



Overview and Scrutiny Committee

Held at:	Council Chamber - Civic Centre, Folkestone
Date	Tuesday, 21 February 2017
Present	Councillors Clive Goddard, Mrs Claire Jeffrey, Len Laws (In place of Ian Meyers), Frank McKenna, David Owen, Dick Pascoe (In place of Peter Gane), Peter Simmons and Mrs Rodica Wheeler
Apologies for Absence	Councillor Mrs Ann Berry, Councillor Peter Gane, Councillor Michael Lyons and Councillor Ian Meyers
Officers Present:	Ben Geering (Head of Planning), Sue Lewis (Committee Services Officer), Mark Luetchford (Communications Manager) and Tim Madden (Corporate Director - Organisational Change)
Others Present:	

56. **Declarations of interest**

There were no declarations of interest.

57. **Minutes**

The minutes of the meeting held on 17 January 2017 were submitted, approved and signed by the Chairman.

58. **Website Improvement and Digital Transformation Board**

Tim Madden, Corporate Director for Organisational Change, informed members that a Digital Transformation Board had been set up, headed by him, to continue moving forward with a strategy for a digitally enabled world.

The board meets monthly to exchange ideas, co-ordinate work and monitoring the process of moving forward. It has agreed to work on 6 projects, listed below:

1. Revenues and Benefits – this is the biggest and most wide ranging project and the main factors are shown in the attached presentation papers.

3 dedicated kiosks have been set up in the reception area which members of the public are encouraged to use to access all the necessary forms and information relating to this area and it has already shown that these are well used. Staff are on hand to give support and guidance where necessary.

2. Parking - to deliver a self serve virtual parking and visitor voucher system which will allow customers to apply for and renew parking permits / vouchers on line with no need to display traditional permits / vouchers in vehicles, this will ease customer process and reduce pressure on front office and customer contact.

3. Events – officers are working towards streamlining the process and introducing an App that will allow customers to organise events and liaise directly with the Safety Advisory Group.

4. Grounds maintenance – the council is already working towards streamlining of internal processes and officers are looking at booking systems.

5. Finance – an internal review of processes and structure is currently being undertaken.

6. Taxi Licensing – officers are aiming to deliver an online taxi licensing application service which will include an online knowledge test, an online DBS application solution and online license applications for taxi drivers.

Members paid particular attention to how the council will work with and help those people who are more vulnerable and less capable of using IT equipment and were given reassurance that allowance had been given to these types of people and visiting officers would still make the necessary arrangements if and when necessary.

Mark Luetchford, Communications Manager informed members that the Government Digital Service (DGS) is part of the Cabinet office created in 2013, with an aim to deliver online services that are straight forward and convenient for the customer.

In May 2015 the council redesigned its website making services available digitally and improving the customer experience, removing any old or broken links and updating data and forms wherever necessary.

A selection of tools to track and monitor how the site is performing enables officers to use the data to make amendments/improvements on a regular basis as part of the evolving development.

The website improvement project is ongoing and members were given assurances that any areas still in need of improvements, such as, planning will

be looked at and improved through the project, paying particular attention to the planning area, which was raised as a concern by members.

59. Requirements for the collection and allocation of planning obligations

This item was raised as part of the Annual Scrutiny Programme 2015/16 by New Romney Town Council.

Ben Geering, Head of Planning presented members with an overview of the requirements for collection and allocation of planning obligations. A copy of the presentation is attached to these minutes for information.

Mr Geering informed members that planning obligations, also known as s106 agreements are private legal agreements made between local authorities and developers and can be attached to a planning permission to make acceptable development which would otherwise be unacceptable in planning terms.

Explaining the land itself, rather than the person or organisation that develops the land, is bound by a Section 106 Agreement.

Mr Geering explained that planning obligations are used for 3 purposes; prescribe, compensate and mitigate, examples of which are shown in the attached presentation. He made it clear that planning obligations must be directly relevant to the proposed development.

In addition to S106 agreements he explained the use of the Community Infrastructure Levy 2010 (CIL) which the Council adopted in August 2016, together with Regulation 123.

The role of CIL is shown in the attached presentation but Mr Geering acknowledged difficulties of balancing CIL and S106, especially where infrastructure needs multiple sites to contribute. He informed that Government are now reviewing CIL, which may lead to a CIL light approach, with S106 taking prominence and CIL replaced by a different tariff. He felt that CIL would benefit smaller sites, leaving S106 for the larger developments. Officers are waiting on the outcome of the review.

The Planning Policy Team is now looking at the Places and Policies Local Plan which will identify funding stream for key infrastructure – CIL or s106. He explained that a S106 Working Group, headed by the Corporate Director for Strategic Operations, met to ensure funds collected are allocated and spent as required, examples of which are in the attached papers.

Mr Geering felt officers had a robust mechanism in place with appropriate monitoring and clear accountability.

Members paid particular attention to the 15% benefit that Town and Parish Councils could receive through CIL and 25% where a Neighbourhood Plan is in place.

Following a question from Mr Peter Coe, New Romney Town Council, Mr Geering explained that any works carried out and relating to the issue raised in respect of either a crossing or curbing in the area would be carried out as permitted and that any S106 monies would be spent accordingly.

Digital Transformation and the Website

Overview and Scrutiny

22 February 2017

Digital Delivery

- Start with the Customer
- Building on WoW
- A strategy for a digitally enabled world

Digital Transformation Board (DTB) – What is it?

- Revenues and Benefits major project – needed a governance structure
- Other projects brought under the same umbrella – Parking; Events; Grounds Maintenance; Finance; Taxi Licensing
- Council wide officer group – meets monthly
- Co-ordinates, monitors and develops strategy

Revenues and Benefits

- Key processes (forms) put online to allow 24/7 access
- Council Tax – 21/10/16 launch – aim for 40% take up; currently 36.5% take up (but only with a soft launch)
- Benefits forms launched 25/1/17
- Kiosks in reception (including Housing options)

Forms available on line

Council Tax –

Set up Direct Debit

Change of address

Apply for discount or exemption

Apply for single person discount

Submit evidence

Apply for disability band relief

Email billing

Benefits -

Apply for Housing Benefits / CT reduction

Change in Circumstances

Discretionary Housing Payments

Key Issues

- Significant input and design
- Further work on back office processes
- Forms need continuous improvement
- Backlog of work to be cleared
- Achieving cultural change for staff and customers

Parking

- Objective: to deliver a self serve virtual parking and visitor voucher system which will allow customers to apply for and renew parking permits / vouchers on line with no need to display traditional permits / vouchers in vehicles
- Accessible through the Shepway website
- Hand held enforcement devices
- Hotel and visitor permits – live 15th February
- Parking permits – live mid March
- People renew online – ease of customer use
- Reduced pressure on front office and customer contact

Events

- Organise Events via an App – cloud hosted
- Streamlines process
- Links organisers and Safety Advisory Group (SAG)
- Go live 24th February

Grounds maintenance

- Streamline of internal processes
- Automation and efficiencies
- January 2017 – looking at more outward facing activities e.g. Booking systems, park benches to automate interaction with public

Finance

- Review of structure
- Completion of WoW programme
- Internal review of processes

Taxi Licensing

- Objective: to deliver an online taxi licensing application including an online knowledge test, an online DBS application solution and digital accounts for taxi drivers
- Online knowledge test – implemented June 2016
- DBS online via KCC – implemented Oct 2016
- Online licensing application expected Spring 2017

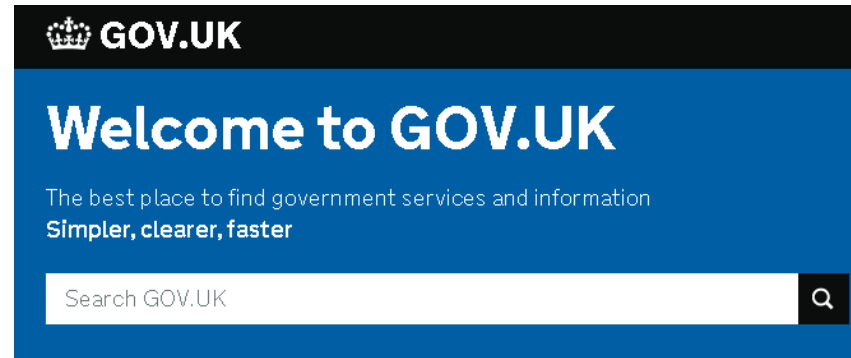
Next Steps

- Complete existing projects
- Develop website workstream
- Look to develop digital strategy to provide fuller more effective customer service
- Other projects as identified

Digital Transformation and the Website

What is the Government Digital Service (GDS)

- GDS is part of the Cabinet Office created in 2013
- Their aim is to be 'Digital by Default'
- Delivering services online that are straightforward and convenient - putting the "customer first"
- Today 87% of adults in the UK are online
- Completing transactions online has become second nature, with more of us going online for shopping, banking, information and entertainment
- Online services tend to be quicker, more secure, more convenient and cheaper to use
- The need to develop strategies so that customers who can't transact online will not be left behind



Benefits

Includes tax credits, eligibility and appeals

Births, deaths, marriages and care

Parenting, civil partnerships, divorce and Lasting Power of Attorney

Business and self-employed

Tools and guidance for businesses

Childcare and parenting

Includes giving birth, fostering, adopting,

Disabled people

Includes carers, your rights, benefits and the Equality Act

Driving and transport

Includes vehicle tax, MOT and driving licences

Education and learning

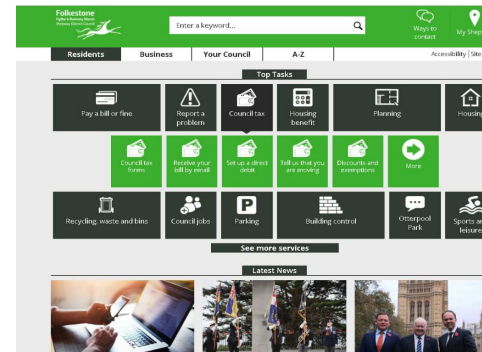
Includes student loans, admissions and apprenticeships

Employing people

Includes pay, contracts and hiring

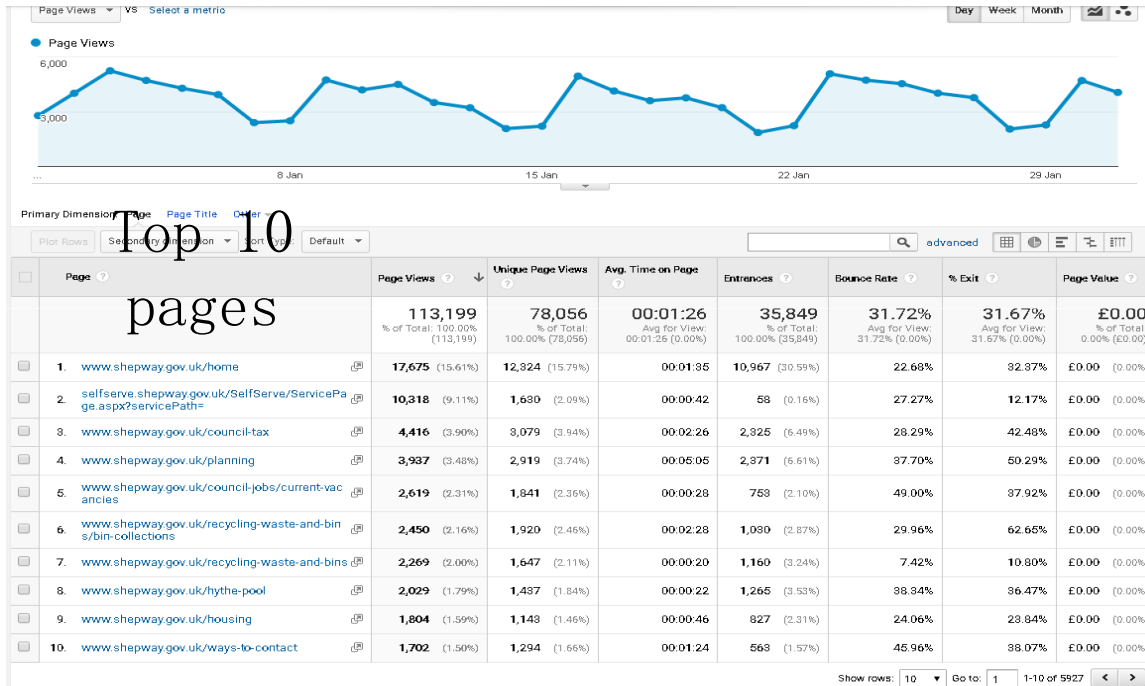
Why we changed the look and feel of our website

- We wanted to create a 'transaction' website so residents can 'self serve' 24/7
- Make as many of our services available digitally as possible
- Improve the navigation structure to become more user friendly – introducing 'Top Tasks' with Pay online, report a problem and apply online
- Removed outdated content and replace with content designed for online use (removal of lots of jargon)
- Become a 'responsive design' website so our users can easily view on smart phones and tablets
- Prioritised content



Exploring the site

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<http://www.shepway.gov.uk/council-tax>

<http://www.shepway.gov.uk/planning>

<https://www.shepway.gov.uk/appointment-service>

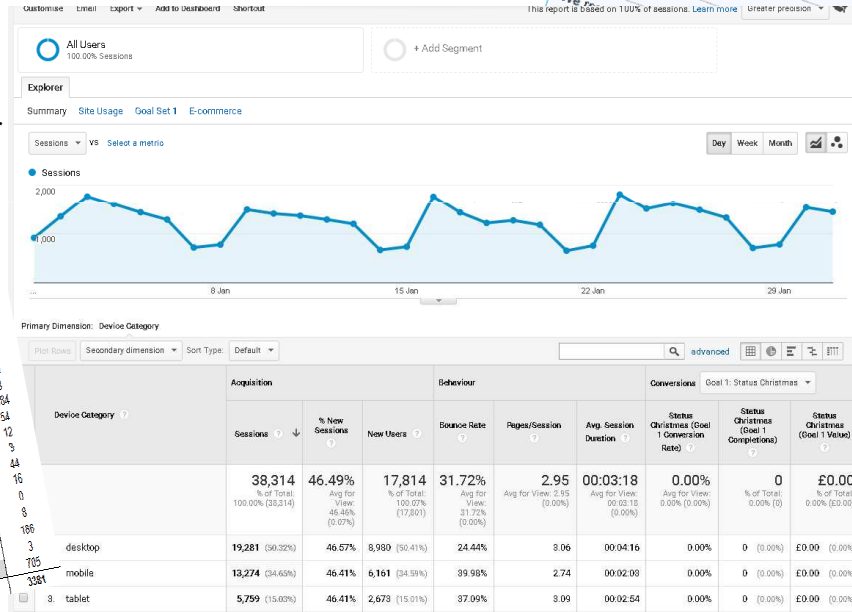
Using our management data

We have a selection of tools to track and monitor how the site is performing, we use the data to make amendments/improvements on a regular basis as part of the evolving development.

- Volume of self serve transactions
- Sessions/users/devices
- Broken links
- Where users are leaving the site
- What pages are popular vs least popular

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Statistics: Self Serve Activities	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Volumes
Abandoned Vehicle	43	52	26	54	32	65	51	28	35	44			444
Dog Fouling	18	10	10	6	14	16	19	10	9	17			140
Fly Tipping	45	30	33	27	43	44	20	15	22	34			313
Missed Bin	44	75	100	123	88	99	56	85	106	129			916
Street Cleaning	11	11	3	8	1	2	2	2	2	31			236
Full or Damaged Bin	4	4	3	1	1	5	4	0	0	2			31
Assisted Collection	2	6	1	4	0	0	1	0	0	1			23
Dead Animal	1	2	2	1	3	1	11	18	7	2			11
Graffiti	2	1	2	1	3	30	0	13	2	0			8
Fly Posting	0	0	10	47	8	4	0	0	0	0			184
Noise Complaint	6	11	9	8	0	0	0	0	0	0			54
Request Building Control Visit	3	4	3	0	6	3	4	2	1	0			12
Light Complaint	0	0	0	0	0	0	0	0	0	0			9
Odour Complaint	0	0	2	15	10	2	1	0	0	0			44
Barking Dog	0	0	0	0	0	0	0	0	0	0			16
Accumulation of Waste	0	0	0	0	0	0	0	0	0	0			8
Frontage Complaint	0	0	0	0	0	0	0	0	0	0			166
List of Empty Properties	0	0	0	0	0	0	0	0	0	0			3
Bulky Collection	0	0	0	0	0	0	0	0	0	0			705
Turn Property into HMO	0	0	0	0	0	0	0	0	0	0			3281
Christmas Tree Collection	179	206	228	332	263	308	249	281	414	921	0	0	



	This check	Last check
Pages		
Pages with broken links	1,363	1,357
Pages with broken links (%)	0	0
Links		
Broken links	5,188	5,186
Broken links (%)	0	0
Misspellings	0	0

Broken links	Misspellings	Live Report
0	0	HTML PDF
0	0	HTML PDF
0	0	HTML PDF
0	0	HTML PDF
0	0	HTML PDF
0	0	HTML PDF
0	0	HTML PDF

Website Improvement Project

- Continue to incorporate the GDS methodologies ([design principles](#)) to enhance and evolve the website
- Use analytical data more productively, make changes based on the hard facts about customer preferences
- Work with our users and our internal user/service areas to improve customer journeys
- Continue to increase uptake in digital services – integration with social media

Places and Policies Local Plan consultations

Measure	2015	2016	% change
Number of respondents	234	616	+163%
Number of online respondents	98	436	+345%
Number of individuals online	78	405	+419%

Requirements for the collection and allocation of planning obligations

Ben Geering
Head of Planning

Overview and Scrutiny Committee
21st February 2017

Folkestone
Hythe & Romney Marsh
Shepway District Council



www.shepway.gov.uk

What are planning obligations?

- Planning obligations, also known as s106 agreements are private legal agreements made between local authorities and developers and can be attached to a planning permission to make acceptable development which would otherwise be unacceptable in planning terms.
- The land itself, rather than the person or organisation that develops the land, is bound by a Section 106 Agreement.

When can they be used?

- Government policy on the use of planning obligations is set out on the **Planning Practice Guidance website**. Local planning authorities must take this guidance into account in their decisions on planning applications and must have good reasons for departing from it.
- Planning Obligations are used for three purposes:
 1. **Prescribe** the nature of development (for example, requiring a given portion of housing is affordable)
 2. **Compensate** for loss or damage created by a development (for example, loss of open space)
 3. **Mitigate** a development's impact (for example, through increased public transport provision).
- Planning obligations must be directly relevant to the proposed development.

Anything else?

Community Infrastructure Levy Regulations 2010

From April 2014:

- 3 statutory tests
necessary , directly related to development and fair and reasonable in scale and kind
- Planning obligations no longer collectable via tariff
- Maximum of 5 planning agreements can be used to fund a single project
- Clear distinction between what is funded by S106 and What is funded via Community Infrastructure Levy

What do we use them for?

- Policies in the Council's Core Strategy Local Plan and the saved policies of the Shepway District Local Plan Review identify types of infrastructure that can be funded or delivered via s106 agreements.
- This includes contributions towards education, health, open space, play space and highway and other transport improvements.
- The adopted Core Strategy 2013 includes an Infrastructure Delivery Plan, setting out the infrastructure required to be delivered so as to mitigate the impact of development.
- Guidance makes it clear that developer contributions should not be of a scale that would threaten the viability of sites identified for development in the Local Plan
- The Council will be updating the Core Strategy Infrastructure Delivery Plan alongside the submission of the Places and Policies Local Plan so as to ensure appropriate infrastructure is provided to mitigate the impact of development and the funding mechanism for its delivery is identified.



Examples

Shorncliffe Garrison

- Land and funding towards new primary school
- New pavilion building, pitch enhancements and play facilities
- On and off site junction works to mitigate the impact of development
- On site affordable Housing (18% total)

Sainsbury's Hythe

- Off site junction and highway works to mitigate the impact of development
- High street works and event fund
- Fund for adjoining properties to upgrade windows

Broad Location, Sellindge

- New village green and open space
- Parish offices
- Land and funding for the expansion of the primary school to 1FE.
- Off site highway works to reduce speed limit in the village.

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Shepway District Council



www.shepway.gov.uk

Role of CIL

- CIL adopted by SDC in August 2016
- Regulation 123 list of infrastructure also adopted
- Rates for residential vary across the district between £0, £50, £100 and £125 per square metre of new floor space created
- Also charging in place for large-scale retail outside of town centres
- 15% of CIL income for town and parish councils, 25% where a Neighbourhood Plan is in place.
- Updated Infrastructure Delivery Plan to be completed will identify funding stream for key infrastructure – CIL or s106.
- However
 - Acknowledged difficulties of balancing CIL and s106, especially where infrastructure needs multiple sites to contribute
 - Government reviewing CIL at present
 - May seek a CIL light approach, with s106 taken prominence and CIL replaced by a different tariff

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Any questions?

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