pattern).
- External – All callers to SDC (reduction in opening times. However, this is mitigated by the very low contact numbers and availability of online services for many common enquiries enabling self-service).

**SERVICE CHANGE IMPACT ASSESSMENT****Box 3. Likely impacts and implications of the change in service  
(include Risk Analysis)**

- It is anticipated this will have little impact on service delivery. Customer Solutions will still be open Monday to Friday during usual opening times. The customer demand for the extended period has proven to be low. Many common enquiries are now available online for customers to self-serve outside of our normal opening times.
- There will no impact to Customer Solutions staff in terms of working hours or terms and conditions. The shift rota will be amended accordingly to provide all staff shifts over the previous time period, which provides greater resilience when then phone lines are busiest.

**Risk to Service Objectives (High / Medium / Low)**

Low

**Cost Centre 2023/24 Budget (£'000)**

Operational Cost	900
Income	-
Net Cost	900

**Service Budget 2023/24 (relating to the area affected by this SCIA)**

Operational Cost	892
Income	-
Net Cost	892

**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

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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.

**SERVICE CHANGE IMPACT ASSESSMENT**

SCIA 14 (24/25)

Portfolio / Chief Officer : Detlev Munster

Service: Commercial Property

Activity Income

No. of Staff 0 FTE

Details of proposed change	Cost Centre & Account Code of Budget	2024/25 Growth / (Saving) £000	Later Years Comments (ongoing, one-off, etc.)
Increase in income budgets due to new Commercial Property fees and charges schedule	Various	(20)	(20)

**Box 1. Reasons for and explanation of proposed change in service**

A proposed new fees and charges schedule has been created to set out new prices for services offered in Commercial Property.

**Box 2. Key Stakeholders Affected:**

None.

**Box 3. Likely impacts and implications of the change in service (include Risk Analysis)**

None.

**Risk to Service Objectives (High / Medium / Low)**

Low.

**SERVICE CHANGE IMPACT ASSESSMENT****Cost Centre 2023/24 Budget (£'000)**

Operational Cost	680
Income	(196)
Net Cost	484

**Service Budget 2023/24 (£'000) (relating to the area affected by this SCIA)**

Operational Cost	0
Income	(196)
Net Cost	(196)

**Key Implications****Financial**

All Financial implications have been covered within the sections above.

**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.

SERVICE CHANGE IMPACT ASSESSMENT

SCIA G1 (24/25)

Housing and Health, Sarah Robson:

People and Places

Housing Accommodation, Advice and Homeless Prevention

No. of Staff 5.3 FTE

Details of proposed change	Cost Centre & Account Code of Budget	2024/25 Growth / (Saving) £000	Later Years Comments (ongoing, one-off, etc.)
Homelessness		150	One-off (and then reviewed)

**Box 1. Reasons for and explanation of proposed change in service**

Since the introduction of the Homelessness Reduction Act, all councils (nationally) have seen an increase in the number of households presenting as homeless or threatened with homelessness. As a result, this Council has seen an increase in the use and cost of temporary and emergency accommodation.

The length of time customers stay in temporary accommodation is often longer due to lack of suitable and affordable move-on accommodation in the district, both private rented and social housing.

The cost of living has placed further pressures on the homelessness service, alongside new asylum schemes (Homes for Ukraine, Afghan etc.) and increased domestic abuse placements as a result of the introduction of the Domestic Abuse Act. Changes to the private rented sector has also resulted in private landlords leaving the sector.

Over the past 3 years, the Council's Housing team has worked hard to minimise the use of temporary and emergency accommodation, which has seen numbers placed into interim accommodation decrease. This has been achieved through introducing more robust processes, a new landlord incentives scheme, support with rent deposit and rent in advance and the success of Quercus Housing, the Council's affordable housing company, which has delivered 41 new affordable homes in the Sevenoaks District. The Council has also sought partnerships with local partners, including West Kent Housing Association and the charity HfT, which has brought forward supported accommodation units at Vine Court Road and Orchard Close, alongside accommodation for single mums and women at Stay Green House.



**SERVICE CHANGE IMPACT ASSESSMENT****Box 2. Key Stakeholders Affected:**

Homeless households.
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**Box 3. Likely impacts and implications of the change in service (include Risk Analysis)**

The cost of expensive temporary accommodation, including nightly paid accommodation places a budget growth pressure on the Council.

The Council currently receives Government funding to support homelessness via the Homelessness Prevention Grant. The funding is used to support homelessness prevention staffing costs, but is also used to support part of the nightly paid temporary accommodation costs for homeless households.

The council has a statutory duty to assess the housing needs of households who present as homeless. As demand for homeless services continues, without additional growth funding, the Housing team would be unable to meet its statutory duties under the Homelessness Prevention Act's prevention and relief duties, which includes the provision of interim accommodation.

**Risk to Service Objectives (High / Medium / Low)**

Medium
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**Cost Centre 2023/24 Budget (£'000)**

Operational Cost	831
Income	(139)
Net Cost	692

**Service Budget 2023/24 (relating to the area affected by this SCIA)**

Operational Cost	539
Income	-

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Net Cost	539
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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]