

Public Document Pack



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26 February 2021

Dear Councillor

NOTICE IS HEREBY GIVEN THAT a meeting of the **OVERVIEW AND SCRUTINY COMMITTEE** will be held as a Remote Meeting - Teams Live Event on Monday 8 March 2021 at 6.00 pm when the following business will be transacted.

Members of the public who require further information are asked to contact Rebecca Brough, Democratic Services Manager on 01304 872304 or by e-mail at democraticservices@dover.gov.uk.

Yours sincerely

A handwritten signature in black ink, appearing to read "Nicky", written over a white background.

Chief Executive

Overview and Scrutiny Committee Membership:

C D Zosseder (Chairman)
S H Beer (Vice-Chairman)
M Bates
T A Bond
S C Manion
J Rose
M Rose
R S Walkden
P Walker
H M Williams

AGENDA

1 **APOLOGIES** (Page 5)

To receive any apologies for absence.

2 **APPOINTMENT OF SUBSTITUTE MEMBERS** (Page 6)

To note appointments of Substitute Members.

3 **DECLARATIONS OF INTEREST** (Page 7)

To receive any declarations of interest from Members in respect of business to be transacted on the agenda.

4 **MINUTES** (Page 8)

To confirm the Minutes of the meeting of the Committee held on 11 January 2021 and 8 February 2021 (to follow).

5 **DECISIONS OF THE CABINET RELATING TO RECOMMENDATIONS FROM THE OVERVIEW AND SCRUTINY COMMITTEE** (Page 9)

To receive the Cabinet decisions in respect of recommendations of the Overview and Scrutiny Committee.

6 **ISSUES REFERRED TO THE COMMITTEE BY COUNCIL, CABINET, OR ANOTHER COMMITTEE** (Page 10)

There are no items for consideration.

7 **NOTICE OF FORTHCOMING KEY DECISIONS** (Page 11)

It is intended that Members should use the Notice of Forthcoming Key Decisions to identify topics within the remit of the Committee for future scrutiny.

8 **SCRUTINY WORK PROGRAMME** (Pages 12 - 18)

It is intended that the Committee monitor and prioritise its rolling work programme.

9 **PUBLIC SPEAKING** (Page 19)

Please note that in accordance with the agreed Protocol for Public Speaking at Overview and Scrutiny, the right to speak only applies to agenda items 11, 12 and 14.

Members of the public wishing to speak must register to do so by no later than 2.00 pm on the second working day (Thursday) before the meeting.

For remote meetings, public speaking for those who successfully register will take the form of a statement of up to 500 words that will be read out by a member of the Democratic Services team.

10 **CRIME AND DISORDER UPDATE** (Page 20)

To receive an update from the Head of Community and Digital Services.

Representatives of Kent Police will also be in attendance.

11 **HOUSING STOCK COMPLIANCE** (Pages 21 - 26)

To consider the attached report of the Strategic Director (Operations and Commercial).

12 **HOMELESSNESS AND EVICTION UPDATE** (Pages 27 - 31)

To consider the attached report of the Head of Housing.

13 **PERFORMANCE REPORT - THIRD QUARTER 2020/21** (Pages 32 - 47)

To consider the report of the Head of Leadership Support.

14 **FOOD POVERTY REVIEW UPDATE** (Page 48)

To receive an update from the Democratic Services Manager.

15 **EXCLUSION OF THE PRESS AND PUBLIC** (Page 49)

The recommendation is attached.

MATTERS WHICH THE MANAGEMENT TEAM SUGGESTS SHOULD BE CONSIDERED IN PRIVATE AS THE REPORT CONTAINS EXEMPT INFORMATION AS DEFINED WITHIN PART 1 OF SCHEDULE 12A OF THE LOCAL GOVERNMENT ACT 1972 AS INDICATED AND IN RESPECT OF WHICH THE PROPER OFFICER CONSIDERS THAT THE PUBLIC INTEREST IN MAINTAINING THE EXEMPTION OUTWEIGHS THE PUBLIC INTEREST IN DISCLOSING THE INFORMATION

16 **FUTURE OF CO-INNOVATION CENTRE (FORMER CO-OP STORE), CASTLE STREET, DOVER** (Pages 50 - 54)

To consider the attached report of the Head of Inward Investment and Tourism.

Access to Meetings and Information

- The Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020 have changed the basis of the public's legal right to attend meetings. This means the public now has the right to hear Councillors attending the remote committee meeting that would normally be open to the public to attend in person. It is the intention of Dover District Council to also offer the opportunity for members of the public to view, as well as hear, remote meetings where possible. You may remain present throughout them except during the consideration of exempt or confidential information.
- All meetings are held at the Council Offices, Whitfield unless otherwise indicated on the front page of the agenda. There is disabled access via the Council Chamber entrance and a disabled toilet is available in the foyer. In addition, there is a PA system and hearing loop within the Council Chamber.
- Agenda papers are published five clear working days before the meeting. Alternatively, a limited supply of agendas will be available at the meeting, free of charge, and all agendas, reports and minutes can be viewed and downloaded from our website www.dover.gov.uk. Minutes will be published on our website as soon as practicably possible after each meeting. All agenda papers and minutes are available for public inspection for a period of six years from the date of the meeting.

- If you require any further information about the contents of this agenda or your right to gain access to information held by the Council please contact Rebecca Brough, Democratic Services Manager, democraticservices@dover.gov.uk, telephone: 01304 872304 or email: democraticservices@dover.gov.uk for details.

Large print copies of this agenda can be supplied on request.

APOLOGIES

To receive any apologies for absence.

APPOINTMENT OF SUBSTITUTE MEMBERS

To note appointments of Substitute Members.

Declarations of Interest

Disclosable Pecuniary Interest (DPI)

Where a Member has a new or registered DPI in a matter under consideration they must disclose that they have an interest and, unless the Monitoring Officer has agreed in advance that the DPI is a 'Sensitive Interest', explain the nature of that interest at the meeting. The Member must withdraw from the meeting at the commencement of the consideration of any matter in which they have declared a DPI and must not participate in any discussion of, or vote taken on, the matter unless they have been granted a dispensation permitting them to do so. If during the consideration of any item a Member becomes aware that they have a DPI in the matter they should declare the interest immediately and, subject to any dispensations, withdraw from the meeting.

Other Significant Interest (OSI)

Where a Member is declaring an OSI they must also disclose the interest and explain the nature of the interest at the meeting. The Member must withdraw from the meeting at the commencement of the consideration of any matter in which they have declared a OSI and must not participate in any discussion of, or vote taken on, the matter unless they have been granted a dispensation to do so or the meeting is one at which members of the public are permitted to speak for the purpose of making representations, answering questions or giving evidence relating to the matter. In the latter case, the Member may only participate on the same basis as a member of the public and cannot participate in any discussion of, or vote taken on, the matter and must withdraw from the meeting in accordance with the Council's procedure rules.

Voluntary Announcement of Other Interests (VAOI)

Where a Member does not have either a DPI or OSI but is of the opinion that for transparency reasons alone s/he should make an announcement in respect of a matter under consideration, they can make a VAOI. A Member declaring a VAOI may still remain at the meeting and vote on the matter under consideration.

Note to the Code:

Situations in which a Member may wish to make a VAOI include membership of outside bodies that have made representations on agenda items; where a Member knows a person involved, but does not have a close association with that person; or where an item would affect the well-being of a Member, relative, close associate, employer, etc. but not his/her financial position. It should be emphasised that an effect on the financial position of a Member, relative, close associate, employer, etc OR an application made by a Member, relative, close associate, employer, etc would both probably constitute either an OSI or in some cases a DPI.

MINUTES

To confirm the Minutes of the meeting of the Committee held on 11 January 2021 and 8 February 2021 (to follow).

Decisions of the Cabinet Relating to Recommendations from the Overview and Scrutiny Committee

The Record of Decision for the most recent Cabinet meeting will contain the decisions in respect of the recommendations arising from the Overview and Scrutiny Committee.

**ISSUES REFERRED TO THE COMMITTEE BY COUNCIL, CABINET OR ANOTHER
COMMITTEE**

There are no items for consideration.

Notice of Forthcoming Key Decisions which will be made on behalf of the Council

Key Decisions Number	Item	Date of meeting at which decision will be taken by Cabinet (unless specified otherwise)	Summary of Item	Agreed for inclusion in the Work Programme
22	Approval of a draft Dover Homelessness and Rough Sleeping Strategy for consultation	May 2021	The report will be seeking cabinet approval of a recommendation to consult on a new homelessness and rough sleeping strategy for Dover. Local housing authorities are required by legislation to publish a homelessness strategy. The previous strategy was developed on an East Kent basis in partnership with Canterbury, Shepway and Thanet councils. This strategy has expired and the councils have drafted their own individual strategies. Some consultation has already taken place with key stakeholders in scoping the draft document.	To be determined
29	To determine the future use of the ColInnovation Centre site (former Co-op) at Stembrook, Dover	To be confirmed	To determine the future use of the Co-Innovation Centre site (the former Co-op building) at Stembrook, Dover having regard to the strategic planning and emerging opportunities for growth and place making in the town centre.	Agreed for Inclusion by Chairman
30	To seek permission to consult on merging and amending existing Public Spaces Protection Orders (PSPOs)	April/May 2021	There are currently two PSPOs in place in the district. One relating to dogs and the other relating to alcohol consumption in public places. The proposal is to merge the current PSPOs whilst retaining the existing controls and, pending consultation, to consider additional elements covering other forms of anti-social behaviour in the District.	To be determined

Note: (1) Key Decisions which have already been taken or the committee has declined to include within the work programme do not appear in this extract of the Notice of Forthcoming Key Decisions.

OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME 2020/21

Month	Issue	Resource Implications for Scrutiny				Reason for Inclusion on the Work Programme (incl. any actions required)
		Members On-going or single item?	Officers (Corporate Expenditure unless otherwise stated)	Scrutiny Budget Expenditure		
				Projected	Actual	
September 2020	Performance Report Q1 2020/21	Quarterly	Head of Leadership Support	£0	£0	To consider the report and make recommendations to Cabinet (if required)
	Affordable Housing Delivery	Single Item	Head of Finance & Housing	£0	£0	To consider the report and make recommendations to Cabinet (if required)
	Council Tax Premium for Long-Term Empty Properties Directly Impacted by Covid-19	Single Item	Strategic Director (Corporate Resources)	£0	£0	To consider the report and make recommendations to Cabinet (if required)
	Cleaning of Communal Areas in Housing Blocks	Single Item	Strategic Director (Operations & Commercial)	£0	£0	To consider the report and make recommendations to Cabinet (if required)
October 2020	Food Poverty	Review	Democratic Services Manager	£0	£0	To consider the review document and agree invitees
	EU Transition – Dover Port Health Authority	Single Item	Head of Regulatory Services	£0	£0	To consider the report and make recommendations to Cabinet (if required)
	Appointment of Local Plan PAG	Single Item	Leader of the Council	£0	£0	To scrutinise the decision of Cabinet (CAB10)
	Sandwich Guildhall Forecourt Improvement Works	Single Item	Strategic Director (Operations & Commercial)	£0	£0	To consider the report and make recommendations to Cabinet (if required)

Month	Issue	Resource Implications for Scrutiny				Reason for Inclusion on the Work Programme (incl. any actions required)
		Members On-going or single item?	Officers (Corporate Expenditure unless otherwise stated)	Scrutiny Budget Expenditure		
				Projected	Actual	
	Housing Stock Compliance	Single Item	Strategic Director (Operations & Commercial)	£0	£0	To consider the report and make recommendations to Cabinet (if required)
November 2020	Food Poverty	Review	Democratic Services Manager	£0	£0	To undertake the review
	Performance Report Q2	Quarterly	Head of Leadership Support	£0	£0	To consider the report and make recommendations to Cabinet (if required)
	Private Sector Housing Enforcement Policy 2020	Single Item	Head of Regulatory Services	£0	£0	To consider the report and make recommendations to Cabinet (if required)
	Housing Stock Compliance	Single Item	Head of Assets & Building Control	£0	£0	To consider the report and make recommendations to Cabinet (if required)
	Provision of New Museum Store	Single Item	Head of Assets & Building Control	£0	£0	To consider the report and make recommendations to Cabinet (if required)
December 2020	Dover District Council Local Development Scheme	Single Item	Head of Planning, Regeneration & Development	£0	£0	To consider the report and make recommendations to Cabinet (if required)
	Local Plan - Regulation 18 Consultation	Single Item	Head of Planning, Regeneration & Development	£0	£0	To consider the report and make recommendations to Cabinet (if required)
	Cable Car Feasibility	Single Item	Head of Inward Investment & Tourism	£0	£0	To consider the report and make recommendations to Cabinet (if required)

Month	Issue	Resource Implications for Scrutiny				Reason for Inclusion on the Work Programme (incl. any actions required)
		Members On-going or single item?	Officers (Corporate Expenditure unless otherwise stated)	Scrutiny Budget Expenditure		
				Projected	Actual	
	Local Government (Miscellaneous Provisions) Act 1976: Hackney Carriage Fare Tariff - Request for Increase	Single Item	Head of Regulatory Services	£0	£0	[Agreed by Committee for inclusion in work programme] To consider the report and make recommendations to Cabinet (if required)
	Housing Stock Compliance	Single Item	Strategic Director (Operations & Commercial)	£0	£0	To consider the report and make recommendations to Cabinet (if required)
January 2021	Food Poverty	Review	Democratic Services Manager	£0	£0	To undertake the review
	Approval of fees and charges for 2021/22	Single Item	Head of Finance & Investment	£0	£0	To consider the report and make recommendations to Cabinet (if required)
	Climate Change Emergency	Single Item	Strategic Director (Operations & Commercial)	£0	£0	To receive an update. [Item identified from work programme]
	Housing Stock Compliance	Single Item	Head of Assets and Building Control	£0	£0	To consider the report and make recommendations to Cabinet (if required)
	Kent and Medway Energy and Low Emissions Strategy	Single Item	Strategic Director (Operations & Commercial)	£0	£0	To consider the report and make recommendations to Cabinet (if required)
	Environmental Enforcement Service Delivery	Single Item	Head of Regulatory Services	£0	£0	To consider the report and make recommendations to Cabinet (if required)
	Use of Social Media for the investigation of criminal offences	Single Item	Head of Regulatory Services	£0	£0	To consider the report and make recommendations to Cabinet (if required)

Month	Issue	Resource Implications for Scrutiny				Reason for Inclusion on the Work Programme (incl. any actions required)
		Members On-going or single item?	Officers (Corporate Expenditure unless otherwise stated)	Scrutiny Budget Expenditure		
				Projected	Actual	
February 2021	Budget Scrutiny	Single Item	Strategic Director (Corporate Resources)	£0	£0	To consider the report and make recommendations to Cabinet and Council (if required)
	Housing Stock Compliance	Single Item	Head of Assets and Building Control	£0	£0	To consider the report and make recommendations to Cabinet (if required)
	Review of On and Off-Street Parking Charges	Single Item	Head of Commercial Services	£0	£0	To consider the report and make recommendations to Cabinet (if required)
	Food Poverty	Review	Democratic Services Manager	£0	£0	Members have been asked to provide key questions for the remaining witnesses
	Flooding in Deal	Single Item	Democratic Services Manager	£0	£0	To consider the issue of flooding in Deal. Discussions are on-going with Southern Water on attendance.
March 2021	Homelessness & Evictions Update	Single Item	Head of Housing	£0	£0	To receive an update. [Item identified from work programme]
	Performance Report – Q3	Quarterly	Head of Leadership Support	£0	£0	To consider the report and make recommendations to Cabinet (if required)
	Housing Stock Compliance	Single Item	Head of Assets and Building Control	£0	£0	To consider the report and make recommendations to Cabinet (if required)
	Food Poverty Update	Review	Democratic Services Manager	£0	£0	To update on progress and identify any outstanding work

Month	Issue	Resource Implications for Scrutiny				Reason for Inclusion on the Work Programme (incl. any actions required)
		Members On-going or single item?	Officers (Corporate Expenditure unless otherwise stated)	Scrutiny Budget Expenditure		
				Projected	Actual	
	Crime and Disorder Update	Single Item	Head of Community & Digital Services	£0	£0	To receive an update. [Item identified from work programme]
	Future of Co-Innovation Centre	Single Item	Head of Commercial Services	£0	£0	To consider the report and make recommendations to Cabinet (if required)
April 2021	Disabled Facilities Grants Update	Single Item	Head of Regulatory Services	£0	£0	To receive an update. [Item identified from work programme]
	Food Poverty Review	Review	Democratic Services Manager	£0	£0	To agree the review outcomes to report back to Council

Please note items beyond the current month are subject to change depending on Forward Plan, officer availability, etc.

Other Work Programme Items – To be scheduled by the Democratic Services Manager in consultation with the Chair and Controlling Group Spokesperson as the work programme permits

Priority	Subject	Why on Work Programme?
On-going work	Food Poverty Review	Referral from Council
1 (completed Feb 2021)	Flooding in Deal	Agreed for inclusion by Committee [Added by Cllr T A Bond]
2 (completed March 2021)	Tenant Evictions –to discuss what the council’s plans are and what could be done to mitigate evictions once the current government moratorium on evictions due to the Covid-19 crisis had ended	Agreed for inclusion by Committee [Added by Cllr H M Williams]
3 (in work programme)	Climate Emergency	Agreed for inclusion by Committee
4 (in work programme)	Crime and Disorder (including attendance by KRF representative to discuss traffic issues in Dover)	Constitutional Requirement
5 (in work programme)	Disabled Facilities Grants	Agreed for inclusion by Committee (April 2021)
6	Community Engagement Arrangements	Legacy from previous work programme [Added by Cllr S H Beer]
6	Corporate Consultation Policy - An overview of the corporate consultation policy (excluding Local Plan consultation)	Legacy from previous work programme [Added by Cllr S H Beer]
7	Explanation of Parking Policy and Future Plans	Legacy from previous work programme [Added by Cllr S H Beer]
8 (agreed for post-food poverty review so may fall in priority)	Youth Services	Legacy from previous work programme [Added by Cllr S H Beer] – Will not start until Food Poverty Review
8	Noise nuisance policy and performance (with particular respect to the out of hours service)	Legacy from previous work programme [Added by Cllr L A Keen]
9 (post-covid)	Dover District Leisure Centre - review of performance against targets and public transport access provision	Legacy from previous work programme [Added by Cllr L A Keen]
10	Public Toilet Provision	Agreed for inclusion by Committee [Added by Cllr D G Zosseder]
- To be included as work programme permits	Greening of Urban Dover	Agreed for inclusion by Committee [Added by Cllr M Rose]
- (Variable Priority) To be included as work programme permits	Update on capital expenditure relating to Digital Agenda	Legacy from previous work programme [Added by Cllr M Rose]

Priority	Subject	Why on Work Programme?
- To be included as items come forward	Neighbourhood Plans (as they come forward)	Legacy from previous work programme
- To be included once council returns to post-covid operations	Review of DDC Response to Covid-19	Legacy from previous work programme [Added by Cllr C A Vinson]

PUBLIC SPEAKING

Members of the public wishing to speak must register to do so by no later than 2.00 pm on the second working day (Thursday) before the meeting. The agenda front sheet will specify which items public speaking applies to for that meeting.

The right of the public to speak does not apply to the following agenda items: Apologies; Appointment of Substitute Members; Minutes; the Forward Plan, the Scrutiny Work Programme (and related documentation) or any agenda item that is not accompanied by a written report.

For remote meetings, public speaking for those who successfully register will take the form of a statement of up to 500 words that will be read out by a member of the Democratic Services team.

The Chairman may, in exceptional circumstances, alter or amend this procedure as he or she considers necessary.

CRIME AND DISORDER UPDATE

To receive an update from the Head of Community and Digital Services.

Subject:	HOUSING STOCK COMPLIANCE
Meeting and Date:	Cabinet – 1 March 2021
Report of:	Roger Walton, Strategic Director (Operations and Commercial)
Portfolio Holder:	Councillor Derek Murphy, Portfolio Holder for Housing and Health
Decision Type:	Non-Key Decision
Classification:	Unrestricted

Purpose of the report: To update Cabinet on the current position in relation to the compliance status of the Council's housing stock.

Recommendation: 1. That Cabinet notes the contents of this report which relates to statutory Health & Safety compliance matters associated with managing the housing stock, as well as the actions being taken to verify the accuracy of compliance data.

1. Summary

- 1.1 This is the fifth monthly compliance report since the housing service reverted to the direct control of Dover District Council from East Kent Housing on 1st October 2020. The report outlines: progress towards creating the requisite reliable compliance management and reporting framework and reporting performance based on this verified data. The Council's digital team has started working with the Assets & Building Control team on the upgrade of the SAM database, which will become Dover's central tool for compliance management.
- 1.2 The report draws attention to the features and constraints of the reporting system in order that members have a deeper understanding of the significance of the data being reported. In particular, the reporting figures can only indicate performance at a specific moment in time. Compliance is dynamic because individual certificates expire, necessitating retesting and possibly remedial actions.
- 1.3 In all of the sixteen information streams the accuracy of the data has now been verified.
- 1.4 The verified performance data, accurate at 5th February 2021. Appendix 1 gives details of the verification status and performance figures for each distinct area of compliance. When reporting in January officers alerted members to the fact that anecdotally contractors were starting to struggle to undertake surveys and any subsequent remedial actions. Performance figures this month are starting to reflect those difficulties, most noticeably in relation to the contractors undertaking fire risk assessments where there has been a 9% drop to 87%. Members can however take comfort in the fact that the reduction in performance signifies lapsed fire risk assessments as opposed to buildings having never had a fire risk assessment at all. It is therefore anticipated that when the risk assessments are carried out any risks discovered will be of a minor nature.

2. Introduction and Background

2.1 This is the fifth monthly compliance report since the housing service reverted to the direct control of Dover District Council from East Kent Housing. The first report was considered by cabinet on 9th November 2020 and stressed the importance of establishing a master data base, which for Dover District Council is the Strategic Asset Management (SAM) system, a module of the Northgate Housing System. Dover District Council's digital team has successfully led the project to separate Dover from the other Councils completing the task on 11th January. They are now spearheading the upgrade of the SAM data base, which again is legacy work that should have been completed some time ago by East Kent Housing. The project needs close collaboration with and considerable support from the Assets & Building Control team to ensure the software enables effective delivery of the service.

2.2 This report outlines subsequent progress towards creating the requisite reliable compliance management and reporting framework, establishing accurate raw data and reporting performance based on this verified data.

2.3 The verification of sixteen information streams has been completed.

3. **Compliance Management and Reporting Framework**

3.1 Work continues to refine the Compliancy Data Management and Data Storage Manual document which will be used by everyone delivering compliancy. The manual translates the policies into a working document for officers that describes the scope of each compliance area, the data that needs to be collected for that particular compliance area, why this data is necessary, how and where the data is stored and the measures needed to verify the data. The act alone of writing the manual focusses minds on the processes and procedures involved and acts as a tool for uncovering and rectifying any weakness in the system.

3.2 A series of workshops for managers and lead officers for each of the main compliance areas took place in late December and January. The workshops achieved the planned outcomes of equipping those running the service with the latest information so that they are fully conversant with new procedures and facilitating discussions about operational issues that can help shape the manual to cover all the practicalities on site. Feedback from the workshops is being incorporated into amended working practices.

3.3 The review of the policies drafted by Pennington Choices on behalf of the four Council's as part of the recovery plan is virtually complete. Any minor adjustments to the policies will be formally adopted by the Strategic Director (Operations and Commercial) in consultation with the Portfolio Holder for Housing and Health, under the delegated powers authorised by cabinet on 1st June 2020.

3.4 The Council received formal written confirmation from the Regulator for Social Housing on 11th January 2021 that its voluntary undertaking had been accepted. During the progress review meeting, held on 14th January, officers informed the regulator that lockdown three has seen a rise in the number of tenants refusing access to contractors for the purposes of inspection and carrying out compliance remedial works. It was emphasised that the Council still intends to deliver in accordance with the Voluntary Undertaking but that a prolonged lockdown will most probably lead to some delays. This agreement underpins the recovery programme. Part of the undertaking concerns the requirement for the emerging systems to be exposed to independent audits, designed to ensure that past weaknesses and flaws have been eradicated and that there is a plan and programme to remediate legacy

compliance issues. At the heart of the audit will be robust testing of compliance data management and the knowledge of those using that data

4. Establishing Accurate Raw Data

- 4.1 The paramount importance of complete, accurate data in ensuring all properties are safe has been recognised by both members and officers. The considerable amount of work needed to regain control of the information is complete and this is a pertinent opportunity to recognise the tenacity and sheer hard work of those officers given the task. It is important to note that the officers concerned have gone out of their way to uncover discrepancies, inaccuracies and missing information in order to ensure that the data is robust, even if that created additional detective work and rectification actions.

5. Compliance Performance

- 5.1 The compliance performance figures are attached at appendix 1. These figures relate to performance as at 5th February 2021.
- 5.2 The performance data demonstrates the immense efforts since 1st October 2020 to find collate and interrogate intelligently the compliance data. Managers now understand and can rely on data in planning and executing actions to improve performance. The majority of compliance streams are at, or close, to expected performance despite the added complications of Covid and lockdown 3. The performance data clearly identifies the areas that had been allowed to slide under the previous management regime. The quantum of work needed to be done to redress this issue should not be underestimated but the performance figures demonstrate on-going improvement.

6. Identification of Options

- 6.1 This report has been produced in response to the cabinet decision to seek regular updates with respect to the compliancy aspects of the housing maintenance service. Identification of options is thus not relevant

7. Resource Implications

- 7.1 This report appertains to the current compliance position hence there are no direct resource implications. Compliance is at the heart of the wider management of the service and the resources needed to manage compliance have been included with the housing asset team structure.

8. Climate Change Implications

- 8.1 The compliance report does not have an impact, either negative or positive, on climate change. Where actions are taken to improve compliance, these will be reviewed on a case by case basis with one of the goals being to reduce carbon emissions as much as is practically possible.

9. Corporate Implications

- 9.1 Comment from the Section 151 Officer: Accountancy have been consulted and have no further comments to add. (AC)
- 9.2 Comment from the Solicitor to the Council. "The Solicitor to the Council has been consulted in the preparation of this report and has no further comments to make".

9.3 Comment from the Equalities Officer: This report does not specifically highlight any equality implications, however in discharging their duties members are required to comply with the public sector equality duty as set out in Section 149 of the Equality Act 2010 <http://www.legislation.gov.uk/ukpga/2010/15/section/149> (KM)

9.4 Comment from the Climate Change & Energy Conservation Officer: "The Climate Change & Energy Conservation Officer has been consulted and has no further comments to add". (AM)

10. **Appendices**

Appendix 1 - Compliance Performance Table

11. **Background Papers**

Contact Officer: Martin Leggatt – Head of Assets and Building Control

Compliance Workstream	Total Stock / Blocks	Total incl Sub Block	Stock / Blocks Not Applicable	Stock / Blocks Applicable	Number Compliant	Current Number Non-Compliant	QTR 2 % Compliant September	QTR 3 % Compliant December	% Compliant January	Direction of Travel
ASBESTOS										
Communal Management Surveys	260	330	236	94	94	0	Not Verified	100%	100%	
Re inspections up to date	260	330	236	94	93	1	Not Verified	94.95%	98.94%	Outstanding inspection completed 01/02/21
ELECTRICAL SAFETY										
Communal areas with valid Electrical Inspection Condition Report	260		118	142	142	0	83%	99.29%	100.00%	
Domestic properties with valid Electric	4325			4325	2322	2003	44%	51.02%	53.69%	Performance has improved as the figures now include Electrical Inspection Condition Reports that are not on the Corgi portal, monitored on SAM data base
FIRE RISK ASSESSMENTS										
Fire Risk Assessments required	260	330	105	225	196	29	98%	96.43%	87.11%	Identified 2 King Street that needs an Fire Risk Assement as it has a communal area. Booked for 5/02/21. Further 29 expired order placed with the Contractor DDS who have capacity issue but have them booked in, added Ottaway House. Currenttly out to tender for contract so that Fire Risk Assessments can be completed in a timely maner.
ALL Fire Risk Assessment works arising				1739	1278	461	Not Verified	74.30%	73.49%	Data still includes some completed works by Contractor APL. Numbers being adjusted now each month reflecting new Fire Risk Assessments
Fire Risk Assessment works overdue pre October 2020				1466	1043	423			28.85%	Risk Ratings of each work item Substantial 90, Moderate 306, Blank 27
Fire Risk Assessment works overdue post October 2020				273	235	38			11.36%	Risk Ratings of each work item Moderate 38
EMERGENCY LIGHTING										
Emergency Lighting valid tests	260	330	187	143	143	0	98%	100.00%	100.00%	Ottaway House being added for February checks
SMOKE DETECTORS										
Properties with Smoke Detectors	4325			4325	2132	2193	Not Verified	Not Verified	49.29%	Data now verified and on SAM data base
FIRE ALARMS										
Fire Alarms tested	260	330	213	117	116	1	100%	99.15%	99.15%	Waiting for alarm to be handed over to contractor PJC for Norman Tailyour House
GAS SAFETY										
Communal boilers with valid Landlord Gas Safety Record				20	20	0	100%	100%	100%	Data has been verified

Compliance Workstream	Total Stock / Blocks	Total incl Sub Block	Stock / Blocks Not Applicable	Stock / Blocks Applicable	Number Compliant	Current Number Non-Compliant	QTR 2 % Compliant September	QTR 3 % Compliant December	% Compliant January	Direction of Travel
Domestic properties with an Landlord Gas Safety Record	4322		308	4014	4012	2	99.90%	99.97%	99.95%	2 property without Landlord Gas Safety Record, legal action being taken
NON GAS Properties										
ALL Heating Non Gas Safety Record (4322		4014	308	200	108	62%	64.82%	64.94%	Data has been verified and stock numbers adjusted to reflect those owned and not requiring a Landlord Gas Safety Record
LIFT INSTALLATIOINS										
Communal passanger lifts	260	255		6 lifts (5 locations)	6	0	100%	100%	100%	Data on Insurance Contract Portal
LEGIONELLA										
Legionella Risk Assessments required	260	330	292	38	38	0	Not Verified	100%	100%	
Works arising							Not Verified	249	233	
FIRE EXTINGUISHERS	260		252	8	8	0		100.00%	100.00%	All serviced but one removed at Lancaster House as no longer required
PORTABLE APPLIANCE TESTING	260		253	7	7	0		100%	100%	All certificates on file, data on Tracker Spradsheet

Subject: HOMELESSNESS AND EVICTION UPDATE

Meeting and Date: Scrutiny: 8 March 2021

Report of: Louise Taylor, Head of Housing

Classification: Unrestricted

Purpose of the report: To brief members of the current rules applying to evictions and the action being taken by both the Housing Options Team and Housing Management (Income Recovery) Team to mitigate the numbers of households at risk of this.

Recommendation: That the contents of the report be noted

1) **Summary**

1.1 A raft of Government interventions have been introduced to help support and prevent tenants losing their homes during the national pandemic. These have offered greater protection to those at risk of eviction and have slowed the process for landlords seeking possession of their properties in both the public and private housing sectors. This report is intended to brief members on the impact that the restrictions are having upon the housing management and housing options services and the work they are doing with households at risk of eviction.

2) **Introduction and Background**

2.1 The Coronavirus Act 2020 provides greater protection for social and private tenants by delaying when landlords can start proceedings to evict them. The provisions of the Act have increased required notice periods and since 29 August 2020, apart from the most serious cases, landlords have been unable to start possession proceedings unless they have given their tenants 6 months notice. The serious cases that are the exception to this include significant anti-social behaviour, domestic abuse, false statement and where a tenant has accrued rent arrears to the value of over 6 months' rent.

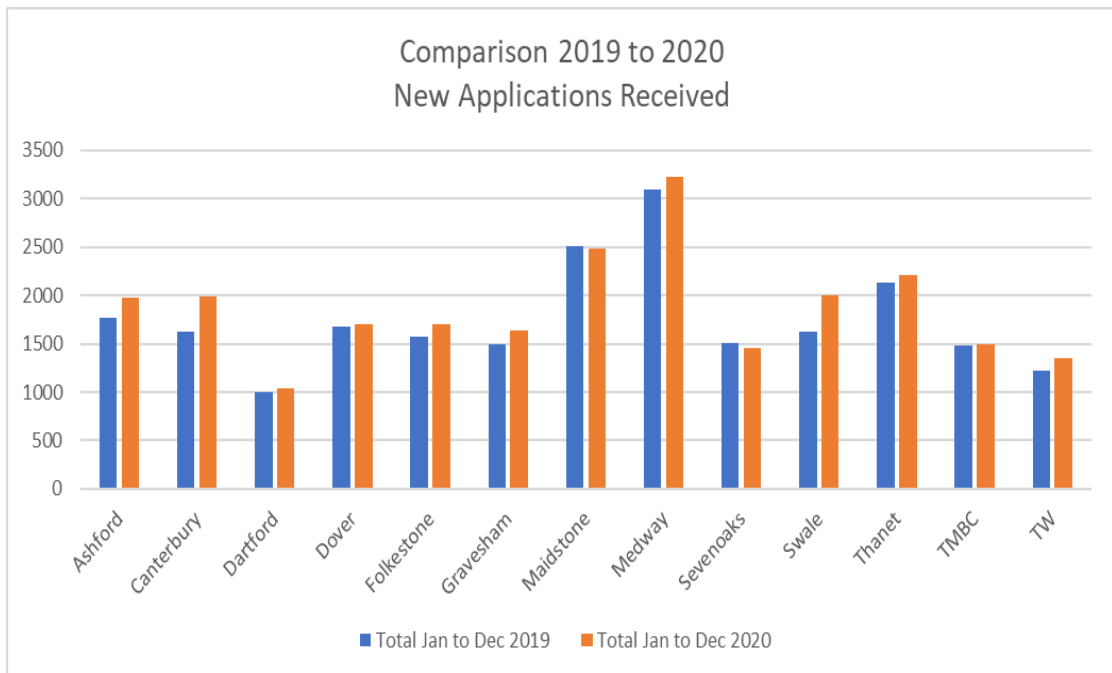
2.2 Until 20 September 2020 a stay on possession proceedings was in place and only since then have landlords been able to progress their possession claim through the courts. Courts continue to carefully prioritise the most egregious cases, such as those involving anti-social behaviour and other crimes.

2.3 The longer notice periods and new court rules apply during the national lockdown which is in force in England.

2.4 Tenants continue to be protected from eviction during the most recent national lockdown with the Government extending existing legislation to ensure bailiffs do not serve eviction notices, except in the most serious circumstances. The only exceptions to this are illegal occupation, false statement, anti-social behaviour, perpetrators of domestic abuse in the social sector, where a property is unoccupied following death of a tenant and serious rent arrears greater than 6 months' rent. This legislation will be in place at least until 31 March and will be kept under review.

3) **Housing options**

- 3.1 Throughout the pandemic the Housing Options service has continued to operate. All households approaching the Council as homeless or potentially homeless have been allocated to an Options Officer so that the necessary casework and investigations can be carried out.
- 3.2 In cases where the tenant has been served a Section 21 notice the correct advice regarding the new legislation relating to possession proceedings has been given and this has included checking that notices are valid and contacting landlords where appropriate.
- 3.3 In all cases, Personal Housing Plans have been completed and households have been offered financial support to secure alternative housing or where possible, to remain in their accommodation.
- 3.4 MHCLG statistics published in January 2021 show a national downward trend in homelessness cases during the period July to September 2020, and this picture is reflected locally.
- 3.5 Between 1 July and 30 September 2020, DDC housing options officers assessed the needs and circumstances of 139 households, down from 179 during the same period in 2019. Of these, 15 had received a S.21 Notice to Quit, a reduction of 28% from the previous year.
- 3.6 Of the 15, three were able to remain in their properties, two as a result of negotiations with the landlord, and the third was served an invalid notice which was subsequently withdrawn.
- 3.7 A further six households were helped to secure alternative accommodation. Of these, two were housed into secure DDC tenancies, three were assisted with a Discretionary Housing Payment (DHP) to fund a deposit and rent in advance and one found their own housing with no financial help from DDC.
- 3.8 The remaining six households have open cases, with possession proceedings ongoing and we continue to work closely with them.
- 3.9 Of the cases recorded by DDC for October to December 2020, there were only 7 cases where a S.21 notice had been served. This suggests that the downward trend is continuing but we will of course monitor the situation.
- 3.10 It is difficult to know whether there are households that have been served with S.21 notices and not yet approached the council for advice but given that we have offered full accessibility to the service since March 2020, it is felt unlikely that we will see a significant increase once restrictions on possession proceedings are lifted.
- 3.11 We have recently recruited to a new role of Landlord Liaison Officer, in an effort to engage with private landlords and agents. Since starting in post at the beginning of this year, the officer has secured 5 new properties, with the deposits and rent in advance being covered by DHP.
- 3.12 We are also monitoring the number of housing register applications coming into the section, to gauge the impact of the pandemic on the waiting list.
- 3.13 The table below shows that the effect, not only in Dover but across the county, is minimal. Once again, numbers continue to be monitored.



4) Housing Management

4.1 During the pandemic the housing management service has needed to be responsive to the large number of changes to both pre-court action and the process for eviction. The team have regularly amended their operating processes, letters and notices in line with changed restrictions and a significant amount of work has been undertaken by our Money and Benefits Advisor to signpost to tenants for further support and help reduce the risk of them losing their homes.

4.2 Notices and notice periods have changed often and increased from 4 weeks to 3 months and are now currently 6 months with some exceptions. Far more detailed information about the effect of coronavirus on the tenants and their household and their ability to pay has been sought by the Court before re-activation of court cases alongside the ongoing requirement to evidence that the social landlord pre-action protocol for possession claims is being met.

4.3 In November a review stage was added to the arrears court process to be carried out with the Judge by telephone to all parties concerned, on a date given by the Court. This is to try to reach a settlement with the tenant but if this is not possible or the tenant does not engage, the case will progress to a substantive hearing at least 28 days later.

4.4 To date all of the review dates given have later been cancelled by the court and there have been no hearings listed. Two court orders were agreed by the court in January 21, but these were on the basis that the tenant agreed the terms of the order and a hearing was not necessary.

4.5 Evictions will now not be enforced until 31 March 2021 (and this is likely to be extended further) except in the most serious circumstances, such as ASB and Illegal occupation and with arrears of 6 months or more.

4.4 As a result of these restrictions the average arrears for each court case has increased from 2020 to 2021, from £2530 to £3484 and for eviction cases from £3286 to £4405.

4.5 Our focus is to support tenants in order to avoid court or eviction applications if possible and ensure ongoing rent and arrears are cleared as part of a reasonable payment arrangement. Our Money and Benefit Advisor is pivotal in this and all pre-court and eviction cases are referred to him before any applications are made. In all cases he attempts to establish contact with the tenant by phone, letter, text or email and for those that engage will do the following:

- Review household financial circumstances, signpost and/or assist to maximise benefits, assist to correct any incorrect benefits in payment. Frequently Council Tax Support is missing, and the Universal Credit Housing element is paying at the wrong rate due to failure to update rent charges or missing information re non-dependents etc. Signpost or assist to apply for non means tested Council tax discount's that are not in place.
- Signpost to minimise utility charges, particularly water charges.
- Signpost to qualified debt advise if there are wider problem debt issues.
- Discretionary Housing Payment application made when appropriate for rent arrears clearance or to mitigate against bedroom tax / benefit cap issues. Signpost to apply for housing register / mutual exchange where appropriate.
- In some cases that also have Council Tax Debt, assist to apply for a discretionary section 13(1)(A) write off.
- In cases of serious financial hardship refer to foodbank etc.
- In cases of vulnerability signpost or refer to Social Services / Mental health services, Live Well Kent etc.
- Negotiate payment arrangements or suggest Automatic Payment Applications for Universal Credit where useful.

4.6 During the period 1 April 2020 to 31 January 2021 32 Applications have been made for Discretionary Housing Payment and 28 have been successful with lump sums and ongoing weekly/monthly awards of £33719.68 in total. As a result of this and the work carried out above we have avoided a court referral for 5 cases, withdrawn court applications for 7 cases and withdrawn 2 eviction warrant applications.

4.7 In December 20 there were 14 court and 8 eviction cases totalling £76,422. At 31 January 2021 this figure stood at 11 court and 7 eviction cases totalling £69,169.12 a reduction in both case volumes and overall amount owed despite the significant restrictions in place.

4.8 At the end of January there were 7 eviction cases pending with a collective arrears total of £29,043.37. Six of these fell into the category of owing 6 months or more arrears,

introduced in January 21 and in these cases we have applied for eviction warrants. Of the 6 cases one tenant is believed to have already abandoned the property and as the unit is believed empty we anticipate the eviction will go ahead. A further case cleared rent arrears and court costs of £5445 in full at the end of February 2021 and has had the eviction warrant request withdrawn.

In 3 of the 4 remaining cases it is likely that the judge will agree to requests from the tenants to stay their eviction because this will be the first application they have made for this. The fourth case has however already been through this process and had the eviction delayed and there is a greater possibility that if the account is not cleared the eviction may go ahead.

4.9 In all cases tenants continue to be supported and have the opportunity to work with officers to manage their accounts. Advice is given about the process required to stay an eviction and the housing options team work proactively with those in this position to try to avoid a homeless situation.

4.9 In 2018-19 there were 6 evictions and in 2019-20 there were 7. In 2020-21 due to the intensive work carried out by the Income Team to sustain tenancies and avoid evictions there could potentially be 2 or 3. In 2021-22 the continued work should make it unlikely that we will see a significant increase in evictions once restrictions on possession proceedings are lifted.

4.10 Total current arrears in January 2020 were 4.56% of the projected annual rental income and in January 2021 they are 4.75%, a minimal increase of 0.19% which given the effects of a national pandemic is demonstrative of the robust work that is carried out by the team.

Contact Officer: Louise Taylor, Head of Housing

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Subject:	PERFORMANCE REPORT – THIRD QUARTER 2020/21
Meeting and Date:	Cabinet – 1 March 2021 Overview and Scrutiny Committee – 8 March 2021
Report of:	Michelle Farrow, Head of Leadership Support
Portfolio Holder:	Councillor Chris Vinson, Portfolio Holder for Finance, Governance and Digital
Decision Type:	Non-Key Decision
Classification:	Unrestricted

Purpose of the report: To monitor performance against key objectives.

Recommendation: The Council's Performance Report and Actions for the 3rd Quarter 2020/21 be noted.

1. Summary

The Council's Performance Report for the 3rd Quarter 2020/21 reports on performance against key performance targets throughout the Council and East Kent Shared Services during the third quarter. It incorporates comments from each Director on performance within their directorate plus any key initiatives and concerns they may have.

2. Introduction and Background

2.1 Monitoring of performance against key targets is key to the achievement of the Council's aims and objectives. The Performance Report provides a summary of the Council's key performance figures for the 9 months to 31 December 2020.

2.2 The Performance Report contains information relating to the performance of the Council against key corporate indicators and considers the performance of a range of indicators against previous year's performance.

2.3 The Performance Report identifies areas where performance is on track throughout the third quarter of 2020/21, whilst recognising the need for further improvements in some areas. Each Director provides additional commentary focussing on areas of high or low performance.

2.4 A section is included to show performance within the Shared Services against key indicators. A more comprehensive set of indicators for EK Services, including Civica, are monitored through the monitoring structures established by the Agreements under which those services are delivered, with any areas of significant concern being capable of escalation into this quarterly monitoring report, if required.

3. Identification of Options

3.1 Not applicable.

4. Evaluation of Options

4.1 Not applicable.

5. Resource Implications

5.1 None.

6. Climate Change and Environmental Implications

6.1 None.

7. Corporate Implications

7.1 Comment from the Section 151 Officer (linked to the MTFP): 'Finance have been consulted in the production of this report and have no further comments to add.' H/L

7.2 Comment from the Solicitor to the Council: The Solicitor to the Council has been consulted in the preparation of this report and has no further comments to make.

7.3 Comment from the Equalities Officer: This report does not specifically highlight any equality implications, however in discharging their duties members are required to comply with the public sector equality duty as set out in Section 149 of the Equality Act 2010 <http://www.legislation.gov.uk/ukpga/2010/15/section/149>

7.4 Other Officers (as appropriate):

8. Appendices

Appendix 1 – Q3 Performance Report

9. Background Papers

None.

Contact Officer: Michelle Farrow, Head of Leadership Support

Dover District Council Performance Report For the Quarter Ending – 31 December 2020

Introduction

- Summary of Performance Indicators

KEY

▲	Improved performance
▶	Maintained performance
▼	Decline in performance

Status	Quarter 1		Quarter 2		Quarter 3		Quarter 4		Direction of Travel to previous Qtr
	No.	%	No.	%	No.	%	No.	%	
Green	22	67%	21	68%	21	70%			▲
Amber	5	15%	5	16%	3	10%			▲
Red	6	18%	5	16%	6	20%			▼
Total	33	100%	31	100%	30	100%			

EK Services & DDC Digital

PI	Description	Outturn 2019/20	DDC Target 2020/21	Q1	Q2	Q3	Q4	Current Cumulative figure	Absolute Number of Cases this Qtr where applicable	Direction of Travel to previous Qtr	RAG Status
ACC011	Percentage of on-line payments to cash & cheque	92%	Data for information only	96%	93%	93%		94%	30,472	▶	N/A
EKS01d	Percentage of incidents resolved within agreed target response time -ICT	96% (Q3)	95%	96%	95%	96%		96%		▲	Green
EKS02d.1	Percentage of incidents resolved within 1 working day	64% (Q3)	60%	64%	62%	63%		63%		▲	Green
EKS02d.2	Percentage of incidents resolved within 3 working days	84% (Q3)	80%	82%	81%	83%		82%		▲	Green

EK Services & DDC Digital

PI	Description	Outturn 2019/20	DDC Target 2020/21	Q1	Q2	Q3	Q4	Current Cumulative figure	Absolute Number of Cases this Qtr where applicable	Direction of Travel to previous Qtr	RAG Status
EKS04d	Percentage availability of email service	100% (Q3)	97.50%	100%	100%	100%		100%		▶	Green
PLA005	Percentage of electronic planning applications received	86.78% (Q3)	80%	82.73%	86.64%	89.25%		86.21%	361	▲	Green
WEB001	Percentage availability of the corporate website (DDC responsibility)	99.94%	99.50%	99.96%	99.95%	99.99%		99.97%		▶	Green
WEB002	Number of Keep me Posted subscriptions	32,527 (Q3)	N/A	34,539	35,049	35,798		35,798		▲	N/A
WEB003	Facebook subscribers	7,347 (Q3)	N/A	8,283	8,462	8,206		8,206		▼	N/A

EKS Director's Comments

Performance:

All indicators are within target for this quarter

Key Initiatives/Outcomes:

Nothing to report for Q3

Concerns/Risks:

Nothing to report for Q3

Civica

PI	Description	Outturn 2019/20	DDC Target 2020/21	Q1	Q2	Q3	Q4	Current Cumulative figure	Absolute Number of Cases this Qtr where applicable	Direction of Travel to previous Qtr	RAG Status
Benefits											
KPI01-D	Pay benefit quickly	6.59 Days	8.5 days	6.72 days	6.16 days	6.30 days		6.30 days		▼	Green
KPI02-D	Percentage of correct Housing Benefit and Council Tax Benefit decisions	97.42%	96%	94.59%	100%	97.09%		97.09%		▼	Green
Council Tax											
KPI03-D	The percentage of council taxes due for the financial year which were received in year by the authority.	97.23%	96.84% (Qtr target 83.25%)	28.12%	55.49%	82.91%		82.91%		▲	Amber
Business Rates											
KPI04-D	Percentage of Business Rates collected	99.20%	98.20% (Qtr target 82.37%)	30.45%	51.23%	77.11%		77.11%		▲	Red
Customer Services											
KPI06-D	Average call waiting time in seconds	187 seconds	233 seconds	174 seconds	78 seconds	121 seconds		121 seconds		▼	Green

Civica Comments

Performance:

- Speed of Benefits processing exceeded the monthly target.
- The HB accuracy target was met.
- Council Tax collection continues to miss the profiled target - Dover achieved 82.91% against the 83.25% target. This remains under continuous review by the s151 officers.
- Business Rates collection is significantly below target but collections at Dover closely mirror the national picture. Whilst Extended Retail Relief has removed the charge from all retail and leisure venues, the remaining businesses will not have benefitted from Covid Grants and many are experiencing financial difficulties. Whilst reminders have been issued, there has been no formal enforcement activity undertaken during the year. This is primarily as a result of the closure of Magistrates courts leading to no Liability Orders being granted. This combined with severely restricted Enforcement Agent activity has resulted in a significant increase in arrears. Recovery prompts are on-going but the position will not recover during this financial year. It is anticipated that the majority of the outstanding monies will continue to be collected during future years and although there will be a proportion of unrecoverable debt (as distressed companies enter liquidation), it is reasonable to expect that the eventual percentage collected for this financial year will be significantly higher than the initial outturn on 31st March
- Customer satisfaction was at 98% in December.
- Call wait time remains under the 233 seconds target.
- All customer feedback responses were completed within the required timescale.

Key Initiatives/Outcomes:

Open Portal will go live at Dover on the 11th January. This service will give customers access to view their Benefit claims, Council Tax accounts, NDR Accounts, Sundry Debtor accounts and landlord accounts.

Concerns/Risks:

Nothing to report in Q3

Housing

PI	Description	Outturn 2019/20	DDC Target 2020/21	Q1	Q2	Q3	Q4	Current Cumulative figure	Absolute Number of Cases this Qtr where applicable	Direction of Travel to previous Qtr	RAG Status
HOU001 (EKHL1)	Average time taken to re-let council dwellings	26.31 days	16.5 days	41.19 days	51.05 days	45.34 days		45.86 days	N/A	▲	Red
HOU002 (EKHC2)	Rent arrears as % of annual debit	4.01%	4.55%	4.77%	4.57%	4.89%		4.89%	N/A	▼	Amber
HOU003 (EKHC3)	Former tenant arrears as % of annual debit	1.84%	0.50%	2.02%	1.98%	2.19%		2.19%	N/A	▼	Red
HOU004 (EKHD1)	Total current tenant arrears (including court costs)	£ 781,425	N/A	£ 868,302	£ 901,994	£ 965,008		£965,008		▼	N/A
HOU005 (EKHD2)	Average current tenant arrears per rented unit	£182	N/A	£201	£211	£203		£203	N/A	▲	N/A
HOU006 (EKHD3)	Total former tenant arrears (including court costs)	£ 358,004	N/A	£ 368,641	£ 391,717	£ 431,467		£431,467		▼	N/A
HOU007 (EKHD4)	Amount of former tenant arrears written off	£33,121	N/A	£0	£99	£164		£164		▼	N/A

Performance:

Housing income collection this financial year has been impacted by Covid 19 restrictions on possession hearings and evictions. Despite this and the transition of the service from EKH to DDC, from 1 October 2020, overall performance remains strong in this area. Work continues to support families with incomes detrimentally impacted by furlough, reduced hours and un-employment as a consequence of Covid, tiered restrictions and lockdowns. Voids performance continues to be of concern with properties taking longer than usual to relet. Void performance figures are cumulative and as a consequence EKH performance until October 2020 will affect them until year end along with Covid infection rates and restriction continue to cause issues with contractor resources and materials

Corporate Resources

PI	Description	Outturn 2019/20	DDC Target 2020/21	Q1	Q2	Q3	Q4	Current Cumulative figure	Absolute Number of Cases this Qtr (where applicable)	Direction of Travel to previous Qtr	RAG Status
ACC004	Percentage of invoices paid on time	96% (Q3)	91.50%	96%	88%	75.23%		86.41%	1623	▼	Red
CSU001	Percentage of ASB cases resolved within 30 days	89% (Q3)	98%	100%	100%	100%		100%	30	▶	Green
ENH005	Percentage of complaints regarding nuisance responded to within 5 working days	98.50%	95%	99.2%	99%	97%		98.4%	180	▼	Green
ENH012	Number of Fixed Penalty Notices issued for litter	2053	N/A	6	9	7		22		N/A	N/A
ENH013	Percentage of stray dog enquiries responded to within target time.	100%	95%	100%	100%	100%		100%	40	▶	Green
ENH015	Number of Fixed Penalty Notices issued for dog fouling	8	N/A	0	0	0		0		N/A	N/A
ENH016	Number of Envirocrime prosecutions completed	192	N/A	0	1	1		2		N/A	N/A
GOV001	Number of working days/shifts lost due to sickness absence per FTE	7.42 days	N/A	0.88 days	0.64 days	1.95 days		3.47 days		▼	Compared to Q3 2019/20
GOV002	Number of working days/shifts lost due to long term sickness absence over 10 days per FTE	5.13 days	N/A	0.58 days	0.41 days	1.47 days		2.46 days		▼	Compared to Q3 2019/20
GOV003	The number of second stage complaints referred to the Council's Complaints Officer	26	N/A	8	10	10		28		N/A	N/A
GOV004	The number of FOI requests received	1074	N/A	187	294	282		763		N/A	N/A
HOU010a	Number of households living in Temporary Accommodation including B&B	171	90	166	147	147		147		▶	Red

Corporate Resources

PI	Description	Outturn 2019/20	DDC Target 2020/21	Q1	Q2	Q3	Q4	Current Cumulative figure	Absolute Number of Cases this Qtr (where applicable)	Direction of Travel to previous Qtr	RAG Status
HOU010b	Number of households in bed & breakfast (The data provided in HOU010a and b shows the number of households on the last day of the quarter.)	22	20	25	17	21		21		▼	Amber
HOU011	The number of households presenting as homeless where a duty to re-house is accepted	150	N/A	40	35	23		98		▲	N/A
HOU012	The number of children in B&B	0	N/A	0	0	0		0		▶	N/A
LIC005	The percentage of licensed premises inspections completed by target date	100%	80%	0	0	100%		100%	2	▲	Green
LIC006	The percentage of unopposed licensing and permit applications processed within 5 working days	98.75%	75%	100%	100%	99%		99.67%	387	▶	Green
PSH007	Number of DFG applications completed (for information only)	108 (Q3)	N/A	6	9	9		24		▶	N/A
PSH008	Percentage of completed DFG applications approved within 10 working days from receipt of application	77% (Q3)	N/A	66%	87%	80%		78%		▼	N/A

Performance Summary – General Fund, HRA and Capital

General Fund (GF) Budget Update

The revised GF Revenue Budget was approved by Council on 21st October. The following major variations to that position have been identified:

Description	£000	£000
Deficit Forecast 21st October 2020		120
DEFRA funding for Port Health posts confirmed	(50)	
Council Tax & Business Rates penalties & fines not applied	400	
Improvement in forecast Parking income	(125)	
Improvement in forecast Building Control income	(60)	
Improvement in forecast Land Charges income	(10)	
Increased Planning income	(130)	
Further reduction in financial investment returns	20	
Reduced short term borrowing costs	(75)	
Revised NDR forecast (including Govt compensation scheme)	(210)	
Revised Council Tax forecast (including Govt compensation scheme)	(225)	
Additional Govt Covid funding	(570)	
Reduced income compensation forecast due to improved income streams	460	
		<u>(575)</u>
Forecast Surplus 2020/21		(455)
Transfer surplus to earmarked reserves to support future budgets		450
Forecast Surplus after transfers to reserves		<u>(5)</u>

These changes result in a favourable net impact of £575k, resulting in an underlying forecast surplus of £455k, mainly due to the additional Government support provided to Councils to recognise the Covid pressures being faced. It is proposed that any final year end surplus is transferred to earmarked reserves to be made available to support future year pressures.

Strategic Director (Corporate Resources) comments

Performance:

The figures for the processing of invoices (ACC004) in the last quarter are below target mainly due to the implementation of the new financial management system in October which required the suspension of payments for a two week period, alongside some short term resourcing issues within the team. These factors resulted in a temporary backlog in processing times which are now resolved and the backlog was mostly cleared by the end of the quarter. There were a number of utility invoices which were not cleared as they needed further investigation following the EKH transition, unfortunately these are likely to impact on the next reporting period when they are resolved.

The number of households “Living in temporary accommodation including B&B” (HOU010a) has remained static this quarter, a reduction from Q1. This reflects the continuing high level of homelessness presentations and a lack of move-on accommodation into either social or privately rented housing. We have recently recruited to a new Landlord Liaison Officer post and hope that this will have a positive impact on our temporary accommodation figures. The Council continues to increase its stock of interim housing in order to minimise the numbers housed in B&B

Staff numbers

Division	FTE @ 1 April 2020	(Leavers)/ Joiners/ Transfers	FTE @ 31 December 2020
Chief Executive	40.61	+0.43	41.04
Governance	52.58	0	52.58
Corporate Resources	60.32	+19.08	79.40
Operations and Commercial	113.78	+15.96	129.74
HR & Audit	27.23	-1.00	26.23
Total Staff FTE	294.52	+34.47	328.99

Operations and Commercial

PI	Description	Outturn 2019/20	DDC Target 2020/21	Q1	Q2	Q3	Q4	Current Cumulative figure	Absolute Number of Cases this Qtr (where applicable)	Direction of Travel to previous Qtr	RAG Status
MUS002	The number of visits to the museum in person per 1,000 population	180.55 (Q3)	200	0	3.52	11.15		14.67		▲	Red
PKG003	Number of PCNS issued	12,968	N/A	1,860	4,041	3,548		9,449		N/A	N/A
PLA001	Percentage of major planning applications determined in 13 weeks (exc. section 106 agreements) or within an agreed extension of time or Planning Performance Agreement	83.52% (Q3)	65%	84.62%	90%	89.25%		87.96%	8	▼	Green
PLA002	Percentage of non-major planning applications determined in 8 weeks (exc. Section 106 agreements)	83.71% (Q3)	75%	89.74%	91%	89.71%		90.15%	214	▼	Green
PLA003	The percentage of decisions for major applications overturned at appeal (+)	5.11% (Q3)	<10%	0%	0%	0%		0%		▶	Green
PLA004	The percentage of decisions for non-major applications overturned at appeal (+)	1.27% (Q3)	<10%	0.7%	0%	1.4%		0.7%		▼	Green
PLA007	Number of new houses completed.	53,286 (Q3)	N/A	172	76	67		53,601		N/A	N/A
PLA008	Growth in Business Rates base (number of registered businesses)	4,124 (Q3)	N/A	39	5	10		4,178		N/A	N/A

PI	Description	Outturn 2019/20	DDC Target 2020/21	Q1	Q2	Q3	Q4	Current Cumulative figure	Absolute Number of Cases this Qtr (where applicable)	Direction of Travel to previous Qtr	RAG Status
PLA009	% of appeals upheld by the Planning Inspectorate as a % of those submitted	23.93% (Q3)	N/A	25%	0%	33%		19%	9	N/A	N/A
WAS003	Number of collections missed per 100,000 collections of household waste.	5.53	15	5.28	5.8	4.82		5.30		▲	Green
WAS010	Residual household waste per household	356.36 kg	350kg	417kg	420kg	Awaiting KCC Data		Awaiting KCC Data			
WAS011	Household waste sent for reuse, recycling or composting	47.50%	50%	50%	49.30%	Awaiting KCC Data		Awaiting KCC Data			
WAS012	Environmental cleanliness: Percentage of streets containing litter	4.48%	5%	3.92%	5.38%	4.55%		4.62%		N/A	N/A
WAS013	Environmental cleanliness: Percentage of street containing detritus	13.80%	10%	17.17%	15.04%	14%		15.40%		N/A	N/A

Strategic Director (Operations and Commercial) comments

Performance:

Despite the many challenges we continue to face, performance as reported above continues to be strong in all areas other than at Dover Museum, which clearly remains closed due to the lockdown restrictions. Officers are continuing with home working and continue to deliver the services as if they were in Whitfield with significant staff time having been spent over recent months working on the potential impacts of the end of transition.

Planning & Regeneration: Performance was slightly down on the last quarter, but still significantly above target. Workloads remain high and are likely to increase further partly due to the publication of the new Local Plan, as developers seek to demonstrate early delivery of sites either proposed for allocation or rejected by the HELAA process at this stage. In addition, the housing market remains strong with RightMove reporting that overall, sold prices in Dover over the last year were similar to the previous year and 5% up on the 2018 peak. There is significant interest from purchasers seeking to relocate to the coastal areas which is likely to translate into increased housing starts and the refurbishment of the second-hand market

Commercial Services

Parks & Open Spaces: The In-house Grounds Maintenance team have been carrying out their duties as best they can, but with no seasonal staff and Covid safe

restriction activities are taking longer than normal but this level of service has been accepted as an outcome of the current situation. The burial service continues to be busy but no more than normal.

The Kearsney Parks Project: The Building contract has completed with snagging taking place. The landscaping is now complete. There is ongoing works with the final accounts for both contracts and with the added burden of Coombs going into administration in late 2020. The overall project will complete by the end of June 2021, with the formal opening now planned for summer 2021, although the wet weather seen over recent weeks has caused some damage to the site which will need to be remedied.

Kearsney Café: The café opening has been put on hold due to the Covid restrictions and should be open by Easter 2021.

Natural Environments: The WCCP team have had a very busy time with high numbers of visitors due to lifting of restrictions and staycation. This has created new issues for the team with high levels of litter and other anti-social problems. A reduced number of volunteers have signed up to help this year due to concerns about Covid and many activities have been cancelled. But the positive is the smaller volunteer groups are working well and much easier to manage. Alternative online events have been popular and welcomed especially for parents with children at home due to school closures.

Transport & Parking Services: Unfortunately, the visitor numbers this autumn were not sufficient to help restore income streams to meet the budget shortfall. The team continue to enforce regulations in a pragmatic way and ensure that roads are not affected by cars parked in a dangerous manner and impacting other key services at this challenging time for our residents. The back-office team are continuing to work on many projects including delivering the OZEV funded project which will see a significant increase in the number of EV charging points across the district.

Waste services: A very busy period of time for the team and the contractor with very high tonnages on all waste streams and increased demand due to lockdown. Unfortunately, the garden waste service had to be suspended just before Christmas and was the only service affected by the impacts of Covid so far. The impact of this suspension should be minimal to most of our customers due to the time of year and we will be collecting everything presented when the service restarts after the normal Christmas break in service. HWRC sites are still open but tonnages at the kerbside remain high and so do the numbers of fly tips being reported across the district. The start of the new waste contract starts in January 2021 and there is lots to do to ensure this service transitions seamlessly from the old to the new contract. A very challenging time for the waste team in late December with the closure of the French borders just before Christmas and grid locking of the town for several days due to foreign drivers being trapped in the UK. High volumes of litter within the town on the strategic routes and in our car parks. Waste collections were also significantly impacted too at this already busy time of year. Exceptional service from our contractor and contract management team during this incident.

Inward Investment & Tourism: The Team continue to work on a diverse range of projects and activities, with particular focus around the impacts to business of the Covid-19 Pandemic and Transition. Processing a range of support grants, which has become increasingly complex, has been challenging and continues with assistance from colleagues across the authority. On the project front, progress continues on the Coastal Community joint project at Market Square, along with the Dover Fastrack (BRT) and scoping analysis for the Cable car in liaison with English Heritage through the establishment of Memorandum of Understanding and Project Board approach. In tandem with this, excellent news was received on Boxing Day, confirming that DDC had received a provisional award of £3.2m from the Future High Street Fund towards a range of improvements in Dover town centre. A multi-disciplinary meeting of Officers, chaired by the Deputy Leader, is meeting on a fortnightly basis to progress and enable the various projects, with a range of detailed appraisal and marketing tools being undertaken. Inward Investment enquiries are also being made.

On the tourism side, The Tourism & Visitor Economy Department, have continued with their support to the district's tourism & visitor economy businesses/industry providing useful information, updates and advise as part of website updates and a distributed digital newsletter (this support began from 17th March 2020, and included updates being sent, as required, to representatives at Deal Town Council, Dover Town Council (via Destination Dover) and Sandwich Town Council, as well as each of the town Chambers of Commerce). The Department's distribution of COVID-19 communications, often daily, to key DDC departments throughout this period must also be noted and recognised as a key informational resource. Sector representation and collaboration at a national, regional, county and local level also continued throughout, including contribution to inquiries at all levels and impact monitoring.

During this time, the department has also continued delivery upon elements of the new DDC Tourism & Visitor Economy strategy and welcomed (and inducted) two new members of staff to the team (1x Visitor Marketing & Communications Officer, 1x Visitor Projects & Development Officer).

Phase 2 of the bold and creative [White Cliffs Country website](#) was launched in November 2020, adding new elements and functionality to the Phase 1 development, including further enhanced marketing & promotion (SEO works); around 30 new pages of content; as well as increased ongoing content creation; [Industry Hub](#); [Blog feature](#); New [itineraries](#);

Other areas of activity have included: Input and agreed the Economic Impact of Tourism Research Data (with Visit Kent) for [Dover District](#), [Deal](#), [Dover](#) and [Sandwich](#); a new [White Cliffs Country Destination Guide](#). And [White Cliffs Country Travel Trade Guide](#).; Audits of accessibility and of dog friendly places in White Cliffs Country (via the VIC); initiated the start of a potential DDC application for Purple Flag Award accreditation; Pursuing with partners Walkers Are Welcome status for Deal; Supporting and informing the draft [Economic Growth Strategy](#) for DDC; Continuing to deliver upon the Interreg Experience Project, with Visit Kent and the Kent Downs AONB; Continuing with all related aspects of The 149th Open; including a Claret Jug Tour of White Cliffs Country in November; Continuing with all related aspects of the World Travel Market (WTM) in November 2021; Continuing to support the White Cliffs Community Rail Partnership.

Asset & Building Control: The team have risen magnificently to the challenges posed by the return of the housing maintenance service to direct control on 1st October 2020. The hard work preparing for the breaking up of East Kent Housing paid dividends by enabling noticeable improvements despite the fact that all aspects of the service DDC inherited being worse than the lowest expectations of officers. Much work has gone in to:

- Verifying compliance data and making significant performance improvements in the compliance areas.
- Uncovering and settling outstanding invoices, left unpaid by East Kent Housing.
- Addressing a myriad of complaints about issues left unresolved by East Kent Housing.
- Working closely and collaboratively with Housing Service colleagues to reduce the void period whilst, at the same time doing more work whilst the property is empty.
- Thanks also go to the digital team who were magnificent in managing the disaggregation of EKH's single system data base, successfully completed in December. The digital, housing and maintenance teams are now working intensely on the upgrade of the SAM data base, something that should have been completed well before the service returned. DDC officers spotted that the limited progress made by EKH would not deliver the system that DDC needed and took the bold decision to reset the project.

Despite many of the team being diverted in full or in part in to housing related work there are a plethora of other projects and work streams which the team are delivering, including:

- Managing the further fall out from lockdown 3. Work includes making arrangements to protect the Council's interests with respect to the leisure centres,

reintroduction of Covid ways of working and making assets Covid secure, work to support commercial tenants.

- Much work to progress the design for the Maison Dieu project following the NHLF award of £7.2m in September as well as identifying and designing enabling works, which will be on site prior to the main construction phase. Another work stream has been undertaking negotiations with Your Leisure about early surrender of the lease in preparation for the NHLF project.
- The completion of the conversion of DDC's street lighting to LED with the exception of the pole mounted lights, where the UK Power Network owned safety assets need upgrading before engineers have full assurance that they can work on the lights safely. Officers continue to engage with UKPN to make sure that UKPN resolves the problems as quickly as possible. Well over 2000 street lights have been converted successfully.
- The first phase of the work to the Time Ball Tower removing the mast, (which is to be replaced), and the time ball mechanism, (which is to be restored) was successfully carried out in December.
- The contract to take down and rebuild the tall but leaning chimney at the Astor Theatre was let and protective scaffolding has been erected to provide additional strength to the chimney until the rebuild, due to commence in early spring when the weather and temperature improve.
- Design work including detailed drawings and specifications are underway in respect of two projects at Victoria Park Deal. The first is the creation of an earth bund flood defence to the tennis centre, which will prevent any reoccurrence of the damage caused to the floor and walls in 2016. The second involves improvements to the surface and fencing of the outdoor tennis courts next to Mill Road, which will mean that they will once again fulfil their intended purpose.
- Design and specification work continues in collaboration with the museums team to deliver a new museum store at the Whitfield Business Park, which will provide a safer home with enhanced environmental conditions for the museum collection. The project will go out to tender in early spring.
- The contract to repair the lower deck of the pier, following storm damage in the spring of 2020, has been tendered. Work will start as soon as the insurance claim is settled and weather and tides allow.
- The £12.6m project to deliver 65 units at Harold St, Dover is progressing well with completion, despite the difficulties and delays caused by the pandemic, due in early summer. The project is on budget and sales off plan of the 29 shared ownership units are also progressing well.
- The Assets Maintenance team have been quietly carrying out much needed repairs and refurbishments at very little cost to DDC. Works include the refurbishment internally of the Connaught Park toilet block, complementing the external refurbishment earlier in the year. The toilets at Marke Wood were refurbished in December and work has started on buildings in Hamilton Cemetery. All this despite being at three quarters strength due to long term illness.

FOOD POVERTY REVIEW

To receive an update from the Democratic Services Manager.

DOVER DISTRICT COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE – 8 MARCH 2021

EXCLUSION OF THE PRESS AND PUBLIC

Recommendation

That under Section 100(A)(4) of the Local Government Act 1972, the public be excluded from the remainder of the meeting for the remainder of the business on the grounds that the item(s) to be considered involve the likely disclosure of exempt information as defined in the paragraph of Part 1 Schedule 12A of the 1972 Act set out below:

<u>Item Report</u>	<u>Paragraph Exempt</u>	<u>Reason</u>
To consider the report of the Head of Inward Investment and Tourism	3	Information relating to the financial or business affairs of any particular person (including the authority holding that information)

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted