



## OVERVIEW AND SCRUTINY COMMITTEE

Notice of a Meeting, to be held in the Council Chamber - Ashford Borough Council on Tuesday, 12th November, 2019 at 7.00 pm.

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The Members of the Overview and Scrutiny Committee are:-

Councillor Ovenden (Chairman)  
Councillor Michael (Vice-Chairman)

Cllrs. Burgess, Chilton, Farrell, Forest, Howard-Smith, Iliffe, Krause, Ledger, Link and Mulholland

### Agenda

	<b>Page Nos..</b>
<b>1. Apologies</b>	
To receive Apologies and Notification of Substitutes in accordance with Procedure Rule 1.2 (c)	
<b>2. Declarations of Interest</b>	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 (OSI)	
c) Voluntary Announcements of Other Interests	
See Agenda Item 2 for further details	
<b>3. Minutes of the previous Meeting</b>	3 - 8
To approve the Minutes of the Meeting of this Committee held on 24 <sup>th</sup> September 2019	
<b>4. Quarter 2 Corporate Performance Report</b>	9 - 28
This report summarises performance against the council's suite of Key Performance Indicators (KPIs) for Quarter 2 (1 <sup>st</sup> July to 30 <sup>th</sup> Sept) 2019/20.	
It also provides an overview of key developments in the delivery of the council's corporate plan priorities over the same period.	

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

29 - 34

6. **Resolution to exclude press and public**

That pursuant to Section 100A of the Local Government Act 1972, members of the press and public be excluded during consideration of this item as it is likely that there would be disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972 where in the circumstances the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

7. **Ashford College update presentation**

A presentation providing an update on Ashford College.

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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 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 alone, such as:

- Membership of amenity societies, Town/Community/Parish Councils, residents' groups or other outside bodies that have expressed views or made representations, but the Member was not involved in compiling or making those views/representations, 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: Where an item would be likely to affect the financial position of a Member, relative, close associate, employer, etc.; OR where an item is an application made by a Member, relative, close associate, employer, etc., there is likely to be an OSI or in some cases a DPI. ALSO, holding a committee position/office within an amenity society or other outside body, or having any involvement in compiling/making views/representations by such a body, may give rise to a perception of bias and require the Member to take no part in any motion or vote.]

### **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](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 alongside the Council's Good Practice Protocol for Councillors dealing with Planning Matters. See <https://www.ashford.gov.uk/media/2098/z-word5-democratic-services-constitution-2019-constitution-of-abc-may-2019-part-5.pdf>
- (c) Where a Member declares a committee position or office within, or membership of, an outside body that has expressed views or made representations, this will be taken as a statement that the Member was not involved in compiling or making them and has retained an open mind on the item(s) in question. If this is not the case, the situation must be explained.

**If any Member has any doubt about any interest which he/she may have in any item on this agenda, he/she should seek advice from the Director of Law and Governance and Monitoring Officer, or from other Solicitors in Legal and Democracy 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 **24<sup>th</sup> September 2019**.

### Present:

Cllr. Ovenden (Chairman);  
Cllr. Michael (Vice-Chairman);

Cllrs. Farrell, Forest, Howard-Smith, Krause, Ledger, Link, Spain.

In accordance with Procedure Rule 1.2 (iii) Councillor Spain attended as Substitute Member for Councillor. Chilton.

### Apologies:

Cllrs. N. Bell, Chilton, Iliffe.

### Also Present:

Cllr. Campkin

Director of Finance & Economy, Head of Corporate Policy, ED & Comms, Compliance and Data Protection Manager, Governance & Data Protection Officer, Senior Policy & Scrutiny Officer, Member Services Officer.

## 141 Declaration of Interest

Councillor Ovenden made a 'Voluntary Announcement' since he was the Ward Member for Wye and a member of the Parish Council. He would relinquish the Chair when the item for Wye Masterplan arose.

## 142 Minutes

### Resolved:

The Minutes of this Committee held on the 23rd July 2019 were agreed as an accurate record.

## 143 Budget Scrutiny Presentation

The Senior Policy and Scrutiny Officer introduced this item that provided Members with an outline of how the Budget Scrutiny process in the Council worked.

The presentation covered

- What is Budget Scrutiny?

- Expectations of the Scrutiny Process
- Key Considerations
- The 4 stages
- Next steps

The presentation was then opened up to the Committee and the following questions/points were raised:

- Members thanked the Senior Policy and Scrutiny Officer for the presentation and since this was his last meeting before moving to a new job, they expressed their gratitude to him for all the hard work he had undertaken on Budget Scrutiny over the last few years.
- A Member asked about resilience within the Council if another financial recession were to occur. The Director of Finance and Economy explained that full risk assessments and stress tests were undertaken periodically to manage risks including financial recession. The Council worked in line with Treasury guidelines to ensure mitigation strategies were in place.
- The Chairman explained that any questions arising through the Budget Scrutiny process relating to process and policy would be re-directed and addressed at the Committee meetings, where Members could decide if they wanted to review certain issues in more depth.

The Chairman then asked for volunteers to sit on the Task Group, and Cllrs. Ledger, Forrest, Ovenden and Michael put themselves forward. Cllrs. Chilton, Iliffe and Mulholland had also expressed an interest.

## **144 Quarter 1 Performance Report**

The Senior Policy and Scrutiny Officer introduced this item and explained that the report summarised performance against the Council's suite of Key Performance Indicators (KPIs) for Quarter 1 (1<sup>st</sup> April to 30<sup>th</sup> June) 2019/20. The KPI's would be reviewed in line with the new Corporate Plan. The report also provided an overview of key developments in the delivery of the Council's Corporate Plan priorities over the same period.

The report was opened up to the Committee and the following points/questions were raised:

- KPI1. A Member pointed out that alongside the vacancy rate for Park Mall, the rental income figures would be a good indicator to determine if the Council was performing well with regards to return and growth. The Director of Finance and Economy explained that the Corporate Performance Report would include data on rental income, and reminded the Committee that the rationale behind purchasing Park Mall was to improve and revive that area, and not primarily about profit.
- KPI2. In response to a question concerning car parking by Ashford College, it was confirmed that a temporary car park was situated next to the train station

on Elwick Road.

- KPI 20, it was confirmed that anyone presenting themselves as homeless to the Council had to show evidence of a local connection to the area. A Member asked if the figures pertaining to homelessness in the Borough could be examined in more detail, and the Director of Finance and Economy agreed that it would be a good idea for the Committee to review this topic expansively to establish whether the Council was rising to the challenge, after the change to legislation in 2017.
- KPI39. A Member asked a question regarding extensions to the statutory obligation to determine a planning application within 8 weeks. The Senior Policy and Scrutiny Officer advised that the Head of Planning would be best placed to discuss Planning procedures.
- In response to a question concerning financial returns on investments, the Director of Finance and Economy explained that that this information could be found in the Quarterly Corporate Property Report.
- KPI 34. A Member asked if it was possible to provide the actual figures alongside percentages and the Senior Policy and Scrutiny Officer confirmed that the Ashford Monitoring Centre would be able to generate that data.
- KPI 40/41. The Senior Policy and Scrutiny Officer advised that figures pertaining to Appeals and how they were recorded could be generated in the future.
- A request was made for vacancy rates at the new Coachworks to be included in future reports and for the numbers on permanent and temporary staff within the Council also.
- In answer to a question from Members regarding carbon emissions, it was confirmed that this was already reported on annually, but in addition, Cllr. Howard and ABC Officers were looking into this and the wider subject of climate change, and a report would be presented to the Committee at a future meeting.

**Resolved:**

**That the report be received and noted.**

## **145 Task Group review into Wye3 Masterplan**

**The Chairman relinquished the Chair and handed over to the Vice Chairman. He took no part in the discussion or voting thereon.**

The Vice-Chairman introduced this item and spoke about the aims of the Task Group, which included looking at making consultation processes more robust and offering clarity on roles and responsibilities. He added that developers were sometimes

inclined to steer towards their own self-interests, and it was the responsibility of the Council and other parties involved to maintain a balanced approach.

He went on to say that the Task Group found nothing untoward during their inquiries; the main problem they found was that there had been no Terms of Reference from the beginning of the consultation process. The Vice-Chairman then outlined the recommendations made by the Task Group.

A Member of the Task Group commended the Senior Policy and Scrutiny Officer for the work he undertook in arranging the meetings and liaising with the other parties involved in the consultation. He added that it was a very interesting exercise and the report included all the elements that were covered. The Council needed to be sure of their role within the process and in situations where communication lines failed, then constraints were in place to support the progression.

The Senior Policy and Scrutiny Officer confirmed that the recommendations had been shared with the Planning Department, and these would be put forward to Cabinet for their approval on the 10<sup>th</sup> October 2019. Management Team would be on hand to advise Members.

**Resolved:**

**That the Committee endorse the recommendations made by the Task Group:**

**Recommendation 1: That in light of the seeming failure of KCC to review the MLM study fully, the Council engage an independent transport consultant to review, assess and determine the validity of the traffic assessments submitted in relation to the Masterplan by both Telereal Trillium and Wye Parish Council.**

**Recommendation 2: That the Council engage an independent transport consultant or a suitably qualified member of the Council's staff to review, assess and determine the validity of all future traffic assessments for planning applications.**

**Recommendation 3: That specific budgetary allocations and additional administrative support for case officers be committed for any future masterplanning exercises.**

**Recommendation 4: That a clearly defined scope and timeline be agreed at the commencement of any future masterplanning exercises.**

**Recommendation 5: That, where masterplanning exercises are to be carried out collaboratively with a steering group, clearly defined terms of reference for the steering group including the roles of each partner to the steering group are jointly agreed prior to the commencement of any future masterplanning exercise.**

**Recommendation 6: That, where masterplanning exercises are to be carried out collaboratively with a steering group, an independent chair should be engaged to lead the steering group.**

**Recommendation 7: That future masterplanning exercises be supported and overseen internally by a member led task group, the membership of which to include the Portfolio Holder for Planning and Development and the relevant Ward member(s).**

**Recommendation 8: That an independent external facilitator be retained for all workshop elements of any future masterplanning exercises.**

**Recommendation 9: That, in order to ensure continuity as far as possible throughout future masterplanning exercises, a single list of invitees should be maintained for all workshop events.**

**Recommendation 10: That the Council ensure it provides clear, regular updates on the development of any masterplan to stakeholders throughout any future masterplanning exercise.**

**Recommendation 11: That the Council maintain a single point of contact throughout any future masterplanning process for the gathering and dissemination of any and all information related to the masterplanning exercise.**

**Recommendation 12: That the Council ensure that any and all responses to consultation or engagement exercises conducted on masterplanning be submitted directly to the Council.**

## **146 Future Reviews and Report Tracker and Topic Selection Flowchart**

The Senior Policy and Scrutiny Officer explained that it was likely that the meeting scheduled for 22<sup>nd</sup> October would be cancelled; this would be confirmed to Members.

Owing to the change in the schedule for Cabinet Meetings, the cycle for Overview and Scrutiny had also changed. The new dates would be circulated to Members accordingly.

### **Resolved:**

**That the report be received and noted.**

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# Agenda Item 4



ASHFORD  
BOROUGH COUNCIL

<b>Agenda Item No:</b>	4
<b>Report To:</b>	Overview and Scrutiny
<b>Date of Meeting:</b>	12 November 2019
<b>Report Title:</b>	Quarter 2 2019/20 Performance Report
<b>Report Author &amp; Job Title:</b>	Tom Swain Governance and Data Protection Officer
<b>Portfolio Holder</b>	Cllr. N Bell
<b>Portfolio Holder for:</b>	Finance and IT

**Summary:** This report summarises performance against the council's suite of key performance indicators (KPIs) for Quarter 2 (1<sup>st</sup> July to 30<sup>th</sup> Sept) 2019/20.

It also provides an overview of key developments in the delivery of the council's corporate plan priorities over the same period.

**Key Decision:** No

**Significantly Affected Wards:** None

**Recommendations:** Overview and Scrutiny is asked to:-

- I. Consider the performance data for quarter 2 2019/20 (Appendix 1)**

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

**Financial Implications:** None

**Legal Implications** None

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

**Other Material** None

**Implications:**

**Exempt from  
Publication:**

**No**

**Background  
Papers:**

None

**Contact:**

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## **Agenda Item No.**

# **Report Title: Quarter 2 2019/20 Performance Report**

## **Introduction**

1. This report seeks to provide an overview of performance against the council's key performance indicators for quarter 2 2019/20. 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 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 is below target. Directors and Heads of Service are aware of these drops in performance and work is ongoing to address any underlying issues.

## **Quarter 2 Corporate Plan developments**

### **Enterprising Ashford: Economic Investment and Growth**

5. July saw the launch of the 'Woodchurch Wagon', a 16-seater minibus; the second vehicle in a wellbeing initiative created by Ashford Borough Council and named 'Community Connect'.

Woodchurch parish councillors have been working, in partnership with Ashford Borough Council, to arrange the provision of the service. The vehicle was named by children from Woodchurch Primary School.

The scheme was created because of the need to increase transport options in rural areas and reduce social isolation. Many community groups own and run minibuses or other vehicles. These vehicles may have a limited use and can be expensive to run. The not for profit Community Connect scheme allows community groups to access a vehicle as they require it.

6. August saw the announcement of the UK's very first Dansaki Afro-Caribbean restaurant which will open at Elwick Place, bringing an exciting new food and drink concept to the town.

It follows the news that Macknade is opening a restaurant and food hall at the council-owned town centre development, which is home to a Picturehouse cinema and Travelodge hotel.

Dansaki aims to serve an exquisite range of Afro-Caribbean and continental cuisine, creating a “destination restaurant” offering a fine dining experience in a cosy and welcoming atmosphere. Décor will feature bright African colours and amazing tribal patterns and artwork on the walls.

7. August also saw the start of the phased opening of the Coachworks with the opening of the Yard Barn. This outdoor entertainment space opened serving Curious Brewery beer and cider and Macknade’s pizza and gelato to its first visitors.

The Coachworks scheme - designed by Carl Turner Architects - involves transforming three buildings into a mixed-use food, leisure and business campus.

### **Living Ashford: Quality Housing and Homes for All**

8. July saw a cluster of major developments in Ashford being included in a national government housing building initiative and allocated £150,000 funding to support their delivery.

The South of Ashford Garden Community, which includes the Chilmington, Court Lodge and Kingsnorth Green developments, have been named as one of 19 garden villages announced by the government which will receive a share of a £3m fund to help with the next stage of their development.

9. In September Ashford Borough Council continued its zero tolerance approach to antisocial behaviour securing court orders to tackle drug dealing at three properties.

Ashford Borough Council successfully applied for court orders at three separate properties which have all been associated with persistent drug use and anti-social behaviour.

It is the first time that the council has brought three cases in one day and is a clear sign that the authority is determined to keep up the pressure against people who use council properties for illegal purposes.

10. Five years after Ashford Borough Council launched the innovative Christchurch House project that has succeeded in benefitting homeless households and saved local taxpayers money, it has unveiled a second scheme that is expected to build on this success.

The building, 112 Beaver Road, is close to Christchurch House and was formerly used to house clergy from the neighbouring Church.

The authority has bought it for £430,000 from the Church of England and will invest around £500,000 to convert it into eight homes, capable of providing temporary accommodation for up to 25 people.

## **Active and Creative Ashford: Healthy Choices through Physical, Cultural and Leisure Engagement**

11. July saw the return of Create Festival, already one of the South East's biggest and longest established free music festivals. This year marked the 24th year of the festival and was headlined by iconic Britpop band, The Lightning Seeds.

Alongside the four music stages, festival-goers were also able to enjoy local street food, children's rides and entertainment, interactive theatre and refreshments from Ashford's new neighbours, Curious Brewery.

12. Also in July after months of planning and weeks of renovation, Ashford's One You health shop opened the doors to its brand new (bigger and better) home.

One You is a national campaign run by Public Health England, however the Ashford shop is the only physical location in the country where visitors can pop in to get advice on a range of things such as healthy weight programmes and support to stop smoking.

The shop is a partnership between Ashford Borough Council, Kent County Council and Kent Community Health NHS Foundation Trust. Originally opening in February 2017 it has welcomed over 4,000 visitors.

The new shop can still be found in Park Mall but the larger space provides a host of extra facilities including a new training kitchen and exercise area, a public Changing Places toilet for those with extra needs as well as a family friendly area for parents to sit, relax and feed their babies.

13. Ashford's Town Centre ended the summer in style with an exciting, action-packed event combining cakes and canines: the Great British Bark Off.

The first event of its kind in the town centre, the Great British Bark Off provided residents and visitors to the town with a fun, free family event.

Hosted by Loveashford in partnership with Emergency Exit Arts, the Great British Bark Off combined a dog show with a Great British Bake Off-inspired cake competition for local businesses.

Over 30 dogs were entered into the show, which had four categories: best owner-dog relationship, most unusual talent, best story and best celebrity look-a-like.

## Attractive Ashford: Countryside and Townscape, Tourism and Heritage

14. July saw cabinet approval of a draft masterplan for Conningbrook Lakes Country Park which will provide a mix of recreational facilities for residents and visitors alike to enjoy while protecting the rich natural environment.

Since planning permission was granted for the Country Park in 2014, various works have been completed to enable limited use of the park. These include a basic access road, new permanent concrete slipway, temporary storage facilities and an aeration system being installed in the lake.

One of the aims of the draft masterplan is to develop these temporary facilities and provide them on a permanent basis along with a new children's destination play area, picnic areas, access paths, public art, car parking, a new access road and enhanced conservation/landscaped areas.

15. Also in July Ashford Borough Council was awarded more than £3 million from the National Lottery Heritage Fund and The National Lottery Community Fund to revitalise Victoria Park.

The funding, thanks to National Lottery players, means the council can deliver its exciting plans to redevelop and restore one of Ashford's oldest and most-loved green spaces, working with the local community, volunteer groups and the Friends of Victoria Park.

Proposals include a new children's play area, improvements to the river, improved lighting across the park, and a new community hub building with cafe, and new toilets. The iconic Grade II Listed Hubert Fountain and the surrounding piazza area will also be restored and repaired.

16. At July's meeting of Council, it was announced that a key element of the council new five year corporate plan commencing in 2020 would be a stride towards carbon neutrality with an aspiration for the council to be 80% carbon neutral by the end of that corporate plan 2025, and to be completely carbon neutral by the end of the following corporate plan 2030.

This will reinforce the status of Ashford Borough being the Garden of England Borough right in the very heart of Kent. In addition this objective will also be the number one priority for delivery in the new emerging Big Eight Projects for the Ashford Strategic Delivery Board.

17. In September's Cabinet meeting, councillors heard that more than £767,000 had been collected in section 106 funding in 2018/19, earmarked to help improve voluntary services, outdoor spaces, parks and allotments in Tenterden; play areas in Wye and Challock; and used to help fund the improvements to Victoria Park.

A section 106 agreement allows the council, as the local planning authority, to enter into a legally binding agreement with a land developer over an issue related to the development proposed. These obligations enable the council to secure contributions to services, amenities or infrastructure to help meet the needs arising from that development.

## **Conclusion**

18. 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.

## **Contact and Email**

Tom Swain, Governance and Data Protection Officer  
[Tom.Swain@ashford.gov.uk](mailto:Tom.Swain@ashford.gov.uk)

# Quarterly 2 2019/20 Performance Report



PI Status	
	Alert
	Warning
	OK
	Unknown
	Data Only

Code & Short Name	Description	Q4 2018/19			Q1 2019/20			Q2 2019/20			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
Page 16  KPI01  Park Mall Vacancy Rates	No. of vacant units within Park Mall - collected quarterly through survey carried out by Economic Development	3	0		2	0		3	0		<p>In line with the rest of the town centre, Park Mall vacancy rates rose slightly this quarter (Park Mall – 9.4%, County Square – 8.9%, Elwick Place – 80%, Town centre streets – 13.2%). Overall town centre vacancy is 14.1% with 46 units vacant out of 326, a rise of 3.2% which mostly results from town centre shop units becoming vacant. The figure does include three additional, redeveloped units at Elwick Square which are currently vacant and skew the rate upwards.</p> <p>One additional empty unit compared to the previous quarter. Figure the same as Q2 2018/19.</p> <p>Warning status triggered at 3 units, alert at 5.</p>

Code & Short Name	Description	Q4 2018/19			Q1 2019/20			Q2 2019/20			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
KPI02 Ashford Town Centre Car Park Usage	No. of vehicles parking in Ashford town centre car parks as recorded by Parking Services	184,593	N/A		177,236	N/A		184,631	N/A		Usage up from last quarter and comparable quarter from the previous year.  11th August free parking was available in Civic Centre and Stour Centre Car Park and on 31st August free parking in Edinburgh Road Car Park to promote events, this may have resulted in a figures being slightly underreported.  Additional spaces as Vicarage Lane and Elwick Place Car Park open compared to previous year.
KPI03 Ashford Town Centre Car Park Income	Income for Ashford town centre car parks - cash, card and mobile transactions combined	£430,761.38	N/A		£420,166.73	N/A		£426,434.72	N/A		Income up from last quarter but down slightly on comparable quarter from the previous year.  11th August free parking was available in Civic Centre and Stour Centre Car Park and on 31st August free parking in Edinburgh Road Car Park to promote events this may have resulted in a figures being slightly underreported.  Additional spaces as Vicarage Lane and Elwick Place Car Park open compared to previous year.
KPI04 Ashford Town Centre Car Park average spend	Average spend per visit - Ashford town centre car parks	£2.33	N/A		£2.37	N/A		£2.31	N/A		Average spend per user has decreased slightly from quarter 1, Comparable figure for the same quarter last year £2.38.

Code & Short Name	Description	Q4 2018/19			Q1 2019/20			Q2 2019/20			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
KPI05 Tenterden Car Park Usage	No. of vehicles parking in Tenterden car parks	112,903	N/A		114,786	N/A		118,543	N/A		Usage up from last quarter but down on comparable quarter from the previous year.
KPI06 Tenterden Car Park Income	Income for Tenterden car parks - cash, card and mobile transactions combined	£219,690.93	N/A		£220,273.75	N/A		£226,055.06	N/A		Income up from last quarter but down on comparable quarter from the previous year.
KPI07 Tenterden Car Park average spend	Average spend per visit - Ashford town centre car parks	£1.95	N/A		£1.92	N/A		£1.91	N/A		Figure roughly constant with strong figures showing for the summer months of July and August.
Page 18 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	24	36		3	36		4	36		Activity rates remain low. This is partly due to the summer holidays, which generally depress enquiry levels, but steps are being put into place to increase engagement from September onwards. As previously planned, the Kent Invicta Chambers of Commerce and ABC website again direct businesses to book 1:1 appointments with business advisors, which should help to improve takeup levels.
KPI13 Business Rates Collection	% of national non-domestic rates collected by the council - cumulative figure per month	99.13%	99%		30.25%	24.75%		55.89%	49.5%		Business rates collections have exceeded target for quarter 2.  It should be noted that the target for collections is 99% across the financial year, with a quarterly projection of collection rates set as target for each

Code & Short Name	Description	Q4 2018/19			Q1 2019/20			Q2 2019/20			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
											quarter.
KPI14 Social rent void loss	Rent loss on void social rent properties as a % of the rent roll for HRA social properties	0.24%	0.3%		0.21%	0.3%		0.34%	0.3%		Total Rent Loss = 31,183 Debit Raised = 9,098,401 TOTAL SOCIAL RENT = 0.34%
KPI14A Affordable rent void loss	Rent loss on void affordable rent properties as a % of the rent roll for HRA social properties	1.06%	1%		0.93%	1%		0.97%	1%		Total Rent Loss = 19,488 Debit Raised = 2000,150 TOTAL AFFORDABLE = 0.97%
Page 19 KPI15 Council Affordable Housing - New Build	No. of additional new build affordable homes delivered by council housing	34	N/A		0	N/A		4	N/A		The council is delivering on two sites at the current time - Ragstone Hollow in Aldington ( 2 x 3-bed chalet bungalows and 2 x 1-bed bungalows) and The Weavers in Biddenden (2 x 2-bed chalet bungalows). These will, we anticipate, be handed over in Q3.  However, in the meantime we have completed on four properties that are new-builds that are homes acquired through a s106 agreement in Chequers Green, Shadoxhurst. These are 2 x 2-bed houses for affordable rent and 2 x 2-bed houses for shared ownership. These are homes the council has acquired off-plan from developer Jarvis. The council acquired them because there was no other registered provider in the market for them.

Code & Short Name	Description	Q4 2018/19			Q1 2019/20			Q2 2019/20			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	2	N/A		0	N/A		6	N/A		In the current quarter (to the end of July) we have acquired 6 such properties. Now our financial position is clearer and with direction from the portfolio holder and senior officers we will seek to step up the programme of street purchase acquisitions for the remaining quarters of the year and into the next financial year. We have had 12 further offers accepted and the conveyancing side of things is with our legal team.
KPI16 Registered Provider Affordable Housing	No. of new affordable homes delivered by registered providers	32	N/A		16	N/A		66	N/A		<p>20 properties were handed over to Golding Homes. These were all homes for affordable rent (a mix of 7 x 1-bed flats and 13 x 2-bed flats) in Repton Park - taken receipt of by Golding Homes.</p> <p>In Jemmett Road, Orbit took receipt of 6 x 1-bed flats and 12 x 2-bed flats for affordable rent. They also took receipt of 3 x 3-bed houses and 1 x 4-bed house for shared ownership.</p> <p>West Kent Housing Association took receipt of 6 x 1-bed flats, 3 x 2-bed flats, 14 x 2-bed houses and 1 x 3-bed house all for shared ownership and all at Smallhythe Road in Tenterden.</p>

Code & Short Name	Description	Q4 2018/19			Q1 2019/20			Q2 2019/20			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
KPI17 B&B Accommodation	No. of people placed in Bed and Breakfast accommodation	5	0		2	0		0	0		Usage of Bed and Breakfast accommodation continues its downward trend.  For comparison Q2 2018/19 8 households were accommodated in Bed and Breakfast facilities.
KPI18 Nightly Paid Accommodation	No. of people placed in Nightly Paid accommodation as at the end of the reporting period	77	N/A		88	N/A		88	N/A		Information recorded monthly with final month of the quarter recorded as a KPI snapshot.  July saw 91 people placed in nightly paid accommodation. Numbers higher as not using B&B now and there is very little move on accommodation.  Only 8 properties let through Choice Based Lettings during August.  At end of Sept numbers slightly down on previous month. Had several Social Letting Agency properties come through this month.
KPI19 Other Temporary Accommodation	No. of people placed in Other Temporary accommodation	70	N/A		48	N/A		42	N/A		Information recorded monthly with final month of the quarter recorded as a KPI snapshot.  At end of Sept. 26 Private Sector Leasing, 8 in Christ Church House and 8 own stock. Continuing to convert those in Private Sector Leasing to Social Letting Agency wherever possible. A few properties

Code & Short Name	Description	Q4 2018/19			Q1 2019/20			Q2 2019/20			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
											have been handed back to the landlord.
KPI20 Homelessness Presentations	No. of homelessness presentations	435	N/A		391	N/A		453	N/A		Total approaches up both against previous quarters and against the same period last year.
KPI21 Homelessness Preventions	No. of households where homelessness was prevented	69	N/A		64	N/A		58	N/A		July, 14 preventions. Aug, 29 preventions double the previous month but comparable to the previous year. Sept, 15 preventions.
Page 22 KPI22 Homelessness Reliefs	No. of households where homelessness was relieved	37	N/A		43	N/A		50	N/A		August showing the highest number across the quarter with 31 cases finding accommodation.  More information on our homelessness statistics are periodically reported to the Ministry of Housing, Communities & Local Government and can be seen at the following link: <a href="https://www.gov.uk/government/collections/homelessness-statistics?utm_source=7d4c5bf8-565a-47c6-a3a0-8ac34f0c503a&amp;utm_medium=email&amp;utm_campaign=govuk-notifications&amp;utm_content=daily">https://www.gov.uk/government/collections/homelessness-statistics?utm_source=7d4c5bf8-565a-47c6-a3a0-8ac34f0c503a&amp;utm_medium=email&amp;utm_campaign=govuk-notifications&amp;utm_content=daily</a>
KPI23 Refugee Households Resettled	No. of households resettled in the Borough under the Vulnerable Persons Resettlement Programme	3	N/A		1	N/A		4	N/A		Rate dependent on availability of suitable property.

Code & Short Name	Description	Q4 2018/19			Q1 2019/20			Q2 2019/20			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
KPI24 Refugee Persons Resettled	No. of refugees resettled in the Borough under the Vulnerable Persons Resettlement Programme	14	N/A		2	N/A		18	N/A		8 adults and 10 children
KPI25 RTB2 28 day processing time	Average time taken to process an RTB2 form with 28 day target time admitting or denying the right to buy	9.92	28		11	28		7.45	28		Average turnaround of RTB2 response to right to buy applications for the last quarter well within the 28 day target  Note: The RTB2 form is the notice that a council sends to a tenant who has applied to buy their home through the Right to Buy scheme.
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	9	56		12	56		10.5	56		Average turnaround of RTB2 response to right to buy applications for the last quarter well within the 56 day target
KPI26 Disabled Facilities Grants Administered	No. of disabled facilities grants administered by the council	36	N/A		13	N/A		19	N/A		Sept saw 9, A good month for completed works, on course to spend all the budget.  Aug saw 3. The figure is low but nothing to worry about. The reason is down to the holiday season.  July saw 7. Slightly down compared to last year for July, but overall we are two cases up with the average up for this year.
KPI27	Average spend per disabled facilities	£397,962.91	N/A		£158,838.66	N/A		£237,981.52	N/A		Sept was our best month for this financial year for spend. The amount

Code & Short Name	Description	Q4 2018/19			Q1 2019/20			Q2 2019/20			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
Disabled Facilities Grant Spend	grant administered										is double compared to last year. Over the coming months we will need to keep an eye on the spend to ensure we don't go over our budget.  Aug saw a low figure due to the holiday period.
KPI30 Private Rented Sector Condition Complaints	No. of complaints received regarding poor conditions in the private rented sector	75	N/A		60	N/A		55	N/A		The figure is about normal for this time of year. Complaints are likely to increase as we head into winter with reports regarding damp and mould and heating.
KPI31 Normal Private Rented Sector Complaint Resolutions	No. of complaints regarding poor conditions in the private rented sector resolved informally	20	N/A		19	N/A		21	N/A		Sept saw 8 complaints resolved within a month. Most were fairly straightforward to conclude as works required were minimal and in some cases advice was given  Aug saw 3 and July 10.
KPI32 Formal Action Private Rented Sector Complaint Resolutions	No. of complaints regarding poor conditions in the private rented sector resolved with formal action	0	N/A		2	N/A		2	N/A		Two improvements issued to ensure an unsafe window is addressed and repairs undertaken to a ceiling.
KPI32A Gas Safety Certificates	% of ABC properties with up to date gas safety certificates	99.91%	100%		99.87%	100%		100%	100%		One Flat showing overdue but this flat is decanted and gas capped off so doesn't need landlord gas safety record, records to be amended.
KPI33	% of businesses in the borough with a	98.18%	98.5%		98.43%	98.5%		98.68%	98.5%		Same number of non-compliant premises slightly less premises

Code & Short Name	Description	Q4 2018/19			Q1 2019/20			Q2 2019/20			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
Food Hygiene Rating	food hygiene rating above 3*										overall hence slight reduction.
KPI34 Lifeline Call Answer Speed	% of lifeline calls answered within 60 seconds	99.84%	97%		99.81%	97%		99.74%	97%		This KPI continues to be above target
KPI37 Planning Application Approvals	% of planning applications approved	91%	90%		92%	90%		92%	90%		On target
Page 25 KPI38 Speed of Major Planning Application Decisions	% of major planning applications determined within 13 weeks (or within such extended period as agreed in writing between the applicant and the local authority)	66.67%	60%		53%	60%		43%	60%		<p>The Planning Guarantee is the Governments tool for monitoring speed and quality of planning decisions. The speed element assesses the 24 month period between October 2017-September 2019 rather than monthly performance. It also monitors over a subsequent overlapping period of October 2018-September 2020.</p> <p>The speed of major decisions within this period up to the end of Q2 19/20 was 65%. Whilst quarterly performance may fluctuate, the key indicator is the performance over the entire two-year assessment period set within the context of the national threshold of 60% for major decisions.</p> <p>The performance over the forthcoming assessment period is to be monitored and managed as necessary with a view to maintaining continuous performance figures at or</p>

Code & Short Name	Description	Q4 2018/19			Q1 2019/20			Q2 2019/20			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
											above the threshold.
<b>KPI39</b> <b>Speed of Non-Major Planning Application Decisions</b>	% of minor and other planning applications determined within 8 weeks (or within such extended period as has been agreed in writing between the applicant and the council).	68.94%	65%		87%	70%		82%	70%		On target
<b>KPI40A</b> <b>Quality of Major Planning Application Decisions</b>	% of major planning application decisions overturned at appeal	New Performance Measure for 2019/20			4%	10%		4.8%	10%		Quality performance is that at the end of the Qtr but final figures will not be known until December 2019. Assessment period is April 2017 - March 2019 with a 9 month lag period
<b>KPI40B</b> <b>Quality of Non-Major Planning Application Decisions</b>	% of non-major planning application decisions overturned at appeal	New Performance Measure for 2019/20			0.58%	10%		0.67%	10%		Quality performance is that at the end of the Qtr but final figures will not be known until December 2019. Assessment period is April 2017 - March 2019 with a 9 month lag period
<b>KPI41</b> <b>Planning Contraventions Resolved Informally</b>	% of planning contraventions resolved without the need for formal action	33.67%	37%		45.33%	37%		44%	37%		On target
<b>KPI43</b> <b>Council Tax Collection Rate</b>	Council Tax Collection Rate	98.11%	98.25%		30.38%	24.5%		58.35%	49%		Collection rates for quarter 2 are on target to deliver the annual target collection (98.25% by year end). Note for 2019/20 annual target has been

Code & Short Name	Description	Q4 2018/19			Q1 2019/20			Q2 2019/20			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
											projected equally across each quarter.
KPI44 Benefit Change of Circumstance Processing	Average time taken to process a benefit change of circumstance in no. days	2.6	10		2.82	10		2.64	10		Benefit change of circumstance processing times remain well within target limits for quarter 2.
KPI45 Benefit New Claim Processing Time	Average time taken to process a new benefit payment claim in no. days	23.42	28		25.63	28		23.5	28		Processing times for quarter 2 remain within target and show improvement against previous quarter.
KPI48 % of tourism related contacts to Ashford TIC made in person	% of Ashford TIC contacts made in person	64.47%	N/A		55.55%	N/A		53.8%	N/A		Figures lower than previous quarter and comparable from the year before. However with snowdogs launching last September always likely to be the case.
KPI52 Recycling Rate	% of borough waste recycled or composted	48%	50%		55.67%	50%		Awaiting Data			Awaiting Septembers figures, August 50%, July 52%
KPI53 Refuse Collection Success Rate	% of successful refuse collections per 100,000 refuse collections made.	99.96%	99.97%		99.97%	99.97%		Awaiting Data			Awaiting Data from Contractor
KPI55 FOI Response Rate	% of freedom of information requests responded to within 20 working days	98.25%	97%		95.5%	97%		98.4%	97%		250 FOI requests received within the quarter of which 4 were responded to outside the 20 working day deadline.

Code & Short Name	Description	Q4 2018/19			Q1 2019/20			Q2 2019/20			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
KPI56 Major Personal Data Breaches	Number of major personal data breaches recorded (as required to be reported to the Information Commissioner's Office ICO)	2	0		1	0		0	0		Internally reported data protection issues investigated and appropriate action taken, 0 meeting the necessary threshold for external reporting to the ICO.
KPI64 Average Speed of Customer Service Calls Answered	Average wait time for customer service calls - to be benchmarked with results across Kent	0h 01m 25s	0h 01m 38s		0h 01m 34s	0h 01m 38s		0h 01m 28s	0h 01m 38s		FTE in September was 5.28 4 csa's took sick leave totalling 140 hours 11 csa's took annual leave totalling 295.5 hours.

## Overview and Scrutiny Committee

### Report Tracker – 24 September 2019

Report Title	Date due to O&S	Reporting Service	Scope of what is to be scrutinised
Wye3 Masterplan	24 September 2019	Planning and Development	Findings of the O&S Task Group's review of the Wye3 masterplan development and consultation.
Quarter 1 Performance	24 September 2019	Corporate Policy, Economic Development and Communications	Information on what the Council has achieved through its decision making; key performance data and wider contextual information.
Budget Scrutiny	24 September 2019	Corporate Policy, Economic Development and Communications	An introduction to the budget scrutiny process.
Quarter 2 Performance	22 October 2019	Corporate Policy, Economic Development and Communications	Information on what the Council has achieved through its decision making; key performance data and wider contextual information.
Ashford College	22 October 2019	Corporate Policy, Economic Development and Communications	A presentation providing an update on Ashford College
MTFP Overview	12 November 2019	Finance and IT	An overview of the medium term financial plan and the assumptions on which the draft budget will be based.
Budget Scrutiny Task Group – Final Report	21 January 2020	Corporate Policy, Economic Development and Communications/ Finance and IT	Presentation of the findings of the Budget Scrutiny Task Group for discussion and endorsement by the Committee.
Community Safety Partnership	11 February 2020	Community Safety and Wellbeing	A review of the decisions made and action taken in connection with the discharge of crime and disorder functions by the members of the Community Safety Partnership. The Committee operates as the designated Crime and Disorder Committee for the council.

Safeguarding Update	11 February 2020	Housing	Annual update to the committee on the council's work on safeguarding adults and children at risk.
Quarter 3 Performance	11 February 2020	Corporate Policy, Economic Development and Communications	Information on what the Council has achieved through its decision making; key performance data and wider contextual information.
<b>Items for future consideration</b>			
Staff Resources – Legal & Democratic		Legal and Democratic	Requested to be considered by the Budget Scrutiny Task Group
Void properties		Housing	Requested by the Budget Scrutiny Task Group in regard to work undertaken to address void properties in the PSL sector.
Broadband provision and planning		Corporate Policy, Economic Development and Communications/ Planning and Development	Requested by the Budget Scrutiny Task Group in regard to the council's work on delivering high-speed broadband to new and existing properties within the borough.
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.
Accessibility concerns at Elwick Place		Corporate Property and Projects	Requested by the Committee in response to concerns raised by Ashford Access group.

## Overview and Scrutiny - Topic Selection assessment

Topic under consideration.....

**1. Does the topic represent a key issue for local people and is it likely to result in improvements for local people?**

		Yes
		No

**2. Is the issue strategic and significant?**

		Yes
		No

**3. Does the topic fall within a Community or Corporate priority area?**

		Yes
		No

**4. Is it likely to lead to effective outcomes?**

		Yes
		No

*Stage 1 (validity) assessment - reject any topic with a 'No' response to any of questions 1 to 4.*

**5. Will scrutiny involvement be duplicating some other work?**

		Yes
		No

*Stage 2 (validity) assessment - reject any topic with a 'Yes' response to question 5*

**6. Is it an issue of concern to partners and stakeholders?**

		Yes
		No

**7. Is it an issue of community concern or is there a high level of dissatisfaction with the service?**

		Yes
		No

**8. Are there adequate resources available to do the activity well?**

		Yes
		No

**9. Is the scrutiny activity timely?**

		Yes
		No

**Stage 3 (priority) assessment**

*Topics with a 'No' response to any of questions 6 to 9 should be deemed **LOW PRIORITY***

*Topics with a 'Yes' response to all of questions 6 to 9 should be deemed **HIGH PRIORITY***

Stage 1 - Validity

Does the topic represent a key issue for the public and is it likely to result in improvements for local people?

Yes



No

Is the issue strategic and significant?

Yes



No

Does the topic fall within a Community or Corporate priority area?

Yes



No

Is it likely to lead to effective outcomes?

Yes



No

Stage 2 - Validity

Will scrutiny involvement be duplicating some other work?

Yes

**REJECT**

No



Is it an issue of concern to partners and stakeholders?

Yes



No

Is it an issue of community concern or is there a high level of dissatisfaction with the service?

Yes



No

Are there adequate resources available to do the activity well?

Yes



No

Is the scrutiny activity timely?

Yes



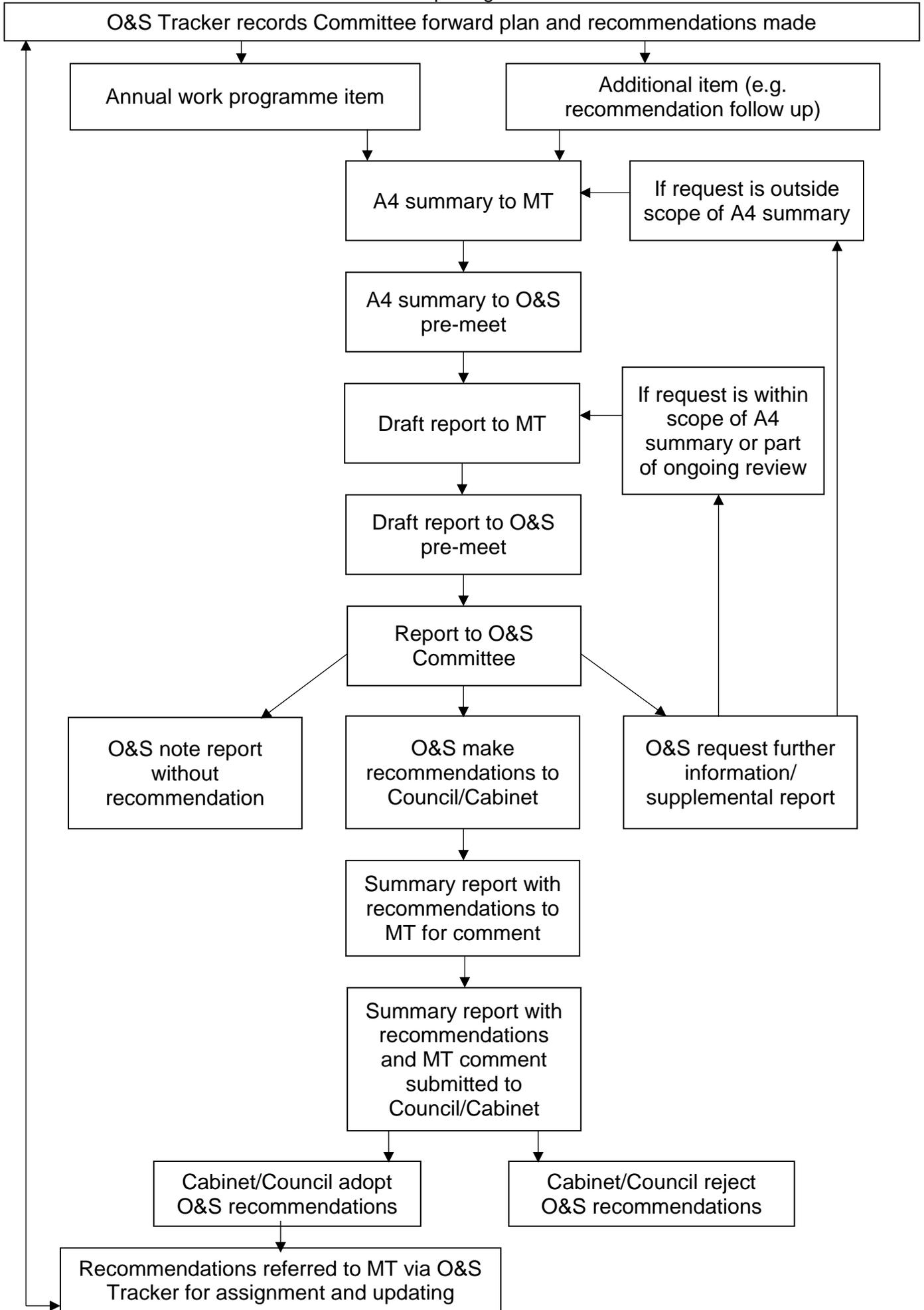
No

Stage 3 - Priority

**ADD TO WORK PROGRAMME**  
High Priority

**CONSIDER LOW PRIORITY**

O&S Reporting flowchart



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