



OVERVIEW AND SCRUTINY COMMITTEE

Notice of a Meeting, to be held in the Council Chamber - Ashford Borough Council on Tuesday, 27th November, 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

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| 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 - 8 |
| | To approve the Minutes of the Meeting of this Committee held on the 25 th September 2018 | |
| 4. | Future Reviews and Report Tracker and Topic Selection Flowchart | 9 - 18 |
| 5. | Housing Statement Annual Report | 19 - 28 |

This report summarises the development of the Housing Statement 2018 – 2023 and the consultation carried out prior to its publication in September 2018. The report also includes the Housing Statement Annual report 2018 at appendix 1.

6. **Quarter 2 Performance Report**

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This report summarises performance against the council's suite of key performance indicators (KPIs) for Quarter 2 (1st July to 30th September) 2018/19.

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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 **25th September 2018**.

Present:

Cllr. Michael (Vice-Chairman in the Chair)

Cllrs. Bartlett, Burgess, Feacey, Hicks, A.Howard, Knowles, Krause, Miss. Martin, Mrs. Webb.

In accordance with Procedure Rule 1.2 (iii) Cllrs. Hicks, A. Howard and Mrs. Webb attended as Substitute Members for Cllrs. Dehnel, Mrs Martin and Buchanan respectively.

Apologies:

Cllrs. Buchanan, Chilton, Dehnel, Farrell, Mrs Martin.

Also Present:

Portfolio Holder for Finance and IT.

Director of Finance & Economy, Head of Finance, Senior Accountant, Head of Corporate Policy, Economic Development & Communications, Senior Policy & Scrutiny Officer, Member Services Officer.

168 Declarations of Interest

Cllr. Feacey made a Voluntary Announcement as he was Chairman of Ashford Volunteer Centre and on the Management Committee for UK LPG.

169 Minutes

Resolved:

That the Minutes of the Meeting of this Committee held on the 28th August 2018 be approved and confirmed as a correct record.

170 Future Reviews and Report Tracker and Topic Selection Flowchart

Two Members enquired as to the date(s) for the meetings of the Task Group in respect of the Waste Water Treatment Works. The Senior Policy & Scrutiny Officer advised that a meeting was due to take place later in the week following on from

which the Environmental Protection and Licensing Team Leader would provide an update and meetings of the Task Group would be scheduled.

Resolved:

That the report be received and noted.

171 Air Quality Strategy Update

The Chairman introduced this item and read out comments received from Cllr Mrs. Martin, who had been unable to attend. She was supportive of the report however felt that other areas of pollution, save for car pollution, should be included. Further, she had made reference to 'cumulative odour exposure' and experiences of some of her residents due to issues emanating from the Water Treatment Works. She considered that matters such as these should be part of Section 106 contributions or at the very least be considered by the Council. In conclusion, she had advised that over 600 people had signed a petition pertaining to the Water Treatment Works, with a letter being sent to Michael Gove MP on the matter. Should Ashford pioneer a stance on such pollution it would further ensure future development progressing with less rancour.

A Member, who Chaired the Air Quality Task Group, drew Members' attention to a number of recommendations and the following comments were made:

- Recommendation 2 – it did not matter which method the contributions were gathered through, just that they were.
- Recommendation 3 – in respect of electric vehicle charging points a number of sites that had been constructed or had been granted planning permission had made provision for such points. This having occurred without any contribution from either the Council or Government was enlightening and encouraging. The majority of developers were content with providing charging points.
- Recommendation 3 - the reluctance to ensure that gas boilers met a minimum standard due to this being too onerous was not welcomed. Public Health England advised that air pollution in the Borough contributed to 50 deaths per year. It was therefore vital that the air quality was improved and the introduction of air quality neutral boilers was a way to do this. Many other Councils had taken this approach, and he was concerned that not taking this forward would add to pollution levels throughout the Borough.
- Recommendation 4 – it was vital that the Council was aware of 'canyoning' as it did add to air pollution. This was a phenomenon and ignoring it would not be conducive to improving air quality. The case studies from Australia, as noted within the report, were not comparable.
- Recommendation 9 – the removal of parking charges for electric vehicles should be considered for a period. By nurturing and encouraging the use of electric vehicles there would be a benefit for the wider community.

- Recommendation 12 – Members fully supported the aims of a modal shift from use of the private car to public transport, however raised concerns regarding the continuation of bus services once Section 106 money had been spent. There were some routes that Stagecoach had deemed to not be viable so residents had no choice but to rely on cars. A Member also raised concerns over the wording of Policy TRA4 within the new Local Plan in particular the words ‘wherever possible’ which the Member felt could be deemed to be a ‘get out’ for developers.
- Recommendation 13 – at a recent meeting of the Taxi Forum, a presentation had been given in partnership with KCC regarding a scheme to provide up to 40% off the price of new or second hand electric vehicles. This incentive had greatly increased the interest of the Taxi trade in moving towards electric vehicles. Furthermore a scheme had been launched in Essex in regards to driving training with results showing that savings could be made on fuel, wear and tear and ultimately pollution.
- The Kent and Medway Air Quality Partnership had produced draft Air Quality Supplementary Planning Documents. A Member questioned whether it would be feasible to look at these with a view to adapting them for Ashford and adopting in due course.
- Of the 19 automated air quality monitoring centres in Kent, none were near the Borough. Other Local Authorities had utilised Section 106 agreements to fund air quality monitoring points. A Member felt that overall it would be difficult to determine the air quality in the Borough if it was only being monitored passively through NOx diffusion tubes.
- Due to the advanced stage of the Local Plan 2030 it would not be right to introduce new policies, however work could be undertaken on preparing such policies and these be adopted once the Local Plan 2030 had been formally adopted. It would be pertinent to make a recommendation to the Planning Policy Task Group in respect of such a policy. Furthermore, it was noted that the NPPF made reference to quality of life and the impact that air quality had, whilst it was unclear whether further information would be included within future versions of the NPPF. This was an important point.

Noting that the final report of the Air Quality Task Group had been approved by Cabinet and Council, a Member questioned why some of the recommendations were not being acted upon. It appeared that Officers were being selective and Members would welcome the opportunity to understand their reasoning for this.

Members discussed the ongoing issues at the Water Treatment Plant run by Southern Water. Southern Water had assured the Council that they had capacity for the development allocated in the Local Plan, however there were concerns regarding this claim. A meeting was due to take place later in the week with stakeholders, following on from which meetings of the Overview & Scrutiny Task Group – Waste Water Treatment Works would be scheduled.

Resolved:

That Officers be invited to a meeting of the Overview & Scrutiny Committee to explain the reasoning behind taking forward some, not all, of the recommendations contained within the report.

Recommended:

That;

- (i) The Planning Department be asked to ensure that bus services were delivered on sites included in the Local Plan.**
- (ii) Cabinet requests that the Planning Policy Task Group formulate a planning policy in respect of Air Quality at an appropriate time given the current status of the Local Plan 2030.**

172 Quarter 1 Performance Report 2018/2019

The Senior Policy & Scrutiny Officer introduced the report, which was the first in its new format, and included the revised suite of performance indicators.

Members welcomed the new format and raised a number of points for clarification, including;

- the inclusion of gas safety certificates had been included in previous incarnations of the Performance Report. Taking the incident in Oak Tree Road into account, it was considered appropriate for such certificates to be monitored.
- In respect of KPI20 – 22 (homelessness targets) a Member queried the level of homelessness cases that were currently outstanding, as from his workings there was a large number that had yet to be resolved. The Senior Policy & Scrutiny Officer advised that Quarter 1 represented the first quarter of reporting performance in this manner. However, the annual review of the Council's Housing Statement would be coming before the Committee's next meeting, at which an overview of the Council's work under the operation under the Homelessness Reduction Act could be sought. He would report back to the Committee on this matter.
- In respect of KPI30 – 32 (private sector rentals) a Member queried the level of cases awaiting resolution. The Senior Policy & Scrutiny Officer advised that he would report back to the Committee on this matter.
- The low percentage of residents who felt that they could influence the Council's decisions was concerning. The Head of Corporate Policy, Economic Development & Communications advised that this percentage was on par with other Councils and it should be noted that there were a lot of respondents that provided no definitive answer to this question in the residents survey. The survey would be carried out on a 2 yearly basis. Residents selected for the

survey had been done so using 'ACORN' to ensure a range of respondents of all ages and dwelling types.

- An additional KPI was requested to monitor the time taken to resolve planning contraventions as there was concern amongst Members regarding the number outstanding.

Resolved:

That the report be received and noted.

173 Exclusion of the Public

Resolved:

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.

174 Budget Scrutiny Report

The Head of Finance took the Committee through the assumptions made as part of the MTFP. The Committee noted the assumptions made and thanked Officers for their work in preparing the MTFP.

Resolved:

That;

- (i) The Budget Scrutiny Task Group be formed with Members advising the Senior Policy & Scrutiny Officer of their wish to participate in said Task Group.**
- (ii) The report be received and noted.**

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Overview and Scrutiny Committee

Report Tracker – 27 November 2018

Report Title	Date due to O&S	Reporting Service	Scope of what is to be scrutinised
Housing Statement	27 November 2018	Housing/ Corporate Policy, Economic Development and Communications	An overview of the council's Housing Statement.
Quarter 2 2018/19 performance	27 November 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.
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.

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	Early 2019	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.
Staff Resources – Legal & Democratic and Planning & Development		Legal and Democratic; Planning and Development	Requested to be considered by the Budget Scrutiny Task Group
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

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 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.	Accepted	Cabinet authorised expenditure of £14,000 over a three year period to carry out Red Book valuations for the Council's Commercial Investment Portfolio, starting with International House. These will be reported back to Cabinet annually.	Corporate Property and Projects/Finance	Ongoing
A framework document should be prepared setting out social value yield and return targets for the Council's Property Strategy.	Rejected	Cabinet had concerns about the definition and measurement of more specific social value criteria in respect of commercial investment and its appropriate use in determining its social value return; and questioned whether a single strategy or framework would be appropriate. It was also noted that return targets are reported annually to Cabinet.	N/A	N/A

A clear list of investment and social worth objectives to be included for each investment and reported on annually.	Accepted	Reports on social worth achievements will be included in the annual corporate property reports to Cabinet, and social worth objectives will be reported on for future investment as they arise.	Corporate Property and Projects	Ongoing
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Report

A Better Choice for Property Ltd – Cabinet minute 99/7/18 refers

Recommendations	Accepted/ Rejected	Response	Implementation responsibility	Status
<p>Page 2</p> <p>That 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.</p>	Accepted		Board of Directors for A Better Choice for Property Ltd	
That 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.	Accepted		Legal and Democratic, Trading and Enterprise Board	

Report

Kent Savers – minute 145/9/18 refers

Recommendations	Accepted/ Rejected	Response	Implementation responsibility	Status
<p>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.</p>	<p>Accepted</p>	<p>Cabinet approved this recommendation and officers from Finance and Housing have met with Kent Savers to discuss joint working opportunities.</p>	<p>Housing, Finance and IT, Corporate Policy</p>	<p>Ongoing</p>
<p>The council contribute a subordinated loan of £10,000 to Kent Savers to support their work.</p>	<p>Accepted</p>	<p>Council approved this contribution at its meeting of 18 October 2018 and the subordinated loan has been issued.</p>	<p>Finance and IT</p>	<p>Completed</p>
<p><i>Additional recommendation by Management Team:</i> The Cabinet actively promote Kent Savers to residents and council staff.</p>	<p>Accepted</p>	<p>Adopted by Cabinet</p>		
<p><i>Additional recommendation by Cabinet:</i> A Bi-annual review of the proposals be reported to the Cabinet, the first of which would be in September 2020</p>	<p>Accepted</p>	<p>Adopted by Cabinet</p>	<p>Finance and IT, Housing</p>	
<p><i>Additional recommendation from Cabinet:</i> No further financial commitment be made to Kent Savers without Cabinet approval</p>	<p>Accepted</p>	<p>Adopted by Cabinet</p>	<p>Finance and IT</p>	

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 align="center">Accepted</p>		<p align="center">Planning and Development</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 align="center">Accepted</p>		<p align="center">Planning and Development</p>	

<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 	Accepted		Planning and Development	
<p>The Council establish and maintain a record of all Management Companies operating in the borough and the assets that these companies maintain</p>	Accepted		Planning and Development	
<p>The Council lobby central Government to introduce a legal requirement for resident Management Companies to register with the relevant local planning authority</p>	Accepted		Management Team	

Report

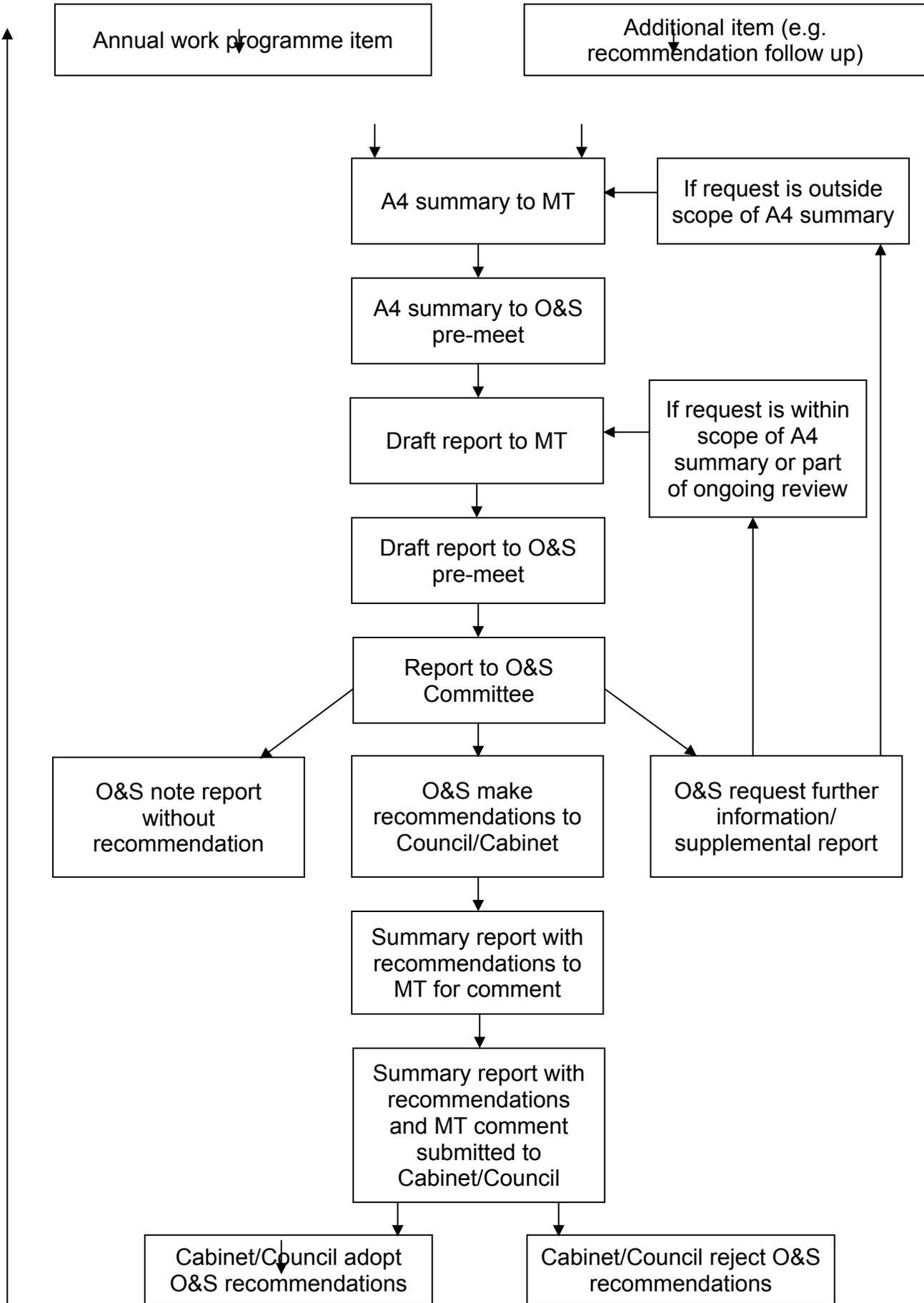
Air Quality Strategy Update

Recommendations	Accepted/ Rejected	Response	Implementation responsibility	Status
<p>That the Planning Department be asked to ensure that bus services were delivered on sites included in the local plan</p>	Rejected	<p>Rejected on the basis that ensuring the delivery of bus services is beyond the remit of the council, being the responsibility of Kent County Council in negotiation with bus operators.</p> <p>The council will continue to work closely with all parties to secure appropriate contributions for public transport as development sites come forward.</p>		

Cabinet request that the Planning Policy task group formulate a planning policy in respect of air quality at an appropriate time given the current status of the Local Plan to 2030	Rejected	Rejected on the basis that the Local Plan to 2030 contains an existing air quality planning policy and the Borough is not projected to exceed any of the national air quality objectives.		
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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:



ASHFORD
BOROUGH COUNCIL

Report to Overview and Scrutiny Committee

Annual Report of the Housing Statement 2018

The Overview and Scrutiny Committee is asked:

1. Approve the Housing Statement Annual Report 2018 for publication on the Ashford Borough Council website
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Date of O&S meeting: 27th November 2018

Chair of O&S Committee: Cllr Brendan Chiltern

Relevant Portfolio(s): Cllr Gerald White, Portfolio Holder for Housing

Summary: This report summarises the development of the Housing Statement 2018 – 2023 and the consultation carried out prior to its publication in September 2018. The report also includes the Housing Statement Annual report 2018 at appendix 1.

Exempt from Publication: **NO** (delete as appropriate)

Background Papers: None

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Report Title: Annual Report of the Housing Statement 2018

Introduction and Background

1. The Housing Statement 2018 – 2023 sets out that a report on how the three overarching priorities are being met will be presented annually to the Overview and Scrutiny Committee. The report will also note progress on developing each of the specialist strategies/plans that sit beneath the Housing Statement.
2. The Housing Statement was published in September 2018. Therefore this year the Annual Report will focus on the development of the Housing Statement further to setting out the proposed new approach in the Annual Report of the Housing Framework 2017. An update on the current status of each of the specific sub strategies/plans that sit beneath the Housing Statement is also included in the Annual Report. The Annual Report 2018 is attached at Appendix 1.
3. Subsequent Annual Reports will detail progress on meeting the three overarching priorities.

Housing Statement 2018 – 2023

4. The proposed approach from 2018, was to set out overarching priorities in a Housing Statement. Beneath this will be developed, renewed or refreshed a series of specific strategies taking a more in-depth appraisal of challenges and opportunities together with a detailed action plan. The Housing Statement 2018 - 2023 is available at <https://www.ashford.gov.uk/housing/i-want-a-home/our-strategic-approach-to-housing/>
5. The three overarching priorities are:
 1. Increasing the supply of homes that residents can afford and will help meet local housing need
 2. To ensure housing enables independent living and promotes good health and wellbeing
 3. Support housing initiatives that stimulate prosperity, employment opportunities and economic activity

Consultation

6. The Consultation process is summarised below. A report of the consultation is available at <https://www.ashford.gov.uk/housing/i-want-a-home/our-strategic-approach-to-housing/>
7. January 2018 – A draft Housing Statement was circulated to all elected members seeking their views on the proposed approach. One positive response was received.
8. May 2018 – A report to Cabinet requested approval to consult with key partners and stakeholders on the draft Housing Statement
9. Consultation carried out for six weeks from 18th June to 30th July 2018. Eight responses received.
10. Amendments to draft Housing Statement were approved by Portfolio Holder and Head of Housing. As minor amendments the Cabinet approval did not require the Housing Statement to go back to Cabinet.

Publication

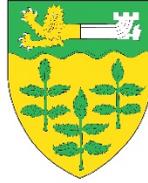
11. The Housing Statement was published in September 2018
12. All elected members were advised of the outcome of the consultation and publication of the Housing Statement in the Information Digest 169.
13. Consultees were provided with a link to the published Housing Statement document and the consultation report.

Conclusion

14. The Annual Report of the Housing Statement for 2018 records the development of this new approach of setting an overarching statement with three broad priorities.
15. The next and subsequent Annual Reports will provide a summary of how we are delivering against the three overarching priorities as the Housing Statement will then have been embedded as the overarching strategic document setting the direction of travel for the previous 12 months.

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ASHFORD
BOROUGH COUNCIL

Housing Statement Annual Report

2018

1. Introduction

This Annual Report sets out the process followed prior to publication of the Housing Statement 2018 – 2023 in September 2018. The Housing Statement can be viewed on the Ashford Borough Council's Strategic Housing webpage <https://www.ashford.gov.uk/housing/i-want-a-home/our-strategic-approach-to-housing/>

2. Background

The Deregulation Act 2015 removed the power to require councils to prepare housing strategies. In agreement with the Portfolio Holder and Head of Housing a proposal was put forward to write a concise Housing Statement. This will set out broad overarching objectives and provide a foundation to produce detailed strategies and plans that address specific areas of housing delivery and management.

The proposal was outlined to the Overview and Scrutiny Committee in the Annual Report of the Housing Framework 2017 (minute number 201).

A draft Housing Statement was presented to Cabinet in May 2018 and approval sought to go out to consultation to key partners and stakeholders.

3. Housing Statement 2018-2023

The Housing Statement sets out our overarching priorities for housing and how these link to delivering the Corporate Plan priorities. In particular priority 2 'Quality Housing and Homes for All'.

The priorities of the Housing Statement are:

- Increasing the supply of homes that residents can afford and will help meet local housing need.
- To ensure housing enables independent living and promotes good health and wellbeing
- To support housing initiatives that stimulate prosperity, employment opportunities and economic activity.

These priorities are driven by the challenges and opportunities identified for delivering quality homes across all tenures. The emphasis is on enabling residents to make suitable housing choices that meet their needs, especially for local people unable to access homes through the open market. Providing a suitable, safe, affordable home is a key factor in achieving personal wellbeing, educational attainment and economic prosperity for the occupiers, which also benefits the wider community. Coordination between housing services and activities delivered by other council services (such as; stimulating job creation and the promotion of health and wellbeing projects) will strengthen achieving the overarching priorities.

Beneath the Housing Statement sit a number of strategies or plans each addressing a specific subject area. By taking a more targeted approach it is hoped that improved engagement with interested parties can be nurtured to feed into meaningful action plans that have multi agency ownership and delivery objectives. A table detailing the status of each strategy/plan is included in section 6.

4. Consultation

Further to the agreement of the Portfolio Holder for Housing and the Head of Housing to take a new approach and develop a Housing Statement all Members were updated in January 2018 and their views sought on the proposed approach. One positive comment was received, no negative comments were received.

In May 2018, Cabinet resolved that:

(i) the draft Housing Statement be circulated to key partners and stakeholders for comment.

(ii) the Portfolio Holder and the Head of Housing be authorised to approve any minor changes arising from the consultation prior to the publication of the Housing Statement (any significant changes would be reported back to Cabinet for approval). (Minute number 461).

A consultation ran for six weeks from the 18th June to the 30th July 2018. A total of eight responses were received. A full report of the consultation can be found at <https://www.ashford.gov.uk/housing/i-want-a-home/our-strategic-approach-to-housing/>

The comments received were broadly supportive of the proposed approach. Where appropriate the draft Housing Statement was amended to reflect the points raised where they were relevant to the overarching nature of this document.

The Portfolio Holder for Housing and the Head of Housing agreed the amendments in line with the Cabinet resolution above and the Housing Statement was published in September 2018.

5. Publication

All members were advised of the publication of the Housing Statement 2018-2023 via the Information Digest 169 (circulated 19th September 2018). This included a report of the consultation process and a copy of the Housing Statement 2018-2023.

The Housing Statement was available to view on the Strategic Housing Web page, together with the report of the consultation from 25th September 2018.

All partners and stakeholders were advised of the publication of the Housing Statement and provided with the link to the Strategic Housing webpage.

Consultees who had made individual responses were contacted by email and advised of the publication of the Housing Statement and sent a copy of the Consultation Report detailing the council's response to the matters they had raised.

6. Strategy / plan progress table.

Strategy/Plan	Status	Comment	Expected Report to Cabinet
Affordable Housing Supply and Allocation Strategy	To be progressed	Internal and external workshops have taken place to gather ideas and good practice on delivery of affordable homes and investigate a range of options that maybe available in addition to current delivery mechanisms.	
HRA Asset Management Strategy	In progress		
Tenancy Strategy	Last revision January 2017	Government recently announced no longer mandatory to use fixed term tenancies. A view may need to taken on reviewing our Tenancy Strategy in light of this decision.	
Tenant Participation Strategy	In progress	Tenant Participation Advisory Service (TPAS) has undertaken a review and further to this are setting out how they could further support the development of a Tenant Participation Strategy	
Private Sector Housing Strategy	To be progressed		

Homelessness Strategy	Current Homelessness Strategy published 2016	Introduction of Homelessness Reduction Act has meant a period of adjustment during its implementation. A refresh of the Homelessness Strategy is required to reflect the new legislation.	
Health and Housing Strategy	In Progress	Discussions held with Health colleague from Ashford CCG and agreed a joint memorandum of understanding could aid joint working and better deployment of resources.	

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Agenda Item No:

Report To: Overview and Scrutiny

Date of Meeting: 8 November 2018

Report Title: Quarter 2 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 suite of key performance indicators (KPIs) for Quarter 2 (1st July to 30th September) 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: Cabinet is recommended to:-

I. Note the performance data for quarter 2 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

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Report Title: Quarter 2 2018/19 Performance Report

Introduction

1. This report seeks to provide an overview of performance against the council's key performance indicators for quarter 2 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.

Quarter 2 Performance

4. Commentary on individual performance indicators is included within the appendix to this report. Performance against the majority of key performance indicators for quarter 2 is above target, however in some areas performance has fallen. Service Heads and Directors are aware of these drops in performance and work is ongoing to address any underlying issues.

Quarter 2 Corporate Plan developments

Enterprising Ashford

5. Throughout quarter 2 a range of initiatives to drive footfall and engagement in the town centre took place including the Ashford Farmers' Market celebrating its fourth birthday, the introduction of the Splashes of Summer and the launch of an extensive town centre consultation.
6. The council also welcomed the Kent Ambassadors in August and set out the dynamic developments taken forward within the borough over the last few years as well as the council's plans for the future. Two new occupiers of the town centre were confirmed in quarter 2, with Metro Bank occupying the former Clinton Cards unit on the high street and Wed2B opening its first Kent store in Park Mall.
7. During quarter 2 the council also signed a multi-million pound deal to purchase a 28-unit business park under construction on Carlton Road and unveiled the vision for the Coachworks development; whilst construction on a new, larger Ashford International Truckstop began in September.

Living Ashford

8. The council's housing work received further national recognition with Ashford being highly commended and a finalist at the National Housing Awards, as well as being shortlisted for five awards at the Kent Housing Group and Joint Policy and Planning Board Excellence Awards and receiving a special achievement award for its unrivalled commitment to welcoming and resettling Syrian refugees.
9. Quarter 2 also saw the council implement changes to the means test formula for disabled facilities grants and introduce a system of discretionary grants aimed at reaching even more people in need of help; the launch of the 'Rolvenden Rocket' community transport scheme and the Council committing financial support to the Kent Savers credit union.
10. Following the hearing sessions of the examination of the Ashford Local Plan to 2030 and receipt of the post hearings note from the Planning Inspectors, the council began consultation on the Main Modifications to the submission version of the Local Plan, which will close on 26th October.

Active and Creative Ashford

11. The Create Festival attracted huge crowds, with 14,000 people attending the Victoria Park festival throughout the day to see more than 30 talented entertainers perform across four stages. The Create Platform, a week-long programme of events leading up to the main festival brought a variety of exciting and interesting local acts to venues across Ashford and Tenterden.
12. A 1960s office building within the Kent Woolgrowers site on Tannery Lane was transformed into a stunningly surreal 'unzipped' sculpture by renowned British artist Alex Chinneck. September also saw the launch of 'Snowdogs discover Ashford', a trail of 35 giant Snowdog sculptures designed by local and regional artists, alongside 19 small Snowpups created by local schools, sited around the town.
13. Ashford's One You Shop was shortlisted as one of three potential winners of the Royal Society for Public Health's new 'Health on the High Street' Award, and the Ashford Visitor Information Centre relocated to a more spacious and user-friendly site within the Ashford Gateway Plus.

Attractive Ashford

14. The council's recycling campaigns continued strongly, with Create Music Festival organisers committing to a range of measures to reduce plastic waste at the festival and the council maintaining a recycling rate above 50% through the quarter.
15. Quarter 2 also saw a number of commemorative events take place, with a paving stone laid in Charing to honour the only Victoria Cross recipient born in the Borough, the launch of Ashford Remembers – a poppy tribute to be situated in North Park inspired by the 'Blood Swept Lands and Seas of Red' installation at the Tower of London.

Our Underpinning Principles

16. The second Civic Awards ceremony was held in July, with 12 of the borough's local heroes and heroines rewarded for making their community a better place to live. The council also published the findings of the Local Government Association's peer challenge, which found that the council '...has a clear expression of corporate priorities', with 'strong, passionate and purposeful leadership driving the organisation forward and getting things done'.

Conclusion

17. Quarter 2 shows a continuation of strong performance in a number of key areas and further delivery against the aims of the council's corporate plan. Whilst some performance has fallen below target for some indicators, these areas are being closely monitored and work is ongoing to address any underlying issues.

Portfolio Holder's views

18. To be provided at the meeting.

Contact and Email

Will Train, Senior Policy and Scrutiny Officer
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Quarter 2 2018/19 Performance

KPI status key	
	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	Q4 2017/18			Q1 2018/19			Q2 2018/19			Latest Note
		Actual	Target	Status	Actual	Target	Status	Actual	Target	Status	
P001 Page 34	Park Mall Vacancy Rates No. of vacant units within Park Mall	6.25%	0%		6.25%	0%		9.38%	0%		Vacancy rate increase has arisen as Timeless (located in the kiosk) has left Park Mall. A new tenant is being arranged.
KPI02	Ashford Town Centre Car Park Usage No. of vehicles parking in Ashford town centre car parks: Vicarage Lane Elwick Road Edinburgh Road Civic/Stour Centre Henwood Flour Mills	158,630			151,479			158,694			Quarter 2 for 18/19 shows similar trends to quarter 2 from previous years and has always been a higher quarter for parking. This may also be due to the college being back and the snow dogs launch too. Previous performance: Q2 2017/18 – 160,008 Q2 2016/17 – 169,774 Q2 2015/16 – 169,677 Q2 2014/15 – 166,179

Quarter 2 2018/19 Performance

Code	Title and description	Q4 2017/18			Q1 2018/19			Q2 2018/19			Latest Note
		Actual	Target	Status	Actual	Target	Status	Actual	Target	Status	
KPI03	Ashford Town Centre Car Park Income Total spend in Ashford town centre car parks – combined cash, card and mobile transactions	£359,678.24			£375,080.75			£378,610.09			Upward trend on income for Quarter 2 compared to the last 2 financial years. Quarter 2 consistently provides a higher income than the other quarters. Previous performance: Q2 2017/18 – £351,071 Q2 2016/17 – £323,823 Q2 2015/16 – £314,504 Q2 2014/15 – £297,189
KPI04	Ashford Town Centre Car Park average spend Average spend per individual parking session	£2.30			£2.48			£2.39			Average spend increased in quarter 2 compared to the same period in previous years, indicating that customers are staying in the town centre for longer periods of time and supporting the High Street shops
KPI05	Tenterden Car Park Usage No. of vehicles parking in Tenterden car parks: Bridewell Lane Station Road Recreation Ground Road Leisure Centre	107,484			119,224			121,437			Quarter 2 usage has fallen from the same period in 2017/18 but is increased on quarter 1 usage in line with previous years' trends. Previous performance: Q2 2017/18 – 131,032 Q2 2016/17 – 139,025 Q2 2015/16 – 136,171 Q2 2014/15 – 136,286

Quarter 2 2018/19 Performance

Code	Title and description	Q4 2017/18			Q1 2018/19			Q2 2018/19			Latest Note
		Actual	Target	Status	Actual	Target	Status	Actual	Target	Status	
KPI06	Tenterden Car Park Income Total spend in Ashford town centre car parks – combined cash, card and mobile transactions	£207,009.05			£235,962.39			£239,558.19			Slight increase in quarter 2 against the same period for 2017/18, but down against quarter 2 2016/17.
KPI07	Tenterden Car Park average spend Average spend per individual parking session	£1.94			£1.99			£1.97			Average spend is down slightly from quarter 1 but up by 10 pence on the same period last year.
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	51			37			15			Slowed business start-up rate reported nationally due to high employment rate and uncertainty over Brexit. Most enquiries are consumer products/services (e.g. hairdressers/beauticians)
KPI13	Business Rates Collection % of national non-domestic rates collected by the council - cumulative figure	99.26%	99% (annual)		29.88%	99% (annual)		55.72%	99% (annual)		Collection rates continue to accumulate towards annual target as projected.

Quarter 2 2018/19 Performance

Code	Title and description	Q4 2017/18			Q1 2018/19			Q2 2018/19			Latest Note
		Actual	Target	Status	Actual	Target	Status	Actual	Target	Status	
KPI14	Social rent void loss Rent loss on void social rent properties as a % of the rent roll for HRA social properties				0.36%			0.24%			HRA Social rented properties, figure considerably lower than Affordable rented properties due to the large difference in weekly rents. Q2 Calculation HRA Social - 66 properties = 22,429/ debit 9,484,486. = 0.24%
KPI14 A	Affordable rent void loss Rent loss on void affordable rent properties as a % of the rent roll for HRA social properties				1.42%			1.25%			The % is higher than the Social void loss figure due to the weekly rents being calculated as Affordable and therefore at a higher rate. Q2 Calculation Affordable - 56 Properties = 19,094./Debit 1,527,511. = 1.25% Unable to predict outcome at this stage.
KPI15	Council Affordable Housing - New Build No. of additional new build affordable homes delivered by council housing				0			0			Work continues on site in five of our affordable homes phase 5 builds in Smeeth, Aldington, Woodchurch, Wittersham and Biddenden. The progress on these will be reported to cabinet in November 2018.

Quarter 2 2018/19 Performance

Code	Title and description	Q4 2017/18			Q1 2018/19			Q2 2018/19			Latest Note
		Actual	Target	Status	Actual	Target	Status	Actual	Target	Status	
KPI15 A	Council Affordable Housing - On-Street Purchases No. of additional on-street purchase affordable homes delivered by council housing				3			3			The council purchased three on-street properties in the quarter of the year between July and September 2018. We aim to average one per calendar month.
Page 38 KPI16	Registered Provider Affordable Housing No. of new affordable homes delivered by registered providers				17			34			The following properties have been delivered by Registered Providers working in the borough in the quarter between July and September 2018. Austin Road (Town & Country) 10 x 3-bed and 4 x 2-bed (all affordable rent) Roman Road (Golding Homes) 4 x 2-bed (two affordable rent and two shared ownership) Tent1 (Moat) 6 x 1-bed flat for affordable rent; 1 x 1-bed flat for shared ownership; 6 x 2-bed house for shared ownership; 3 x 2-bed flat for affordable rent.
KPI17	B&B Accommodation No. of people placed in Bed and Breakfast accommodation as at the end of the reporting period				15			8			As at end of quarter - B&B numbers have reduced as use of self-contained units such as Tufton House and Trafalgar House and prevention activity has increased.

Quarter 2 2018/19 Performance

Code	Title and description	Q4 2017/18			Q1 2018/19			Q2 2018/19			Latest Note
		Actual	Target	Status	Actual	Target	Status	Actual	Target	Status	
KPI18	Nightly Paid Accommodation No. of people placed in Nightly Paid accommodation as at the end of the reporting period				63			53			As at end of quarter 2 – number have reduced due to increased prevention activity.
KPI19	Other Temporary Accommodation No. of people placed in Other Temporary accommodation as at the end of the reporting period				96			84			As at end of quarter 2 – a new staff structure is in place which is engaged in more focused prevention work. This has led to a reduction in other forms of temporary accommodation being used.

Quarter 2 2018/19 Performance

Code	Title and description	Q4 2017/18			Q1 2018/19			Q2 2018/19			Latest Note
		Actual	Target	Status	Actual	Target	Status	Actual	Target	Status	
KPI20	<p>Homelessness Presentations</p> <p>No. of households presenting to the council as homeless or at risk of homelessness</p>				430			394			<p>August saw a 17% increase in footfall compared to the same period for 2017/18 as a result of new duties being introduced under the Homelessness Reduction Act. More robust front line services have been put in place during the quarter with a reduction in cases being seen in September.</p> <p>Whilst a number of presentations made to the council result in a closed case as recorded under KPI21/22, a large number of presentations made in quarter 1 and 2 were assessed for assistance but have since been closed due to circumstances such as:</p> <ul style="list-style-type: none"> • The applicant not being eligible for services • The applicant not being statutorily homeless • The applicant choosing to withdraw their application • The applicant's case being closed where they have ceased contact with the council.

Quarter 2 2018/19 Performance

Code	Title and description	Q4 2017/18			Q1 2018/19			Q2 2018/19			Latest Note
		Actual	Target	Status	Actual	Target	Status	Actual	Target	Status	
KPI21	<p>Homelessness Preventions</p> <p>No. of households where homelessness was prevented through supporting applicants to secure their accommodation</p>				125			84			<p>August saw an increase in footfall compared to the same period for 2017/18 as a result of new duties being introduced under the Homelessness Reduction Act. More robust front line services have been put in place during the quarter with a reduction in cases being seen in September.</p> <p>It should be noted that the 'actual' number refers to cases that have been physically closed when a positive result is achieved and as such ongoing cases are not reflected in the numbers reported.</p>
KPI22	<p>Homelessness Reliefs</p> <p>No. of households where homelessness was relieved through securing accommodation for the applicant</p>				59			65			<p>Fewer homelessness tonight approaches are being made and more prevention work is being completed.</p> <p>It should be noted that the 'actual' number refers to cases that have been physically closed when a positive result is achieved and as such ongoing cases are not reflected in the numbers reported.</p>
KPI23	<p>Refugee Households Resettled</p> <p>No. of households resettled in the borough under the Vulnerable Persons Resettlement Programme</p>	1			2			4			<p>Three households resettled in July and one in September. Availability of suitable, affordable private rental property remains unpredictable.</p>

Quarter 2 2018/19 Performance

Code	Title and description	Q4 2017/18			Q1 2018/19			Q2 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	3			10			18			4 family units comprising a total of 8 adults and 10 children.
KPI25 Page 42	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	6.67	<28		11.45	<28		8.85	<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.
	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	0	<56		10.67	<56		0	<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.

Quarter 2 2018/19 Performance

Code	Title and description	Q4 2017/18			Q1 2018/19			Q2 2018/19			Latest Note
		Actual	Target	Status	Actual	Target	Status	Actual	Target	Status	
KPI26	Disabled Facilities Grants Administered No. of disabled facilities grants administered by the council.				8			17			The figure is about average for this time of year. The month of October should start to see an increase in the figure as works which were approved since the beginning of the financial year come through for payment.
KPI27	Disabled Facilities Grant Spend Total spend on disabled facilities grants				£139,592.12			£174,649.05			Figure starts to rise as holiday period ends. Expect October to increase significantly
KPI28	Disabled Adaptations Administered No. of disabled adaptations administered for council tenancies				77			35			The number of adaptations completed in each month will vary, this is a reactive service and will depend on the number of referrals being submitted by OT's. Similarly, due to the majority of low value high number jobs (e.g. grabrails), contractors may complete works and or invoices in batches for efficiency sake. Consequently the allocation of jobs to individual months may not appear as an even distribution.
KPI29	Disabled Adaptations Spend Total spend on disabled adaptations administered for council tenancies				£55,562.95			£36,846.41			As at August 2018 (5 months) the total allocated spend on adaptations is £343,840.07. Total spend through quarter 2 is lower than shown due to delays in invoice processing.

Quarter 2 2018/19 Performance

Code	Title and description	Q4 2017/18			Q1 2018/19			Q2 2018/19			Latest Note
		Actual	Target	Status	Actual	Target	Status	Actual	Target	Status	
KPI30	<p>Private Rented Sector Condition Complaints</p> <p>No. of complaints received regarding poor conditions in the private rented sector</p>				48			56			The figure represents general complaints from HMO issues to disrepair rec. over the period of September. The figure is determined by the amount of notifications received from the general public or internal departments within the council, which we have no control over. The figure is about average if compared to previous years. As we approach the winter period the figure should start to increase as problems with heating and damp & mould become issues.
Page 44 KPI31	<p>Informal Private Rented Sector Complaint Resolutions</p> <p>No. of complaints regarding poor conditions in the private rented sector resolved informally</p>				27			21			<p>Most complaints tend to take more than a month to resolve due to their complexity, especially with regards to replies to letters and emails and arranging visits.</p> <p>Case closure rates for Quarter 2 are consistent with previous months.</p>
KPI32	<p>Formal Action Private Rented Sector Complaint Resolutions</p> <p>No. of complaints regarding poor conditions in the private rented sector resolved with formal action</p>				4			2			Complaints investigated were either not significant to take enforcement action and landlords cooperated with works required therefore taking the need to take further action.

Quarter 2 2018/19 Performance

Code	Title and description	Q4 2017/18			Q1 2018/19			Q2 2018/19			Latest Note
		Actual	Target	Status	Actual	Target	Status	Actual	Target	Status	
KPI32 A	Gas Safety Certificates % of ABC maintained properties with an up to date gas safety certificate (includes mains gas and LPG)	99.88%	100%		97.10%	100%		99.92%	100%		Due to low numbers with LPG, one property without a certificate makes a big difference to the compliance figures (as shown in quarter 1). LPG compliance returned to 100% in July.
KPI33	Food Hygiene Rating % of food businesses in the borough with a food hygiene rating above 3*	98.35%	98.5%		98.32%	98.5%		98.43%	98.5%		Just below target but we are reliant on the food business maintaining standards and when receive low score wanting to improve their score.
KPI34	Lifeline Call Answer Speed % of lifeline calls answered within 60 seconds	99.73%	95%		99.81%	95%		99.8%	95%		The Lifeline answer speed remains above the TSA accreditation requirement
KPI37	Planning Application Approvals % of planning applications approved	97%	90%		95%	90%		94%	90%		Planning approvals continue to exceed target.

Quarter 2 2018/19 Performance

Code	Title and description	Q4 2017/18			Q1 2018/19			Q2 2018/19			Latest Note
		Actual	Target	Status	Actual	Target	Status	Actual	Target	Status	
KPI38	Major Planning Application Decisions % of major planning applications determined within 13 weeks	83%	60%		67%	60%		55%	60%		<p>The major application percentage tends to be very volatile as the number of cases involved is small, however at present there is a 30% vacancy rate in the Development Management service which has had an impact on processing times.</p> <p>Work has been undertaken to improve service delivery for the whole development management service through redirecting calls to customer services to alleviate additional pressures on planning officers and revising the complaint management process within the service.</p>
Page 46 KPI39	Minor Planning Application Decisions % of minor planning applications determined within 8 weeks	88%	65%		64%	65%		57%	65%		<p>Performance in quarter 2 has been affected by staff vacancies within the service. Whilst recruitment to the service is an issue, work is ongoing to address this with two new staff having started in October, consultants being engaged on a temporary basis and recruitment continuing.</p>
KPI39 A	Other Planning Application Decisions % of other planning applications determined within 8 weeks	81%	80%		73%	80%		75%	80%		<p>A fall in performance in quarter 2 reflects both the high demand for the service at present and ongoing capacity issues which are being addressed through recruitment and the use of consultants.</p>

Quarter 2 2018/19 Performance

Code	Title and description	Q4 2017/18			Q1 2018/19			Q2 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	67%	44%		29%	44%		50%	44%		The increase in applications permitted on appeal following rejection as reflects a more risk averse approach being taken In view of the continuing capacity issues within the planning service, with an increased focus on refusing applications when warranted rather than negotiating changes prior to submission.
Page 47 KPI41	Planning Contraventions Resolved Informally % of planning contraventions resolved without the need for formal action				44.33%			30%			% = percentage of cases closed that were resolved informally. However, this doesn't mean the remaining percentage were closed formally - other reasons for closure of a case also include no expediency or alike but were not included in this percentage. For quarter 2, the percentages per month are as follows: July – 36% August – 14% September – 40%
	Council Tax Collection Rate % of council tax collected by the council - cumulative figure				30.44%	98.25% (annual)		39.83%	98.25% (annual)		Collection rates continue to accumulate towards annual target as projected.

Quarter 2 2018/19 Performance

Code	Title and description	Q4 2017/18			Q1 2018/19			Q2 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				2.73	<10		2.88	<10		Processing times remain well within target
KPI45	Benefit New Claim Processing Time Average time taken to process a new benefit payment claim in no. days				26.11	<28		25.08	<28		Processing times remain within target.
Page 48 KPI48	% of tourism related contacts to Ashford TIC made in person	52.01%			59.08%			69.23%			Large rise in footfall due to Snowdogs project which started on 12th September 2018
KPI51	Rural/Urban Project Grant Allocation Ratio of rural project grants to urban project grants				1.18						The next grant panel will convene on 15 November 2018. With results reported in quarter 3.

Quarter 2 2018/19 Performance

Code	Title and description	Q4 2017/18			Q1 2018/19			Q2 2018/19			Latest Note
		Actual	Target	Status	Actual	Target	Status	Actual	Target	Status	
KPI52	Recycling Rate % of borough waste recycled or composted	50%	50%		56.67%	50%		50%	50%		Achieved a 2% increase in the recycling rate in August compared to July as domestic refuse only increased by 18 tonnes whereas dry recycling increased by 64 tonnes, garden waste by 84 tonnes and food by 82 tonnes. July's recycling rate was 49%, which is 7% lower than June and 10% lower than May. There are various potential reasons for this, although it is to be pointed out that not everything about Ashford's tonnages are negative for July. Our overall waste tonnage for July is the lowest so far this financial year. Whilst the ratios of refuse to recycling are not ideal, this is a positive thing in terms of the Borough producing less waste on the whole. Reduction is even better than recycling and the less waste we can produce the better
KPI53	Refuse Collection Success Rate % of successful refuse collections per 100,000 refuse collections made.				99.96%	99.97%		99.96%	99.97%		Collection success rate is 0.01% below target for the quarter however this is not of concern to the service.

Quarter 2 2018/19 Performance

Code	Title and description	Q4 2017/18			Q1 2018/19			Q2 2018/19			Latest Note
		Actual	Target	Status	Actual	Target	Status	Actual	Target	Status	
KPI55	FOI Response Rate % of freedom of information requests responded to within 20 working days	94%	95%		98.8%	95%		98.5%	95%		267 requests were completed in quarter 2, of which 4 were completed after the 20 working day deadline.
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		13 internally reported data breaches occurred during quarter 2, however no major personal data breaches (as required to be reported to the ICO) occurred.
KPI64	Average Speed of Customer Service Calls Answered Average wait time for customer service calls	0h 01m 20s	0h 01m 38s		0h 01m 44s	0h 01m 38s		0h 01m 50s	0h 01m 34s		Call wait times are slightly higher this quarter due to the continuation of testing removing the call back system. 3 members of staff have also left this month (2 internal 1 external) recruitment is currently taking place.