



OVERVIEW AND SCRUTINY COMMITTEE

Notice of a Meeting, to be held in the Council Chamber - Ashford Borough Council on Tuesday, 26th February, 2019 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, Mrs. 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**

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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 (OSI)
- c) Voluntary Announcements of Other Interests

See Agenda Item 2 for further details

3. **Minutes**

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To approve the Minutes of the Meeting of this Committee held on the 22nd January 2019

4. **Community Safety Partnership Update**

9 - 30

This report provides the Overview and Scrutiny with the Community Safety annual update. The report pays particular regard to the Council's statutory obligation to work in partnership to reduce crime and disorder, this work being progressed through the Ashford

Community Safety Partnership (CSP).

5. **Section 106 - Process and Position**

Presentation by the Planning Department

6. **Planning Resourcing**

Presentation by the Planning Department

7. **Air Quality**

Presentation by the Planning Department

8. **Quarter 3 Performance Report 2018/19**

31 - 48

This report summarises performance against the council's suite of key performance indicators (KPIs) for Quarter 3 (1st October to 31st December) 2018/19.

9. **Future Reviews and Report Tracker and Topic Selection Flowchart**

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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 **22nd January 2019**.

Present:

Cllr. Chilton (Chairman)
Cllr. Michael (Vice-chairman)

Cllrs. Bartlett, Buchanan, Farrell, Feacey, Krause, Mrs. Martin.

Cllr. Miss Martin contributed to the meeting via teleconference.

Apologies:

Cllrs. Burgess, Dehnel, Knowles.

Also Present:

Portfolio Holder for Finance and IT, Portfolio Holder for Corporate Property.

Director of Place & Space, Director of Finance & Economy, Senior Revenues & Benefits Officer & Welfare Reform Partnership HUB Manager, Head of Corporate Policy, Economic Development & Communications, Senior Policy & Scrutiny Officer, Member Services Officer.

298 Declarations of Interest

Councillor	Interest	Minute No.
Bartlett	Made a "Voluntary Announcement" as he was a Member of KCC Council.	302
Farrell	Made a "Voluntary Announcement" as he was a Member of KCC Council.	302

299 Minutes

Resolved:

That the Minutes of the Meeting of this Committee held on the 27th November 2018 be approved and confirmed as a correct record.

300 Future Reviews and Report Tracker and Topic Selection Flowchart

The Senior Policy & Scrutiny Officer advised that the Tracker was scheduled to May 2019 to provide work items for the Committee up to and immediately following the local elections, after which the new membership of the Committee would determine the work programme for the 2019/20 municipal year. A suggestion was made that GP's surgeries should be added to the Tracker and referred to Kent County Council's Health Scrutiny Committee, since they were increasingly over-subscribed. Members noted that the NHS had attended the Committee previously to speak on GP surgeries in the context of the Sustainability and Transformation Plan and agreed that they would welcome investigation on this subject.

Resolved:

That the report be received and noted.

301 Town Centre Place Making Strategy

A presentation for the Town Centre Place Making Strategy was tabled at the meeting. The Director of Place & Space and Head of Corporate Policy, Economic Development & Communications presented a slideshow to the Committee outlining the plans for the future direction of the Town Centre. The presentation covered various concepts including the principles of the Town Centre Place Making Board, previous events held, figures around footfall and funding sources, future vision and next steps.

This item was then opened up to the Committee and the following points/questions were raised:

- A Member asked if any feedback had been received from Marks & Spencer, following the recent announcement that they planned to close the store in the High Street, in particular the reasons why. The Portfolio Holder for Corporate Property explained that a meeting had been requested with Marks & Spencer. It had been announced that 100+ stores were due to be closed, and it was reputed that this was owing to financial difficulties and lack of profits. He added that Ashford did maintain 2 out of town Marks & Spencer stores, but regardless they were pursuing a meeting in the hope of reversing that decision. Another Member added that large retail chains more frequently looked at strategic positions near motorway junctions, as there was often less competition at these sites.
- The issue of acquiring unused buildings and derelict land was raised, along with the need to redecorate some of the old buildings in the Town, since many new flats due for construction would be overlooking these areas.
- A Member enquired about marketing ideas for the Town, since she had concerns that the number of visitors needed to sustain new resources, including the Picture House Cinema, would not come to fruition. The Portfolio Holder advised that footfall in the Town had increased annually and the Picture

House Cinema had signed a 20-year lease. The Council, although not accountable for the performance or profit of the Cinema or any other store, would maintain a strategic responsibility to assist where possible to encourage each retailer to succeed.

- The Committee went onto discuss the option of allowing traffic to pass in both directions along the lower High Street, but it was considered that this would raise safety concerns for pedestrians. The road and paving surface did need to be improved and a Member commented that Maidstone was a good example of attractive paving around their shopping centres. Another Member considered whether there could be an adverse effect on the High Street if Vicarage Lane Car Park were to close. The Director of Place & Space explained that any alternative parking would need to be of a high standard and sited appropriately to ensure the High Street maintained visitors.
- A Member raised their concern over the closure of some of the public conveniences in the Town Centre, and the negative impact this could have. The Portfolio Holder explained that one public toilet had been closed in Vicarage Lane but 12 others were still available. He added that signage needed improving to ensure maximum accessibility for all.

Resolved:

That the presentation be received and noted.

302 Universal Credit Operational Update Report

The Senior Revenues & Benefits Officer & Welfare Reform Partnership HUB Manager introduced this item. ABC had gone live with Universal Credit (UC) on 20th June 2018. The scheme had proven onerous with more work generated, but staff were coping and were used to fluctuating volumes of workload. They also welcomed the changes that central government had recently announced regarding a managed migration pilot scheme.

This item was then opened up to the Committee and the following points/questions were raised:

- In respect of the difference in figures (on page 18 of the report) between the Housing Benefit (HB) and Council Tax Support (CTS) caseload, it was clarified that CTS did not fall under the UC scheme; therefore as expected these figures stayed the same, whereas the HB figures had dropped.
- A Member asked what was proactively being done to tackle the problems surrounding data sharing and incompatible computer systems. The Director of Finance & Economy explained that the protocol for data sharing was not something the Council had any influence over and DWP were equally as frustrated with this. The Portfolio Holder added that the Council Tax and Welfare Reform Task Group had previously identified some of the problems that had now arose. Two new members of staff had been recruited to assist with UC, and help address these types of issues. ABC, along with many other

Local Authorities were awaiting corrective action from DWP and/or central government. Concerning the computer system, the Senior Revenues & Benefits Officer & Welfare Reform Partnership HUB Manager advised that a new system provider was hoped to be procured by April 2019.

- A Member asked if the issue of vulnerable claimants having difficulty accessing the dedicated telephone line had been fully resolved now. It was confirmed that DWP colleagues were now fully aware of the problems and had assured ABC that a representative would be available to handle any future telephone claims.

Resolved:

That the report be received and noted.

303 Report of Budget Scrutiny Task Group

The Chairman of the Task Group introduced the report. He requested that the Committee's attention be drawn to two of the Task Group's recommendations.

The first consideration was the pest control budget, which currently stood at £12,000. The Council had assisted Public Health England in dealing with a mosquito larvae infestation that had arisen from a cross-channel lorry at Waterbrook Park in 2018. However, with the forthcoming expansion of Waterbrook, the Task Group believed there would likely be further incidents, which might need attention to prevent such mosquitoes becoming endemic in the UK. This in turn would require a larger budget. The Director of Finance & Economy explained that the General Fund, Reserves and Contingency funds were all available for these types of irregular incidents. If it were to become a regular occurrence, then the budget would need to be reviewed and extended accordingly.

304 Exclusion of the Public

The Chairman then read out the Resolution to exclude the press and 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.

The second item for consideration was concerning the Tenancy Schedule for International House. Several tenancies within International House were due for expiry

in 2019/20 and Members agreed that there was a potential risk to the Council's rental income stream and the delivery of the budget if new leases were not secured. The Committee agreed to note the risk regarding the existing tenancies within their recommendations to Cabinet.

305 Report of Budget Scrutiny Task Group

The Chair of the Member Training Panel noted that at the Panel's last meeting, Members had agreed that GDPR training should be rolled out to all Councillors.

The Committee thanked Members and Officers for their input on the Budget Scrutiny Task Group, and agreed that the new format worked well and made the meetings more pertinent and enjoyable.

Resolved:

That: the report of the Budget Scrutiny Task Group be amended to include the following recommendation:

That the Cabinet note that there may be a risk to the Council's rental income if International House leases expiring in 2019/20 are not renewed.

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Agenda Item No:



Report to Overview and Scrutiny Committee

Ashford Community Safety Partnership: an update on community safety activity in the borough 2018/2019

The Overview and Scrutiny Committee is asked:

1.

Date of O&S meeting: 26th February 2019

Chair of O&S Committee: Cllr. Chilton

Relevant Portfolio(s): Cllr. Bradford

Summary: This report provides the Overview and Scrutiny with the Community Safety annual update. The report pays particular regard to the Council's statutory obligation to work in partnership to reduce crime and disorder, this work being progressed through the Ashford Community Safety Partnership (CSP).

It gives information on current community safety priorities, actions that have been taken to meet the priorities and raises awareness of emerging issues. It also supports the delivery of the priorities set by the Police and Crime Commissioner and Kent Police.

Exempt from Publication: NO

Background Papers: N/A

Contact: Laurel.niven@ashford.gov.uk – Tel: (01233) 330271

Agenda Item No.

Report Title:

Ashford Community Safety Partnership: an update on the community safety activity in the borough

Introduction and Background

1. It remains a statutory requirement for local authorities to work in partnership to reduce crime and anti-social behaviour (ASB). We achieve this through the Community Safety Partnership (CSP), where 'responsible partners' namely the local authority (district and county), Fire and Rescue Service, Clinical Commissioning Group, Probation and the local Police, work collaboratively make the community safer, reduce crime and the fear of crime, reduce ASB and work with business and residents on the issues of most concern. The chair of the Head Teachers Forum and chairs of the CSP subgroups also support the CSP.
2. In order to sett the current priorities, the CSP used police data and the local crime profile. A stakeholder engagement event also assisted in the development of priorities which for 2018/19 are:
 - Anti-social Behaviour
 - Domestic Abuse and Sexual Offences
 - Safeguarding Adults
 - Safeguarding Children
 - Serious and Organised Crime

These are explored in detail in the next section of this report.

3. Community Safety Partnerships have a responsibility to convene a strategy group of all responsible authorities (although it can invite other organisations), prepare a strategic assessment of local crime and community safety priorities using information provided by partner agencies and the community, and produce an action plan to meet those priorities. Due to the nature of this requirement, the Council's Community Safety Unit (CSU) takes responsibility for coordinating activities and events.
4. Under the Crime and Disorder Regulations 2007, district and borough CSPs are required to:
 - Produce an annual strategic assessment
 - Produce a rolling partnership plan setting out priorities, with actions to deliver these priorities
 - Have a dialogue with communities to inform these processes and explain outcomes
5. Our actions over the course of 2018/19 flow from the annual strategic assessment that is undertaken in consultation with relevant stakeholders. The

actions are informed by the Kent Community Safety Partnership Plan and Safer Kent 2017 – 2021, the plan of the Kent Police and Crime Commissioner.

6. Overall, the ASP is responsible for ensuring that the priorities, actions and targets that we have identified will be delivered through a multi-agency approach by having:
 - Strong strategic management
 - Tasking our joint resources through well-established partnership operational structures, including identifying, managing and reducing risk
 - Strong performance management
7. CSP governance has three key levels of decision-making, strategic, operational and from next year a formalised separate performance level.

Our approach

8. The CSP has a whole system approach to tackling crime and anti-social behaviour. Our experience tells us that investing in one type of intervention alone does not resolve the problem. For example, enforcement is most effective if it is supported by local communities and other activity is taking place to change behaviours.
9. A triangle of intervention is applied when we are looking at any type of crime or anti-social behaviour issue that requires the engagement of a range of services, voluntary and community groups to find long-term solutions.

Anti-social behaviour – lead agency Ashford Borough Council

10. All residents have the right to feel safe and secure where they live and the right to enjoy a peace and quiet in their homes. The CSP is committed to effectively tackling ASB which can have a serious impact on wellbeing.
11. Although we have prioritised women and girls as victims of domestic abuse, we recognise that men can also be victims and our services provide support for men as well as women.
12. Any behaviours that are regarded as a nuisance may be considered to be anti-social. In some instances, this behaviour may also constitute a criminal offence. This can range from domestic noise, littering, damage to property, drunk or rowdy behaviour, neighbour nuisance to serious intimidation, drug dealing or harassment.
13. We aim to take enforcement action against those responsible for ASB. When dealing with problematic individuals, our emphasis will be on taking action at an early stage for problems can escalate. Work with the police ensures that repeat victims are identified and supported.

ASB - Kent Police data

14. The data provided by Kent Police below shows the number of incidents of ASB reported to Kent Police for the borough of Ashford.

15. The Kent Police data shows a decrease of 361 reported incidents of ASB over the past 12 months. The table below shows that there has been an overall decrease of reported ASB to Kent Police across the county. This reduction is being attributed to a change in counting rules utilised by Kent Police. It was identified that criminal offences were being incorrectly recorded as ASB incidents, rather than the correct crime type. It is expected that figures next year will remain stable due to greater consistency over data recording.

Area	January to December 2017	January to December 2018	Diff. in no.	Dif. In %
Ashford	2001	1640	-361 (decrease)	-18% (decrease)
Kent	40151	31353	-8798 (decrease)	-6% (decrease)

16. Appendix A shows the ASB figures for all districts, this can be used to benchmark Ashford against other Kent districts. It shows that we have the 10th lowest recorded ASB in the county.
17. Data provided by Kent Police as shown below highlights the five wards with Ashford borough with the highest recorded ASB:

Ward	November 2016 to October 2017	November 2017 to October 2018	Difference (numbers)	Difference (percent)
Victoria	492	414	-78 (decrease)	-15% (decrease)
Beaver	169	145	-24 (decrease)	-14% (decrease)
Stanhope	137	92	-45 (decrease)	-32% (decrease)
Godinton	85	81	-4 (decrease)	-4% (decrease)
Stour	98	75	-23 (decrease)	-23% (decrease)

18. This indicates that there has been a decrease in all wards. The data shows that Victoria ward still has the highest levels of reported ASB within the borough.

ASB - Borough Council data

19. In addition to the above, the borough council can now provide further ASB data. This is due to the introduction of the 'Report it app' that was launched in October 2016.

	Jan 2017 to Dec 2017	Jan 2018 to December 2018	Diff. in no.	Dif. In %
Ashford	145	278	+133 (increase)	+48% (increase)

20. The reports received cover a number of different types of ASB but the highest type is relation to gathering of youths who are causing nuisance.
21. A full breakdown of ASB reports to Ashford Borough Council can be found at Appendix B.
22. As the 'Report It' app is relatively new, it is likely that much of the reported increase is due to greater awareness and ease of reporting rather than an actual increase in the level of ASB. Figures for 2019 are more likely to give an indication of whether ASB is increasing or not.

Use of ASB legislation (Anti-Social Behaviour Crime and Policing Act 2014, as amended)

23. Public Space Protection Orders (PSPOs) are designed to reduce and address ASB being committed in a public place. If the order is breached then police and council officers have the ability to issue a fixed penalty notice (FPN) to the value of £100. There are currently five PSPOs within the borough (three are gating orders and two are linked to specified locations and particular behaviours). In 2018, six FPNs issued in relation to the Singleton Lake PSPO.
24. There have been no ASB case reviews during the period of this report. This is a positive sign as it indicates that ASB victims are satisfied their issues are being resolved.
25. Housing officers have secured three ASB closure orders in the borough. These orders are obtained from the Magistrates Court and enable a premises to be closed for a maximum of six months where there has been evidence of drugs, persistent disorder or nuisance such as noise. Such closure orders have had a positive impact on their communities by addressing the behaviour or people attending these premises.
26. Finally, a Criminal Behaviour Order (CBO) relating to ASB within the town centre has been issued. This was a result of collaborative work by the Ashford Community Safety Unit (CSU) members. Monitoring activity continues to ensure compliance with the order.

ASB action plan

27. The ASB working group with the support of the CSP has completed the following work:
 - A number of multi-agency operations have taken place to reduce ASB in areas where numerous complaints have been received. An example of this was in relation to a substantial increase of ASB in the new play park. There was positive liaison with the Parish Council, local residents and the PCSO for the area. There was also a temporary deployment of a CCTV camera to help monitor ASB and Ashford Monitoring Centre carried out camera patrols of the areas as requested. This work led to a reduction in ASB and minor offences and encouraged the residents to use the park.

- The CSU held a residents meeting to help tackle reports of ASB and parking concerns in relation to two properties in the Kingsnorth area. The powers that the local authority and Kent Police have in order to deal with their concerns were explained to the residents. The residents received updates in relation to the work that had already taken place such as an eviction of a resident and investigation around commercial activity operating from the properties. It produced a positive result and the residents were satisfied with the action taken.
 - A high-risk ASB case was identified in the Godinton area. This was in relation to a vulnerable resident where reports had been received by other residents and neighbours due to ASB. There was continual work from the CSU and Kent Police to help mitigate the concerns and it ended with a visit from the vulnerability PCSO to support the resident and suitable referrals were made.
 - A funding bid was submitted to a KCC member to provide funding for a Crimestoppers initiative. This involved four interventions covering the cost of bespoke marketing material (including social media presence), support from Crimestoppers for engagement and education events and the programme evaluation. This campaign aims to increase awareness of Crimestoppers in key areas across Ashford and to contribute to the actionable information and positive outcomes received by Kent Police.
 - A grant was obtained to purchase a third deployable CCTV camera; these can be rapidly deployed into high-risk ASB areas to deter activity and identify offenders.
28. Members will also be aware of the work of the Compliance and Enforcement Board around ASB and the proposal to increase the resources of the borough council through the appointment of a Community Safety Officer to specialise in the handling of complex ASB cases.

Domestic Abuse and Sexual Offences – lead agency Ashford Domestic Abuse Forum

29. We recognise that domestic abuse is a serious and life-threatening crime that affects victims and their families. Our priority is that victims and any children are safeguarded from further abuse.
30. Domestic abuse is a key part of our community safety work and requires the same level of multi-agency engagement alongside the other community safety priorities such as anti-social behaviour and safeguarding.
31. The domestic abuse coordinator role is to provide support to the Ashford Domestic Abuse Forum (ADAF), coordinate the One Stop Shop (OSS) and facilitate group courses for victims of domestic abuse such as the “Freedom” programme and ‘Recovery Tool Kit’.
32. In addition to funding the domestic abuse coordinator post, the borough council assists by providing funds towards an Independent Domestic Violence Advisor (IDVA) for Ashford through the Kent Integrated Domestic Abuse Service.

Commissioned Services in Ashford

33. The contract for Ashford, Canterbury and Shepway is delivered by Centra, with Rising Sun subcontracted to provide the IDVA support from 2017 to 2024. Centra have considerable experience of providing refuge support within the borough. A new domestic abuse support service and referral pathway was created in April 2017.
34. Over the next six years, Rising Sun will continue to provide the IDVA and outreach provision for the borough. This will maintain consistency as Rising Sun have been the service provider within Ashford for many years and have delivered an outstanding service to victims of domestic abuse.
35. IDVAs act as the primary contact for victims of domestic abuse. The IDVA proactively works with a client from the point of crisis to assess the level of risk, discuss the range of options available and act as the client's advocate. This service aims to encourage and enable the voice of the victim to be heard by the required service providers ensuring that advice and support given safeguards the victim and their family.
36. The Multi-Agency Risk Assessment Conference (MARAC) is a meeting where information is shared on the highest risk domestic abuse cases between representatives of local police, probation, health, child protection, housing practitioners, IDVAs and other specialists from the statutory and voluntary sectors.
37. The table below shows the number of Ashford cases which have progressed through the MARAC process:

Year	Ashford Cases	Number of repeat victims
April 2016 to March 2017	141	33
April 2017 to March 2018	129	28

38. The table below shows the reported Domestic Abuse related crime recorded by Kent Police.

Year	Ashford Domestic Abuse Crimes Cases	Increase
January to December 2017	2363	-
January to December 2018	2770	+407 (increase)

Domestic Abuse One Stop Shop (OSS)

39. The Ashford OSS is a drop-in service for anyone affected, in any way, by domestic abuse where support, help and advice is given. It is a free and confidential service and no appointment is necessary. This is currently available one morning a week in a safe environment.
40. The figures below show the attendance at the Ashford OSS for the previous two years:

Location	No of visitors 2016/17 (July 2016 to June 2017)	No of visitors 2017/18 (July 2017 to June 2018)	% increase/ decrease in visitors (compared to previous year)
Ashford	442	503	+12% (increase)

41. Attendance has increased and this is believed to be due to rising awareness of the facility and the quality of the service as developed by the council's domestic abuse coordinator. It is also a testament to the confidence that users have of the service and the support provided.
42. Between July 2017 and June 2018, 33 male victims attended the OSS accounting for just 6.5% of the total attendance.
43. The OSS continues to be an area for professionals to work together to provide a coordinated response to domestic abuse. This year has seen the borough council's Housing Options Team strengthen commitment to attending weekly slots ensuring that anyone attending with urgent housing needs can be seen quickly and given effective support. This is proving highly successful for clients at the OSS with positive feedback being given by both victims and professionals.

Pro-active group work

44. Ashford has a consistent approach to delivering support groups services. The main service offered being the 'Freedom Programme'. This is a 12-week course to help victims of domestic abuse understand the impact on their lives and their children's lives. It enables them to understand the behaviour that they were exposed to and to be aware of warning signs in possible future relationships.
45. The Freedom Programme is organised by the domestic abuse coordinator and delivered by a number of partners including Early Help and Preventative Services (EHPS), KCC Education Service and Centra. The venue for these courses and any required crèche facilities are provided free of charge via the Beaver Community Trust, a commissioned service within Ashford.
46. In the past year (December 2017 to December 2018) there were four Freedom Programmes run as well as a new pilot programme called Phoenix. The Phoenix programme will replace Freedom once the pilot has been evaluated and facilitators have been trained. The programmes have supported a total of 42 victims of domestic abuse. There are currently two groups running through during January and February and this will support a further 32 victims.
47. In 2015, funding was secured by the ADAF to run 'The Recovery Toolkit' and this funding continues to date. The Recovery Toolkit is a psycho-educational resource that includes a cognitive behavioural therapy module. In the last 12 months, two courses have run in the borough and were offered to 27 women of which 12 engaged.

Domestic abuse and sexual offences action plan

48. Domestic Abuse and sexual offences remain a priority and the main areas of focus are detailed below:
49. A number of multi-agency awareness sessions have taken place in order to learn from the Domestic Homicide Reviews that are coordinated by KCC. Many frontline professionals attended from a range of agencies including the borough council's housing service, KCC community wardens, schools, other local authorities and mental health. Regular training has been provided for our housing colleagues who attend the MARACs.
50. Bespoke domestic abuse training was provided to William Harvey Hospital A&E staff, paediatric nurses and hospital administration staff. As a result, the hospital identified that domestic abuse knowledge could be enhanced within the hospital and the hospital has since secured funding to provide a hospital Independent Domestic Violence Advisor (IDVA).
51. The council's domestic abuse coordinator organised and facilitated a workshop at the 'Safety in Action' event entitled "Personal Responsibilities and Consequences". In total, 1400 primary school year-six pupils engaged with this workshop over the two-week event period. The event received positive feedback from the staff and the pupils that attended. Meetings are currently taking place in preparation for the 2019 'Safety in Action' week including reflecting on what can be done to further develop the programme.

Safeguarding Adults – lead agency not allocated

52. This priority did not have a lead agency assigned due to the cross-cutting nature of adult safeguarding and the complexity of underlying vulnerabilities such as substance misuse and mental health. Agencies collaboratively to develop and deliver an action plan.
53. The following work has been completed:
 - Delivery of an Ashford Community Safety Conference (happening on 28th Feb 2019). This is covering various topics such as modern slavery, scams and drug-related criminal exploitation including 'county lines'. There are 125 frontline professionals attending and they will help to develop policy and practice relevant to a range of community safety concerns.
 - Improved working with agencies that support rough sleepers to reduce their vulnerability and provide routes into accommodation.
 - A number of cases have been passed to the Vulnerability Police Community Support Officer (PCSO) who has provided timely interventions and made referrals to the relevant agencies. This has ensured the person involved receives all necessary support.

Safeguarding Children – lead agency KCC Children’s Social Services

54. The safeguarding children priority encompasses a number of aspects including Child Sexual Exploitation (CSE), gangs, radicalisation and substance misuse.
55. The protecting vulnerable children and young people sub-group provides strong leadership and effective systems across the partner agencies as well as other key stakeholders. The sub-group works to raise awareness and build intelligence pictures, as well as ensuring mechanisms are in place to reduce risk levels. Disrupting, arresting and prosecuting is key where exploitation and abuse of children and young people has been found.

Safeguarding action plan

56. The protecting vulnerable children sub-group designed an action plan and the following work has been completed:
 - A workshop was held at the annual Safety in Action on emotional resilience. This was well received by the students and their teachers.
 - There was a risk that a provider of service to young people was going to be withdrawn. The CSP assisted with securing a small amount of funding to enable the provider to continue operating for the remainder of the financial year.
 - Ashford Borough Council continues to safeguard children, by providing dedicated youth commissioning and support services. They offer youth engagement in both the towns and villages through outreach provision and providing ‘open access’. There are over 100 organisations in the borough delivering ‘an offer’ to young people from the 0 – 25 age bracket on top of the education establishments.

Serious and organised crime – lead agency Kent Police

57. Serious and organised crime remains a priority for Ashford CSP reflecting the aspirations of Kent Police, Police and Crime Commissioner and Home Office. The emphasis is on protecting vulnerable people throughout the borough.
58. Whilst terms of reference have been set and awareness training is ongoing, we must continue to work collaboratively to develop and progress activity under the direction of the specific 4P plans: Prepare, Prevent, Protect and Pursue. This collaborative approach, appropriate use of enforcement powers and information sharing continues to make progress in this important and constantly changing area of work.
59. Monthly meetings take place with key partners in order to address any serious organised crime cases. This is an opportunity for key partners to share information and determine actions that can be taken. This covers, for example, violent crime, human trafficking and gang activity.

Serious and organised crime action plan

60. The serious and organised crime working group developed an action plan and completed the following work:

- A serious and organised crime local crime profile has been produced and is available to partner agencies through the Community Safety portal.
- An intelligence sharing process is in place to ensure the flow of intelligence between partners.
- Partners regularly update on drug paraphernalia finds by contractors, KCC wardens, dog wardens, community enforcement officers, waste contractors and the Aspire Team.
- A partners' awareness training event was held and this covered organised crime groups, modern slavery and human trafficking. Again, as the collective knowledge of the panel grows, this will evolve.

Crime Data

61. The following tables show the context of overall crime within the borough compared to other districts within in Kent.

Total published all crime data

Area	November 2016 - October 2017	November 2017- October 2018	Difference in number	Percentage change
Ashford	10205	13,012	+ 2,807	+ 27.5%
Canterbury	14076	16302	+ 2,226	+ 15.8%
Dartford	11,413	13,303	+ 1,890	+ 16.6%
Dover	9,894	12,315	+ 2,421	+ 24.5%
Gravesham	11,008	13,169	+ 2,161	+ 19.6%
Maidstone	13,594	17,244	+ 3,650	+ 26.9%
Medway	28,383	35,183	+ 6,800	+ 24.0%
Sevenoaks	7,796	9,120	+ 1,324	+ 17.0%
Shepway	9,123	11,562	+ 2,439	+ 26.7%
Swale	13,271	16,888	+ 3,617	+ 27.3%
Thanet	16,621	20,871	+ 4,250	+ 25.6%
Tonbridge and Malling	8,230	9,870	+1,640	+ 19.9%
Tunbridge Wells	6,575	9,021	+ 2,446	+37.2%
Kent	160,189	197,860	+ 37,671	+ 23.5%

Victim based crime

Area	November 2016 - October 2017	November 2017- October 2018	Difference in number	Percentage change
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Ashford	9,191	11,193	+ 2,002	+ 21.8%
Canterbury	12,578	13,671	+ 1,093	+ 8.7%
Dartford	10,285	11,373	+ 1,088	+ 10.6%
Dover	8,762	10,197	+ 1,435	+ 16.4%
Gravesham	9,703	11,085	+ 1,382	+ 14.2%
Maidstone	11,890	14,401	+ 2,511	+ 21.1%
Medway	25,117	29,510	+ 4,393	+ 17.5%
Sevenoaks	7,093	7,843	+ 750	+ 10.6%
Shepway	7,923	9,537	+ 1,614	+ 20.4%
Swale	11,818	14,263	+ 2,445	+ 20.7%
Thanet	14,702	17,348	+ 2,646	+ 18.0%
Tonbridge and Malling	7,245	8,330	+ 1,085	+ 15.0%
Tunbridge Wells	5,816	7,694	+ 1,878	+ 32.3%
Kent	142,123	166,445	+ 24,322	+ 17.1%

Most Serious Violence (e.g. actual bodily harm & grievous bodily harm)

Area	November 2016-October 2017	November 2017-October 2018	Difference in number	Percentage change
Ashford	49	93	+ 44	+ 89.8%
Canterbury	61	116	+ 55	+ 90.2%
Dartford	64	71	+ 7	+ 10.9%
Dover	62	85	+ 23	+ 37.1%
Gravesham	63	110	+ 47	+ 74.6%
Maidstone	79	109	+ 30	+ 38.0%
Medway	163	247	+ 84	+ 51.5%
Sevenoaks	40	54	+ 14	+ 35.0%
Shepway	51	76	+ 25	+ 49.0%
Swale	78	147	+ 69	+ 88.5%
Thanet	110	184	+ 74	+ 67.3%
Tonbridge and Malling	48	43	- 5	- 10.4%
Tunbridge Wells	36	45	+ 9	+ 25.0%
Kent	904	1,380	+ 476	+ 52.7%

Procession of Weapons Offences

Area	November 2016-October	November 2017-October	Difference in number	Percentage change
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	2017	2018		
Ashford	40	57	+ 17	+ 42.5%
Canterbury	69	112	+ 43	+ 62.3%
Dartford	52	72	+ 20	+ 38.5%
Dover	44	80	+ 36	+ 81.8%
Gravesham	62	85	+ 23	+ 37.1%
Maidstone	85	118	+ 33	+ 38.8%
Medway	160	202	+ 42	+ 26.3%
Sevenoaks	20	44	+ 24	+ 120.0%
Shepway	118	220	+ 102	+ 86.4%
Swale	66	106	+ 40	+ 60.6%
Thanet	77	139	+ 62	+ 80.5%
Tonbridge and Malling	32	53	+ 21	+ 65.6%
Tunbridge Wells	25	37	+ 12	+ 48.0%
Kent	850	1,325	+ 475	+ 55.9%

Police and Crime Commissioner grant to the CSP

62. The 2018/9 PCC granted £31,744 to the CSP. This was used to support several projects that have contributed to the PCC and CSP priorities. Further information on some of the main projects is provided as follows:

Dads Unlimited

63. This mentoring service works with males who are suffering the isolation of being a single parent and the stress that this can bring. They provide an immediate and robust support system through one-to-one mentoring. The funding paid for two mentors over a 3-month period and supported 57 clients which led to a reduction in suicidal thoughts and domestic disputes.

Homestart

64. The funding was used to organise family events and after school activities for those families that need support in managing their emotions. These activities allowed their work to continue during the summer holidays when a lot of agencies contact is lost. The summer activities involved a family sports day, family craft activity day and a family trip to Kent Life.
65. The after school activities were family based and allow families to bond and work together. A strong family unit builds children's self-worth and the benefits that go with it.

Ashford Street Pastors

66. Ashford Street Pastors continue to have a visible presence in the night-time economy and engage with nearly 2000 people a year.
67. A number of the street pastors are unable to carry the existing defibrillator they have for any period of time due to the weight. There is no access to a defibrillator in the town once County Square closes at 1800 hrs, therefore, the funding allowed them to purchase a lightweight defibrillator that weighs only 500g and fits into a pocket. As well as purchasing the defibrillator the funding

allowed them to purchase the basic equipment that enables them to assist vulnerable clients, including flip flops, water, lollipops, foil blankets, anti-spiking drink stoppers, hair bands and first aid supplies.

DC Breathe

68. DC Breathe is an emotional wellbeing company that has a background in working within schools to provide specialised support in emotional wellbeing.
69. The project undertaken, 'Breathe4kids' involved working with 10 primary schools to run a unique, fun and interactive 6-week programme for Year-5 pupils. They covered issues such as self-esteem, resilience, stress, worry and anxiety. As part of this, the classes made a calm box to keep in the classroom so they are able to continue the techniques after the programme finished.
70. At the end of the 6-week course, the families were invited in for a family session so they could see what the children had been working on and how to embed these techniques at home.

Excelsior Safeguarding

71. Excelsior Safeguarding is a non-profit organisation established to provide help and support to vulnerable people and adults affected by group violence (gangs), drugs and other forms of exploitation such as human trafficking, CSE and extremism. They work successfully in close collaboration with statutory organisations, commissioned services and charities.
72. The funding allowed them to deliver 29 x 45 minute 'Need to know' gang sessions based on 'Josh's story - say No to Violence and drugs'. The sessions reached 860 pupils who are in their last year of primary school.

Ashford Vineyard

73. The Ashford winter night shelter has been running for the past four years. During the night shelter operational period, they have engaged with 65 individuals and supported 15 into housing, three into employment and three into training. The funding was able to provide the shelter with two laptops and a printer to enable the night shelter volunteers to help the individuals apply for housing, benefits, employment and training. The equipment remains with the organisation and it can be reused for other projects. A vehicle was leased to allow the volunteers to move the equipment around the various night shelter locations within the borough. The vehicle was used each night for 3 months (duration of night shelter period).

Multi Agency ASB Panel

74. Operation Beacon was a joint venture between Cookham Wood Young Offenders Centre, Police, local schools and youth clubs. Young offenders are brought to meet a group of invited local youths who are either already offending

or at the beginning of their offending career. This led to a reduction in ASB and crime linked to the attendees.

Ashford Black and Minority Association

75. The Ashford Black and Minority Ethnic Association identified that women and young girls from their communities did not engage with services in relation to culturally sensitive issues such as domestic abuse and mental health. The funding was used to support the following:
- Group work – Twelve sessions were delivered aimed at women and young girls covering domestic abuse, female genital mutilation and mental health. These two-hour sessions provided an opportunity for developing friendships and remove any isolation and the stigma that is linked to these topics.
 - Ten mentors to work with individuals to support them through their journey and improve their confidence and broaden their horizons.

Other Community Safety Events

Safety in Action

76. This annual event was held for two weeks in June 2018. For the first time, it was held at Ashford Fire Station. The venue was highly successful with positive feedback being given by the pupils and the agencies delivering the sessions. The event is open to all Year-6 pupils within the borough. They attend for a half-day and participate in 11 safety-based workshops covering fire safety, personal choices and responsibilities, internet safety, ASB, police, school attendance, first aid, drugs and alcohol, road safety, rail safety, mental health and finally water safety.
77. Following feedback received in 2017, the need for a basic first aid workshop was highlighted. This was run for the first time in 2018 a local first aid company trained Ashford College students to deliver the sessions. They were well received and the pupils gave positive feedback so it will become part of the programme for next year. A teacher said “it was a fantastic event and our pupils learnt an amazing amount in a short space of time”.
78. In total 1,400 pupils attended over the two-week period with only two schools from the borough did not attend due to other commitments. This reflects how well received the event is and the importance placed on it by the schools.
79. The agencies and volunteers involved in this event are always recognised and thanked as without them, the event would not take place and the important messages would not be shared. In particular, this year, special thanks were given to Andrew Judd from the Kent Police Neighbourhood Watch Team for all the support he gave the event and the running of a tight ship to ensure that all the workshops ran on time and each child had a positive experience.
80. For the 2019 event, we will focus on encouraging feedback from teachers during the actual session and also from all the children who attend. Previously we have requested feedback after the event resulting in very few responses

from only a handful of schools. This change should provide much richer information upon which we can develop the initiative further.

CSU conference

81. The Ashford CSU is organising a one-day multi agency conference, which is due to take place on Thursday 28th February 2019. It will be hosted within the Council Chamber at the Civic Centre and the focus is on 'Vulnerabilities. There is a number of keynote speakers are booked and 125 people are due to attend.

Multi-agency operations

82. There have been a number of multi-agency community based operations run throughout 2018. Known as Operation Clean Sweeps they took place in June, September and December 2018 and concentrated enforcement activity within the town centre, Singleton Lake and South Ashford. Clean Sweeps provide a visible presence to the communities and tackle issues such as fly tipping, ASB, premises licensing, homelessness and identifying Houses in Multiple Occupancy.
83. Most of the issues uncovered are addressed at the time of the event and for those matters where this is not possible they are assigned to the relevant agencies to follow up.
84. The CSU has worked closely with the council's housing and the Police Operation Raptor Team to support individuals who have been 'cuckooed' (i.e. a form of crime in which drug dealer take over the home of a vulnerable person in order to use it as a base for drug dealing). This links to the ASB closure activity which is described above.
85. Op Jump is a knife awareness campaign led by Ashford CSU. The aim is to deliver key information about the dangers and law surrounding the carrying and use of knives. It involves a first-hand account from a former London gang member who explains, in detail, his personal journey which culminated in a period of imprisonment for an offence involving the use of a knife. The inputs across all secondary schools on the district will reach around 8,000 pupils.

CSP priority setting process and identified priority areas for 2019/20

86. In February 2019 a working group of the CSP came together to consider performance over the past year and to agree the priorities it wishes to recommend for adoption by the CSP for 2019/20. Building on feedback from this Overview & Scrutiny meeting, the intention is to agree formally the priorities for the CSP at its next meeting in March 2019.
87. The process being following this year involves three key phases. Phase 1 which was completed by the workshop has established priority crime/problem types through a value setting process reviewing volume, trends, performance (against most similar family groups), seriousness, generator, public concern,

priority, costs and PESTELO analysis¹. This has enabled us to effectively rank crime types and identify emerging priorities.

88. The following were identified as priorities:

- Tackling violence (including serious and organised crime and gangs)
- Tackling anti-social behaviour
- Tackling domestic abuse and sexual offences
- Building community capacity

A cross-cutting theme of vulnerabilities was also identified.

89. Phase 2 will involve a deeper analysis of crime types relevant to these priorities in order to examine who is being affected or perpetrating the crimes, locational analysis at ward level and temporal analysis. This will enable the CSP to focus on the crime/problem having the most impact on our borough and have the data to drill down to exactly whom the crime/problem is affecting, when and where.

90. Phase 3 will feed all of this information into the rolling action plan process. Partnership interventions can then be designed based on this and will ensure our investments and activities will achieve the most positive impacts possible. Not only will the strategic assessment inform our rolling plan but it will also be the basis and rationale behind commissioning/grant making decisions moving forward.

91. Key to the success of this new methodology is 'rich picture' data. This means moving beyond our usual data sources and adding in as many data sets as possible. All partners will need to share their key relevant data.

92. A sub-group of the CSP will take responsibility for the delivery of each priority identified by the strategic assessment and rolling action plan. They will take the top-level action plan, build and develop it into a full, SMART action plan and ensure delivery against it.

93. The action plans created by the sub-groups are approved by the CSP and progress against them is assessed at each quarterly meeting. A performance group will be established for the start of 2019/20, which will be responsible for monitoring progress against our key crime and fear of crime indicators, following on from sub-group intervention.

Conclusion

94. Ashford's Community Safety Partnership only exists because of the significant support given by its individual partners and by those from a whole range of

¹ Political, economic, societal, technological, environmental, legal and organisational.

organisations who are dedicated every day and night to protecting our community.

95. There has been a number of changes in the community safety arena over recent years and this has shown a change of working for most partners involved in the CSP. This report hopes to recognise this work and thank everyone involved.

Portfolio Holder's Views

96. The council continues to play an important role in coordinating the Community Safety Partnership. This ensures that Ashford continues to be a borough that benefits from strong multi-agency work supporting the community safety priorities. This report highlights the marvellous work that has been undertaken including the joint operations for tackling ASB within the borough.
97. The continued financial support from the Police and Crime Commissioner shows his commitment to the CSPs and the importance of the work that they do in supporting the community

Contact and Email

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Appendix A

Kent wide ASB figures

Area	January to December 2017	January to December 2018	Difference (number)	Difference (percent)	Position in County (highest to lowest)
Ashford	2001	1640	-361 (decrease)	-18% (decrease)	10
Canterbury	3456	2704	-752 (decrease)	-21% (decrease)	5
Dartford	2385	1732	-650 (decrease)	-27% (decrease)	9
Dover	2852	2135	-717 (decrease)	-25% (decrease)	7
Gravesham	2733	2312	-412 (decrease)	-15% (decrease)	6
Maidstone	3176	2791	-386 (decrease)	-12% (decrease)	3
Medway	7862	5588	-2274 (decrease)	-28% (decrease)	1
Sevenoaks	1691	1399	-292 (decrease)	-17% (decrease)	12
Shepway	2150	1754	-396 (decrease)	-18% (decrease)	8
Swale	3471	2764	-707 (decrease)	-20% (decrease)	4
Thanet	4493	3725	-768 (decrease)	-17% (decrease)	2
Tonbridge and Malling	2000	1417	-583 (decrease)	-29% (decrease)	11
Tunbridge Wells	1787	1308	-479 (decrease)	-26% (decrease)	13
Kent	40151	31353	-8798 (decrease)	-6% (decrease)	NA

Appendix B = ASB data recorded by Ashford Borough Council

DESCRIPTION	%	TOTAL	O/S	COMPLETE	FIRST RESP. AVE(DAYS)	COMPLETED AVE(DAYS)
AB07 Broken Glass	1.0	3	0	3	0.0	9.0
AB13 Damage to Vehicle	1.0	3	0	3	0.0	5.3
AB16 Danger/Obstr Parking	2.0	6	0	6	0.2	12.3
AB19 Deliberate Fire	1.0	2	0	2	0.0	3.5
AB22 Dog Fouling	1.0	3	1	2	6.0	63.0
AB28 Drug Misuse	3.0	7	0	7	1.0	13.7
AB29 Drug Misuse	0.0	1	1	0	46.0	0.0
AB31 Drug Paraphernalia	4.0	10	0	10	0.1	8.7
AB34 Drunken behaviour	2.0	6	0	6	0.2	26.5
AB40 Fly Tipping	1.0	2	0	2	0.0	11.5
AB43 Gath Nuisance Youths	17.0	47	0	47	0.2	12.0
AB45 Gath Nuisance Youths	0.0	1	0	1	0.0	15.0
AB46 Graffiti	1.0	2	0	2	0.0	13.0
AB49 Harassment	3.0	8	0	8	0.0	14.5
AB58 Litter/Rubbish	4.0	12	1	11	0.1	6.7
AB64 Noise-Business	0.0	1	0	1	0.0	4.0
AB70 Noise-Pub/Club	1.0	4	0	4	0.0	19.3
AB73 Noise-Residential	2.0	5	0	5	0.2	9.0
AB79 Noisy Neighbours	9.0	24	4	20	0.1	14.0
AB82 Nuisance Vehicles	9.0	25	1	24	0.1	14.1
AB94 Rowdy Behaviour	3.0	9	0	9	0.1	9.7
AB97 Rubbish/Bin Shed Fire	1.0	2	1	1	0.0	35.0
AC01 Sexual Activity in Public/WC	1.0	2	0	2	0.0	2.5
AC07 Speeding Motor Vehicles	3.0	9	0	9	0.0	7.2
AC10 Suspicious Activity	4.0	11	0	11	0.3	18.5
AC13 Temp Traveller Encampment	1.0	3	0	3	0.0	3.7
AC16 Throwing Objects in Public	0.0	1	0	1	0.0	5.0
AC19 Underage Drinking	1.0	3	0	3	2.7	9.3
AC23 Neighbour Dispute	7.0	20	2	18	0.1	18.1
AC26 Rough Sleeper/Homelessness	1.0	3	0	3	0.0	14.7
AC29 Vandalism	15.0	43	0	43	0.1	10.1
Total:		278	11	267	3.6	

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Agenda Item No:

Report To: Overview and Scrutiny

Date of Meeting: 26 February 2019

Report Title: Quarter 3 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 3 (1st October to 31st December) 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 year to date. A summary of all key performance indicators is appended to the report.

Key Decision: No

Significantly Affected Wards: None

Recommendations: Overview and Scrutiny is asked 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 3 2018/19 Performance Report

Introduction

1. This report seeks to provide an overview of performance against the council's key performance indicators for quarter 3 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 3 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 3 is above target, however in some areas performance is below target. Service Heads and Directors are aware of these drops in performance and work is ongoing to address any underlying issues.

Quarter 3 Corporate Plan developments

Enterprising Ashford

5. Throughout quarter 3 a range of initiatives to drive footfall and engagement in the town centre took place including the grand opening of Elwick Place, including the Picturehouse cinema, Travelodge hotel and new car park. The improved public realm within Elwick Place was also unveiled to include a statue of Queen Marie of Romania and the Elwick Etchings, a series of residents' memories of Ashford inscribed onto flagstones.
6. Other town centre developments continued to move towards completion, with construction of the extension to the Ashford Designer Outlet continuing throughout the quarter, the Curious Brewery and Riverside Park both topping out and work beginning on the construction of the expanded Ashford International Truckstop.
7. The town centre performed well in terms of footfall and received significant positive coverage in the national press as Ashford bucked national trends and showed growth in the run up to and through the Christmas period.

Living Ashford

8. The council approved a £10,000 subordinated loan to support the work of the Kent Savers Credit Union, as well as committing to work closely with the credit union on issues of homelessness and welfare support. The Autumn Budget also carried the welcome announcement that central government would be lifting HRA debt caps for councils, enabling local authorities to directly deliver more council housing.
9. The council also secured a successful prosecution against a landlord who had ignored an enforcement notice related to the supply of hot water to a disabled tenant and secured court orders for two properties associated with drug use and antisocial behaviour.

Active and Creative Ashford

10. The 'Snowdogs discover Ashford' public art trail concluded with an auction of the sculptures raising over £140,000 for Pilgrims Hospice. A number of the Snowdog sculptures returned to public locations in Ashford after the auction following purchase by the council and the kind donation of other winning bidders. Across the three months of the trail, town centre footfall increased by 15% against the previous year.
11. The council and Ashford Leisure Trust also moved closer to the appointment of a new leisure operator with two bidders selected by the partnership board to move to the final submission stage, and the Repton Connect Community Centre officially opened.

Attractive Ashford

12. The borough's recycling performance continued to impress, with DEFRA performance statistics for 2017/18 released showing that Ashford was the top of the league for Kent for the fourth year in a row with both the highest percentage of household waste recycled and composted, and for the lowest residual waste tonnages per household.
13. Quarter 3 also saw a number of commemorative events held to mark the centenary of the end of the First World War, including 'Ashford Remembers', a poppy tribute in North Park which raised £4,950 for SSAFA; and 'Battle's Over: A Nation's Tribute', a poignant commemorative service held in North Park with readings, a drumhead service and the lighting of the Civic Beacon.

Conclusion

14. Quarter 3 shows a continuation of strong performance in a number of key areas and further delivery against the aims of the council's corporate plan. The majority of areas of underperformance in quarter 2 have seen improvement in quarter 3, whilst other areas are being closely monitored and work is ongoing to address any underlying issues.

Portfolio Holder's views

15. To be provided at the meeting.

Contact and Email

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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 & Short Name	Description	Q1 2018/19			Q2 2018/19			Q3 2018/19			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
KPI01 Park Mall Vacancy Rates Page 36	No. of vacant units within Park Mall - collected quarterly through survey carried out by Economic Development	2	0		3	0		3	0		Timeless (located in the kiosk) has left Park Mall.
KPI02 Ashford Town Centre Car Park Usage	No. of vehicles parking in Ashford town centre car parks as recorded by Parking Services	151,479	N/A		158,694	N/A		164,745	N/A		October showed the highest monthly usage total for the year to date. Usage is up compared to December 2017- we do give out free parking as well which will reduce usage figures as we cannot count the vehicles when free parking is in place.
KPI03 Ashford Town Centre Car Park Income	Income for Ashford town centre car parks - cash, card and mobile transactions combined	£375,080.75	N/A		£378,610.09	N/A		£398,692.87	N/A		Up compared to December 2017- we do give out free parking as well which will make the figure less compared to previous months.

Quarter 2 2018/19 Performance

Code & Short Name	Description	Q1 2018/19			Q2 2018/19			Q3 2018/19			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
KPI04 Ashford Town Centre Car Park average spend	Average spend per visit - Ashford town centre car parks	£2.48	N/A		£2.39	N/A		£2.42	N/A		Average spend has increased against quarter 2
KPI05 Tenterden Car Park Usage	No. of vehicles parking in Tenterden car parks	119,224	N/A		121,437	N/A		119,171	N/A		Up compared to December 2017- we do give out free parking as well which will make the figure less as we cannot count the vehicles when free parking is in place.
KPI06 Tenterden Car Park Income	Income for Tenterden car parks - cash, card and mobile transactions combined	£235,962.39	N/A		£239,558.19	N/A		£236,555.22	N/A		Up compared to December 2017- we do give out free parking as well which will make the figure less compared to previous months.
KPI07 Tenterden Car Park average spend	Average spend per visit - Ashford town centre car parks	£1.99	N/A		£1.97	N/A		£1.99	N/A		Average spend has increased in quarter 3 to match performance in quarter 1. Against the average hourly rate in Tenterden car parks, this equates
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 - data provided by Chamber of Commerce to Economic Development	37	N/A		22	N/A		19	N/A		Slight reduction against 2017 figures for October and December, however increase against November 2017 performance. Factors include a change of focus in our enterprise support to Scaleup companies, generally low entrepreneurship at this time of year (normally followed by a rebound in the new year) and a national decline in entrepreneurship due to low unemployment rates and concern over Brexit

Quarter 2 2018/19 Performance

Code & Short Name	Description	Q1 2018/19			Q2 2018/19			Q3 2018/19			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
KPI13 Business Rates Collection	% of national non-domestic rates collected by the council - cumulative figure per month	29.88%	99% (Annual)		55.72%	99% (Annual)		82.11%	99% (Annual)		On target
KPI14 Social rent void loss	Rent loss on void social rent properties as a % of the rent roll for HRA social properties	0.36%	N/A		0.24%	N/A		0.28%	N/A		Slight increase against quarter 2 however rent void loss remains lower than quarter 1.
KPI14A Affordable rent void loss	Rent loss on void affordable rent properties as a % of the rent roll for HRA social properties	1.42%	N/A		1.25%	N/A		0.96%	N/A		Reduction in rent loss against previous quarter.
KPI15 Council Affordable Housing - New Build	No. of additional new build affordable homes delivered by council housing	0	N/A		0	N/A		12	N/A		<p>The council will be taking handover of the following schemes in December following the receipt of the formal, and legally binding 4-week notices from its contractors DCB.</p> <p>An additional 4 x 2 bed houses at Brattle, Woodchurch, and 2 x 3 bed houses and 2 x 2 bed houses at Calland, Smeeth (all affordable rent) will be delivered by ABC before the end of December. Also, 4 x 3-bed houses at Jubilee Fields in Wittersham.</p> <p>Please note that the 34-unit sheltered housing scheme at Danemore in Tenterden will be handed over in the New Year.</p>

Quarter 2 2018/19 Performance

Code & Short Name	Description	Q1 2018/19			Q2 2018/19			Q3 2018/19			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
KPI15A Council Affordable Housing - On-Street Purchases	No. of additional on-street purchase affordable homes delivered by council housing	3	N/A		3	N/A		2	N/A		In this financial quarter, 2 on-street purchases have completed. A further 3 offers have been made and accepted and are currently going through the conveyancing process. We aim to purchase one property per calendar month to add to our stock.
KPI16 Registered Provider Affordable Housing Page 39	No. of new affordable homes delivered by registered providers	17	N/A		34	N/A		16	N/A		The following properties have been delivered by Registered Providers working in the borough in the quarter between October and December 2018. Robin Road, Finberry (Golding Homes) 4 x 3 bed houses (Affordable rent) Swift Avenue, Finberry (West Kent Housing) 6 x 2 bedroom flats (Affordable rent) 5 x 3 bed houses and 1 x flat over garage (Shared ownership)
KPI17 B&B Accommodation	No. of people placed in Bed and Breakfast accommodation	15	N/A		8	N/A		2	N/A		As at 31.12.18. Numbers in B&B continuing to fall as only using in emergency situations where we have to place same day. Continue to move through quickly into self-contained temporary accommodation. Note end of quarter figure is one household with an adult child (housed in two separate rooms), to move in new year.

Quarter 2 2018/19 Performance

Code & Short Name	Description	Q1 2018/19			Q2 2018/19			Q3 2018/19			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
KPI18 Nightly Paid Accommodation	No. of people placed in Nightly Paid accommodation as at the end of the reporting period	63	N/A		53	N/A		66	N/A		As at 31.12.18. Movement from B&B into self-contained accommodation. Numbers have risen as we are moving people through B&B quicker to self-contained units.
KPI19 Other Temporary Accommodation	No. of people placed in Other Temporary accommodation	96	N/A		84	N/A		70	N/A		As at 31.12.2018. Continuing to closely monitor those in TA and discharge duty where ever possible. Converting PSL stock to SLA. Numbers remaining static. Will continue to reduce numbers in own stock and look to convert PSL properties where possible.
KPI20 Homelessness Presentations	No. of homelessness presentations	430	N/A		394	N/A		368	N/A		Cases opened through Q3. Duty to refer introduced on 1 st October, showed increase in October but lower numbers in November and December.
KPI21 Homelessness Preventions	No. of households where homelessness was prevented	125	N/A		84	N/A		71	N/A		Cases opened through Q3. Numbers remained relatively static in October and November but dropped in December due to lower number of presentations through the month.
KPI22 Homelessness Reliefs	No. of households where homelessness was relieved	59	N/A		65	N/A		89	N/A		Cases opened through Q3. Increase in numbers for October (66) of which 20 were unsuccessful preventions which were then relieved.

Quarter 2 2018/19 Performance

Code & Short Name	Description	Q1 2018/19			Q2 2018/19			Q3 2018/19			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
KPI23 Refugee Households Resettled	No. of households resettled in the Borough under the Vulnerable Persons Resettlement Programme	2	N/A		4	N/A		2	N/A		Arrivals limited prior to Christmas due to Resettlement Team travel constraints. 3 further families allocated during period arriving in next quarter.
KPI24 Refugee Persons Resettled	No. of refugees resettled in the Borough under the Vulnerable Persons Resettlement Programme	10	N/A		18	N/A		8	N/A		Pre-Christmas arrivals limited due to Resettlement Team travel constraints. Further 14 individuals allocated in this period will be arriving in UK next quarter.
KPI25 RTB 28 day processing time	Average time taken to process an RTB2 form with 28 day target time admitting or denying the right to buy	11.45	28		8.85	28		7.5	28		Average turnaround of right to buy applications for the last quarter well within the 28 day target
KPI25A RTB2 56 day processing time	Average time taken to process an RTB2 form with 56 day target time admitting or denying the right to buy	10.67	56		0	56		0	56		No complex right to buy applications received in the last quarter
KPI26 Disabled Facilities Grants Administered	No. of disabled facilities grants administered by the council	8	N/A		17	N/A		15	N/A		Low figure due to the holiday period. Next month should see a big jump in completed works.

Quarter 2 2018/19 Performance

Code & Short Name	Description	Q1 2018/19			Q2 2018/19			Q3 2018/19			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
KPI27 Disabled Facilities Grant Spend	Average spend per disabled facilities grant administered	£139,592.12	N/A		£174,649.05	N/A		£203,441.40	N/A		Spend for this month mainly comprises of interim payments, but overall satisfactory figure for this time of the year.
KPI28 Disabled Adaptations Administered	No. of disabled adaptations administered for council tenancies	77	N/A		35	N/A		66	N/A		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. Consequently the allocation of jobs to individual months may not appear as an even distribution.
KPI29 Disabled Adaptations Spend	Average spend per disabled adaptation administered for council tenancies Spend on adaptations is governed by demand.	£25,973	N/A		£104,287	N/A		£99,791	N/A		In January a new reporting tool was used to provide accurate figures. Figures from April to September were reviewed updated/corrected accordingly
KPI30 Private Rented Sector Condition Complaints	No. of complaints received regarding poor conditions in the private rented sector	48	N/A		56	N/A		72	N/A		Slightly down on what you would expect for this time of year. Unable to give reasons for this. It may be down to the fact that the weather hasn't been so wet and cold as in previous years.

Quarter 2 2018/19 Performance

Code & Short Name	Description	Q1 2018/19			Q2 2018/19			Q3 2018/19			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
KPI31 Informal Private Rented Sector Condition Complaint Resolutions	No. of complaints regarding poor conditions in the private rented sector resolved informally	27	N/A		21	N/A		8	N/A		Low figure due to the holiday period.
KPI32 Formal Action Private Rented Sector Complaint Resolutions	No. of complaints regarding poor conditions in the private rented sector resolved with formal action	4	N/A		2	N/A		4	N/A		Two improvement notices issued under the Housing Act to address fire safety and excess cold.
KPI32A Gas Safety Certificates	% of ABC properties with up to date gas safety certificates	97.10%	N/A		99.91%	N/A		99.78%	N/A		4200 properties on contract of which 7 without LGSR. Of the 7 outstanding LGSR's; 1 is Conningbrook (corporate property), 1 is new apartment in Victoria way (corporate property) error as this is all electric, 1 housing property is capped off pending demolition/ redevelopment. 1 housing property is capped off due to no access, 1 housing property is long term void pending structural works.
KPI33 Food Hygiene Rating	% of businesses in the borough with a food hygiene rating above 3*	98.32%	98.5%		98.43%	98.5%		98.29%	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	99.81%	97%		99.8%	97%		99.74%	97%		Performance against this KPI continues to be above target

Quarter 2 2018/19 Performance

Code & Short Name	Description	Q1 2018/19			Q2 2018/19			Q3 2018/19			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
KPI37 Planning Application Approvals	% of planning applications approved	95%	90%		94%	90%		93%	90%		Performance continues to be above target for quarter 3.
KPI38 Major Planning Application Decisions	% of major planning applications determined within 13 weeks	67%	60%		55%	60%		66.67%	60%		Performance has improved from quarter 2 and is now above target.

Quarter 2 2018/19 Performance

Code & Short Name	Description	Q1 2018/19			Q2 2018/19			Q3 2018/19			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
KPI39 Minor Planning Application Decisions Page 45	% of minor planning applications determined within 8 weeks	64%	65%		57%	65%		50.63%	65%		The DM team is now almost fully staffed with the exception of a further senior Conservation Officer which is the subject of advertisement. The Householder team is two planning officers down – again recruitment is underway. As of 1 st February there are currently 7 vacancies in the DM&SS team – all but one is out to advert and the final one will be in the next few days. Much of the performance issues on minors stems from the work that was given to the consultant team from April 2018 (Q1). The consultants initially engaged did not deliver to the relevant timescales and several left at short notice when their performance came under scrutiny. Since September 2018 (Q2) the team has been led by an experienced manager who has recruited further, more reliable consultants who are working their way through the backlog. At the present time we anticipate that this will have been resolved by around the end of March and that has been set as a target. From the 2 nd quarter of this year performance should then start to improve.
KPI40 Planning Refusals Allowed Following Appeal	% of planning applications refusals allowed following appeal	29%	44%		50%	44%					Data gathering and reconciliation processes for this KPI are currently under review. Data accuracy cannot be assured and so no data has been reported for quarter 3.

Quarter 2 2018/19 Performance

Code & Short Name	Description	Q1 2018/19			Q2 2018/19			Q3 2018/19			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
KPI41 Planning Contraventions Resolved Informally	% of planning contraventions resolved without the need for formal action	44.33%	N/A		30%	N/A		40%	N/A		Reasons for closure included in this statistic are currently: Application received, breach ceased, permission granted.
KPI43 Council Tax Collection Rate		30.44%	98.25%		39.83%	98.25%		77.08%	98.25%		On target
KPI44 Benefit Change of Circumstance Processing	Average time taken to process a benefit change of circumstance in no. days	2.73	10		2.89	10		2.91	10		On 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		23.71	28		On target
KPI48 % of tourism related contacts to Ashford TIC made in person	% of Ashford TIC contacts made in person	59.08%	N/A		69.23%	N/A		75.17%	N/A		Quarter 3 events included Snowdogs trail, WW1 commemorative events and the opening of Elwick Place
KPI51 Rural/Urban Project Grant Allocation	Ratio of rural project grants to urban project grants - includes capital and revenue grants from single grants gateway	1.18	N/A		0.65		N/A				value of grants to rural projects in period = £23060 value of grants to urban projects in period = £35243 Period is from end of Q1 to December 2018

Quarter 2 2018/19 Performance

Code & Short Name	Description	Q1 2018/19			Q2 2018/19			Q3 2018/19			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
KPI52 Recycling Rate	% of borough waste recycled or composted	56.67%	50%		52%	50%		55%	50%		The recycling rate for October is demonstrating a good performance, being 8% over our target rate and a 2% increase from the previous month. In November there was a large drop in garden tonnages of nearly 200 tonnes as well as a small drop in dry recycling and increase in refuse which results in the percentage change. Food waste remained similar tonnage to previous month. at 52% whereas Nov 17 was 62%. What's important is why the borough has generated so much more refuse this year.
KPI53 Refuse Collection Success Rate	% of successful refuse collections per 100,000 refuse collections made.	99.96%	99.97%		99.96%	99.97%		99.97%	99.97%		
KPI55 FOI Response Rate	% of freedom of information requests responded to within 20 working days	98.8%	95%		98.5%	95%		96.5%	95%		205 FOI requests completed in quarter 3, of which 7 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		1 internally reported data breach occurred in quarter 3, however this did not warrant reporting to the ICO

Quarter 2 2018/19 Performance

Code & Short Name	Description	Q1 2018/19			Q2 2018/19			Q3 2018/19			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
KPI64 Average Speed of Customer Service Calls Answered	Average wait time for customer service calls - to be benchmarked with results across Kent	0h 01m 44s	0h 01m 38s		0h 01m 50s	0h 01m 35s		0h 01m 33s	0h 01m 37s		Performance returned to target during October. 5 new CSA's were recruited during November (3 of which commenced training during November) other 2 due to commence training in December. Although December is typically the quietest month of the year, with this year being the first year we have closed for 5 days over the Christmas period, 5 new CSA's as part of their training schedule were only taking council tax calls. We have one CSA on long term sick and lost another 8 days to sickness during December.

Overview and Scrutiny Committee

Report Tracker – 26 February 2019

Report Title	Date due to O&S	Reporting Service	Scope of what is to be scrutinised
Community Safety Partnership update	26 February 2019	Community Safety and Wellbeing	Annual update to the Committee on the work of the Community Safety Partnership
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.
S106 – process and position	26 February 2019	Planning and Development	To understand the current position with regard to s106 - how much ABC has collected, what is outstanding and how the use of s106 has changed and may change in the future.
Planning Resourcing	26 February 2019	Planning and Development	In reviewing the Q2 performance data notes for Planning, members requested information on the restructure and resourcing of Planning and Development
Air Quality	26 February 2019	Planning and Development	Members wanted to speak to Planning Officers in regard to resolutions not to pursue the requirement of low NOx boilers as a planning condition as part of the Air Quality Strategy and not to pursue an Air Quality SPD.
Community Toilet Scheme	26 March 2019	Environment and Land Management	The Committee have requested a review of the operation of the community toilet scheme, including scope for expansion, advertising and public reception.
Safeguarding updates	26 March 2019	Housing	Annual update to the committee on the council's work on safeguarding adults and children at risk.
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.
Ashford For You	28 May 2019	Corporate Policy, Economic Development and Communications	A review of the Magazine's first year of publication, its reception among residents and plans/potential for development/digitalisation of the magazine/other communications
Items for future consideration			
Aspire performance	July 2019	Environment and Land Management	The Committee would like an overview of the performance and development of Aspire Landscape Management.
Staff Resources – Legal & Democratic		Legal and Democratic;	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

Kent Fire and Rescue Service – volunteer support		Community Safety and Wellbeing	Requested by the Committee in regard to a shortage of volunteer support for KFRS being noted at Tenterden.
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Recommendation Tracker

Report				
Report of the Overview and Scrutiny Budget Scrutiny Task Group				
Recommendations	Accepted/ Rejected	Response	Implementation responsibility	Status
Be advised that the O&S Committee regards the council's draft 2019/20 budget as sound and deliverable	Accepted		Finance and IT	
Be advised that the O&S Committee regards the council's reserves position as suitable to cover identified contingencies and risks	Accepted		Finance and IT	
Note that the parking income budget for Newick Place is based on generally sound assumptions but remains ambitious	Accepted		Finance and IT; Community Safety and Wellbeing	
Note that the lorry clamping scheme extension is supported but represents a potential risk to the budget if fees are not set at a level which allows for operational costs to be covered	Accepted		Finance and IT; Community Safety and Wellbeing	
Note that there may be a risk to the budget associated with the Town Centre Place Making work is the NNDR pooling target is not achieved or if the aspirations of the Town Centre Place Making Board exceed available funding	Accepted		Finance and IT; Corporate Policy, Economic Development and Communications; Environment and Land Management; Culture	

Consider increasing the pest control budget in recognition of the expansion of Waterbrook truck stop	Accepted		Finance and IT; Environment and Land Management	
Note that improvements to the signage for the Community Toilet Scheme may necessitate expenditure beyond the allocated budget	Accepted		Finance and IT; Environment and Land Management	
Request that draft Capital and Treasury Management strategies are included for consideration by the Budget Scrutiny Task Group in future years	Accepted		Finance and IT	
Note that there may be a risk around delivery of key projects in the event of section 106 funds not being available	Accepted		Finance and IT; Planning and Development	
Instruct the Planning Policy Task Group to consider ways to expand allotment provision in the Borough	Accepted		Planning and Development	
Note that there may be a risk to the council's rental income if International House leases expiring in 2019/20 are not renewed	Accepted		Finance and IT; Corporate Property and Projects	

Report

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

Recommendations	Accepted/ Rejected	Response	Implementation responsibility	Status
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.	Accepted		Board of Directors for A Better Choice for Property Ltd	

<p>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.</p>	<p>Accepted</p>		<p>Legal and Democratic, Trading and Enterprise Board</p>	
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Report

Chilmington Management Organisation

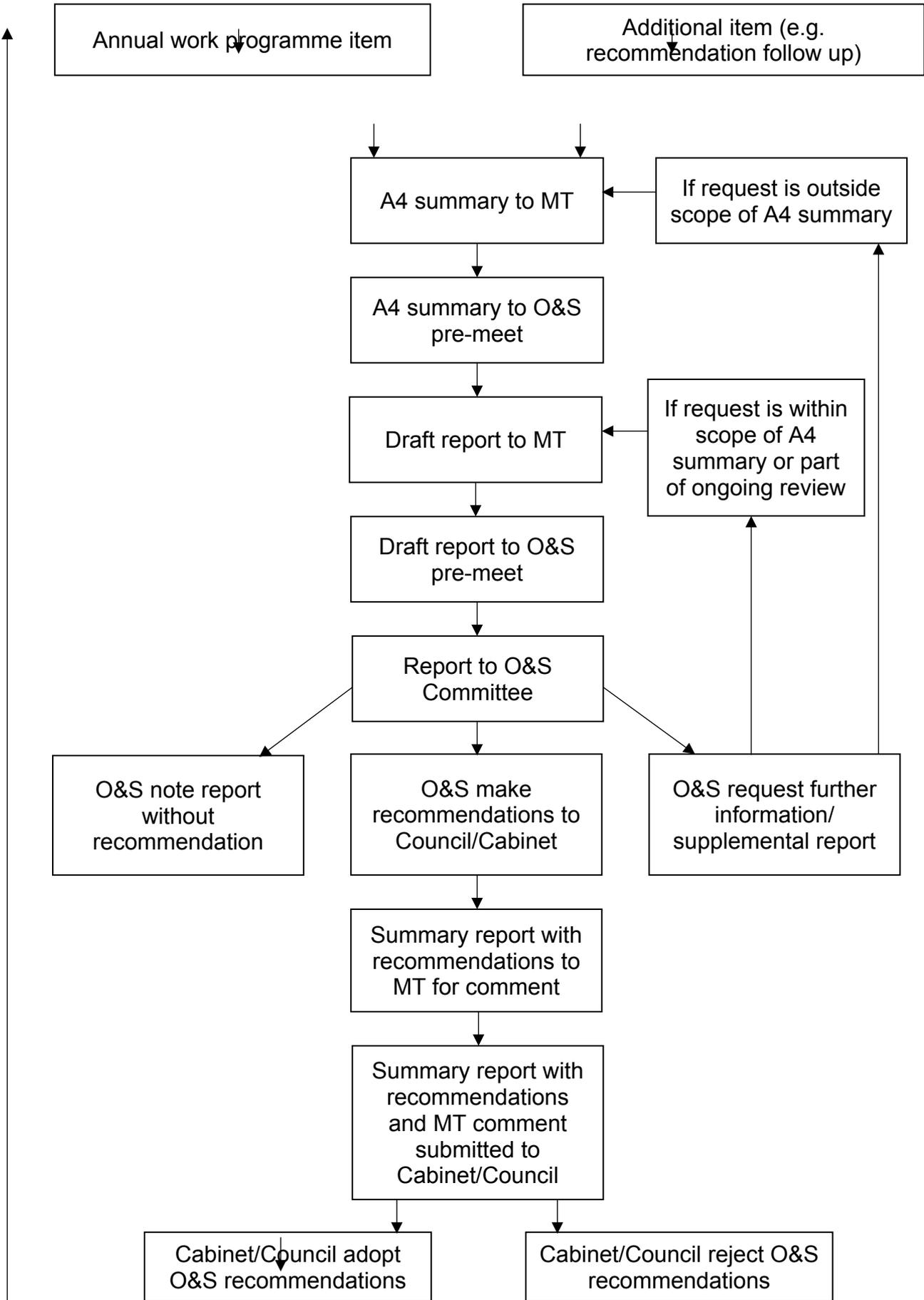
Recommendations	Accepted/ Rejected	Response	Implementation responsibility	Status
<p>Where developments are granted planning permission within which a management company will be established, planning conditions should be stipulated which will require that the local planning authority be notified of the 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>Accepted</p>		<p>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 	Accepted		Planning and Development	
<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	

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

O&S Tracker records Committee forward plan and recommendations made



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