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Minutes of the meeting of the **OVERVIEW AND SCRUTINY COMMITTEE** held at the Council Offices, Whitfield on Monday, 10 October 2022 at 6.00 pm.

Present:

Chairman: Councillor C D Zosseder

Councillors: T A Bond (Minute No. 23 - 26 inclusive)  
P M Brivio  
D R Friend  
D A Hawkes  
S C Manion (Minute No. 14 - 23 inclusive)  
M Rose  
R S Walkden  
P Walker  
H M Williams

Officers: Chief Executive  
Strategic Director (Corporate Resources)  
Strategic Director (Operations & Commercial)  
Head of Governance & HR  
Head of Transformation  
Head of Housing  
Head of Leadership Support  
Head of Planning and Development  
Planning Policy and Projects Manager  
Democratic and Corporate Services Manager

## 14 APOLOGIES

There were no apologies for absence received.

## 15 APPOINTMENT OF SUBSTITUTE MEMBERS

The Democratic and Corporate Services Manager advised that no notice had been received for the appointment of substitute members.

## 16 DECLARATIONS OF INTEREST

Members discussed whether the Dover District Tenant Engagement Strategy 2022-27 would engage an interest in Members who were private sector landlords. Officers confirmed that the Strategy only related to engagement with tenants where the Council was the landlord.

## 17 MINUTES

The Minutes of the meeting held on 11 July 2022 were approved as a correct record and signed by the Chairman.

## 18 DECISIONS OF THE CABINET RELATING TO RECOMMENDATIONS FROM THE OVERVIEW AND SCRUTINY COMMITTEE

There were none.

19 ISSUES REFERRED TO THE COMMITTEE BY PUBLIC PETITION, COUNCIL, CABINET, OR ANOTHER COMMITTEE

The Democratic and Corporate Services Manager advised that there were no issues referred to the Committee by Council, Cabinet or another Committee. The requested report on the petition for an Enclosed Dog Park would be included in the agenda for the November 2022 meeting.

20 NOTICE OF FORTHCOMING KEY DECISIONS

The Democratic and Corporate Services Manager presented the Notice of Forthcoming Key Decisions to the Committee for its consideration.

In the absence of any dissent, it was agreed that the Notice of Forthcoming Key Decisions be noted.

21 SCRUTINY WORK PROGRAMME

The Democratic and Corporate Services Manager presented the Overview and Scrutiny Work Programme to the Committee for its consideration.

The Democratic and Corporate Services Manager advised that the item requested by Councillor M Rose on the in-housing of services would be included in the work programme for consideration prior to purdah.

The work programme items for Local Health Services and the Kent Resilience Forum had been scheduled for meetings in November 2022.

22 PUBLIC SPEAKING

The Democratic and Corporate Services Manager advised that no members of the public had registered to speak on items on the agenda to which the public speaking protocol applied.

23 DOVER DISTRICT COUNCIL TRANSFORMATION PROGRAMME (DOVER 2024 - 50 YEARS OF SERVICE)

The Chief Executive and the Head of Transformation presented the Dover District Council Transformation Programme (Dover 2024 – 50 Years of Service).

Members were advised that it was intended to deliver a transformation programme across the Council that would ensure that both customers and staff were at the heart of everything the Council did. There would be engagement with customers, Members and officers to develop the transformation and the importance of customer insight was emphasised.

Members would be updated as the programme developed. It was intended that the Transformation Programme would conclude by the Council's 50<sup>th</sup> Anniversary in 2024.

Members welcomed the intention behind the Transformation Programme. The following points were raised:

- The need for a bit of revolution as well as evolution in the Transformation Programme.
- The importance of delivering improved services as a result of transformation not just delivering services differently.
- The important role that digital transformation would have for council services.
- The importance of standards for customer service, including communication between Members and officers.

Councillor C D Zosseder requested that the Transformation Board have not just representation from the controlling group but also the opposition group. Officers confirmed that there would be a place for a member of the opposition group on the Transformation Board.

In the absence of any dissent, it was agreed that the report be endorsed.

#### 24 DOVER DISTRICT TENANT ENGAGEMENT STRATEGY 2022-27

The Head of Housing presented the Dover District Tenant Engagement Strategy 2022-27.

The report set out how the housing service would strengthen relationships, give an effective voice to council tenants and leaseholders and increase the opportunities for them to collaborate with the council. The Strategy has been developed in conjunction with tenant and leaseholder representatives and was intended to build stronger, more inclusive tenant engagement in the future.

Members considered the following points:

- The role that ward councillors could have in encouraging tenants and leaseholders to engage with the council. This could include joining officers in estate walks.
- The challenge in reaching the majority of tenants who either did not want to engage with the council or only engaged with the council when they had a problem.
- The importance of engaging through a wide range of mediums and not excluding those without digital access or who were reluctant to use digital methods.

The Chair thanked the Head of Housing for the report.

(Councillor S C Manion withdrew from the meeting for the consideration of this item of business.)

#### 25 STRATEGIC PERFORMANCE DASHBOARD - QUARTER ONE 2022/23

The Head of Leadership Support presented the Strategic Performance Dashboard – Quarter One 2022/23. Members were reminded that this was the start of a twelve-month pilot with changes likely between quarters as it developed.

In response to points raised by Councillor H M Williams, an apology was made for the return of acronyms to the report.

The Head of Leadership Support advised that an indicator for Right to Buy sales would be introduced for the next quarter. It was also intended that Planning Enforcement would be added for Quarter 2.

Members discussed the report and there was a consensus on the need for improved narratives for indicators, particularly around the budget.

Councillor C D Zosseder asked Members to let the Head of Leadership Support know if they had any comments on the Strategic Dashboard and thanked her for her hard work in producing it.

In the absence of any dissent, it was agreed to note the report.

26 DOVER DISTRICT LOCAL PLAN PUBLICATION (REGULATION 19) AND SUBMISSION (REGULATION 22)

The Planning Policy and Projects Manager presented the Dover District Local Plan Publication (Regulation 19) and Submission (Regulation 22).

Members thanked officers for the work that had gone into the preparation of the Local Plan and praised the quality of the work.

The importance of delivering infrastructure prior to development was stressed by Members and there was discussion as to whether the proposed timescale needed to be changed in light of potential changes in Government policy. Councillor T A Bond advocated further discussion with the Government before going to consultation on the Local Plan due to potential impact of the Council's two levelling-up bids and the potential for a Kent Investment Zone. Members also considered whether to request that the Local Plan come back to full Council prior to submission (Regulation 22).

Officers advised that there had been efforts to obtain funding from the Government for infrastructure improvements and undertaking the Regulation 19 consultation would clearly demonstrate the districts intentions for development and its infrastructure needs. If required, the Local Plan could be paused between consultation and submission if there was a need to do so.

In the absence of any dissent, it was agreed to note the report.

The meeting ended at 7.42 pm.