



OVERVIEW AND SCRUTINY COMMITTEE

Notice of a Meeting, to be held in the Council Chamber - Ashford Borough Council on Tuesday, 25th September, 2018 at 7.00 pm.

The Members of the Overview and Scrutiny Committee are:-

Councillor Chilton (Chairman)
Councillor Michael (Vice-Chairman)

Cllrs. Bartlett, Buchanan, Burgess, Dehnel, Farrell, Feacey, Knowles, Krause, Martin, Miss Martin.

Agenda

Page Nos..

- | | | |
|----|--|---------|
| 1. | Apologies/Substitutes | |
| | To receive Notification of Substitutes in accordance with Procedure Rule 1.2 (iii) | |
| 2. | Declarations of Interest | 1 - 2 |
| | To declare any interests which fall under the following categories, as explained on the attached document: | |
| | a) Disclosable Pecuniary Interests (DPI) | |
| | b) Other Significant Interests | |
| | c) Voluntary Announcements of Other Interests | |
| | See Agenda Item 2 for further details | |
| 3. | Minutes of the previous Meeting | 3 - 6 |
| | To approve the Minutes of the Meeting of this Committee held on the 28 th August 2018 | |
| 4. | Future Reviews and Report Tracker and Topic Selection Flowchart | 7 - 16 |
| 5. | Air Quality Strategy Update | 17 - 28 |
| | The report provides an update for members on the preparation of an air quality strategy for the council as a summation of ongoing, proposed and potential actions to enact the recommendations previously made by the Committee. | |

6. **Quarter 1 Performance Report 2018/2019**

29 - 52

7. **Exclusion of the Public**

That Pursuant to Section 100A(4) of the Local Government Act 1972, as amended, the public be excluded from the meeting during consideration of this item as it is likely that in view of the nature of the business to be transacted or the nature of the proceedings that if members of the public were present there would be disclosure of exempt information hereinafter specified by reference to Paragraph 3 of Schedule 12A of the Act, where in the circumstances the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

8. **Budget Scrutiny Report - (EXEMPT) (report to follow)**

Budget Scrutiny Report - Medium Term Financial Plan overview
(EXEMPT) (report to follow)

Declarations of Interest (see also “Advice to Members” below)

- (a) **Disclosable Pecuniary Interests (DPI)** under the Localism Act 2011, relating to items on this agenda. The nature as well as the existence of any such interest must be declared, and the agenda item(s) to which it relates must be stated.

A Member who declares a DPI in relation to any item will need to leave the meeting for that item (unless a relevant Dispensation has been granted).

- (b) **Other Significant Interests (OSI)** under the Kent Code of Conduct as adopted by the Council on 19 July 2012, relating to items on this agenda. The nature as well as the existence of any such interest must be declared, and the agenda item(s) to which it relates must be stated.

A Member who declares an OSI in relation to any item will need to leave the meeting before the debate and vote on that item (unless a relevant Dispensation has been granted). However, prior to leaving, the Member may address the Committee in the same way that a member of the public may do so.

- (c) **Voluntary Announcements of Other Interests** not required to be disclosed under (a) and (b), i.e. announcements made for transparency reasons alone, such as:

- Membership of outside bodies that have made representations on agenda items, or
- Where a Member knows a person involved, but does not have a close association with that person, or
- Where an item would affect the well-being of a Member, relative, close associate, employer, etc. but not his/her financial position.

[Note: an effect on the financial position of a Member, relative, close associate, employer, etc; OR an application made by a Member, relative, close associate, employer, etc, would both probably constitute either an OSI or in some cases a DPI].

Advice to Members on Declarations of Interest:

- (a) Government Guidance on DPI is available in DCLG’s Guide for Councillors, at https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/5962/2193362.pdf
- (b) The Kent Code of Conduct was adopted by the Full Council on 19 July 2012, and a copy can be found in the Constitution at <http://www.ashford.gov.uk/part-5---codes-and-protocols>
- (c) If any Councillor has any doubt about the existence or nature of any DPI or OSI which he/she may have in any item on this agenda, he/she should seek advice from the Corporate Director (Law and Governance) and Monitoring Officer or from other Solicitors in Legal and Democratic Services as early as possible, and in advance of the Meeting.

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Overview and Scrutiny Committee

Minutes of a Meeting of the Overview and Scrutiny Committee held in the Council Chamber, Civic Centre, Tannery Lane, Ashford on the **28th August 2018**.

Present:

Cllr. Chilton (Chairman);

Cllrs. Bartlett, Burgess, Dehnel, Farrell, Feacey, A. Howard, Heyes, Krause, Miss Martin, Mrs Martin.

In accordance with Procedure Rule 1.2 (iii) Councillors A. Howard and Heyes attended as Substitute Members for Cllrs. Buchanan and Knowles.

Apologies:

Cllrs. Buchanan, Knowles, Michael, Shorter.

Also Present:

Director of Finance & Economy, Head of Legal & Democracy, Senior Accountant, Senior Policy and Scrutiny Officer, Member Services Officer.

129 Minutes

Resolved:

That the Minutes of the Meeting of this Committee held on the 24th July 2018 be approved and confirmed as a correct record, with the exception that Cllr. Feacey be included as present.

130 Future Reviews and Report Tracker and Topic Selection Flowchart

A Member asked whether the topic of Waste Water Treatment Works could be included to be discussed as soon as possible, since she was receiving many complaints from residents in her ward about the continuous odour. It was noted that this item was already on the Tracker for future consideration. The Senior Policy and Scrutiny Officer advised that he had met with the Environmental Protection & Licensing Team Leader about this issue, and he had confirmed that he was in discussions with the Environment Agency and Southern Water. An Odour Management Plan had been compiled by Southern Water and monitoring of the air was underway in the area. It was anticipated that by September, each organisation would be in a better position to consider the best course of action going forward. Therefore, it seemed sensible that O&S consider this item after this point. A Member suggested that assembly of a Task Group would allow for a more in-depth discussion of the issues, with a final report of the task group's findings being discussed by the full Committee.

The topic of Officers whereabouts and cover arrangements for annual leave being communicated to Members was submitted for consideration, since a Member had recently experienced great difficulty trying to speak to Officers regarding an ongoing matter. She added that the staff members she had spoken to were always friendly and approachable, but unfortunately, they were not aware of the issue in hand and therefore could not offer any advice, and this led to frustrating delays.

It was also suggested that the Community Toilet Scheme performance be brought forward for consideration, since it was felt that the scheme was not being adequately publicised.

Recommended:

- That**
- i) A Task Group be convened to examine issues relating to the Ashford Waste Water Treatment Works; the Task Group membership to include Councillors Bartlett, Chilton, Feacey, Miss Martin and Mrs Martin.**
 - ii) A review of the Community Toilet Scheme be scheduled as a priority item within the Committee Tracker.**
 - iii) The report be received and noted.**

131 Exclusion of the Public

The Chairman read out the notice excluding the public from the remainder of the meeting.

Resolved:

That pursuant to Section 100A of the Local Government Act 1972 members of the press and public be excluded during consideration of the following item, namely A Better Choice for Property Limited - Trading Company, as it was likely that there would be disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972 where in the circumstances the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

132 A Better Choice for Property Limited – Trading Company

The Committee then considered the exempt tabled papers that contained responses to questions submitted previously by Members, and Officers provided further detail to enquiries made at the meeting. Through discussion of the exempt papers and the information provided by Officers, the Committee resolved to revise and re-submit the recommendations it had previously made to Cabinet in respect of the Trading and Enterprise Board and A Better Choice for Property Ltd, taking into account those recommendations already implemented.

Recommended:

That

- i) The Board of Directors for A Better Choice for Property Ltd produce a statement for Members clarifying whether the company will seek to acquire or provide properties outside of the Borough.**
- ii) The appointment of non-executive Directors to A Better Choice for Property Ltd should be subject to appropriate background and credit checks being completed and the adoption of an anti-bribery and fraud policy.**

Queries concerning these Minutes? Please contact Member Services:
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Overview and Scrutiny Committee

Report Tracker – 25 September 2018

Report Title	Date due to O&S	Reporting Service	Scope of what is to be scrutinised
Quarter 1 2018/19 performance	25 September 2018	Corporate Policy, Economic Development and Communications	Information and analysis of performance against key performance indicators for the council for quarter 1 of 2018/19.
Scrutiny of the draft 2019/20 budget (Medium Term Financial Plan)	25 September 2018	Finance and IT	A summary of the Budget Scrutiny process and summary of the Medium Term Financial Plan will be presented to the Committee for Members to identify any overarching budgetary risks for consideration by the Budget Scrutiny Task Group.
Update on Implementation of Air Quality Strategy	25 September 2018	Corporate Policy, Economic Development and Communications	An update on the implementation of the council's Air Quality Strategy arising from the adopted Air Quality recommendations.
<i>Task Group meetings in respect of Wastewater Treatment Works – September/October</i>			
Housing Statement	23 October 2018	Housing/ Corporate Policy, Economic Development and Communications	An overview of the council's Housing Statement (reported to the Committee in October 2017) following consultation.
Quarter 2 2018/19 performance	23 October 2018	Corporate Policy, Economic Development and Communications	Information and analysis of performance against key performance indicators for the council for quarter 2 of 2018/19.
Kent Fire and Rescue Service	27 November 2018		Kent Fire and Rescue Service to be asked to attend and present on their capacity and resources in light of a lack of voluntary support.
Universal Credit roll-out progress	22 January 2019	Finance and IT	An update for Members on the early impacts and outputs of the wider Universal Credit roll-out in the borough.

Budget Scrutiny Task Group - Final report	22 January 2019	Corporate Policy, Economic Development and Communications/ Finance and IT	Presentation of the findings of the Budget Scrutiny Task Group for discussion and approval by the Committee.
Community Safety Partnership and Safeguarding updates	26 February 2019	Community Safety and Wellbeing/ Housing	Annual updates to the Committee on the work of the Community Safety Partnership and the council's work on safeguarding adults and children at risk.
Quarter 3 2018/19 performance	26 February 2019	Corporate Policy, Economic Development and Communications	Information and analysis of performance against key performance indicators for the council for quarter 3 of 2018/19.
Town centre framework	26 March 2019	Corporate Policy, Economic Development and Communications	Following discussions raised during scrutiny of the 2018/19 draft budget, the Committee has requested a report on the town centre placemaking framework
Void properties	23 April 2019	Housing	Following discussions raised during scrutiny of the 2018/19 draft budget, the Committee has requested a report on work undertaken to address void properties in the PSL sector.
Page 8 Broadband provision and planning	23 April 2019	Corporate Policy, Economic Development and Communications/ Planning and Development	Following discussions raised during scrutiny of the 2018/19 draft budget, the Committee has requested a report on the council's work on delivering high-speed broadband to new and existing properties within the borough.
Overview and Scrutiny Annual Report and 2019/20 Work Programme	28 May 2019	Corporate Policy, Economic Development and Communications	The council's Constitution requires the O&S Committee to make an annual report to full Council. This report will summarise the Committee's work over the past year and detail its work programme for 2019/20.
Quarter 4 2018/19 performance	28 May 2019	Corporate Policy, Economic Development and Communications	Information and analysis of performance against key performance indicators for the council for quarter 4 of 2018/19.

Items for future consideration

Community Toilet Scheme performance		Environment and Land Management	The Committee would like an overview of the performance of the Community Toilet Scheme.
Aspire performance		Environment and Land Management	The Committee would like an overview of the performance and development of Aspire Landscape Management.
Future plans for public transport		Community Safety and Wellbeing	Requested by the Vice-Chairman in regard to the use of low emission and fit for purpose buses in Ashford
Ashford Waste Water Treatment Works		Community Safety and Wellbeing	Requested by the Leader in regard to odours impacting on the quality of residents' lives in Kennington/Little Burton Farm

Recommendation Tracker

Report				
Findings of the Air Quality Task Group – Cabinet minute 330/2/18 refers				
Recommendations	Accepted/ Rejected	Response	Implementation responsibility	Status
That the recommendations within the attached report be adopted as the basis for an Air Quality Strategy for the Borough.	Accepted	An action plan and strategy encompassing the agreed recommendations is currently in preparation and will shortly be submitted to Management Team for approval. An update report will be presented to the Overview and Scrutiny Committee in September 2018	Management Team	Ongoing
Report				
Commercial Investment – Cabinet minute 38/6/18 refers				
Recommendations	Accepted/ Rejected	Response	Implementation responsibility	Status
Financial Reports including Red Book valuations are prepared annually in accordance with UK GAAP for management purposes. The output to include normal commercial property metrics and risk registers, such as estimated rental value and covenant strength of tenants.				
A framework document should be prepared setting out social value yield and return targets for the Council's Property Strategy.				
A clear list of investment and social worth objectives to be included for each investment and reported on annually.				

Report

A Better Choice for Property Ltd

Recommendations	Accepted/ Rejected	Response	Implementation responsibility	Status
The Board of Directors for A Better Choice for Property Ltd produce a statement for Members clarifying whether the company will seek to acquire or provide properties outside of the borough.				
The appointment of non-executive Directors to A Better Choice for Property Ltd should be subject to appropriate background and credit checks being completed and the adoption of an anti-bribery and fraud policy				

Report

Kent Savers

Recommendations	Accepted/ Rejected	Response	Implementation responsibility	Status
The Cabinet instruct officers to work with Kent Savers to establish a working relationship and identify ways in which the council and Kent Savers can work together with particular reference to homelessness prevention and relief.				
The council contribute a subordinated loan of £10,000 to Kent Savers to support their work.				

<p><i>Additional recommendation by Management Team:</i> The Cabinet actively promote Kent Savers to residents and council staff.</p>				
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Report

Chilmington Management Organisation

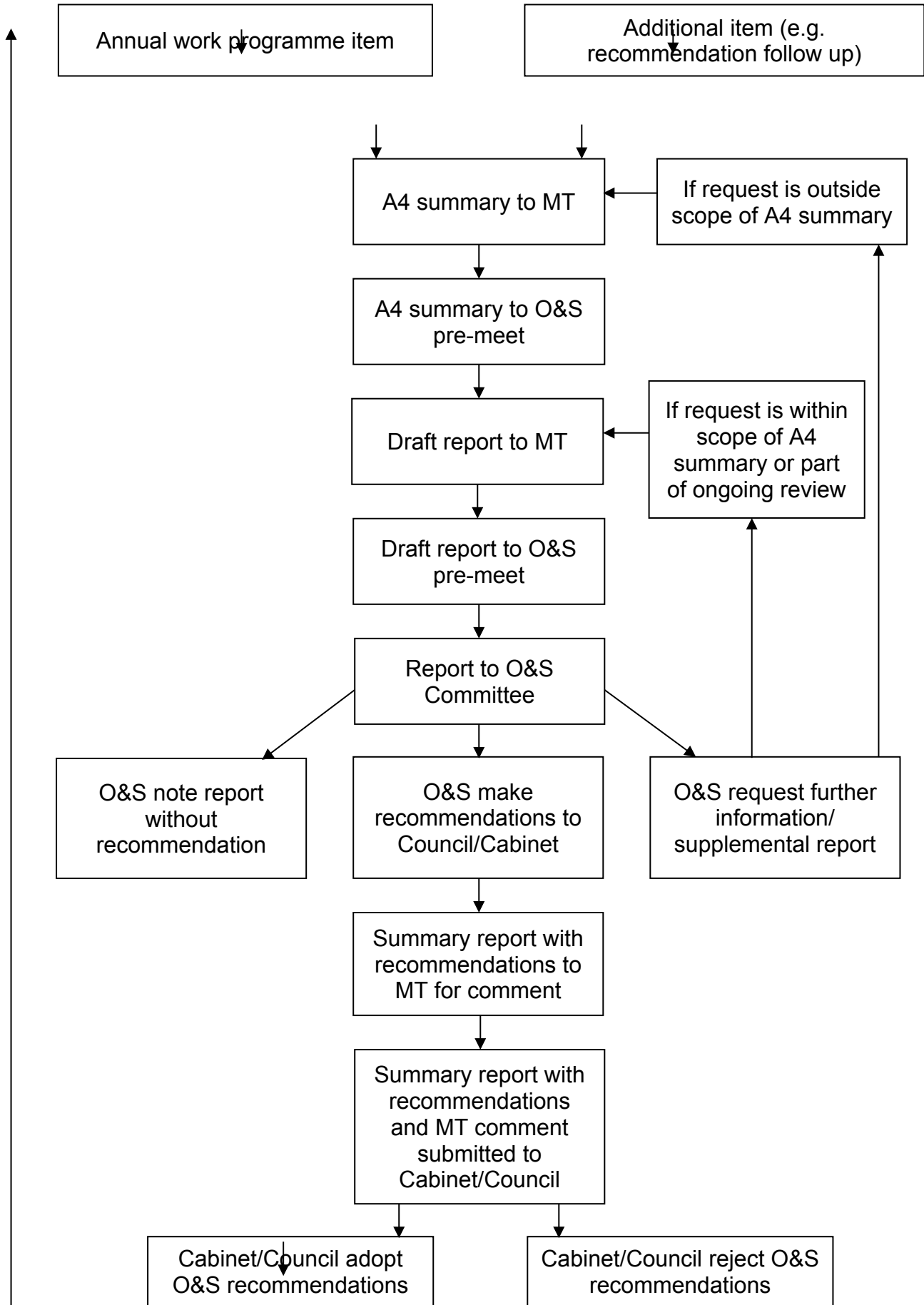
Recommendations	Accepted/ Rejected	Response	Implementation responsibility	Status
<p>Where development are granted planning permission within which a management company will be established, planning conditions should be stipulated which will require that the local planning authority be notified of the management company's formation and registration with Companies House. Developers must also detail how residents will be involved in the management of the company and their rights, and the Local Planning Authority should approve this</p>				

<p>Where developments are granted planning permission within which a management company will be established, planning conditions should be stipulated which require the developer to supply prospective occupiers of new dwellings with comprehensive information on the management arrangements for the development, including such information as:</p> <ul style="list-style-type: none"> • The Right to Manage (for leaseholders) • Residents' rights under a management company • Challenging a management company's mechanisms • Challenging service charge levels • The process for changing a management company 				
<p>The Council produce a 'Resident Trustee Pack' for occupiers of existing and new developments with a management company, including such information as:</p> <ul style="list-style-type: none"> • The Right to Manage (for leaseholders) • Resident's right under a management company • Challenging a management company's mechanisms • Challenging service charge levels • The process for changing a management company 				
<p>The Council establish and maintain a record of all Management Companies operating in the borough and the assets that these companies maintain</p>				

The Council lobby central Government to introduce a legal requirement for resident Management Companies to register with the relevant local planning authority				
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O&S Reporting flowchart

O&S Tracker records Committee forward plan and recommendations made



Recommendations referred to MT via O&S Tracker for assignment and updating

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Agenda Item No:



Report to Overview and Scrutiny Committee

Air Quality Strategy Update

The Overview and Scrutiny Committee is asked:

1. To note the contents of the report
-

Date of O&S meeting: 25 September 2018

Chair of O&S Committee: Cllr Chilton

Relevant Portfolio(s): Community Safety and Wellbeing
Environment and Land Management
Planning and Development
HR & Customer Services
Culture

Summary: This report provides an update for members on the preparation of an air quality strategy for the council as a summation of ongoing, proposed and potential actions to enact the recommendations previously made by the Committee.

Exempt from Publication: NO

Background Papers: **Report from Overview and Scrutiny Committee – Findings of the Air Quality Task Group** report to Cabinet of 8 February 2018.

Contact: Will.train@ashford.gov.uk – Tel: 01233 330394

Agenda Item No:

Report Title: Air Quality Strategy Update

Introduction

1. Following previous discussion of the findings of the Air Quality Task Group and recommendations of the Overview and Scrutiny Committee by Management Team, officers from impacted services have met with the Policy and Performance team to discuss the recommendations arising from the Air Quality Task Group.
2. This report provides an update for members on the preparation of an air quality strategy for the council as a summation of ongoing, proposed and potential actions to enact the recommendations previously made by the Committee.

Update Position

Recommendation 1:

The recommendations and evidence base contained within this report form an Air Quality Strategy for the Council.

3. The strategy is being prepared by the Senior Policy and Scrutiny Officer and Community Safety and Wellbeing Manager with assistance from affected services.

Recommendation 2:

If a CIL regime is adopted by the Council for new developments, contributions should be set aside for air pollution mitigation measures.

4. Planning and Development officers advise that CIL is being brought forward by government, however the exact form it will take following the release of the latest version of the National Planning Policy Framework is presently unknown and the regulation 123 list may not exist in future as the basis for contributions.
5. On the assumption that the regulation 123 list continues to be the means for specifying developer contributions, air quality could be included within the council's list, however given the absence of declared air quality management areas or projected exceedances of air pollutant limits contributions for air pollution mitigation would be considered a low priority and as such the council may struggle to secure CIL contributions.
6. Additionally, the inclusion of air quality mitigation contributions on the authority's regulation 123 list would preclude the authority from collecting contributions through section 106 agreements. Officers advise that given the specificity assigned to contributions gathered through a section 106 agreement, this may be the most appropriate mechanism to address any mitigation required as a result of individual developments coming forward which were projected to have a negative impact on air quality.

Agenda Item No:

Recommendation 3:

The Council adopt the points noted in table 2 on page 9 of the report as best practice guidance for reducing air pollution in new developments.

7. Officers note that any issued 'best practice guidance' could not overlap planning conditions and was not of itself enforceable; however some of the points contained within this recommendation could realistically be applied to development as planning conditions with which developers would be required to comply.
8. Planning and Development officers advise that the provision of electric vehicle charging points within new residential and non-residential development is already being required by condition, with electric vehicle charging capability specified for 50% of parking spaces at the new Elwick Place hotel. Volume housebuilders have also demonstrated a willingness to deliver electric vehicle charging capability as detailed in point 1 in response to growing and anticipated demand for electric and plug-in hybrid vehicles.
9. Officers note that points 1, 4 and 5 of the below table identified by the Overview and Scrutiny Committee could form planning conditions for appropriate developments based on the ratios identified within the below table, whilst point 3 could form part of the stipulations of construction management plans for development. It is felt that point 2 would be an onerous restriction to place on developers that may have a limited impact on nitrogen dioxide concentrations within the borough.

- Each proposed dwelling with a designated parking space provided by means of a driveway, carport, or garage should be provided with at least one Electric Vehicle charging point. Such charging point may be a dedicated Electric Vehicle charging socket, or suitably rated three-pin socket capable of safely providing a slow charge to an Electric Vehicle via a domestic charging cable.
Reason: To take into account the cumulative impacts of development on air quality and to encourage the use of sustainable transport modes including incorporation of facilities for charging plug-in vehicles.
- Each dwelling to be provided with gas-fired boilers should meet a minimum standard of <40mgNO_x/kWh.
Reason: To take into account the cumulative impacts on air quality from individual sites in local area
- Major developments should be carried out in accordance with the Institute of Air Quality Management (IAQM) Guidance on the Assessment of Dust from Demolition and Construction.
Reason: To take into account the cumulative impacts on air quality from individual sites in local areas, and to ensure permitted operations to not have unacceptable adverse impacts on human health.
- Major residential development with unallocated off street car parking should be provided with a minimum of one dedicated Electric Vehicle Charging point per ten spaces for the use of the car park user, and be maintained thereon.

Agenda Item No:

Reason: To take into account the cumulative impacts of development on air quality and to encourage the use of sustainable transport modes including incorporation of facilities for charging plug-in vehicles.

- Major Commercial/Retail/Industrial development with parking provision for ten or more car parking spaces should be provided with a minimum of one Electric Vehicle Charging point (increasing to an additional point for every additional thirty car parking spaces) for the use of the car park user, and be maintained thereon.

Reason: To take into account the cumulative impacts of development on air quality and to encourage the use of sustainable transport modes including incorporation of facilities for charging plug-in vehicles.

Recommendation 4:

The Council should adopt, and require developers to abide by, planting strategies which will support pollutant mitigation and effective street ventilation.

10. Whilst some plant species mitigate airborne pollutants to a greater degree than others, all plant species contribute to the mitigation of air pollution. Air quality supportive planting has been examined by the Environment and Land Management Service (which Aspire Landscape Management is a part of) and officers have noted case studies in Australia where specific planting strategies had been adopted with climate impact considerations, however there was no evidential basis that such planting strategies have a tangible increase in air pollutant mitigation above the maintenance of existing roadside planting.
11. There is no evidence of 'canyoning' (whereby the dispersal of pollutant concentrations is limited by tall, closely massed buildings and extensive tree canopies) along key transport corridors within Ashford to address, and as such any adjustment to roadside planting would be unlikely to provide a net benefit to street ventilation. Through bringing grounds maintenance services back in house with the creation of Aspire Landscape Management, the council has already ensured greater control of the quality of planting in green spaces in the town, and it is felt that greater impacts in pollutant dispersal may be achieved through retaining a focus on improving traffic flow along key routes.
12. In regard to new development, the council already sets good standards for green space provision through its existing Public Green Spaces and Water SPD (adopted July 2012) and within the borough and has a strong history of securing developer contributions to deliver additional high quality green space. Additionally, the council works with Kent County Council (as the highway authority for Ashford) on roadside planting for new developments.
13. Several plant species which provide improved pollutant mitigation (such as the London Plane, *Platanus × acerifolia*) are not permitted for roadside planting by Kent County Council due to the impact of root growth on pavements and roads and consequential increases in maintenance costs. Planning and Development will however continue to work collaboratively with the county council to secure high standards of roadside planting.

Agenda Item No:

Recommendation 5:

The Council should expand the network of electric vehicle charging points within the borough, utilising S106 and government grant funding as appropriate.

14. Steps are already being taken to expand the network of electric vehicle charging points, with additional charge points due to be installed as part of the developments at Elwick Place and Victoria Way. It should be noted however that the council is not currently approaching capacity for its existing charging points.
15. The majority of government grant funding related to air quality is restricted to local authorities with declared air quality management areas or projected exceedances of pollutant concentration limits, however it is felt that the council could identify potential sites for expansion of the existing charging point network and consider carefully any available funding which it is eligible for. This is discussed further in relation to recommendations 25 and 26 (paragraphs 40-42)
16. Section 106 agreements must be written with reference to specific projects, and for this reason it is felt that contributions for the expansion of electric vehicle charging points should be sought through Community Infrastructure Levy payments to allow for a more flexible application of funding in response to increased demand.
17. As noted in the response to recommendation 3, the council can utilise planning conditions to stipulate the provision of electric vehicle charging points within residential and non-residential development, which could serve to expand the network of charging points within the borough beyond areas directly controlled by the council.

Recommendation 6:

The Council work with Kent County Council to explore options for providing on-street vehicle charging infrastructure to meet resident demand, including promoting relevant OLEV grant schemes and other trials.

18. Promotion of OLEV grant schemes for the subsidised installation of electric vehicle charging points to respond to individual householder can form part of an improved online presentation of air quality information as discussed in the response to recommendation 27.
19. Officers are aware of ongoing trials of options to provide on-street charging facilities through the provision of specific charging points (in Thanet) and through retrofitting charging sockets to lampposts. These trials will be monitored on an ongoing basis for suitability, however to date the council is not aware of any requests from residents for on-street charging facilities within the borough.

Recommendation 7:

The Council engage with Kent County Council over the potential of Urban Traffic Management Control (UTMC) to optimise traffic flow within Ashford.

20. The potential for improving traffic flow through optimising signal phasing within Ashford warrants investigation to establish if adjustments can be made by Kent

Agenda Item No:

County Council which would have a positive impact on air pollutant dispersal. It is felt that this may be best pursued by the Joint Transportation Board through dialogue with Kent County Council officers.

Recommendation 8:

The Council request that Kent County Council seek to avoid negative impacts on air quality when designing speed reduction measures within the borough.

21. It is recognised that the primary aim of speed reduction measures will be to increase the safety of road users and the design of such measures will be solely within the purview of Kent County Council, however the council can play a role through the Joint Transportation Board in highlighting the importance that the council attaches to air quality to Kent Highways and requesting that as far as possible air quality impacts are considered at the design stage.

Recommendation 9:

That the Council consider reducing or removing parking charges for electric vehicles within its car parks to encourage use of these vehicles.

22. In considering this recommendation due regard must be had to the potential impact on the council's medium term financial plan which would arise from a reduction in parking charge income. As the market share of electric and plug-in hybrid electric vehicles (PHEVs) is increasing, with central government having signalled its aim for all new vehicles to be zero emission by 2040, the long term sustainability of removing parking charges for certain vehicles comes into question, particularly as the council's maintenance costs for car parks will not reduce.

Recommendation 10:

New HGV parking facilities within the Borough should consider provide infrastructure to cater for electric HGV charging and refrigeration.

- 23.30 Electric charging points have been installed within the Waterbrook truck stop to enable refrigerated HGVs to run chillers without utilising diesel. Conditions of use for the Waterbrook truck stop also prohibit fridge units running on site unless charging points are used. Planning conditions can be used to require the provision of charging points on any new HGV parking facilities that may come forward.

Recommendation 11:

Through its membership of the Ashford Quality Bus Partnership, the Council should endeavour for bus services within the Borough to operate using vehicles at Euro IV emission standard or higher.

24. The Quality Bus Partnership agreement between Ashford Borough Council, Kent County Council and Stagecoach South East was revised and resigned in 2016. Whilst not legally binding, the agreement does include a pledge to pursue improvements in the emissions standard of buses operating in the Borough; with a report on the percentage of buses in operation of euro standard 3, 4, 5 and 6

Agenda Item No:

being presented to each meeting of the partnership which will allow for monitoring of emissions standards in line with the aims of the air quality strategy.

Recommendation 12:

Developer monies gathered under policy TRA4 of the (draft) Local Plan to 2030 should be used to fund enhancements to the local bus network which will encourage a modal shift from use of the private car to public transport.

25. Whilst policy TRA4 notes that the council, in liaison with the County Council, will seek enhancements to the local bus network in order to meet the additional demands created by new development as it comes forward, it should be noted that cuts to the public transport budget made by the county council present potential difficulties in respect of an appropriate mechanism to pay over contributions gathered by the council to KCC. It is suggested that the Quality Bus Partnership utilise its existing partnership with KCC and Stagecoach to ensure that contributions can be appropriately applied to the benefit of the local bus network.

Recommendation 13:

That the Council, through appropriate channels, encourage the uptake of electric and hybrid vehicles within the taxi and private hire fleets within the Borough.

26. The council's licensing team has highlighted government grant schemes to the Taxi Forum (representing the taxi and private hire trade), however the trade representatives expressed little interest in pursuing such grant funding opportunities. As a means to incentivise the trade, the council's licensing team has proposed waiving the annual licensing fee for the first three years that a 'green' vehicle is on an operator's fleet. This scheme would be funded through monies gathered under policy CS10 of the Core Strategy at a level that would cover the replacement of up to 10 vehicles per year, with a review of the scheme taking place prior to 2022.

Recommendation 14:

The Council consider subsidising a programme of fuel-efficient driver training for taxi and private hire drivers.

27. The council's licensing team will survey the trade to establish whether there would be sufficient demand to justify operating such a programme.

Recommendation 15:

That new commercial developments include adequate provision for facilities to enable and support cycling to work by staff.

28. This recommendation can be enacted through planning conditions on appropriate developments, as discussed in regard to recommendation 3. It should be noted that the recently completed Connect 38 (phase 1 of the Ashford Commercial Quarter) includes changing facilities, showers and covered cycle storage within the building to encourage cycling to work.

Agenda Item No:

Recommendation 16:

An audit of cycling facilities should be undertaken as part of the preparation of the new Borough Cycling Strategy, with additional storage facilities installed where demand for cycle storage exceeds or is likely to exceed supply.

29. As part of the development of the council's Walking and Cycling Strategy, an audit of cycling infrastructure will be carried out with the Department for Transport.

Recommendation 17:

The Council continues its support for walk-to-school schemes in the Borough.

30. The council provides £1000 of funding per annum to the walk to school scheme and will continue to do so. As well as reducing vehicle trips to schools (and so reducing emissions), the walk to school scheme supports the healthy weight focus of the Ashford Health and Wellbeing Board.

Recommendation 18:

Kent Police be asked to dissuade vehicle idling outside schools as part of Operation OPEYE.

31. It was felt that the issues associated with emissions from idling vehicles outside schools could be highlighted through the council's work with schools during Safety in Action week. Officers also noted that a visible uniformed presence may be strong deterrent to vehicle idling once drivers have been made aware of the health impacts of engine idling, and that consideration should be given to whether this could be achieved through the deployment of the council's enforcement officers.

Recommendation 19:

The Council should review its lease car and mileage claim schemes to exclude high polluting vehicles from eligibility and promote ultra-low and zero emission vehicles.

32. Mileage allowances are benchmarked against HMRC rates and cannot be changed, however HR and Customer Services will explore what limits can be introduced within the council's lease car scheme to reduce access to high polluting vehicles. The council can more readily limit the emissions of its own managed fleet (commercial vehicles) through the procurement process, and has already introduced this in several areas (e.g. Aspire's vehicle fleet consists of vehicles at a Euro 6 emissions standard).

Recommendation 20:

The Council remove parking permit charges for staff with ultra-low and zero emission vehicles.

33. The council has removed parking charges for all staff vehicles.

Recommendation 21:

The Council explore the feasibility of staff cycling to site or home visits within Ashford as an alternative to car use.

Agenda Item No:

34. The council already offers a mileage rate for work travel (not commuting) by bicycle and this has been promoted in the most recent issue of Root and Branch, the staff magazine. The council will monitor the scheme to establish if any need to set limits on time or range arises.

Recommendation 22:

The Council operate a programme of fuel-efficient driver training for all designated essential car users who are required to drive Council fleet vehicles for their respective roles.

35. Some services with fleet vehicles (Aspire, Environment and Land Management) monitor the fuel consumption of their fleet vehicles against vehicle mileage to identify inefficiencies in driving style, and it is proposed that this should be carried out as an exercise across the council's managed fleet to establish if issues with fuel efficiency exist which may give rise to increased emissions.
36. As a further step, services where 'grey fleet' (staff utilising their own or lease scheme vehicles for work travel) is utilised will be canvassed to gauge interest in the potential uptake of such training; and HR and Customer Services will explore any options for delivering such training through the new lease scheme operators.

Recommendation 23:

The Council should compile a comprehensive workplace travel plan which identifies means to improve the percentage of staff utilising sustainable means to travel to work.

37. The council will undertake a survey of staff travel methods as a first step to establish a baseline for staff travel plans and to inform opportunities for promoting car share arrangements and season ticket loan requirements. The council also recently worked with Kent County Council's 'Activmob' on sustainable travel to and from work, with several members of staff pledging to explore alternative, more sustainable means of travel in their daily commute.

Recommendation 24:

The Council continue to offer a cycle to work scheme (or similar) and explore options for staff shower and changing facilities within the Civic Centre.

38. The council's cycle to work scheme will be maintained, and officers will examine the feasibility and practicalities of maintaining pool bicycles or e-bikes for staff travel within the working day.
39. The installation of staff showers and changing facilities within the Civic Centre is being considered as part of the ongoing accommodation review, however it should be reiterated that the council has secured a favourable rate for staff members to utilise the Stour Centre showers and changing facilities at a reduced annual membership rate.

Agenda Item No:

Recommendation 25:

The Council should pursue grant funding related to air quality improvement, sustainable transport and associated infrastructure where feasible, including working with partners to submit joint bids as appropriate.

40. The council has good working relationships with its partners and has strengthened these in recent years through mechanisms such as the District Deal and Ashford Strategic Delivery Board. As noted in regard to recommendation 2, the majority of government grant funding related to air quality is restricted to local authorities with declared air quality management areas or projected exceedances of pollutant concentration limits, however the identification of suitable projects and grant funding could be a function of the officer post detailed in recommendation 26.

Recommendation 26:

The Council consider the appointment of an officer to lead on Sustainability; research and apply for appropriate grant funding; and deliver on the aims of the Energy Efficiency Strategy and any actions adopted from this report for inclusion in the Air Quality Strategy.

41. The creation of a new post will be explored within the 2019/20 financial year to establish budgetary resource and feasibility, however it is felt that in addition to the areas highlighted by the Overview and Scrutiny Committee, other key areas which require particular focus include the Kent Environment Strategy, environmental permitting, transport modelling and driving behavioural change; as a consequence of which the postholder would need to hold a degree of specialist knowledge to effectively carry out such a role as well as drawing on support from across the authority.

42. If proven feasible and agreed, such a post may best be located within either the Community Safety and Wellbeing service (where the post would be co-located with and able to support the Environmental Protection team in terms of local air quality monitoring) or the Environment and Land Management Service (which leads on the council's approach to environmental strategy).

Recommendation 27:

The Council's website should include a page tailored toward air quality information which outlines the aims of the strategy as well as including potential air quality improvement actions, information on sustainable transport options and DAQI reports.

43. The council's website can be utilised to effectively drive behaviour change through raising public awareness of the impacts of air quality on health and driving a wider ownership of air pollution among the borough's residents. As part of a redesign of the council's web presentation of air quality information the items highlighted by the Overview and Scrutiny Committee will be considered.

Recommendation 28:

The Council should work with KCC to use VMS in Ashford to promote air quality information for drivers.

Agenda Item No:

44. VMS signage is in place along several key routes through and around Ashford and is being used to promote measures such as car sharing which will impact positively on air quality. The council will liaise with Kent County Council over the use of these signs to co-ordinate PR campaigns around air quality.

Recommendation 29:

The Council should work with its partners through the Ashford Health and Wellbeing Board to raise awareness of poor outdoor air quality and provide advice to high risk groups.

45. As discussed in regard to recommendation 17, there is a correlation between the priorities of the Health and Wellbeing Board and the recommendations made in respect of air quality, particularly related to the uptake of cycling and walking as an alternative to use of the private car.

46. Raising public awareness of poor air quality and actions that can be taken to mitigate its impacts will be a key theme of the strategy in development as discussed in regard to recommendation 1. Co-ordinating with partners in public health will be key to the successful delivery of the strategy and its aims.

Conclusion

47. As evidenced in the report, work in respect of a number of recommendations made by the Task Group and Committee is underway which will serve to set conditions for improving air quality in the borough. The information provided by officers within this report will be used to shape the final air quality strategy and provide measurable actions to drive delivery of the strategy aims.

Contact and Email

Will Train, Senior Policy and Scrutiny Officer
Will.train@ashford.gov.uk

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Agenda Item No:

Report To: Overview and Scrutiny

Date of Meeting: 25 September 2018

Report Title: Quarter 1 2018/19 Performance Report

**Report Author &
Job Title:** Will Train
Senior Policy and Scrutiny Officer
Portfolio Holder Cllr. N Shorter
Portfolio Holder for: Finance and IT

Summary: This report summarises performance against the council's newly agreed suite of KPIs for Quarter 1 (1st April to 30th June) 2018/19.

Certain performance indicators from the previous council framework have been retained and allow for historic data comparison, however a number of new performance indicators have been agreed upon for which data is only available for the last quarter. A summary of all key performance indicators is appended to the report.

Key Decision: No

**Significantly
Affected Wards:** None

Recommendations: Overview and Scrutiny is recommended to:-

I. Note the performance data for quarter 1 2018/19 (Appendix 1)

Policy Overview: A review of the council's performance monitoring arrangements was undertaken during the latter half of the 2017/18 municipal year to reconcile key performance indicators, service level performance data and the council's existing programme management processes. The revised performance framework and monitoring arrangements will allow for Heads of Service to more readily integrate performance data into programme management and the service planning process.

**Financial
Implications:** None

Legal Implications None

**Equalities Impact
Assessment** Not required as the report presents information on past council performance and does not recommend any change to council policy or new action.

Other Material None

Implications:

**Exempt from
Publication:**

No

**Background
Papers:**

None

Contact:

Will.train@ashford.gov.uk – Tel: (01233) 330394

Report Title: Quarter 1 2018/19 Performance Report

Introduction

1. This report seeks to provide an overview of performance against the council's key performance indicators for quarter 1 2018/19. The council's performance framework captures key performance data from across the organisation as it relates to the council's Corporate Plan.

Background

2. A review of the council's performance monitoring arrangements was undertaken during the latter half of the 2017/18 municipal year to reconcile key performance indicators, service level performance data and the council's existing programme management processes.
3. A revised performance framework was endorsed by Cabinet in at the end of 2017/18, with recording against the new key performance indicators beginning in April 2018. The new monitoring arrangements will allow for Heads of Service to more readily integrate performance data into programme management and the service planning process.

Performance Framework

4. The majority of measures within the performance framework provide a quarterly summary of performance, however certain indicators will be reported on an annual or biennial basis owing to data capture frequency.
5. The performance framework also includes several 'data only' performance indicators within the report, which evidence performance in areas where specific targets have not been set but performance data can be used to highlight trends such as seasonal fluctuations and increases in service activity. For certain indicators targets can be set for 2019/20 onward, with 2018/19 data being used to establish a baseline and generate an appropriate target.

Quarter 1 Performance

6. Commentary on individual performance indicators is included within the appendix to this report. Performance against the agreed suite of key performance indicators for quarter 1 does not demonstrate any significant variations from target. Whilst in some areas performance is below target levels, these variations are within acceptable thresholds for services and do not represent areas of concern.






Portfolio Holder's views




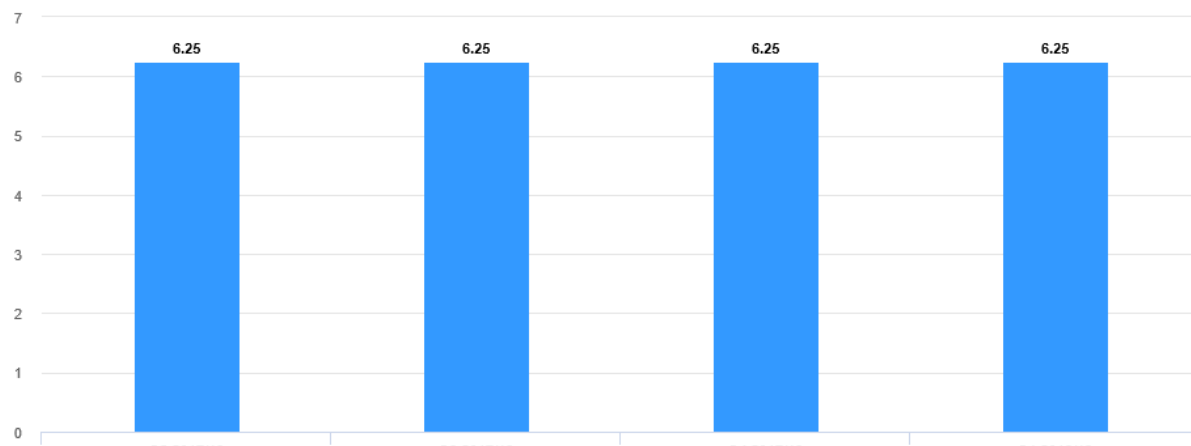
7. To be provided at the meeting.







Contact and Email

Will Train, Senior Policy and Scrutiny Officer
Will.train@ashford.gov.uk







Quarter 1 2018/19

PI Status	
	Not meeting target – under performance
	Target not met but within acceptable threshold
	Target met or exceeded performance
	Status unknown
	Data Only – no target set

Code	Title and description	Q3 2017/18			Q4 2017/18			Q1 2018/19			Latest Note								
		Actual	Target	Status	Actual	Target	Status	Actual	Target	Status									
Page 33 KPI01	Park Mall Vacancy Rates No. of vacant units within Park Mall	2	TBC		2	TBC		2	TBC		Vacancy rates have held steady over the past 12 months with 2 of 32 units empty. This equates to a vacancy rate of 6.25%, below the south east town centre vacancy rate of 8.2% and national average of 9.2%								
		<p style="text-align: center;">Trend - Quarterly</p>  <table border="1"> <caption>Quarterly Vacancy Rates for Park Mall</caption> <thead> <tr> <th>Quarter</th> <th>Vacancy Rate (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 2017/18</td> <td>6.25</td> </tr> <tr> <td>Q3 2017/18</td> <td>6.25</td> </tr> <tr> <td>Q4 2017/18</td> <td>6.25</td> </tr> <tr> <td>Q1 2018/19</td> <td>6.25</td> </tr> </tbody> </table>										Quarter	Vacancy Rate (%)	Q2 2017/18	6.25	Q3 2017/18	6.25	Q4 2017/18	6.25
Quarter	Vacancy Rate (%)																		
Q2 2017/18	6.25																		
Q3 2017/18	6.25																		
Q4 2017/18	6.25																		
Q1 2018/19	6.25																		

Code	Title and description	Q3 2017/18			Q4 2017/18			Q1 2018/19			Latest Note
		Actual	Target	Status	Actual	Target	Status	Actual	Target	Status	
KPI02	<p>Ashford Town Centre Car Park Usage</p> <p>No. of vehicles parking in Ashford town centre car parks:</p> <p>Vicarage Lane Elwick Road Edinburgh Road Civic/Stour Centre Henwood Flour Mills</p>	156,021	N/A		158,630	N/A		151,479	N/A		<p>Quarter 1 has shown a slight reduction in the number of user parking sessions, however the figures displayed do not include permit and season ticket holder use of these car parks.</p> <p>The Elwick temporary car park opened at the end of quarter 2 2017/18, increasing the quantum of parking spaces controlled by the council within Ashford by 105.</p>
KPI03	<p>Ashford Town Centre Car Park Income</p> <p>Total spend in Ashford town centre car parks – combined cash, card and mobile transactions</p>	£346,869.45	N/A		£359,678.24	N/A		£375,080.75	N/A		<p>This shows the total pay and display income for all of Ashford pay and display car parks but does not include season ticket and permit charges. It should be noted that there is a refund scheme with ALT for the Stour Centre car park and this figure will not be reflected here.</p> <p>Total income has increased steadily across the past three quarters despite fluctuations in parking user numbers shown in KPI02 above.</p>

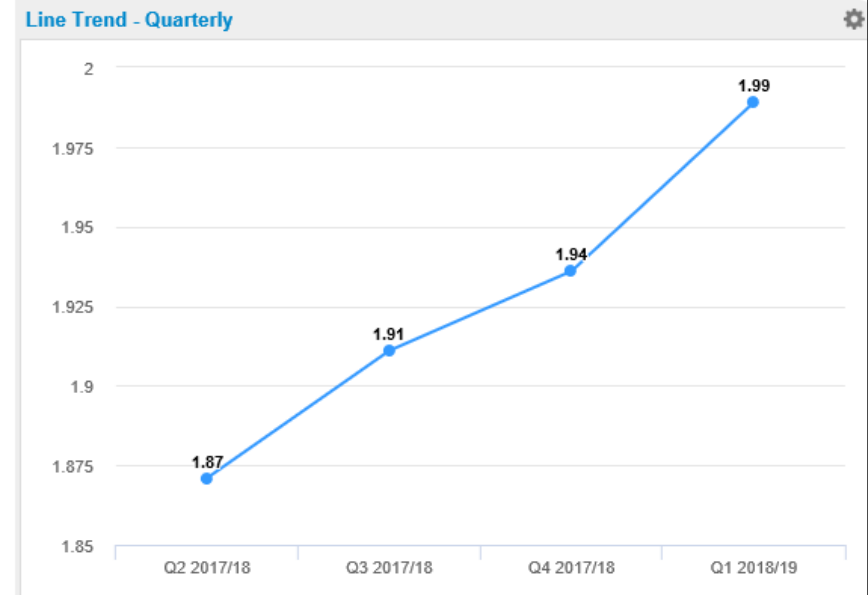
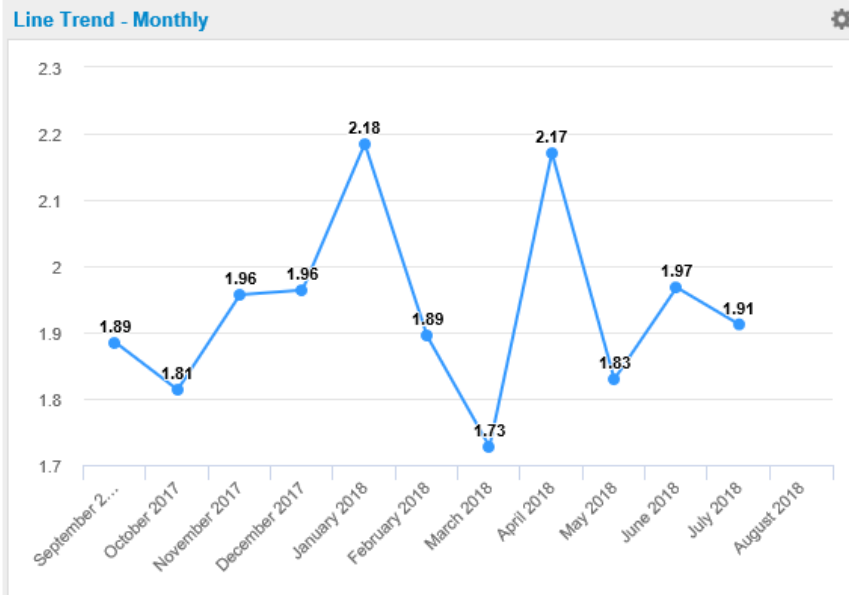
Code	Title and description	Q3 2017/18			Q4 2017/18			Q1 2018/19			Latest Note																																			
		Actual	Target	Status	Actual	Target	Status	Actual	Target	Status																																				
KPI04	Ashford Town Centre Car Park average spend Average spend per individual parking session	£2.23	N/A		£2.30	N/A		£2.48	N/A		<p>Average spend has risen over the past four quarters indicating an increasing length of stay in car parks, indicative of longer dwell times in the town centre.</p> <p>Monthly figures demonstrate more significant fluctuations in average spend, however these may be attributed to short term events such as poor weather (e.g. incidents of snow and cold weather through March).</p>																																			
		<p>Line Trend - Monthly</p> <table border="1"> <caption>Monthly Average Spend Data</caption> <thead> <tr> <th>Month</th> <th>Average Spend</th> </tr> </thead> <tbody> <tr><td>September 2017</td><td>2.09</td></tr> <tr><td>October 2017</td><td>2.19</td></tr> <tr><td>November 2017</td><td>2.21</td></tr> <tr><td>December 2017</td><td>2.28</td></tr> <tr><td>January 2018</td><td>2.66</td></tr> <tr><td>February 2018</td><td>2.41</td></tr> <tr><td>March 2018</td><td>1.83</td></tr> <tr><td>April 2018</td><td>2.53</td></tr> <tr><td>May 2018</td><td>2.48</td></tr> <tr><td>June 2018</td><td>2.42</td></tr> <tr><td>July 2018</td><td>2.42</td></tr> <tr><td>August 2018</td><td>2.42</td></tr> </tbody> </table>						Month	Average Spend	September 2017	2.09	October 2017	2.19	November 2017	2.21	December 2017	2.28	January 2018	2.66	February 2018	2.41	March 2018	1.83	April 2018	2.53	May 2018	2.48	June 2018	2.42	July 2018	2.42	August 2018	2.42	<p>Line Trend - Quarterly</p> <table border="1"> <caption>Quarterly Average Spend Data</caption> <thead> <tr> <th>Quarter</th> <th>Average Spend</th> </tr> </thead> <tbody> <tr><td>Q2 2017/18</td><td>2.2</td></tr> <tr><td>Q3 2017/18</td><td>2.23</td></tr> <tr><td>Q4 2017/18</td><td>2.3</td></tr> <tr><td>Q1 2018/19</td><td>2.48</td></tr> </tbody> </table>			Quarter	Average Spend	Q2 2017/18	2.2	Q3 2017/18	2.23	Q4 2017/18	2.3	Q1 2018/19	2.48
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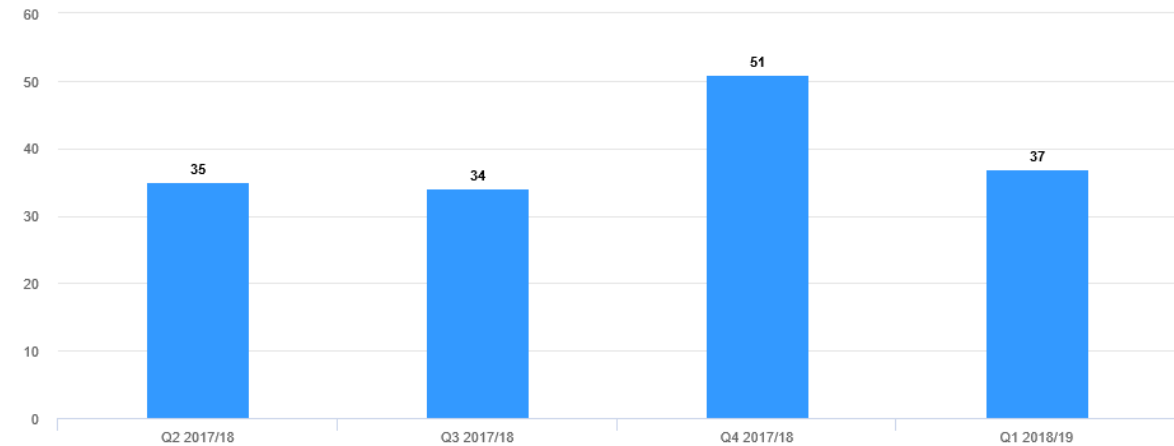



Code	Title and description	Q3 2017/18			Q4 2017/18			Q1 2018/19			Latest Note
		Actual	Target	Status	Actual	Target	Status	Actual	Target	Status	
KPI05	Tenterden Car Park Usage No. of vehicles parking in Tenterden car parks: Bridewell Lane Station Road Recreation Ground Road Leisure Centre	120,583	N/A		107,484	N/A		119,224	N/A		User numbers have increased in quarter 1 from a drop in the previous quarter 4 (January-March 2018) which reflects typical seasonal fluctuations for previous years. Quarter 1 usage has been only slightly below levels for quarter 3 (covering Christmas trading), indicating a
KPI06	Tenterden Car Park Income Total spend in Ashford town centre car parks – combined cash, card and mobile transactions	£230,184.80	N/A		£207,009.05	N/A		£235,962.39	N/A		This shows the total income for all of Tenterden pay and display car parks but does not include season ticket and permit charges. It also should be noted that there is a refund scheme with TLT for the Tenterden Leisure Centre car park and this figure will not be reflected here. Income levels for Tenterden car parks show fluctuations more in line with usage than for Ashford car parks, and thus the increase in average spend shown in KPI07 is more constrained than the increase shown in KPI04.





Code	Title and description	Q3 2017/18			Q4 2017/18			Q1 2018/19			Latest Note
		Actual	Target	Status	Actual	Target	Status	Actual	Target	Status	
		£1.91	N/A		£1.94	N/A		£1.99	N/A		<p>This shows the average amount per transaction for all of Tenterden pay and display car parks. This shows a current upward trend, indicative of longer dwell times in Tenterden.</p> <p>Monthly figures demonstrate more significant fluctuations in average spend, however these may be attributable to short term events such as poor weather (e.g. incidents of snow and cold weather through March).</p>




Page 37







Tenterden Car Park average spend
Average spend per individual parking session

















Code	Title and description	Q3 2017/18			Q4 2017/18			Q1 2018/19			Latest Note
		Actual	Target	Status	Actual	Target	Status	Actual	Target	Status	
KPI08	New Businesses Supported No. of pre-start and start-up businesses supported by Ashford Borough Council through service level agreement with Kent Invicta Chamber of Commerce	34	N/A		51	N/A		37	N/A		Data is provided by Kent Invicta Chamber of Commerce. Levels are expected to reduce through quarter 2 (attributable to the holiday season).
											
KPI13	Business Rates Collection % of national non-domestic rates collected by the council - cumulative figure	Historic data to be added			99.26%	99%		29.88%	99% (annual)		Collection rates are on target as of quarter 1 2018/19
KPI14	Social rent void loss Rent loss on void social rent properties as a % of the rent roll for HRA social properties	Historic data to be added						0.36%	N/A		0.36% = HRA Social rented properties, figure considerably lower than Affordable rented properties due to the large difference in weekly rents. 29 Properties = 17,119.85/ Debit 4,753,873. = 0.36%









Code	Title and description	Q3 2017/18			Q4 2017/18			Q1 2018/19			Latest Note
		Actual	Target	Status	Actual	Target	Status	Actual	Target	Status	
KPI14 A	Affordable rent void loss Rent loss on void affordable rent properties as a % of the rent roll for HRA social properties	Historic data to be added						1.42%	N/A		The % is higher than the Social void loss figure due to the weekly rents being calculated as Affordable and therefore at a higher rate. 27 Properties/ Rent Loss = 9,180.56 / Debit 647,475 = 1.42%
KPI15	Council Affordable Housing - New Build No. of additional new build affordable homes delivered by council housing	Historic data to be added						0	N/A		There are 54 affordable homes (for affordable rent) that are scheduled to be delivered by Ashford Borough Council through its new build AHP programme in the current financial year. This figure of 54 includes the 34 being delivered at the sheltered housing scheme at Danemore. At this moment in time all bar six of the remaining 20 properties are targeted for a handover to Ashford Borough Council within the 18-19 financial year. The four properties at Jubilee Fields (Wittersham) and two at the Weavers (Biddenden) have slipped in timescale slightly with Homes England fully aware of the current position.
Page 39 KPI15 A	Council Affordable Housing - On-Street Purchases No. of additional on-street purchase affordable homes delivered by council housing	Historic data to be added						3	N/A		In addition to the council's affordable homes new build programme, the authority purchases on-street properties (occasionally buy-backs of old right-to-buy properties) to bolster the resilience of the council's housing stock. In quarter 1, three properties were completed. These were: 1 Hillbrow Lane, Ashford; 18 Gregory Court, Wye; and 46 Chulkhurst, Biddenden. We continue to seek other opportunities to increase our stock.
KPI16	Registered Provider Affordable Housing No. of new affordable homes delivered by registered providers	Historic data to be added						17	N/A		17 shared ownership properties have been delivered in this quarter by registered providers (RPs) operating in the borough. Golding Homes have delivered 8 properties at Nuthatch Drive on the Finberry development at Cheeseman's Green, and Moat have delivered 9 properties on Recreation Road in Tenterden.











Code	Title and description	Q3 2017/18			Q4 2017/18			Q1 2018/19			Latest Note
		Actual	Target	Status	Actual	Target	Status	Actual	Target	Status	
KPI17	B&B Accommodation No. of people placed in Bed and Breakfast accommodation as at the end of the reporting period	Historic data to be added						15	N/A		This data refers to the number of people placed in B&B accommodation as at the end of quarter 1 2018/19. Data is captured at a fixed point as numbers fluctuate throughout the period. Although approaches have increased in quarter 1, the number of B&B placements has remained static. End of month totals for the quarter are as follows: April: 16 May: 12 June: 15
KPI18	Nightly Paid Accommodation No. of people placed in Nightly Paid accommodation as at the end of the reporting period	Historic data to be added						63	N/A		This data refers to the number of people placed in nightly paid accommodation as at the end of quarter 1 2018/19. Data is captured at a fixed point as numbers fluctuate throughout the period. The data relates primarily to placements in Tufton House and Trafalgar House, however it also includes placements in other self-contained properties out of the area for larger families, provided by Paramount. End of month totals for the quarter are as follows: April: 65 May: 67 June: 63
KPI19	Other Temporary Accommodation No. of people placed in Other Temporary accommodation as at the end of the reporting period	Historic data to be added						96	N/A		This data refers to the number of people placed in other temporary accommodation (including private sector leasing, Christchurch House and use of the council's own housing stock) as at the end of quarter 1 2018/19. Data is captured at a fixed point as numbers fluctuate throughout the period. The team is reducing the levels of private sector leasing use and targeting those in the council's own stock with high level of rent arrears. End of month totals for the quarter are as follows: April: 95 May: 99 June: 96






Code	Title and description	Q3 2017/18			Q4 2017/18			Q1 2018/19			Latest Note
		Actual	Target	Status	Actual	Target	Status	Actual	Target	Status	
KPI20	Homelessness Presentations No. of households presenting to the council as homeless or at risk of homelessness	Historic data to be added						430	N/A		Quarter 1 showed a 17% increase on the same period in 2017/18 in the number of households approaching the council for assistance. Total approaches per month in the quarter are as follows: April: 159 May: 129 June: 142
KPI21	Homelessness Preventions No. of households where homelessness was prevented through supporting applicants to secure their accommodation	Historic data to be added						125	N/A		Quarter 1 represented the first quarter of operation under the new duties required of the council by the Homelessness Reduction Act, and as such it is not possible to provide an accurate comparison with historic data. Total preventions per month in the quarter are as follows: April: 50 May: 39 June: 36
KPI22	Homelessness Reliefs No. of households where homelessness was relieved through securing accommodation for the applicant	Historic data to be added						59	N/A		Quarter 1 represented the first quarter of operation under the new duties required of the council by the Homelessness Reduction Act, and as such it is not possible to provide an accurate comparison with historic data. Total reliefs of homelessness in the quarter per month are as follows: April: 21 May: 21 June: 14
KPI23	Refugee Households Resettled No. of households resettled in the borough under the Vulnerable Persons Resettlement Programme	2	N/A		1	N/A		2	N/A		The rate of arrivals is dependent on the availability of suitable affordable property and as such the rate of arrivals is not regular or predictable. A recent increase in the number of available properties made available means that a higher number of households are expected to be resettled in quarter 2.

Code	Title and description	Q3 2017/18			Q4 2017/18			Q1 2018/19			Latest Note
		Actual	Target	Status	Actual	Target	Status	Actual	Target	Status	
KPI24	Refugee Persons Resettled No. of persons resettled in the borough under the Vulnerable Persons Resettlement Programme	8	N/A		3	N/A		10	N/A		The rate of arrivals is dependent on the availability of suitable affordable property and as such the rate of arrivals is not regular or predictable. A recent increase in the number of available properties made available means that a higher number of people are expected to be resettled in quarter 2.
KPI25	Right to Buy 28 day processing time Average time taken to process a right to buy application with a 28 day target time admitting or denying the right to buy	12.44	<28		6.67	<28		11.45	<28		If a right to buy application is received more than 3 years, then we have a maximum of 28 days to research their tenancies with other social housing providers to see if they are eligible for right to buy before sending out the second stage of their application. The average processing time for processing applications for the quarter is well within maximum target time.
KPI25 A	RTB2 56 day processing time Average time taken to process a right to buy application with a 56 day target time admitting or denying the right to buy	14.33	<56		0	<56		10.67	<56		If a right to buy application is received from a tenant who has been in one of our properties for less than 3 years, then we have a maximum of 56 days to research their tenancies with other social housing providers to see if they are eligible for right to buy before sending out the second stage of their application. The average processing time for processing applications for the quarter is well within maximum target time.
KPI26	Disabled Facilities Grants Administered No. of disabled facilities grants administered by the council.	Historic data to be added						8	N/A		The speed of case completion is affected by contractor availability, however quarter 1 administrations are typically lower owing to the team trying to complete as many grant administrations as possible in March 2017/18 to utilise the full budget allocation before the end of the financial year. Monthly administrations for quarter 1 are as follows: April: 0 May: 5 June: 3

Code	Title and description	Q3 2017/18			Q4 2017/18			Q1 2018/19			Latest Note
		Actual	Target	Status	Actual	Target	Status	Actual	Target	Status	
KPI27	Disabled Facilities Grant Spend Total spend on disabled facilities grants	Historic data to be added						£139,592.12	N/A		Typically no works have been completed ready for payment in the first month of the financial year and so the total quarter 1 spend covers May and June, both of which exceeded spend levels from the same period last year. Monthly spend totals are as follows: April: £0 May: £61,094 June: £78,498.12
KPI28	Disabled Adaptations Administered No. of disabled adaptations administered for council tenancies	Historic data to be added						77	N/A		The number of adaptations carried out is governed by demand. There is no backlog of works and routine adaptations are being completed within time allowed. There are 3 potential high spend conversions/extensions currently being considered and we have to ensure budget is available for these should they proceed this year.
Page 43 KPI29	Disabled Adaptations Spend Total spend on disabled adaptations administered for council tenancies	Historic data to be added						£55,562.95	N/A		Spend on adaptations is governed by demand. There is no backlog of works and routine adaptations are being completed within time allowed. Average cost per job will vary due to the mix of works included in any month's figures (handrails and shower installs for example). There are 3 potential high spend conversions/extensions currently being considered and we have to ensure budget is available for these should they proceed this year. Monthly spend totals are as follows: April: £887.86 May: £31,533.29 June: £23,141.80
KPI30	Private Rented Sector Condition Complaints No. of complaints received regarding poor conditions in the private rented sector	Historic data to be added						48	N/A		Quarter 1 performance represents a typical amount of complaints for this point. Monthly figures for the quarter are as follows: April: 19 May: 15 June: 14

Code	Title and description	Q3 2017/18			Q4 2017/18			Q1 2018/19			Latest Note
		Actual	Target	Status	Actual	Target	Status	Actual	Target	Status	
KPI31	Informal Private Rented Sector Condition Complaint Resolutions No. of complaints regarding poor conditions in the private rented sector resolved informally	Historic data to be added						27	N/A		The figure represents cases which have been closed down as they have been resolved or no further responses have been received from the complainant. Monthly figures for the quarter are as follows: April: 15 May: 8 June: 4
KPI32	Formal Action Private Rented Sector Complaint Resolutions No. of complaints regarding poor conditions in the private rented sector resolved with formal action	Historic data to be added						4	N/A		Notices are only issued if the disrepair is serious or the landlord is not cooperating. Most complaints can be resolved amicably without the need to take enforcement in line with our enforcement policy. Monthly figures for the quarter are as follows: April: 3 May: 1 June: 0
KPI33	Food Hygiene Rating % of food businesses in the borough with a food hygiene rating above 3*	98.1%	98.5%		98.35%	98.5%		98.32%	98.5%		Data for quarter 1 shows a fractional decrease in compliant businesses compared to quarter 4.
KPI34	Lifeline Call Answer Speed % of lifeline calls answered within 60 seconds	99.81%	97%		99.73%	97%		99.81%	97%		Performance against this KPI continues to be above target.




Code	Title and description	Q3 2017/18			Q4 2017/18			Q1 2018/19			Latest Note
		Actual	Target	Status	Actual	Target	Status	Actual	Target	Status	
KPI37	Planning Application Approvals % of planning applications approved	97%	90%		97%	90%		95%	90%		Planning application approvals continue to exceed the 90% target through quarter 1 and is significantly ahead of the national average
KPI38	Major Planning Application Decisions % of major planning applications determined within 13 weeks	89%	60%		83%	60%		67%	60%		Whilst application processing thresholds have exceeded central government targets for quarter 1, there has been a significant drop in the percentage of major planning applications approved within 13 weeks. This drop in performance is significant and reflects staff shortages which are currently being addressed so that performance can be corrected.
Page 45 KPI39	Minor Planning Application Decisions % of minor planning applications determined within 8 weeks	95%	65%		88%	65%		64%	65%		Although 'Minors' represents a relatively small proportion of the overall caseload for Planning, the decline in performance is serious and reflects staff shortages which are currently being addressed so that performance can be corrected.
KPI39 A	Other Planning Application Decisions % of other planning applications determined within 8 weeks	87%	80%		81%	80%		73%	80%		'Others' represents a significant proportion of the caseload for Planning - the decline in performance reflects staff shortages which are currently being addressed so that performance can be corrected.





Code	Title and description	Q3 2017/18			Q4 2017/18			Q1 2018/19			Latest Note
		Actual	Target	Status	Actual	Target	Status	Actual	Target	Status	
KPI40	Planning Refusals Allowed Following Appeal % of planning applications refused by the council that have been allowed following appeal	0%	40%		67%	40%		29%	40%		Refusals allowed following appeals have reduced during quarter 1 from quarter 4 and are now within target.
KPI41	Planning Contraventions Resolved Informally % of planning contraventions resolved without the need for formal action	Data will be provided at next reporting period									
KPI42	Planning Conditions Cleared within 21 days % of planning conditions approved within 21 days	Data will be provided at next reporting period									
KPI43	Council Tax Collection Rate % of council tax collected by the council - cumulative figure	Historic data to be added			98.17%	98.25% (annual)		30.44%	98.25% (annual)		Collection rates are on target as of quarter 1 2018/19





Code	Title and description	Q3 2017/18			Q4 2017/18			Q1 2018/19			Latest Note
		Actual	Target	Status	Actual	Target	Status	Actual	Target	Status	
KPI44	Benefit Change of Circumstance Processing Average time taken to process a benefit change of circumstance in no. days	Historic data to be added						2.73	<10		The average processing time for quarter 1 is well within target levels.
KPI45	Benefit New Claim Processing Time Average time taken to process a new benefit payment claim in no. days	Historic data to be added						26.11	<28		The average processing time for quarter 1 is within target levels.
Page 47	Leisure centre membership No. of memberships for Stour Centre, Tenterden Leisure Centre, Julie Rose Stadium, Courtyard and Pitchside	Data will be provided at next reporting period									
KPI48	% of tourism related contacts to Ashford TIC made in person	51.66%	N/A		52.01%	N/A		59.08%	N/A		Upward trend due to good weather, changes in transport timetables
KPI51	Rural/Urban Project Grant Allocation Ratio of rural project grants to urban project grants	Historic data to be added						1.18	N/A		Ratio of rural to urban project grant allocations for quarter 1 2018/19 is 1.183 : 1 The total value of rural project grants through the period was £58,544.55 and urban grants through the period was £49,499.45. Data covers period 1st April to Grant Panel meeting of 17th July

Code	Title and description	Q3 2017/18			Q4 2017/18			Q1 2018/19			Latest Note
		Actual	Target	Status	Actual	Target	Status	Actual	Target	Status	
KPI52	Recycling Rate % of borough waste recycled or composted	57.33%	50%		50%	50%		56.67%	50%		Recycling and garden tonnages dropped from previous month of May. Refuse also dipped but this was a small difference compared to the other two waste streams- hence the decrease in the recycling rate.
KPI53	Refuse Collection Success Rate % of successful refuse collections per 100,000 refuse collections made.	Historic data to be added						99.96%	99.97%		Collection success rates are marginally below target levels but do not represent any concern.
KPI55	FOI Response Rate % of freedom of information requests responded to within 20 working days	92%	95%		94%	95%		98.8%	95%		Performance is above target range for the quarter - 246 requests were completed in the quarter, of which 3 were completed late. The FOI tracker only records figures for completed FOI requests, and so the figures do not take account of requests which have not yet been completed.
KPI56	Major Personal Data Breaches Number of major personal data breaches recorded (as required to be reported to the Information Commissioner's Office)	0	0		0	0		0	0		No major personal data breaches have been made by the council in the last quarter.
KPI64	Average Speed of Customer Service Calls Answered Average wait time for customer service calls	0h 00m 59s	0h 01m 38s		0h 01m 20s	0h 01m 38s		0h 01m 44s	0h 01m 38s		Average wait time has risen slightly above target in the last quarter. Benchmarking against other Kent councils will be carried out as data become available.

Annual KPIs

Code	Short Name	2017/18			Latest Note
		Actual	Target	Status	
KPI09	Commercial Space Delivery Quantum of new commercial space developed in the borough in metres squared	Data will be provided at next reporting period			
KPI10	Project Delivery % of projects delivered to time and on budget by the Corporate Property and Projects team	85%	85%		Project delivery status has met target over the last year, with 85% of projects delivered on time and on budget.
KPI11	Commercial Property Income Amount of commercial property income collected against budget	£3,831,525	£3,622,720 (budget)		2018/19 budget is £3,697,860 with projected outturn of £3,678,524. Main variances between budget and outturn relate to a £56,000 reduction in rent receivable for Wilko (Park Mall) - due to the current economic climate the expected rent review will not be achieved, the purchase of Mecca bingo hall resulted in £84,000 of unbudgeted rental income off-setting this pressure.
KPI12	Energy Consumption Energy consumption (gas and electric) for council estate measured in kWh	Data will be provided at next reporting period			
KPI35	Lifeline Customer Satisfaction % of customers satisfied with the lifeline service	95%	90%		Measured through annual survey of lifeline customers – performance in 2017/18 shows wide satisfaction with the lifeline service above the target threshold.
KPI36	Domestic Abuse Cessation % of clients exiting specialist domestic violence services who report a complete cessation of all types of abuse	Data not available			2018/19 first year of recording – data will be added in Quarter 4 of 2018/19

Code	Short Name	2017/18			Latest Note
		Actual	Target	Status	
KPI54	Residents: ABC Commitment to Improving The Local Area % of residents who believe that the council is committed to improving the local area, measuring votes for 'a great deal' and 'a fair amount'	64%			2018 residents survey records: <ul style="list-style-type: none"> • A great deal - 12% • A fair amount - 52% • Not very much - 31% • Not at all - 6% 10,000 resident survey sample
KPI57	Residents: Satisfaction with ABC Services % of residents satisfied with the way the council runs its services. Measured as % of residents 'very satisfied' or 'fairly satisfied' with ABC services	73%			2018 resident survey shows: <ul style="list-style-type: none"> • Very satisfied - 12% • Fairly satisfied - 61% • Neither satisfied nor dissatisfied - 14% • Fairly dissatisfied - 10% • Very dissatisfied - 4%
KPI58	Residents: ABC Understands Needs of Customers % of residents who think that the council understands the needs of its customers, measured by % scores for 'a great deal' and 'a fair amount'	64%			2018 residents survey records following: <ul style="list-style-type: none"> • A great deal - 6% • A fair amount - 58% • Not very much - 32% • Not at all - 4% Survey sample of 10,000 residents
KPI59	Residents: Ability to Influence ABC Decisions % of residents who feel that they can influence the council's decisions, measured by % of residents who 'strongly agree' and 'tend to agree'	18%			2018 residents survey records: <ul style="list-style-type: none"> • Strongly agree - 2% • Tend to agree - 16% • Neither agree nor disagree - 24% • Tend to disagree - 37% • Strongly disagree - 21% Survey sample of 10,000 residents

Code	Short Name	2017/18			Latest Note
		Actual	Target	Status	
KPI60	Residents: Satisfaction in local area % of residents who are satisfied with their local area as a place to live, measured by % of residents 'very satisfied' and 'fairly satisfied'	83%			2018 residents survey records: <ul style="list-style-type: none"> • 24% very satisfied • 59% fairly satisfied • 8% neither satisfied nor dissatisfied • 6% fairly dissatisfied • 4% very dissatisfied Survey sample of 10,000 residents
KPI62	Sickness per FTE Number of days sickness per full time equivalent	8.56	8		Sickness absence levels have increased for the council but it should be noted that they reflect overall national trends both in terms of absence levels and absence reasons. Sickness absences are actively managed via HR assistance, supportive health provider mechanisms and proactive wellbeing initiatives.
KPI63	Mean Gender Pay Gap	16.2%	16.2%		The difference in average pay between men and women in the council's workforce, expressed relative to men's earnings. A positive figure indicates that women are paid less than men on average. A negative figure indicates that the average pay for women in the organisation is higher than the average pay for men. Note that data is retrospective and published on a one year delay - e.g. data published in 2018 relates to 2016/17, data published in 2019 relates to 2017/18. Data relates to mean gender pay gap as measured for 2016/17 financial year. First year reporting.
KPI65	Complaints resolved at Stage 1 % of complaints resolved at stage 1 – covers 2017 calendar year	80.3%	84.5%		Stage 1 resolutions are below target for 2017 but are improved on the previous year. 147 complaints were received through the year, of which 26 were escalated to stage 2 and 10 to the Local Government Ombudsman (none of which were upheld). This figure is almost 23% lower than complaints received in 2016 and is the lowest amount of complaints received since the introduction of the complaints tracker in 2012. Fewer complaints have progressed to stage 2 and the Ombudsman in 2017 than 2016, indicating increased complainant satisfaction with stage 1 complaint responses. 2016 complaints: 191 Of which progressed to stage 2: 31 Of which progressed to Ombudsman: 11

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