Public Document Pack

# TONBRIDGE & MALLING BOROUGH COUNCIL

EXECUTIVE SERVICES

**Chief Executive**
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**NB - This agenda contains proposals, recommendations and options. These do not represent Council policy or decisions until they have received proper consideration through the full decision making process.**

Contact: Democratic Services
committee.services@tmbc.gov.uk

6 November 2024

To:     MEMBERS OF THE OVERVIEW AND SCRUTINY COMMITTEE
        (Copies to all Members of the Council)

Dear Sir/Madam

Your attendance is requested at a meeting of the Overview and Scrutiny Committee to be held in the Council Chamber, Gibson Drive, Kings Hill on Thursday, 14th November, 2024 commencing at 7.30 pm.

Members of the Committee are required to attend in person.  Other Members may attend in person or participate online via MS Teams.

Information on how to observe the meeting will be published on the Council's website.

Yours faithfully

DAMIAN ROBERTS

Chief Executive

# A G E N D A

       **PART 1 - PUBLIC**

2.     Apologies for absence

Members are reminded of their obligation under the Council's Code of Conduct to disclose any Disclosable Pecuniary Interests and Other Significant Interests in any matter(s) to be considered or being considered at the meeting. These are explained in the Code of Conduct on the Council's website at Code of conduct for members – Tonbridge and Malling Borough Council (tmbc.gov.uk).

Members in any doubt about such declarations are advised to contact Legal or Democratic Services in advance of the meeting.

To confirm as a correct record the Minutes of the ordinary and extraordinary meetings of the Overview and Scrutiny Committee held on 11 September and 26 September 2024

**Matters for Corporate Monitoring**

The covering report and annexes provide data on Quarter 2 (July-September 2024) Key Performance Indicators (KPIs) that are aligned to the Corporate Strategy 2023-2027 and monitored on a quarterly or annual basis. This data is a key tool in assessing performance management and helping to deliver positive change.

**Matters for Recommendation to the Cabinet**

To consider options for future meetings of Tonbridge Community Forum and Parish Partnership Panel.

**Matters for Information**

The report updates Members on progress towards the implementation of the Agile software system across built environment and public protection services. The report also responds to queries raised by Members regarding lessons learnt and how to ensure the software is fully embedded post 'go live'.

**Matters for consideration in Private**

**PART 2 - PRIVATE**

## MEMBERSHIP

Cllr Mrs A S Oakley (Chair)
Cllr L Athwal (Vice-Chair) and Cllr Mrs S Bell (Vice-Chair)

| | |
|---|---|
| Cllr T Bishop | Cllr F A Hoskins |
| Cllr C Brown | Cllr S A Hudson |
| Cllr R I B Cannon | Cllr D W King |
| Cllr A Cope | Cllr A Mehmet |
| Cllr D A S Davis | Cllr W E Palmer |
| Cllr P M Hickmott | Cllr D Thornewell |
| Cllr M A J Hood | Cllr C J Williams |

**GUIDANCE ON HOW MEETINGS WILL BE CONDUCTED**

(1)     Most of the Borough Council meetings are livestreamed, unless there is exempt or confidential business being discussed,  giving residents the opportunity to see decision making in action.  These can be watched via our YouTube channel.  When it is not possible to livestream meetings they are recorded and uploaded as soon as possible:

https://www.youtube.com/channel/UCPp-IJlSNgoF-ugSzxjAPfw/featured

(2)     There are no fire drills planned during the time a meeting is being held.  For the benefit of those in the meeting room, the fire alarm is a long continuous bell and the exits are via the doors used to enter the room.  An officer on site will lead any evacuation.

(3)     Should you need this agenda or any of the reports in a different format, or have any other queries concerning the meeting, please contact Democratic Services on committee.services@tmbc.gov.uk in the first instance.

**Attendance:**

-    Members of the Committee are required to attend in person and be present in the meeting room.  Only these Members are able to move/ second or amend motions, and vote.

-    Other Members of the Council can join via MS Teams and can take part in any discussion and ask questions, when invited to do so by the Chair, but cannot move/ second or amend motions or vote on any matters. Members participating remotely are reminded that this does not count towards their formal committee attendance.

-    Occasionally, Members of the Committee are unable to attend in person and may join via MS Teams in the same way as other Members.  However, they are unable to move/ second or amend motions or vote on any matters if they are not present in the meeting room. As with other Members joining via MS Teams, this does not count towards their formal committee attendance.

-    Officers can participate in person or online.

- Members of the public addressing an Area Planning Committee should attend in person. However, arrangements to participate online can be considered in certain circumstances. Please contact committee.services@tmbc.gov.uk for further information.

Before formal proceedings start there will be a sound check of Members/Officers in the room. This is done as a roll call and confirms attendance of voting Members.

**Ground Rules:**

The meeting will operate under the following ground rules:

- Members in the Chamber should indicate to speak in the usual way and use the fixed microphones in front of them. These need to be switched on when speaking or comments will not be heard by those participating online. Please switch off microphones when not speaking.
- If there any technical issues the meeting will be adjourned to try and rectify them. If this is not possible there are a number of options that can be taken to enable the meeting to continue. These will be explained if it becomes necessary.

For those Members participating online:

- please request to speak using the 'chat or hand raised function';
- please turn off cameras and microphones when not speaking;
- please do not use the 'chat function' for other matters as comments can be seen by all;
- Members may wish to blur the background on their camera using the facility on Microsoft teams.
- Please avoid distractions and general chat if not addressing the meeting
- Please remember to turn off or silence mobile phones

**Voting:**

Voting may be undertaken by way of a roll call and each Member should verbally respond For, Against, Abstain. The vote will be noted and announced by the Democratic Services Officer.

Alternatively, votes may be taken by general affirmation if it seems that there is agreement amongst Members.  The Chairman will announce the outcome of the vote for those participating and viewing online.

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**Overview and Scrutiny Committee**

| | Conservative | Liberal Democratic | Green | Ind. Kent Alliance | Labour |
|---|---|---|---|---|---|
| 1 | Steve Hammond | Bill Banks | Kath Barton | | Angus Bennison |
| 2 | James Lark | Paul Boxall | Steve Crisp | | Wayne Mallard |
| 3 | Alex McDermott | Garry Bridge | Robert Oliver | | |
| 4 | Mark Rhodes | Trudy Dean | Bethan Parry | | |
| 5 | Keith Tunstall | Roger Roud | Stacey Pilgrim | | |

**Members of Cabinet cannot be appointed as a substitute to this Committee**

Updated: October 2024

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Declarations of interest

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**TONBRIDGE AND MALLING BOROUGH COUNCIL**

**OVERVIEW AND SCRUTINY COMMITTEE**

**MINUTES**

**Wednesday, 11th September, 2024**

**Present:**   Cllr Mrs A S Oakley (Chair), Cllr R I B Cannon (Vice-Chair), Cllr L Athwal (Vice-Chair), Cllr T Bishop, Cllr C Brown, Cllr A Cope, Cllr D A S Davis, Cllr D Harman, Cllr P M Hickmott, Cllr M A J Hood, Cllr F A Hoskins, Cllr S A Hudson, Cllr D W King, Cllr W E Palmer, Cllr D Thornewell, Cllr K S Tunstall and Cllr M R Rhodes (substitute)

**In attendance:**   Councillors G C Bridge and M Taylor were also present pursuant to Council Procedure Rule No 15.21.

**Virtual:**   Councillors D Keers, R V Roud and K B Tanner participated via MS Teams in accordance with Council Procedure Rule No 15.21.

An apology for absence was received from Councillor C J Williams.

**PART 1 - PUBLIC**

**OS 24/30   NOTIFICATION OF SUBSTITUTE MEMBERS**

Notification of a substitute member was recorded as set out below:

- Councillor M Rhodes substituted for Councillor C Williams

In accordance with Council Procedure Rules 17.5 to 17.9 this Councillor had the same rights as the ordinary member of the committee for whom they were substituting.

**OS 24/31   DECLARATIONS OF INTEREST**

There were no declarations of interest made in accordance with the Code of Conduct.

**OS 24/32   MINUTES**

**RESOLVED:**   That the Minutes of the ordinary and extraordinary meetings of the Overview and Scrutiny Committee held on 4 April 2024 and 22 April 2024 respectively be approved as a correct record and signed by the Chair.

**MATTERS FOR CORPORATE MONITORING**

OS 24/33    **CORPORATE KEY PERFORMANCE INDICATORS**

The report of the Chief Executive provided data on Key Performance Indicators (KPIs) that were aligned to the Corporate Strategy 2023 – 2027 and monitored on a quarterly or annual basis.  The data provided related to the period up to the end of June 2024 and aimed to provide analysis about the performance of the Council and support its improvement.

Members noted a number of positive trends in respect of MyAccount registrations, MyTMBC app downloads, vacancy rates and Customer handling.  Conversely, sickness absence (medically signed-off) had seen a negative trend, despite the fact that short-term sickness absence had improved this quarter, although Members were assured that there was no trend or pattern identified which would cause any concern at present.  Furthermore, the Chief Executive indicated his in-principle support of benchmarking sickness absence performance and indeed other KPIs against high performing local authorities nationally, where comparable data was available, as a best practice to support continuous improvement of the Council.  Further details on these trends were set out at 1.1.2 to 1.1.6 of the report.

Attention was drawn to a number of proposed amendments in respect of KPI reporting process going forward, as set out in 1.2.2 of the report, with a view to streamlining the process and driving improvement within the organisation.  It was clarified that under the proposed new arrangement, KPIs would continue to be reported to Members via Overview and Scrutiny Committee followed by the Cabinet on a quarterly basis, with an additional annual portfolio holder report to be presented to each of the three Scrutiny Select Committees respectively.  Particular reference was made to a proposed rationalisation by reducing the number of KPIs being monitored from the current 72 to around 50 in order that monitoring could focus on those that were most closely aligned to the Council's Corporate Strategy and would therefore best measure the Council's performance.  A complete list of the current KPIs would be circulated to Members of the Committee to assist them with consideration and providing feedback in respect of the KPI rationalisation.  These proposals were anticipated to be reported to a future meeting of the Cabinet.

**MATTERS FOR RECOMMENDATION TO THE CABINET**

OS 24/34    **CONSULTANT USE AT THE COUNCIL**

The report of the Chief Executive presented for Members' consideration the outcome of a review undertaken on the Council's use of consultants, with particular focus placed on the use of external expertise.

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A summary of consultant use in Council services, where external expertise had been provided over the previous four financial years, was set out in Annex 2, where commendable practices and areas for further consideration by Members were highlighted.  It was noted that some of the external support provided had resulted in cost savings and efficient project delivery, which would not have been possible without external experts.

During discussion, Members raised a number of questions over the use of consultants for certain projects, such as production of technical design for heat pump schemes at Larkfield Leisure Centre and Tonbridge Pool, reclaim of overpaid VAT in Leisure, treasury advice services, business support programme funded by UK Shared Prosperity Fund, waste consulting services, the development of a Borough Green Gardens brief and the project design and construction management of the eco café at Leybourne Lakes Country Park.  Where possible responses were provided by Officer with further background information and positive outcomes achieved from these projects, whereas for questions that were unable to be responded to during the meeting, Members were advised to send in their questions for specific projects so that a follow up report could be prepared and presented to a future meeting of the Committee.

While recognising the difficulty and challenge in recruiting and retaining qualified and skilful staff in a number of service areas and supporting specialist resource sharing options to be explored with neighbouring local authorities, Members expressed their desire for a higher level of oversight on procurement process and post implementation value for money evaluation, and therefore proposed a threshold to be set on consultancy spend in order that any project in excess of a certain limit could be reported to the relevant committee or scrutiny select committee for consideration and approval.  This proposal was supported by the Committee.

Having due regard to the financial and value for money considerations and the legal implications, Members acknowledged the benefits of engaging external expertise for certain project based works and sought further engagement in overseeing the Council's approach to future use of external experts while exploring collaboration opportunities with other local authorities and minimising the need for external consultancy going forward.

**RECOMMENDED\***:  That

(1)     the information provided in the summary of consultancy spend at Annex 2, be noted;

(2)     further detail about consultancy spend on specific projects be provided to a future meeting of the Committee, with questions to be provided in writing to Officers to enable responses to be prepared;

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(3)    the Council be requested to continue to closely manage future use of external experts and an ongoing review of consultant use at the Council be reported to the Overview and Scrutiny Committee on an annual basis;

(4)    officers be requested to continue to look for opportunities to collaborate with other councils;

(5)    the Council maintain its effectiveness at retaining specialist talent, to reduce the need for external experts going forward; and

(6)    any proposed consultancy spend in excess of £40,000 be reported to the relevant committee or scrutiny select committee for consideration and approval.

**\*Recommended to Cabinet**

**MATTERS FOR DECISION UNDER DELEGATED POWERS**

**OS 24/35    SCOPING REPORT - REVIEW OF TONBRIDGE COMMUNITY FORUM**

The Committee considered the scope of a potential review into the Tonbridge Community Forum in relation to its operation, the frequency, format and venue of its meetings and the criteria for joining the membership of the Forum.

Whilst welcoming the review as requested by the former Chair of the Tonbridge Community Forum, Members noted the potential capacity issues within Democratic Services and financial implications if additional meetings were to be added to the approved meeting programme of the Council and/or if more meeting were to be held in person and/or to be livestreamed.  In general, Members felt the current frequency of the meetings to be reasonable, however, they were keen to review the venues where the meetings could be held in person with PA (Public Address) system facilities readily available, including the layout of the meeting room, in order that more local communities and residents could be encouraged to attend the meetings and contribute to the discussion.

Particular attention was drawn to a draft Application Form for the Forum, attached at Annex 1, and it was suggested that a survey could be undertaken to gather the views of the local communities so that their comments could also be taken into consideration as part of the review process.

Furthermore, Members supported that a similar review be undertaken for the Parish Partnership Panel, with particular reference made to the room layout for the meetings of the Panel.  Suggestions about review of the Panel were invited to be sent to Officers for investigation.

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**RESOLVED**: That

(1)     a review be undertaken on the frequency, format and criteria issues in respect of the Tonbridge Community Forum as identified in section 1.2 of the report, with further investigation to be made into associated costs of venues and staff resourcing issues; and

(2)     a review of the Parish Partnership Panel be undertaken alongside the review of the Tonbridge Community Forum, with options to be presented at the next meeting of the Overview and Scrutiny Committee.

**MATTERS FOR INFORMATION**

**OS 24/36      REVIEW AND PROCUREMENT OF IT SYSTEMS**

The report of the Director of Finance and Transformation set out the approach the Council adopted in reviewing and procuring IT systems and contracts.

It was noted that the corporate process for review and procurement was followed for all projects and renewals across the Council to ensure consistency with a view to achieving the most competitive and effective solution. The key benefits of the procurement policies and the system reviews were set out in 1.2.3 of the report. It was however highlighted that a minority of systems provided by Kent County Council, central government agencies and other partners as part of the wider service provision were outside of the IT infrastructure managed by the Council's IT services, therefore the Council had no direct management of the system procurement or performance.

In addition, Members were assured that all procurements of IT systems were in compliance with the government procurement legislation and the Council's current procurement policy/ purchasing guide (Annex 2), and it was noted that the Council's procurement guidelines were currently being reviewed by the Mid-Kent Procurement Partnership for an update, alongside the development of a new procurement strategy. Members further noted that procurement training was being arranged for relevant staff members across the Council.

During discussion, particular reference was made to the implementation of the Agile system primarily used in Planning, Land Charges and other public protection services and the Huume system in Housing services for the housing register work. It was acknowledged that replacement of a major service system at a council involved not only business change but also cultural shift and therefore required significant commitment and time to embed.

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In summary, Members welcomed a review report on IT systems, including cost information, to be presented to the Committee on a yearly basis to ensure Member oversight, given the increasingly important role technology would play in the operation of the Council.

**OS 24/37   LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN - ANNUAL REVIEW LETTER**

The Local Government and Social Care Ombudsman annual review letter was presented for information.   Members noted the number of complaints dealt with for the period between 1 April 2023 to 31 March 2024 and the outcome of those complaints.

Reference was made to the ongoing review of the Borough Council's approach to complaint handling in light of the new Complaint Handling Code published by the Ombudsman in February 2024 and it was noted that a new complaint policy would be presented to Members for approval in due course.

**OS 24/38   RECORD OF DECISIONS TAKEN BY THE EXECUTIVE**

The decisions taken by the Cabinet and Cabinet Members during April to August 2024 were presented for information and noted by the Committee.

**OS 24/39   WORK PROGRAMME**

The Work Programme setting out potential matters to be scrutinised during 2024/25 was noted.   Members were invited to suggest future items by liaising with the Chair of the Committee.

**OS 24/40   IDENTIFICATION OF SAVING OPTIONS**

Following discussion at Cabinet on 3 September 2024, Members of the three Scrutiny Select Committees and the Overview & Scrutiny Committee were invited to propose options for evaluation in the forthcoming months to assist in bridging the current funding gap identified in the Medium Term Financial Strategy.

The Chair invited Members of the Committee to propose options outside of the meeting.

**MATTERS FOR CONSIDERATION IN PRIVATE**

**OS 24/41   EXCLUSION OF PRESS AND PUBLIC**

There were no items considered in private.

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The meeting ended at 9.55 pm
with a break between 9.04 pm and 9.09 pm

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# TONBRIDGE AND MALLING BOROUGH COUNCIL

# OVERVIEW AND SCRUTINY COMMITTEE

# MINUTES

# Thursday, 26th September, 2024

**Present:**     Cllr Mrs A S Oakley (Chair), Cllr L Athwal (Vice-Chair), Cllr A Cope, Cllr D A S Davis, Cllr D Harman, Cllr P M Hickmott, Cllr M A J Hood, Cllr F A Hoskins, Cllr S A Hudson, Cllr D W King, Cllr W E Palmer, Cllr D Thornewell, Cllr C J Williams, Cllr Mrs S Bell (substitute), Cllr A Mehmet (substitute) and Cllr M R Rhodes (substitute)

**In attendance:**    Councillors A G Bennison and M Taylor were also present pursuant to Council Procedure Rule No 15.21.

**Virtual:**    Councillors R P Betts, M A Coffin, Stacey Pilgrim, K B Tanner and Mrs M Tatton participated via MS Teams in accordance with Council Procedure Rule No 15.21.

Apologies for absence were received from Councillors R I B Cannon (Vice-Chair), T Bishop, C Brown and K S Tunstall.

## PART 1 - PUBLIC

## OS 24/42    NOTIFICATION OF SUBSTITUTE MEMBERS

Notification of substitute members were recorded as set out below:

- Councillor S Bell substitutes for Councillor C Brown
- Councillor A Mehmet substitutes for Councillor K Tunstall
- Councillor M Rhodes substitutes for Councillor R Cannon

In accordance with Council Procedure Rules 17.5 to 17.9 these Councillors had the same rights as the ordinary member of the committee for whom they were substituting.

## OS 24/43    DECLARATIONS OF INTEREST

There were no declarations of interest made in accordance with the Code of Conduct.

**MATTERS FOR RECOMMENDATION TO THE CABINET**

**OS 24/44    CALL-IN OF DECISION D240094MEM - RESPONSE TO PROPOSED REFORMS TO THE NATIONAL PLANNING POLICY FRAMEWORK (NPPF) AND OTHER CHANGES TO THE PLANNING SYSTEM CONSULTATION**

The report of the Scrutiny Officer advised that in accordance with the Overview and Scrutiny Committee Procedure Rule 15 (c) as set out in Part 4 of the Constitution, five members of the Committee had raised a valid 'call-in' request in relation to the decision taken by the Cabinet Member for Planning in respect of the Borough Council's response to the Government's consultation on 'Proposed Reforms to the National Planning Policy Framework (NPPF) and other changes to the Planning System'.

Decision Notice D240094MEM (attached at Annex 1 to the report) had been published on 16 September 2024 and was subsequently called-in by Councillors Hood, Cope, Hickmott, Hoskins and Thornewell.  In the meantime, the Department of Housing, Communities and Local Government had extended the deadline for submissions to be endorsed by Members to 30 September 2024.

The grounds for call-in were set out in the report, at paragraph 1.2.1, and the decision was 'deferred' pending consideration by the Overview and Scrutiny Committee.

It was noted that at the meeting of the Housing and Planning Scrutiny Select Committee on 24 September 2024, Members expressed significant concerns in respect of a number of proposed revisions to the NPPF regarding the uplift in housing need requirements in Tonbridge and Malling and the green and grey belt proposals, however, no changes to the consultation response had been suggested by the Housing and Planning Scrutiny Select Committee.

Members of the Overview and Scrutiny Committee considered the grounds for the call-in and had regard to the responses provided by the Cabinet Member for Planning (Councillor M Taylor) and the views of the Housing and Planning Scrutiny Select Committee of 24 September 2024.

Members appreciated the tight timetable to enable Officers to prepare the draft response to the consultation in order to meet the original submission deadline of 24 September 2024, however, they reflected on the lack of sufficient communication and engagement with Members in general throughout the consultation process given the significant implications of the proposals for the borough and its residents.  It was hoped that consideration could be given to better communication with Members for engagement and input going forward.

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After an in-depth discussion and a formal vote, the Overview and Scrutiny Committee recommended that Cabinet Member Decision No. D240094MEM be revised to reflect an amendment to the response to Question 73 of the consultation in respect of making installation of solar panels mandatory by developers for all new housing, which was proposed by Councillor D Thornewell, seconded by Councillor F Hoskins and agreed by the Overview and Scrutiny Committee.

**RECOMMENDED**\*:  That

(1)    the Borough Council's response to Question 73 of the consultation on 'Proposed Reforms to the National Planning Policy Framework and other changes to the Planning System' be amended to reflect that installation of solar panels by developers be made mandatory for all new housing, to enable a revised response to be submitted to the Ministry of Housing, Communities and Local Government within the extended submission deadline of 30 September 2024.

\***Recommended to Cabinet Member for Planning**

**MATTERS FOR CONSIDERATION IN PRIVATE**

**OS 24/45    EXCLUSION OF PRESS AND PUBLIC**

There were no items considered in private.

The meeting ended at 8.10 pm

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Any Executive Decisions which have been "called in"

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**Overview and Scrutiny Committee**

**14 November 2024**

**Part 1 - Public**

**Matters for Corporate Monitoring**

Cabinet Member                      Cllr Boughton, Leader of the Council

Responsible Officer              Damian Roberts, Chief Executive

Report Author                     Jeremy Whittaker, Strategic Economic Regeneration Manager

**Report Title**

**1      Summary and Purpose of Report**

1.1    This covering report and annexes provide data on Quarter 2 (July-September 2024) Key Performance Indicators (KPIs) that are aligned to the Corporate Strategy 2023-2027 and monitored on a quarterly or annual basis. This data is a key tool in assessing performance management and helping to deliver positive change.

**2      Corporate Strategy Priority Area**

2.1    Efficient services for all our residents, maintaining an effective council.

2.2    Performance Management through the use of Key Performance Indicators is a key measure to ensure that the Council is run efficiently and effectively, and delivers for local residents and businesses.

**3      Recommendations**

3.1    To note the Q2 Key Performance Indicators, acknowledging the good news and areas of focus.

**4      Introduction and Background**

4.1    This report provides information about Corporate KPIs that are not covered by the three Scrutiny Select Committees, showing trends and performance and providing Members with an insight into areas where the council is performing well and areas where there is a need for greater focus.

4.2    As highlighted during the Q1 reporting, and subject to agreement by Cabinet on 12 November 2024, a review of KPIs will take place with most of the proposed changes not being implemented until Q3 at the earliest.

**5**       **Q2 Key Performance Indicators**

5.1     The KPIs are provided in **Annex 1**, with the data for July-September 2024 (Q2) representing the most up-to-date available statistics in most instances. However, due to the lag in some statistics and the very quick turnaround required to meet committee deadlines, the previous quarter does still represent the most up to date figures. Where possible, verbal updates on Q2 statistics will be given if they are received by the time of the meeting.

5.2     There are some quarterly trends that can be identified and highlighted in this report. These include:

**Some Good News:**

- **006: Reported Victim-Based Crimes:** dropped in Q2 to 1,682.
- **009: Website MyAccount Registrations** continue to increase, with nearly 44,500 registered by the end of September 2024.
- **010: My TMBC app downloads** have also jumped to 10,820.
- **012: Staff Vacancies** are now at the lowest point (8) since KPIs were collected, dropping steadily from 19 in Q1 2023/24.
- **109: % Handled Rate (Customer Services):** has increased from 88% in Q1 to 91% in Q2.

**Areas of Focus:**

- **008: Social Media Clicks/Engagement** dropped slightly during Q2, however as explained in Annex 1, the summer marketing campaign saw significant activity on third party sites and social channels (e.g. Visit Kent) directing traffic to TMBC/Events pages which saw **14,366** clicks from June-Sept 2024.
- **014: Sickness Absence – Medically Signed Off** has increased (albeit from a very low base) over the last 18 months from 2.89 to 5.28 days. This increase has been looked into and, apart from the fact that we have an ageing workforce, no specific patterns to this growth have been identified.

5.3     In considering the above areas, it may be useful to cross-reference with **Annex 2**, which sets out a long view (the last 6 quarters) for the Corporate KPIs.

**6**       **Review of Performance Management**

6.1     In the Q1 reports to Overview and Scrutiny and the Scrutiny Select Committees, an overview of proposed changes to the reporting of KPIs and embedding performance management within the organisation was provided. This generated a fair amount of discussion ahead of the report going to Cabinet in mid-November.

6.2     A number of proposed changes were suggested by scrutiny committee members, some of which have been incorporated into the Q2 reporting, however as Cabinet is not considering the report until November, most of the proposed changes will

not be implemented until Q3/Q4 at the earliest. The immediate changes made include:

- Inclusion of symbols on the 'long view' table (**Annex 2** in this report) in order to be more accessible. In this instance I have used the letters RAG to help distinguish.

- Inclusion of 'status' on the 'long view' table in order to illustrate how a KPI is performing overall - this is particularly the case for KPIs where the trend is consistently 'amber' as it is not clear whether it is consistently high or low performing.

**7      Financial and Value for Money Considerations**

7.1     None arising directly from this report.

**8      Risk Assessment**

8.1     Performance Management is identified in the Strategic Risk Register which highlights that without an effective performance management framework in place, the authority will not be able to understand any required improvements or achieve value for money.

**9      Legal Implications**

9.1     The matters raised in this report are considered to be routine, uncontroversial or not legally complex and a legal opinion has not been sought on these proposals.

**10     Consultation and Communications**

10.1    The KPIs are used by the Council to communicate, both internally and to our communities, about our achievements as well as any areas of focus that the Council is working to improve.

**11     Implementation**

11.1    KPIs will continue to be reported in the current format in Q3.

**12     Cross Cutting Issues**

12.1    Climate Change and Biodiversity

12.1.1  Limited or low impact on emissions and environment.

12.1.2  Climate change advice has not been sought in the preparation of the options and recommendations in this report.

12.2    The reporting on KPIs has a limited positive impact on climate change and biodiversity in the sense that a few of the KPIs specifically relate to emissions and

air quality, and as such contribute towards highlighting the Council's performance in this area.

12.3    Equalities and Diversity

12.3.1  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.

| Background Papers | None |
|---|---|
| Annexes | Annex 1 – Q2 KPIs<br>Annex 2 – Q2 KPIs Long View |

# Annex 1 – KPIs July-September 2024 (Q2)

| CS Priority Action | Ref. No. | Aligned KPI | BASELINE Value | BASELINE Date | BASELINE Frequency | BASELINE Source | Q4 2023/24 Snapshot | 2024/25 Apr-Jun | 2024/25 Jul-Sep | Oct-Dec | Jan-Mar | Target 2024/25 | TREND | Benchmarking Value | Benchmarking Date | Comparator | Benchmark Source | Explanatory Comments |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Make our services and advice available to residents 24 hours a day through digital innovation. | 008 | Social media clicks/engagement | 5,200 | Jan-Mar 2023 | Quarterly | Orlo | 5,085 (21,676 for 2023/24) | 5,450 | 4,573 | | | 25,000 pa | ↓ | | | | N/A | Summer marketing campaign saw significant activity on third party sites and social channels (e.g. Visit Kent) directing traffic to TMBC/Events pages which saw 14,366 clicks from June-Sept 2024. |
| | 009 | Website Myaccount Registrations (total) | 31,387 | Jan-Mar 2023 | Quarterly | Jadu | 40,323 | 42,544 | 44,488 | | | 47,500 by end of March 2025 | ↑ | | | | N/A | |
| | 010 | My TMBC app downloads (total) | 6,474 | Jan-Mar 2023 | Quarterly | One Signal | 9,561 | 10,232 | 10,820 | | | 11,500 by end of March 2025 | ↑ | | | | N/A | |
| Further move the borough council forward so its services are delivered innovatively and in the most cost-effective and efficient way. | 011 | Staff Numbers (FTE) | 224 | Jan-Mar 2023 | Quarterly | Chris 21 Reports | 228.76 | 231.49 | 234.3 | | | 230 by end of March 2025 | ↑ | 387 (SDC); 506 (MBC); 282 (TWBC) | Apr-Jun 2023 | SDC, MBC and TWBC | LG Inform Plus | Mean monthly figure for the actual quarter. |
| | 012 | Vacant Posts | 17 | Jan-Mar 2023 | Quarterly | Chris 21 Reports | 10 | 9 | 8 | | | Under 8 by end of March 2025 | ↑ | 35 | Q3 (2023/24) | MBC | LG Inform Plus | Posts the Council are actively trying to fill. |
| | 013 | Sickness absence (days) - short term | 3.5 | Jan-Mar 2023 | Quarterly | Chris 21 Reports | 2.91 | 2.86 | 2.85 | | | Under 2.7 | ↑ | 2.9 | 2022/23 | MBC (only available adjoining comparator) | LG Inform Plus | These statistics are cumulative for the financial year, as such each quarter includes the sickness information from Q1 onwards. |

| CS Priority Action | Ref. No. | Aligned KPI | BASELINE | | | | Q4 2023/24 Snapshot | 2024/25 | | | | Target 2024/25 | TREND | Benchmarking | | | Benchmark Source | Explanatory Comments |
| | | | Value | Date | Frequency | Source | | Apr-Jun | Jul-Sep | Oct - Dec | Jan-Mar | | | Value | Date | Comparator | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **014** | Sickness absence (days) - medically signed off | 2.89 | Jan-Mar 2023 | **Quarterly** | Chris 21 Reports | **4.59** | 4.81 | **5.28** | | | **Under 3.5** | ↓ | 6.7 | 2022/23 | MBC (only available adjoining comparator) | LG Inform Plus | Note that the sickness statistics are cumulative, this means that each quarter includes the sickness information from Q1 onwards. |
| **Further move the borough council forward so its services are delivered innovatively and in the most cost-effective and efficient way.** | **015** | Gender Pay Gap - Median | 30.60% | 2022 | **Annually** | Chris 21 Reports | **22.24%** | 22.24% | **22.24%** | | | **Under 20%** | → | -11.4% (SDC); 6.5% (TWBC) and -4.6% (MBC) | 2023/24 | SDC, TWBC and MBC | LG Inform Plus | |

| | | Value | Date | Frequency | Source | Q4 2023/24 Snapshot | Apr-Jun | Jul-Sept | Oct - Dec | Jan-Mar | Target for 2024/25 | TREND | Value | Date | Comparator | Benchmarking Source | Explanatory Comments |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Customer Services and Licensing** | | | | | | | | | | | | | | | | |
| 109 | % Handled rate (Customer Services) | 93% | Jan-Mar 2023 | **Quarterly** | AW365 | **82%** | 88% | **91%** | | | **93%** | ↑ | | | | | July/Sept – training is now working through for new advisors on core service (Council Tax) |
| 110 | % emails responded to within 24 hours (Customer Services) | 100% | Jan-Mar 2023 | **Quarterly** | Outlook | **100%** | 100% | **100%** | | | **100%** | → | | | | | |
| 111 | % webchat answer rate (Customer Services) | 99% | Jan-Mar 2023 | **Quarterly** | Webchat Tool | **99%** | 98% | **99%** | | | **100%** | ↑ | | | | | |
| 112 | Total number of licenced drivers | 596 | Jan-Mar 2023 | **Quarterly** | IDOX Uniform | **619** | 619 | **631** | | | | ↑ | | | | | |
| 113 | Total number of vehicle licences | 538 | Jan-Mar 2023 | **Quarterly** | IDOX Uniform | **577** | 578 | **567** | | | | ↓ | 318 (MBC); 293 (SDC); TWBC (269) | 2023 | Kent | LG Inform Plus | |
| 114 | Total number of premises licences | 398 | Jan-Mar 2023 | **Quarterly** | Home Office Return | **402** | 403 | **404** | | | | → | 5,590 | Mar-22 | Kent | LG Inform Plus | |

**Annex 2 – The Long View: Corporate KPIs Trends and Status**

| KPI Ref | Key Performance Indicator | Frequency | Trend over 2023/24 | | | | Trend over 2024/25 | | Status |
|---|---|---|---|---|---|---|---|---|---|
| | | | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | |
| 008 | Social media clicks/engagement | Quarterly | G | R | G | R | A | R | 😐 |
| 009 | Website Myaccount Registrations (total) | Quarterly | R | G | G | G | G | G | 🙂 |
| 010 | My TMBC app downloads (total) | Quarterly | G | G | G | G | G | G | 🙂 |
| 011 | Staff Numbers (FTE) | Quarterly | R | R | G | G | G | G | 🙂 |
| 012 | Vacant Posts (FTE) | Quarterly | R | G | G | G | G | G | 🙂 |
| 013 | Sickness absence (days) - short term | Quarterly | G | G | R | R | G | A | 😐 |
| 014 | Sickness absence (days) - medically signed off | Quarterly | R | G | R | R | R | R | 😐 |
| 015 | Gender Pay Gap - Median | Annually | | | | G | A | A | 🙁 |

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**Overview and Scrutiny Committee**

**14 November 2024**

**Part 1 - Public**

**Recommendation to Cabinet**

| | |
|---|---|
| Cabinet Member | Cllr Des Keers, Community Services |
| Responsible Officer | Damian Roberts, Chief Executive |
| Report Author | Gill Fox, Policy, Scrutiny and Communities Manager |

**Review of Tonbridge Community Forum and Parish Partnership Panel**

**1        Summary and Purpose of Report**

1.1      To consider options for future meetings of Tonbridge Community Forum and Parish Partnership Panel.

**2        Corporate Strategy Priority Area**

2.1      Efficient services for all our residents, maintaining an effective council.

2.2      Ensuring we are meeting the needs of members of the Tonbridge Community Forum and Parish Partnership Panel in relation to engagement and information sharing.

**3        Recommendations**

That the following are recommended to Cabinet:

3.1      The venue for Tonbridge Community Forum is moved to Tonbridge Methodist Church on a trial basis, for all meetings taking place in 2025

3.2      Meetings of Tonbridge Community Forum are all held in person (rather than virtually via MS Teams) on a trial basis, for all meetings taking place in 2025

3.3      Following a topic or item raised at Tonbridge Community Forum, a section should be dedicated to open discussion to provide an opportunity for all members to discuss and respond to the item

3.4      That initial responses in relation to Parish Partnership Panel are shared at a future meeting of Parish Partnership Panel, to allow all members additional opportunity to discuss and consider options for this meeting.

**4**      **Introduction and Background**

4.1      The former Chair of Tonbridge Community Forum requested that a review be undertaken in relation to the venue and operation of Tonbridge Community Forum.  A scoping report (Annex 1) was discussed at the meeting of Overview and Scrutiny in September 2024.  At this meeting it was also agreed that a review of the operation of Parish Partnership Panel would also be helpful.

4.2      The current membership of Tonbridge Community Forum is as follows: Friends of Mill Stream, Angel Indoor Bowls Club, EMBER Community Interest Company, Feast, Rotary Club of Tonbridge, Tonbridge and Malling Seniors, Tonbridge Bicycle Users Group, Tonbridge Civic Society, Tonbridge Dementia Friendly Community, Tonbridge District Scout Council, Tonbridge Historical Society, Tonbridge Line Commuters, Tonbridge Lions Club, Tonbridge Parish Church, Tonbridge Sports Association, Tonbridge Town Team and Tonbridge U3A.  In addition, there are 13 Tonbridge ward Members (not politically balanced) and two KCC Members.

4.3      The Terms of Reference for Tonbridge Community Forum state it is "A vehicle for the exchange of information, consultation and a structured dialogue between the Borough Council and those Tonbridge-based organisations with a shared interest in enhancing the wellbeing of the town through identification of problems and joint working towards solutions".

4.4      At the last review of the Forum (in 2021), it was agreed that "Membership from the community to include recognised, constituted groups, not affiliated with a political party. All existing and new members to complete an application form to ensure a balance of organisations that are representative of the town and to avoid multiple representatives from the same/ similar institutions."

4.5      Membership of Parish Partnership Panel is comprised of all Parish/Town Councils across the Borough.

**5**      **Proposal**

5.1      Views have been sought from existing Members of Tonbridge Community Forum and Parish Partnership Panel on the current venue, style and format of the meetings.  All responses are provided in Annex 2.

5.2      Looking at Tonbridge Community Forum responses, it is evident that there is a preference for in-person meetings (with only one respondent expressing a preference for online meetings).

5.3      Views were expressed in relation to the way information is shared, with a request for a more collaborative approach with greater input from community groups. Meetings with more open discussion would be more meaningful for some members.

5.4 There was only one written comment received in relation to the venue for the meetings (expressing a preference to remain at the Angel Centre), however both the Chair and Vice Chair of Tonbridge Community Forum have expressed their views that the meeting should be moved to Tonbridge Methodist Church.

5.5 Promotion of Tonbridge Community Forum, including a request for new members has been distributed via the Council's Media Team. So far, two additional groups have come forward. It is suggested that the invitation to join the Forum be kept open and the Chair and Vice-Chairs will review expressions of interest and notify members of the Forum of the decisions as they are made.

5.6 There have been some initial responses in relation to Parish Partnership Panel, however, there have also been requests to allow from more time to consider options. It is therefore suggested that an item is added to a future agenda of Parish Partnership Panel, where a further discussion can take place, seeking views from all participants.

**6      Other Options**

6.1 Possible venues for meetings of Tonbridge Community Forum, including approximate costs for each option have been considered in other locations in the town. Tonbridge Baptist church was considered, but depending on the room used, there may be additional work to set up and mobile microphones may be required. Two school venues were considered, but they were unable to accommodate all the dates and were more expensive than the church options, so they have not been followed up.

6.2 Having considered costs and availability the preferred option to trial is Tonbridge Methodist Church. This will save money as room hire is reasonably priced and includes audio equipment, they have confirmed availability for all the dates and the room will be set up ready. Both the Chair and Vice Chair are key holders and are willing to operate the audio equipment at the meetings.

**7      Financial and Value for Money Considerations**

7.1 Current room hire costs (for Tonbridge Community Forum) at the Angel Centre and the cost of audio/visual equipment for the in-person meetings, total £763. In addition, there are costs incurred in relation to staff time (administration).

The proposed venue (Tonbridge Methodist Church) will cost £22.50 per hour, meetings are not expected to go beyond two hours. Audio facilities are available at the church and are included in the hire cost. In addition, there are costs incurred in relation to staff time (administration).

**8      Risk Assessment**

8.1     Any risk related to the use of venues and equipment will need to be managed as the proposed venue is not owned by the council.  Appropriate health and safety checks will need to be completed.

**9      Legal Implications**

9.1     Tonbridge Community Forum and Parish Partnership Panel are not decision-making bodies.

**10     Consultation and Communications**

10.1    Initial consultation has taken place for both groups.  Further views will be sought from members of Parish Partnership Panel at a future meeting.  Proposed changes to Tonbridge Community Forum will be reviewed after a trial period of one year.

**11     Implementation**

11.1    Changes to the format of the meetings will take place from 2025 for a trial period of one year.

**12     Cross Cutting Issues**

12.1    Climate Change and Biodiversity

12.1.1  Limited or low impact on emissions and environment.

12.1.2  Climate change advice has not been sought in the preparation of the options and recommendations in this report.

12.2    A move to all in-person meetings is likely to increase car journeys.  However, groups are all Tonbridge focussed and should therefore be locally based providing some attendees the opportunity to walk to the meetings, use public transport and/or car share, which should be encouraged and promoted.

12.3    Equalities and Diversity

12.3.1  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.

| Background Papers | None |
|---|---|
| Annexes | Annex 1: Review of Tonbridge Community Forum (Scoping Report) <br> Annex 2: Summary of Responses |

**TONBRIDGE & MALLING BOROUGH COUNCIL**

**OVERVIEW AND SCRUTINY COMMITTEE**

**11 September 2024**

**Report of the Chief Executive**

**Part 1- Public**

**Delegated**

## 1 SCOPING REPORT – REVIEW OF TONBRIDGE COMMUNITY FORUM

### 1.1 Background

1.1.1 The former Chair of Tonbridge Community Forum requested that a review be undertaken in relation to the venue and operation of Tonbridge Community Forum. This has been raised at a previous Tonbridge Community Forum meeting and partner organisation (who were present), agreed with the principle of looking at options for change.

1.1.2 Suggestions put to Forum members, from the former Chair were as follows:

- How often meetings take place

- Should all meetings take place in person

- Where should the venue be

- Do all groups meet agreed criteria of the TCF

### 1.2 Meeting Frequency, Format and group criteria

1.2.1 Following the last review of the Forum in 2021, it was agreed that meetings would increase from twice per year to four times per year and they would alternate between in-person meetings held at the Angel Centre and virtual meetings held via MS teams. The move to virtual meetings was to encourage greater participation and means that these can be livestreamed for the benefit of the wider community.

1.2.2 The meeting programme for 2024-26 was approved by Annual Council on 14 May 2024 and adding additional meetings will create capacity issues within Democratic Services. Therefore, any changes to the programme need careful consideration if this were something that Members would like to progress. There will also be staffing and cost implications if all meetings are held in person, especially if Members wished for these to be livestreamed.

**Page 41**

1.2.3 If Members wish to consider alternative venues to hold all meetings in-person, a range of options can be presented at the next meeting, along with the associated costs. It will need to include any arrangements around hall/seating set up and who will be available to undertake this.

1.2.4 Regarding the agreed criteria for groups, if Members wish to review the current membership, and/or invite other interested groups to join, a simple form can be promoted/shared and added to the council website, as detailed in the suggested draft form (Annex 1).

**1.3 Review of Parish Partnership Panel**

1.3.1 Previously changes to Tonbridge Community Forum (agreed by Overview and Scrutiny Committee in October 2021) were considered alongside a review of Parish Partnership Panel. If Members opt to review the frequency, format and criteria for Tonbridge Community Forum, it may also be timely to consider if any changes are required to Parish Partnership Panel.

**1.4 Legal Implications**

1.4.1 Tonbridge Community Forum is not a decision-making body.

**1.5 Financial and Value for Money Considerations**

1.5.1 Current room hire costs at the Angel Centre and the cost of audio/visual equipment for the in-person meetings, total £763. In addition, there are costs incurred in relation to staff time (administration).

1.5.2 If Members wished to livestream meetings external audio/visual support would be required, subject to facilities at venues, and this could be a significant cost.

**1.6 Risk Assessment**

1.6.1 Members should note that any risk related to the use of venues and equipment will need to be managed if using buildings that are not owned by the council. Council owned buildings are routinely checked by the Health and Safety Officer, the Head of Administration and Property and Head of IT to ensure that all appropriate safety checks are undertaken.

1.6.2 There is a potential health and safety risk when using other venues and there is a requirement for appropriate safety checks and forms to be completed. Currently, this is a function that is outside of the role of Democratic Services and consideration would need to be given on how to address these concerns.

**1.7 Equality Impact Assessment**

1.7.1 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.

**1.8    Policy Considerations**

1.8.1   Communications

1.8.2   Community

**1.9    Recommendations**

1.9.1   Members to consider the frequency, format and criteria issues raised in section 1.2 and **ENDORSE** further investigation into associated costs of venues and staff resourcing issues.

1.9.2   Members to **CONSIDER** if a review of Parish Partnership Panel is also required, with options to be presented at the next meeting.

Background papers:                                          contact: Gill Fox

Nil

Damian Roberts
Chief Executive

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**Tonbridge Community Forum**

- Meetings could be better organised with advance notice of dates and request for items.
- Police news is of interest, but would like more council news (future of Angel Centre, car park charges, flood planning decisions etc)
- Not keen on online meetings
- Prefer in person meetings, online lacks human touch
- It allows a forum for an exchange of information and discussion.  Would prefer all meetings in-person.  Online are impersonal and do not allow for meaningful networking
- Valuable outlet for imparting community information and community group visibility.  Follow up liaison between groups is missing, not the fault of TMBC.
- Interval of meeting is about right at once a quarter.
- Previous planned changes have not been implemented and the Forum has reverted to sitting through presentations.  Little to no input from groups.  No space for open discussion, presented with an agenda without any input.  Invite groups to talk at meetings, to consider challenges and support needed.
- Forum has become highly politicised.  Should be focussed on community groups, rather than promotion tool.
- Councillors should not interfere with the running of events organised by groups as some suggestions may be detrimental to the group.
- Forum in its current format provides no benefits to the groups, the information could be shared as an email.  An open discussion format would be more helpful.
- My preferred meeting type is via teams as I live in East peckham and it saves me another trip in to Tonbridge.
- Prefer meetings in person rather than online – enables participants to build rapport, encourages greater sense of community, which is lacking online.
- Format of the agenda and meetings is fine.
- There is a preference for face-to-face meetings and there is a very strong opinion that all meetings should be held in the Angel Centre, Tonbridge.
- The frequency of meetings, currently four per year, is fine.  However, the dates of Community Forum meetings could be looked into for the following reason - This is to try and avoid clashes, where possible, with Council or Councillor meetings that prevent Council officers from updating or discussing issues with the Forum due to confidentiality or non-disclosure issues.  In the past, issues raised by Forum members for inclusion on the agenda have been unable to be addressed.  Then by the date of the next meeting; they are either out of date, decisions have been made, or issue's are back to Council for a decision.  This can be most frustrating.  The Society accepts that this may prove difficult, but it is worth looking into and giving careful consideration.

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**Overview and Scrutiny Committee**

**14 November 2024**

**Part 1 - Public**

**Matters for Information**



| | |
|---|---|
| Cabinet Member | Cllr Kim Tanner, Cabinet Member for Finance & Housing |
| Responsible Officer | Eleanor Hoyle, Director of Planning, Housing & Environmental Health |
| Report Author | Eleanor Hoyle, Director of Planning, Housing & Environmental Health |

**Agile Update**

**1        Summary and Purpose of Report**

1.1     This report updates Members on progress towards the implementation of the Agile software system across built environment and public protection services. The report also responds to queries raised by Members regarding lessons learnt and how to ensure the software is fully embedded post 'go live'.

**2        Corporate Strategy Priority Area**

2.1     Efficient services for all our residents, maintaining an effective council.

2.2     The change in software system once embedded will ensure services can be delivered efficiently.

**3        Introduction and Background**

3.1     A previous report was presented to the Overview & Scrutiny Committee on 4 April 2024. This reviewed a series of questions from Members relating to timescales, procurement, contracts and system functionality. The report is attached as Annexe 1 to this report.

3.2     The Agile project has been considered on a number of occasions by the Council's Audit Committee due to its assessment as a red risk on the strategic risk register.

**4        Progress update**

4.1     Since the last update to the O&S Committee, the Street Naming and Numbering module has gone live.

4.2     The Land Charges module has now gone live. This project has seen some delays due to workload pressures within the small Council team delivering this project. A

revised programme was agreed in the summer and has been adhered to. The Council team is continuing to deliver a very high level of business-as-usual service alongside Agile implementation and the need to manage the backlog that has inevitably arisen during this period. The project delivery has been closely managed, with weekly progress meetings involving the DPHEH and Agile's Head of Programme Management alongside regular project management activity.

4.3   Public Protection (PLACIS) – the programme remains on track for 'go live' in early 2025. Agile's work to map and migrate data is on track for early November. There are significant risks to business-as-usual performance in the teams moving to Agile, as the Super User role requires a number of configuration tasks to be delivered in tight timescales. These workload pressures are being closely monitored and senior officers in the relevant services are supporting staff.

4.4   Built Environment (APAS) outstanding matters – the table below outlines the key outstanding matters in the APAS modules. A number of these remain outstanding following go live in October 2023. The Council has a renewed commitment from Agile to resolution of these issues as below. However, it is anticipated that this will require management capacity to monitor and escalate, as well as officer resource to test solutions and implement the modules. There is now a timescale imperative for this work to be concluded, as the previous operating system will not be available after the end of March 2025.

| Work area | Issue | Timescale for resolution |
|---|---|---|
| Land Terrier | Fixes on identified issues to allow module use. TMBC and Agile completing fixes and testing. | End of 2024 |
| TPO | Fixes on identified issues to allow module use. TMBC and Agile completing fixes and testing. | End of 2024 |
| Building Control | Minor issues relating to invoice reporting and data. | End of 2024 |
| Pre-application (Planning) | Fixes on identified issues to allow module use. TMBC and Agile completing fixes and testing. Backlog of cases recorded outside system since October 2024 to be inputted by TMBC staff. | Module ready for use by end of 2024. Backlog uploaded asap and no later than end of 24/25 financial year. |

| UPRN/case history | Development work required by Agile to resolve issue, which is causing gaps in case histories when planning reports are run (currently being mitigated by referring to histories in previous operating system). | Development work before end of 2024. Upgrade to be implemented in January 2025 with testing to follow. |
|---|---|---|
| Security | Work required by TMBC services and IT Development team to ensure all security settings are correctly applied. | End of 2024 |
| Documents | Testing work underway by both Agile and TMBC teams to establish cause of some documents not 'linking' to Agile case files. Focus for historic cases is on the documents required for the Planning Register. | By end of 24/25 financial year. |

4.5     The delivery of the enhanced media screen and automated validator projects has continued. The media screen work will be concluded before the end of 2024, giving increased functionality to officers in the management of cases and review of documents. The automated validator project is currently scheduled to go live in January 2025.

**5      Way forward**

5.1     As section 5 outlines, there is still a significant amount of work to conclude in the current financial year to ensure Agile implementation is concluded ahead of access to the previous operating system, which in some areas is being used to supplement where functionality is not fully established, ceasing. There is also a need to ensure that Agile becomes fully embedded over time and maximises efficiency of service delivery.

5.2     Continued project and programme management activity – until implementation programme concludes in February 2025, the current regime of project and programme management will continue. This includes project stand-ups with all teams delivering the implementation, twice weekly programme catch-ups between the DPHEH (programme Senior Responsible Officer) and the Business Change Project Manager, regular programme review calls between DPHEH and senior Agile staff and monthly Project Board meetings to formally raise any key issues. In

addition, Management Team and senior Members are regularly briefed on the programme's progress.

5.3     To ensure that software development activity that has been deemed as deliverable post go live is delivered, post go live task lists are already in place for key Council staff and are agreed with Agile as they go onto this list. The review mechanisms for these tasks, both internally and with Agile, are to be agreed.

5.4     There are some functions that the Agile software does not provide for that were available in the previous system (albeit not any that are essential to delivery) or that have been identified as areas for improvement by TMBC teams. Where these are not able to be developed prior to go live, they are captured as enhancement proposals by Agile and considered as part of their 'roadmap' development. A list of proposed enhancements has been collated and will continue to be updated during the implementation phase. Following this, these will be monitored by IT Development.

5.5     In order to ensure that roles and responsibilities for ongoing management of the Agile software are clear, a roles and responsibilities document for Super Users is being developed. It is not considered that this approach has any specific HR implications, however being able to manage staff requirements and expectations is an important management tool.

5.6     Agile runs User Forums to gather feedback from customers utilising their modules. TMBC is receiving invitations to these and will seek to ensure that the correct service and IT staff attend these to develop knowledge and provide user feedback.

5.7     A Post Implementation Review of the APAS implementation is currently being concluded and a similar exercise will be carried out for the other implementations in the Agile programme. These will be reported to the Council's Audit Committee in due course.

## 6     Financial and Value for Money Considerations

6.1     The implementation costs of Agile are detailed below.

| | |
|---|---|
| Implementation delivery (including enhancement projects to deliver automation, redaction and document management) | £276,660 |
| Project Management (in house until March 2025) | £272,000 |
| TOTAL | £548,660 |

6.2     The ongoing annual cost for Agile is £48k per annum, met from the IT software revenue budget. This represents a saving on the previous software cost of £50k per annum

**7       Risk Assessment**

7.1     Implementation of the Agile software system remains a red risk on the strategic risk register. This risk is being reviewed in order to split it into 2 distinct areas – implementation and embedding. Whilst the first risk continues to reduce as further modules 'go live', currently the second risk remains high when considering level of confidence of users (both staff and end users) and driving efficiencies when compared to operational abilities under previous operating system. There are also outstanding risks around issues including GDPR and Agile's operating model for BAU activity such as upgrades, as well as changes to their business model following their acquisition that are still to be resolved. These issues are being mitigated in a number of ways including utilising the Council's remaining consultancy time with Agile to work through GDPR matters, a focused engagement between the IT team and Agile to ensure the approach to upgrades meets the Council's requirements and ongoing engagement at a senior level, including a recent meeting between the Council's Chief Executive and the Chief Executive Officer at Agile.

**8       Legal Implications**

8.1     There are no direct legal implications from the content of this report

**9       Cross Cutting Issues**

9.1     Climate Change and Biodiversity

9.1.1   Adaptation and resilience have not been considered.

9.1.2   Climate change advice has not been sought in the preparation of the options and recommendations in this report.

9.2     Equalities and Diversity

9.2.1   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.

9.3     Other If Relevant

   • Procurement
   • Business Continuity / Resilience
   • Data Protection

9.3.1 Full implementation of the Agile system will ensure that key services can continue to be delivered appropriately. Having a fully implemented and operational system mitigates data protection risks.

| Background Papers | None |
|---|---|
| Annexes | Agile report to Overview & Scrutiny Committee 4 April 2024 |

**TONBRIDGE & MALLING BOROUGH COUNCIL**

**OVERVIEW AND SCRUTINY COMMITTEE**

**04 April 2024**

**Report of the Director of Planning, Housing & Environmental Health**

**Part 1- Public**

**Matters for Information**

**1      AGILE SOFTWARE IMPLEMENTATION**

**1.1    Background**

1.1.1   The O&S Committee has asked to review the implementation of the Agile project and has asked the following specific questions, which have informed the following sections of this report;

- Was the procurement for the system discussed by Members?

- What was the budget and was it decided by Cabinet or officers?

- Has it been used in other Authorities and did we consult with them to see what worked?

- What are the timescales involved?

- When was the contract let?

- When was it supposed to be up and working?

- Why are we going backwards with regard to the usability of data such as List B?

- What works well?

1.1.2   The governance structure for this project includes the following key roles;

| Person | Role | Responsibility |
|---|---|---|
| Eleanor Hoyle | Business product and project owner & Chair of Project Board | Representing directorate that will be the primary contributors and stakeholders of the solution and outcome throughout the lifecycle of the project. Senior Stakeholder accountable for project outcomes and benefits. Commercial escalation. |

| | | Change Control co-approval. Issue management and escalation. |
|---|---|---|
| Sharon Shelton | Financial Sponsor | Provide finance support and approval. Change Control co-approval. |
| Ganesh Thangarajah | IT Project Manager/ Technical product owner | IT services will own the responsibility for coordination of technical implementation, availability management, integration. |
| James Bailey - Planning and Building Control<br>Linda Hibbs - Housing<br>Michael Campbell-Lenaghan – Environmental Health and Protection<br>Anthony Garnett - Licensing | Senior representation/users | Responsible for coordination of business services, UAT and project sign off. |
| Agile | Project Manager | Primary project management with the overall responsibility for project delivery.<br>Responsible for managing the project and provide high level updates to project board. |
| Nizete Vasconcelos | Project Coordinator (role later replaced with Business Change Project Manager, see below) | Main point of contact, liaison with Agile Applications project team. Liaison with internal Business and IT teams. |

1.1.3   The Agile project is identified as a red risk on the Council's strategic risk register. This level of risk has been identified based on the challenges with service delivery in Planning and Building Control following implementation of their modules in October, the fact that the remaining APAS modules (Street Naming & Numbering, Land Charges and Land Terrier) are yet to be implemented and that there are still a number of project milestones to meet for PLACIS (Housing Improvement, Environmental Protection, Licensing and Food & Safety).

**1.2   Areas for consideration**

1.2.1   The procurement of the system was reported to Members on 15 March 2022 in a private report authored by the Director of Finance & Transformation. This also included proposed budget for implementation and ongoing revenue costs, as well as identification of where savings might be made.   Members recommended to Full Council that:

(1) The outcome of the procurement process and the planning implementation programme, as set out in the report, be noted;

(2) The estimated annual saving of circa £50,000 compared to the current software platform from 2023/24 be noted; and

(3) The use of £100,000 from the Invest to Save Reserve be approved to support the implementation and training programme.

1.2.2   Full Council subsequently resolved to accept these recommendations and the contract was signed on 26 May 2022, which was later than anticipated due to lack of Legal resource internally to complete the work. However, as the project board inception meeting was not then scheduled until July 2022, it is considered unlikely that this had any significant impact on project delivery.

1.2.3   Agile is a SaaS (software as a service) product. This means that the council will have the use of the 'line of business application' (Agile) as a service via a cloud hosted platform by the vendor.

1.2.4   The Agile software system is utilised in a number of other Councils. Services took the opportunity to engage with other authorities after the procurement exercise was completed to understand what some of the implementation challenges had been, as this opportunity was not available during the procurement exercise.

1.2.5   The original timescale for delivery for both the APAS and PLACIS programmes was March 2023. This was amended in January 2023 to a split delivery programme, with an initial focus on APAS, with delivery for all modules targeted in October 2023. This was achieved for Planning and Building Control and a revision was made for the remaining APAS modules to end of March 2024. A revised PLACIS programme was requested in December 2023 to test whether delivery by the end of March 2024 was achievable. On review, it was clear that the amount of time required from services and the likely service delivery compromises on go live were too significant. The current revised programme puts PLACIS implementation in September 2024.

1.2.6   With regards to useability of data, every software system operates in a different way. The position reached with Uniform was developed over a number of years. The weekly list format has been developed since the inception of Agile to include features such as filters on spreadsheets and further enhancements remain on the work programme. However, these won't all be delivered in the short term, as some of them may require changes to functionality within the Agile system, which the Council can only influence. IT and service officers are joining Agile customer focus groups, which look at their 'roadmap' for delivery of enhancements to their system to ensure that we maximise this influence.

1.2.7   Agile is now live for Planning (applications, enforcement and appeals) and Building Control. These services are able to process applications, albeit that there are still a number of functionality issues that need to be addressed, which are resulting in backlogs. Staff confidence in the system is lower than it needs to be. The project team of senior officers are working very closely with Agile and the staff

end users to ensure that matters are resolved or working properly as soon as possible. Whilst a period of adjustment is fairly usual after the implementation of a new software system, the level of change needed to implement a system after over 30 years utilising the previous system was more significant than the original project timescale and scope allowed for.

1.2.8    Initially, internal project coordination was managed within the IT service as an additional task for an existing member of staff. However, due to the significant change management requirements working with services, as well as the level of configuration work and understanding required from those service users, this was insufficient to deliver the project.

1.2.9    Since May 2023, the Council has employed a contract Business Change Project Manager, reporting to the Director of Planning, Housing & Environmental Health, to provide internal project management for implementation, which was not part of the original project scope. This role meets weekly with all internal teams, liaises directly with Agile's project manager and provides project updates to DPHEH twice weekly at least. The BCPM has implemented project risk registers, delivery plans utilising project management software and manages a workstream focused on embedding Agile into the various teams to ensure it can be successfully managed in 'business as usual'.

1.2.10   The main remaining 'APAS' teams, Land Charges and Street Naming & Numbering, are due to go live in March/April 2024. These programmes are being delivered with significant project management input from TMBC to ensure that they move forward at pace and are balanced with ongoing business as usual requirements. Land Terrier requires additional configuration work, which Agile has committed resources to in Q1 of the 24/25 financial year.

1.2.11   Initial stage IT tasks were completed within agreed programme timescales and the IT service has continued to support the project to address data and document issues and deliver technical development activities such as producing internal Power BI reports or developing workflows in the system as part of configuration, whilst also upskilling service staff in the latter, as this is considered to be a service user task in the TMBC model.

1.2.12   The implementation has required a very significant amount of staff time in services, far above any expectations set with service users at the outset of the project. This, coupled with the internal approach to project management needing to be reset, meant that there was a lack of progress in the first 6-9 months of the project.

1.2.13   The Agile system is now embedding in Planning and Building Control, although with a number of key 'post go live' tasks and issues to be resolved. These are now not at a level that is considered unusual for a major software implementation, albeit the length of time between go live (October 2023) and conclusion of these matters is unsatisfactory and has taken significant senior officer resource from the

service to move forward. The BCPM and senior managers have worked closely with staff to ensure they are updating user guides and sharing knowledge about how to utilise the system. Validation timescales in planning have reduced significantly from a peak backlog in early 2024 of 5 weeks o around 2 weeks. The service is now starting to implement system enhancements, with costs offset by efficiencies, to improve service delivery and customer experience through automation, redaction and document management.

## 1.3    Legal Implications

1.3.1    The application contract is standard, as it is part of the Crown Commercial Service's Framework. It is used by number of other local authorities across the country, Hence, the terms involved are not bespoke to Tonbridge and Malling borough council. The Council has "onboarded" on to the supplier's hosted application platform, for which the terms are pre-set within the G-Cloud 12 Call-Off Contract.

1.3.2    There is indemnity insurance clause within the contract to cover damages costs and expenses incurred due to, information breach, accidental death or bodily injury and loss of or damage to Property of the buyer. However, given that this is a SaaS product and the contributing factors to the project delays involves both parties, it was not prudent for us to consider any 'Force Majeure' options as the alternative will cost us significantly higher operational revenue costs.

## 1.4    Financial and Value for Money Considerations

1.4.1    Total Capital expenditure and for the Agile project thus far amounts to £99,600. The total cost product licences and project management was £75,600, of which £70,500 has been invoiced and £5k pending for payment. A sum of £24,000 was paid as part of the initial cost at the inception for the hosting charges for the cloud infrastructure during the pre-go-live implementation period of 6 months.

1.4.2    A further enhancement project has recently received Cabinet Member approval, with costs of £77, 460. This will cover automation, redaction and document management.

1.4.3    Ongoing annual SaaS costs of £48k for Agile is provided within IT revenue budget under Software Hire & Support. However, due to the Agile's contribution to the delays to the project, the first-year's annual cost (2023-24) was reduced to £30k. Some of the £18k saving was utilised in year for the additional training required for staff.

1.4.4    The costs to the Council of project management resource, from 1 May 2023 to end of October 2024, are £220,000.

## 1.5    Risk Assessment

1.5.1    Staff in PLACIS teams are working on 'super user' configuration, alongside Agile delivering data and document migration tasks. There is a significant service requirement to deliver these tasks, with 2 staff in each PLACIS team currently dedicating 2 days per week to Agile tasks. This inevitably puts pressure on capacity in these teams and lessens resilience should unexpected service issues arise. This is reviewed weekly by DPHEH and BCPM.

1.5.2    There are a number of APAS post go live tasks still to complete, reviewed weekly by DPHEH and Head of PMO at Agile. These continue to require service and IT resource to progress. Capacity and resources are discussed in weekly meetings of various staff involved in the project and any concerns are escalated to DPHEH or the Head of IT.

1.5.3    Land Charges and Land Terrier modules in APAS still to go live. There is a risk that sufficient resource from Agile and TMBC is not committed to these modules to ensure that they progress at an acceptable pace. BCPM and DPHEH review internally on a weekly basis and as go live dates approach, meetings with Agile's Head of PMO will commence to review these.

1.5.4    Whilst Agile is not a system hosted by our internal IT services within TMBC, currently a number of IT development resources are being used by the services to support in the development of skills to carry out business administration tasks such as creating letter templates and workflows. There has also been a need to reset the approach to ongoing support for service users and to change the approach with the internal TMBC IT Helpdesk to ensure that there is an ability to keep an oversight of issues being raised with Agile and to manage these as part of 'business as usual' contract management activity. This has put a strain on the already stretched IT resources and is inevitably impacting the IT development teams capacity to cater for the routine operational needs as well as other major digital transformation projects underpinning the council's corporate and digital strategies. Currently the HIT is carryout a mini-restructure within IT services to help cope with the growing demand.

1.5.5    Internal audit is carrying out a 'post implementation review' for the APAS phase of implementation. This will be finalised in April. This is considered an important interim step in reviewing the project to ensure that any lessons that can be learned from the APAS implementation can be implemented in the coming months as PLACIS is implemented.

1.5.6    The Audit Committee has asked to review Agile from a risk perspective and relevant officers will be attending the upcoming Audit Committee to discuss this matter.

## 1.6    Policy Considerations

1.6.1    Procurement

**1.7    Recommendations**

The Overview & Scrutiny Committee is asked to;

1.7.1    NOTE the information provided in response to the specific queries raised; and

1.7.2    NOTE that the Audit Committee is reviewing Agile from a risk management perspective at their next meeting.

| Background papers: | contact: Eleanor Hoyle |
| --- | --- |
| Nil | Ganesh Thangarajah |

Eleanor Hoyle
Director of Planning, Housing and Environmental Health

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**Executive Decisions Record - September 2024**

| Decision Number | Title | Cabinet Member | Date of Decision | Date Published | Call-in period ends | Called in | Scrutiny Committee Consideration | Referred back to Cabinet | Referred back to Council | Council referred to Cabinet | Date Decision Effective |
|---|---|---|---|---|---|---|---|---|---|---|---|
| D240087CAB | July 2024 Budgetary Control | Cabinet | 03.09.24 | 05.09.24 | 12.09.24 | | | | | | 13.09.24 |
| D240088CAB | Tonbridge Racecourse Sportsground Management Plan Consultation | | | | | | | | | | 13.09.24 |
| D240089CAB | Risk Management | | | | | | | | | | 13.09.24 |
| D240090CAB | LLC Roof Re-felt and Insultation Upgrade Tender | | | | | | | | | | 13.09.24 |
| D240091CAB | Local Authority Housing Fund | | | | | | | | | | 13.09.24 |
| D240092CAB | Housing Team Staffing | | | | | | | | | | 13.09.24 |
| D240093MEM | Extension of Agile Management Arrangements and Funding | Finance and Housing | 04.09.24 | 05.09.24 | 12.09.24 | | | | | | 13.09.24 |
| D240094MEM | Response to NPPF consultation | Planning | 11.09.24 | 16.09.24 (at 9 am) | 20.09.24 | | 16.09.24 | 26.09.24 | | | N/A |
| D240095MEM | Customer Contact Centre - Enhanced Facilities | Finance and Housing | 17.09.24 | 20.09.24 | 27.09.24 | | | | | | 28.09.24 |
| D240094(1)MEM | Call in of D240094MEM - Response to NPPF consultation | Orginal DN amended to reflect recommendation of O&S. | 27.09.24 | 30.09.24 | N/A | | | | | | 30.09.24 |
| | | | | | | | | | | | |

| Decision pending | Call in period | | Key Decision | | Private | Urgent | |
|---|---|---|---|---|---|---|---|
| | Subject to call in | | | | | | |

URG - outside of budget and policy framework

| Number of monthly call-ins: | 1 |
|---|---|
| Number of call-ins for year: | 2 |

**Executive Decisions Record - October 2024**

| Decision Number | Title | Cabinet Member | Date of Decision | Date Published | Call-in period ends | Called in | Scrutiny Committee Consideration | Referred back to Cabinet | Referred back to Council | Council referred to Cabinet | Date Decision Effective |
|---|---|---|---|---|---|---|---|---|---|---|---|
| D240096MEM | Tonbridge Castle Gatehouse Roof Repairs – Approval of Tender Route | Climate Change, Regeneration and Property | 30.09.24 | 07.10.24 | 14.10.24 | | | | | | 15.10.24 |
| D240097MEM | Amendments to Sainsbury's Tonbridge Store Lease | Climate Change, Regeneration and Property | 11.10.24 | 14.10.24 | 21.10.24 | | | | | | |
| D240098MEM | Application for Discretionary Rate Relief | Finance and Housing | 22.10.24 | 22.10.24 | 29.10.24 | | | | | | |
| D240099MEM | Application for Reducation in Council Tax Liability | Finance and Housing | 22.10.24 | 22.10.24 | 29.10.24 | | | | | | |
| D240100MEM | Debts for Write Off | Finance and Housing | 22.10.24 | 22.10.24 | 22.10.24 | | | | | | |
| | | | | | | | | | | | |

| Decision pending | Call in period | | Key Decision | | Private | Urgent |
|---|---|---|---|---|---|---|
| | Subject to call in | | | | | |

URG - outside of budget and policy framework

| Number of monthly call-ins: | 1 |
|---|---|
| Number of call-ins for year: | 2 |

**TONBRIDGE AND MALLING BOROUGH COUNCIL**
**NOTICE OF FORTHCOMING KEY DECISIONS**

In accordance with the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012, at least 28 days before a key decision is expected to be taken a Notice of Forthcoming Key Decisions will be published. A 'key decision' is an executive decision which is likely either

(a)     to result in the local authority incurring expenditure which is, or the making of savings which are, significant having regard to the local authority's budget for the service or functions to which the decision relates.

'Significant' when applied to expenditure or savings shall mean a sum in excess of £100,000 or such other sum as may be specified in any enactment or other statutory provision.

or

(b)     to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the area of the local authority.

The Notice of Forthcoming Key Decisions sets out:

(a)     the matter in respect of which a key decision is to be made;

(b)     details of the decision taker and the date on which the key decision will be made;

(c)     a list of documents to be submitted to the decision taker for consideration in relation to the matter;

(d)     the address from which, subject to any prohibition or restriction on their disclosure, copies of or extracts from any document listed is available and the procedure for requesting details.

All key decisions will be made by the Cabinet on the dates specified unless otherwise stated*. The agenda and documents to be submitted to the Cabinet (unless they contain exempt information) will be available for inspection at the Council Offices and on the website 5 clear working days before the meeting. Copies or extracts are available from committee.services@tmbc.gov.uk or Democratic Services, Tonbridge & Malling Borough Council, Gibson Building, Gibson Drive, Kings Hill, West Malling ME19 4LZ.

This document also gives notice of the Council's intention to hold a private meeting (or part thereof) of the Cabinet. It indicates any items where it is likely that the public will be excluded because public discussion would disclose confidential or exempt information and the reasons in each case. Any representations against the intention to hold a private meeting may be made to committee.services@tmbc.gov.uk or Committee Services, Tonbridge & Malling Borough Council, Gibson Building, Gibson Drive, Kings Hill, West Malling ME19 4LZ.

Members of the Cabinet and their areas of responsibility:

Councillor Matt Boughton (Leader)
Councillor Robin Betts (Climate Change, Regeneration and Property)
Councillor Martin Coffin (Transformation and Infrastructure)
Councillor Des Keers (Community Services)
Councillor Kim Tanner (Finance and Housing)
Councillor Mike Taylor (Planning)

**(*Note: This Notice is subject to change as it may become necessary to defer decisions until the next meeting of Cabinet)**

# NOTICE OF FORTHCOMING KEY DECISIONS

| Description of Decision | Date of Cabinet | Who is to be consulted | Contact Officer | Documents to be submitted to Cabinet | Public or Private (reason if Private) |
|---|---|---|---|---|---|
| Changes to Housing Allocation Scheme | 12 Nov 2024 | Internal consultation via Cabinet as detailed in the reports to be considered by Members. | Head of Housing and Health | Officers report | Public |
| Review of Fees and Charges 2025/26 | 12 Nov 2024 | Internal consultation via Communities and Environment Scrutiny Select Committee and Cabinet as detailed in the reports to be considered by Members. | | Officer report | Public |
| Angel Centre Nominated Operator/Replacement Facility | 12 Nov 2024 | Internal consultation via Cabinet as detailed in the reports to be considered by Members. | Head of Administrative and Property Services | Officers report | Fully exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information) |

| Description of Decision | Date of Cabinet | Who is to be consulted | Contact Officer | Documents to be submitted to Cabinet | Public or Private (reason if Private) |
|---|---|---|---|---|---|
| Tonbridge Castle Gatehouse - Roof Tender | 12 Nov 2024 | Internal consultation via Cabinet as detailed in the reports to be considered by Members. | Head of Administrative and Property Services | Officers report | Fully exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information) |
| Award of Air Source Heat Pumps at Larkfield Leisure Centre | 12 Nov 2024 | Internal consultation via Cabinet as detailed in the reports to be considered by Members. | Head of Administrative and Property Services | Officers report | Fully exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information) |

| Description of Decision | Date of Cabinet | Who is to be consulted | Contact Officer | Documents to be submitted to Cabinet | Public or Private (reason if Private) |
|---|---|---|---|---|---|
| Review of Fees and Charges 2025/26 - Finance, Regeneration and Property | 10 Dec 2024 | Internal consultation via the Finance, Regeneration and Property Scrutiny Select Committee of 19 November 2024 and Cabinet of 10 December 2024 as detailed in the reports to be considered by Members. | | Officer report | Public |
| Review of Fees and Charges 2025-26 - Housing and Planning | 10 Dec 2024 | Internal consultation via Housing and Planning Scrutiny Select Committee of 3 December 2024 and Cabinet of 10 December 2024 as detailed in the reports to be considered by Members. | | Officer report | Public |

| Description of Decision | Date of Cabinet | Who is to be consulted | Contact Officer | Documents to be submitted to Cabinet | Public or Private (reason if Private) |
|---|---|---|---|---|---|
| Award of Solar PV at Larkfield Leisure Centre | 10 Dec 2024 | Internal consultation via Cabinet as detailed in the reports to be considered by Members. | Head of Administrative and Property Services | Officers report | Fully exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information) |

**Contact**: committee.services@tmbc.gov.uk
**Publication**: 15 October 2024

**OVERVIEW AND SCRUTINY SELECT COMMITTEE – UPCOMING MATTERS**

**2024-25**

C=Council; CAB = Cabinet; DEL = Delegated to Committee; INFO = matters for information.  Cabinet are responsible for ALL Key Decisions (KD).  Some Non-Key Decisions (NKD) can be taken by Cabinet Members outside of the meeting.

| DECISION (TITLE) | DESCRIPTION | C/CAB/ DEL/INFO | KD/NKD | CAB MEMBER DN Y/N | PART 1 OR 2 | MEETING DATE | OFFICER IN PERSON ATTENDANCE Y/N |
|---|---|---|---|---|---|---|---|
| Tonbridge Community Forum | Final report considering suggested changes to TCF | Cab then C | NA | N | | 14 November 2024 | |
| Review of progress – Agile | | Info | | | | | |
| Key Performance Indicators | Standing Item | Info | | | | | |
| Record of Executive Decisions | Standing item | Info | | | | | |
| Work Programme | Standing Item | Info | | | | | |

| DECISION (TITLE) | DESCRIPTION | C/CAB/ DEL/INFO | KD/NKD | CAB MEMBER DN Y/N | PART 1 OR 2 | MEETING DATE | OFFICER IN PERSON ATTENDANCE Y/N |
|---|---|---|---|---|---|---|---|
| Capital Plan Review 2025/26 | Budget setting proposals | CAB/C | C | N | 1 | 23 January 2025 | |
| Revenue Estimates 2025/26 | Budget setting proposals | CAB/C | C | N | 1 | | |
| Annual update of Call-ins during 2023 | TBC (consider whether TMBC should adopt the approach of reporting back as best practice? | Info | | | | | |
| Service Delivery Plan | | CAB | NKD | | | | |
| Scrutiny Review of GP Surgeries | Requested by Chair of Committee and Integrated Care Board to be invited. Report considering pressure on GP Practices regarding capacity issues, particularly where new development is taking place. | TBC | | | | | |
| Record of Executive Decisions | Standing Item | Info | | | | | |
| Work Programme | Standing Item | Info | | | | | |
| Record of Executive Decisions | Standing item | Info | | | | 3 April 2024 | |
| Work Programme | Standing item | Info | | | | | |

Annual updates in respect of the following Outside Bodies to be scheduled during 2025/26:

- Citizens Advice in North and West Kent;
- KCC Health Overview and Scrutiny;
- LGA General Assembly;
- Southeast England Councils (Leaders Forum);
- Tonbridge and Malling Leisure Trust;
- West Kent Health Integrated Care Partnership Elected Members Forum

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Any other items which the Chairman decides are urgent due to special circumstances and of which notice has been given to the Chief Executive.

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The Chairman to move that the press and public be excluded from the remainder of the meeting during consideration of any items the publication of which would disclose exempt information.

**ANY REPORTS APPEARING AFTER THIS PAGE CONTAIN EXEMPT INFORMATION**

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Any other items which the Chairman decides are urgent due to special circumstances and of which notice has been given to the Chief Executive.

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