



OVERVIEW AND SCRUTINY COMMITTEE

Notice of a Meeting, to be held in the Council Chamber - Ashford Borough Council on Tuesday, 10th March, 2020 at 7.00 pm.

The Members of the Overview and Scrutiny Committee are:-

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

Cllrs. Burgess, Chilton, Farrell, Howard-Smith, Iliffe, Krause, Ledger, Link,
Mulholland, Conservative Vacancy.

Agenda

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To receive Notification of Substitutes in accordance with Procedure Rule 1.2 (c)	
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a) Disclosable Pecuniary Interests (DPI)	
b) Other Significant Interests (OSI)	
c) Voluntary Announcements of Other Interests	
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To approve the Minutes of the Meeting of this Committee held on 21 st January 2020.	
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5. **Quarter 3 Corporate Performance Report** 13 - 32

This report summarises performance against the council's suite of key performance indicators (KPIs) for Quarter 3 (1st Oct to 31th Dec) 2019/20.

The KPIs link into the delivery of the council's Five Year Corporate Plan and key developments towards this that have occurred over the same period are summarised within this report.

6. **Future Reviews and Report Tracker** 33 - 34

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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
- (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 **21st January 2020**

Present:

Cllr. Ovenden (Chairman)

Cllrs. Burgess, Farrell, Forest, Harman, Iliffe, C. Suddards.

In accordance with Procedure Rule 1.2 (iii) Cllrs C. Suddards and Cllr. Harman attended as Substitute Members for Cllr. Chilton and Cllr. Ledger respectively.

Apologies:

Cllrs. Chilton, Krause, Ledger, Michael, Mulholland.

Also Present:

Cllr. P. Feacey.

Head of Corporate Policy, ED & Communications, Compliance and Data Protection Manager, Senior Accountant, Policy & Scrutiny Officer, Member Services Officer.

268 Minutes of the Last Meeting

Resolved:

That the Minutes of the Meeting of this Committee held on the 12th November 2019 be approved and confirmed as an accurate record.

269 Report of Budget Scrutiny Task Group

The Policy and Scrutiny Officer introduced this item. She explained that the Task Group had initially met in December and decided to scrutinise certain departments in more detail and these included Planning, Commercial Property and Finance. The final meeting took place last week and the Task Group had put forward six recommendations for the Committee to approve to go to Cabinet on the 27th February 2020. A further two recommendations had been made specifically for the Overview and Scrutiny Committee.

The Chairman asked if the Committee were happy to accept all of the Recommendations and they unanimously agreed.

Resolved

That the report be received and noted.

270 O&S Work Programme 2020/2021

The Policy and Scrutiny Officer spoke about the new Work Programme for Overview and Scrutiny. Each year the Programme was revised and Members had the opportunity to provide suggestions for new topics going forward, and remove topics that may no longer be relevant. Further to this, the Policy Team had reviewed the process for selection, and they had developed a new Selection Matrix that presented a series of statements allowing users to input a score from 1-5 depending on how fitting the statement was in relation to the topic being considered.

The Chairman commented that the Matrix was a positive addition and it allowed users to prioritise suggestions. He went on to say that sometimes the reports provided to the Committee from Officers conveyed all the information and answers that the Committee requested, so no further scrutiny was necessary.

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

- In response to a question asking who decided the score using the Matrix, the Policy and Scrutiny Officer explained that Officers would initially consult and then feedback their results to the Committee for their views. The Compliance and Data Protection Manager added that no subject was off limits, and Members were very welcome to undertake their own use of the Matrix, which would be interesting to assess any differing results.
- A Member proposed the topic relating to Elwick Place be removed, since this was originally his suggestion and was no longer relevant.
- The Committee agreed that it would be useful for all Members, including the Chairman, to assess topics using the Selection Matrix, especially since some issues were more pertinent to certain Members than others.

Resolved:

- That**
- i) the report be received and noted.**
 - ii) the Committee consider any items that they would like to be assessed via the Selection Matrix and these be brought back to a future meeting.**

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Agenda Item No: 4

Report to Overview and Scrutiny Committee

Local Plan Policy EMP6 – Promotion of Fibre to the Premises (FTTP)

The Overview and Scrutiny Committee is asked:

1. Note the contents of this report.
-

Date of O&S meeting: Tuesday 10th March 2020

Chair of O&S Committee: Cllr Noel Ovenden

Relevant Portfolio(s): Cllr Neil Bell – Finance and IT (Broadband)

Summary: Response to a question from the last O&S Committee relating to Local Plan Policy EMP6 implementation. This report details how Policy EMP6 and the emerging relevant Supplementary Planning Document approaches so-called exclusivity deals.

Exempt from Publication: **NO**

Background Papers: **Local Plan – Policy EMP6**

Contact: andrew.osborne@ashford.gov.uk – Tel: (01233) 330612

Report Title: Local Plan Policy EMP6 – Promotion of Fibre to the Premises (FTTP)

Introduction and Background

1. Following the provision in the Ashford Core Strategy for the delivery of telecommunication ducts as part of new developments, the Council lobbied both the Department for Digital, Culture, Media and Sport, and the Ministry of Housing, Communities & Local Government to provide the framework to establish a policy in the Local Plan to future proof telecommunications access for residents in new developments in the Borough.
2. Policy EMP6 is the first policy of its type in the country that conditions Fibre to the Premise (FTTP) to all new premises within or adjoining the urban area of Ashford, and all new development over 10 homes and 10 jobs in rural areas of the borough.
3. This policy was successfully justified through the Examination in Public on the Local Plan following objections from the House Builders Federation.
4. The EMP6 policy is attached as appendix A to this report
5. To support the implementation of EMP6 and early dialogue between developers and telecommunication providers, the Council has produced a draft Supplementary Planning Document (SPD) to guide applicants through this process. The SPD will be consulted on over the next few months and comments and changes to the document will then be considered and reported back to the Council before final approval of the document.

Choice of Broadband Providers.

6. A key challenge in considering the development of the EMP6 policy, was how the Council can promote choice of service providers for residents alongside the delivery of the FTTP infrastructure. Policy EMP6 cannot make it compulsory for developers to provide choice in broadband providers through the implementation of FTTP as this could be challenged as anti-competitive for providers of closed networks rather than open access networks, and also restricts the developer choice in operators they can partner with.
7. There is currently no legislation or regulations requiring network providers and developers to deliver open access networks and DCMS has postponed its plans to bring Planning legislation forward relating to FTTP installation on new developments. Also the Future Telecoms Infrastructure Review states:

“By contrast, ‘competition for the market’ models which seek to confer exclusivity rights on operators in prospectively competitive areas would be a departure from the current regulatory framework. This would require

significant legislative change to deliver, leading to implementation delays and impacting the pace of roll out. Meanwhile, the market would likely take a wait-and-see approach when deciding whether to invest, potentially freezing investment for a number of years.

The Council does not therefore have an avenue for enforcing an open access network but can work with developers and providers to attempt to influence their approach to exclusivity deals.

8. The draft SPD does however encourage developers to look at providing choice through the implementation of FTTP and the relevant section of the draft SPD is provided below:

“xv. A particular issue that arises with new build developments and broadband is the inclusion of so-called exclusivity clauses or agreements. These allow exclusive rights of access for a nominated provider to own and use the broadband infrastructure for a certain amount of time, leaving purchasers little to no choice in provider options.

“xvi. The Government is taking steps to promote and legislate that, where appropriate, all new build developments are connected with full fibre which offers choice at the retail level for homeowners. The market already provides competition at a retail level for consumers, with BT (incl. EE and Plusnet) accounting for 35% of fixed broadband connections, Sky 23%, Virgin Media 20% and TalkTalk 11%. Occasionally this market competition doesn't transpire to new developments if exclusivity rights are applied to one provider, restricting the choice for purchasers and tenants.

“xvii. As suggested in the Government's Future Telecoms Infrastructure Review, the Council would therefore welcome evidence that negotiations have been undertaken with multiple providers in order to incorporate more than one network, thereby giving residents and businesses in new build developments more variety. This is also in line with policy ideas being proposed in the DCMS “New Build Developments: Delivering gigabit-capable connections” consultation document.”

9. The Council is therefore seeking to support choice in broadband service providers without reducing investment into FTTP within the borough. This is being done through responding to government policy consultations, and through the advice provided within the draft SPD.

Conclusion

10. In addition to the draft SPD, the economic development team at Ashford Borough Council are looking to report back to Cabinet in May with the latest position on superfast broadband coverage and FTTP coverage within the borough and the next steps that the Council can take to promote greater investment in telecommunications infrastructure within the borough.

Contact and Email

11. andrew.osborne@ashford.gov.uk 01233 330612

New Employment Premises in the Countryside

- 7.30 New employment premises (i.e. not conversions) in the countryside (i.e. the areas not covered by Policy EMP1) will not be permitted unless exceptional circumstances can be demonstrated to set aside the normal presumption against such developments. Such circumstances may include the functional need for a countryside location, such as the processing of local agricultural products. New employment sites in the countryside will need to have regard to the need to protect countryside sites with specific landscape, biodiversity or historic qualities.

Policy EMP5 - New Employment Premises in the Countryside

Proposals for employment development on new sites in the countryside will not be permitted unless the following criteria can be met:-

- a) It is essential to be located in the countryside;**
- b) Development can be integrated sensitively into its context respecting the character of any important existing buildings, the landscape setting and sites of biodiversity value;**
- c) There would be no significant impact on the amenities of any neighbouring residential occupiers; and,**
- d) It can be demonstrated that the development will not generate a type or amount of traffic that would be inappropriate to the rural road network that serves it.**

Promoting of Fibre to the Premise (FTTP)

- 7.31 The e-technology sector is undergoing major changes and the Government - through Broadband Delivery UK⁶ - is supporting investment to:
- provide superfast broadband coverage to 90% of the UK by early 2016 and 95% by December 2017,
 - provide access to basic broadband (2Mbps) for all from December 2015,
 - explore options to provide superfast coverage to the hardest to reach parts of the UK.
- 7.32 At the local level, the availability, reliability and speed of broadband provision is now a key consideration for house buyers and many view it as essential as the standard utilities. Similarly, it is also a key concern for the business sector.
- 7.33 Planning policy can play a role in helping to achieve the transformation in broadband. The NPPF clearly recognises this and supports the delivery of advanced, high quality communications infrastructure and the expansion of high speed broadband where possible.
- 7.34 Ashford has long been ahead of the national agenda in this regard. In 2008, the Core Strategy took proactive steps to prioritise communications infrastructure by ensuring that duct space was provided for fibre cabling on each new development in the urban area. In the 8 years since this policy approach was developed the fibre network in Ashford has received significant private and public sector investment and the fibre footprint in the Ashford borough has spread significantly. All of Ashford's exchanges are now fibre enabled.

⁶ The Government department charged with delivering superfast broadband

- 7.35 The policy below builds upon this pioneering approach and challenges the market yet further to require fibre to the premise (FTTP) for most new developments. In doing so, the approach underpins one of the key principles of this Local Plan with regard to the utilisation, enhancement and expansion of existing infrastructure wherever possible.
- 7.36 FTTP is recognised by the Government and European Commission as a ‘Next Generation Access (NGA) technology’⁷ and have prioritised investment accordingly. While superfast speeds can be achieved on current generation copper networks it is widely accepted that NGA technologies should be prioritised. By seeking FTTP, the Council is aiming to provide a futureproof solution for broadband delivery within the Borough.
- 7.37 Adopting this approach will prevent the need for fibre retrofitting programmes in the future which has significant cost implications and often results in attaching fibre to existing copper networks resulting in a less than optimum solution when compared to new fibre networks being delivered.
- 7.38 In the urban area, where the fibre network now exists, the cost of installing FTTP in new developments is considered to be relatively small particularly during the build phase of the development. Any costs (above BCIS assumptions) must also be balanced with increased sales values that are likely to be achieved on account of fast and reliable broadband speeds being available. Based on these factors, policy EMP6 requires that all residential and employment development within or adjoining the urban area of Ashford, including on site allocations promoted in this Plan that adjoin the urban area of Ashford shall deliver FTTP
- 7.39 In the rural parts of the borough, there has been significant investment in rural broadband which has resulted in the fibre network stretching further into the rural area than ever before. As in the urban area this creates an opportunity for developments to utilise this asset to deliver FTTP in new developments.
- 7.40 However, the Council recognise that there can be more challenges in the rural area to the delivery of FTTP. With this in mind, the policy approach is to target development that is of a scale and/or type that will, in most circumstances, be able to deliver FTTP. For residential development, EMP6 shall apply to those schemes promoting 10 residential units or more in the rural area. For employment development (B classes), EMP6 shall apply to those schemes which provide 10 full time jobs or equivalent in the rural area. The assumption as to the number of jobs to be created should be based on the national Employment Densities Guide produced by Government.
- 7.41 However, developments that fall below these thresholds will, nevertheless, still be encouraged to provide FTTP to assist in ensuring that the Borough’s fibre network is delivered to its maximum capacity.
- 7.42 By implementing this policy approach, the Council is seeking to ensure that future developments remain at the forefront of advances in broadband technology, allowing Ashford to be a market leader and remain a highly attractive location for businesses and residents alike.

⁷ Next Generation Access Networks: wired access networks which consist wholly or in part of optical elements and which are capable of delivering broadband access services with enhanced characteristics (such as higher throughput) as compared to those provided over already existing copper networks.’ Commission Recommendation 2010/572/EU of 20 September 2010 on regulated access to Next Generation Access Networks (NGA)

This aspiration is a central component of the Council's Five Year Corporate Plan.

- 7.43 However, in order to be consistent with the provisions in the NPPF, the Council recognise that there may be schemes that come forward which cannot be consistent with policy EMP6. In such cases, evidence will be needed from the applicant to demonstrate that a departure from policy is justified. Such evidence could include (but is not limited to) issues of viability, the ability to dig the appropriate physical trench and proximity to the nearest breakout point on the fibre network. They may also be circumstances where the operators themselves have concluded that servicing the site is not practical.
- 7.44 Where a FTTP solution is not deemed possible provision of technologies capable of providing speeds in excess of 24Mbps should be delivered instead.

Implementation

- 7.45 The intention of Policy EMP6 is not to require developers to deliver FTTP solutions themselves. Instead, it focuses on the need to conduct early dialogue with telecom providers in order to best understand what their infrastructure specifications are and how these can be accommodated as part of the new development.
- 7.46 To facilitate this, the Council requires that an application for a qualifying development is supported by an "FTTP Statement". This will provide details of dialogue with the telecom operators and establish how FTTP will be provided to serve the development and that it will be engaged upon first occupation. This statement will need to be agreed between the applicant and the Council and it is likely that conditions will be applied to any subsequent permission, to ensure that FTTP will be secured as envisaged by the statement.
- 7.47 For outline proposals, the "FTTP Statement" may be more limited on specific details relating to the imminent implementation of FTTP. In these circumstances, a commitment to supply the specific details at a later date, including how and when the telecom operators will be consulted, will need to be provided and agreed by the Council.
- 7.48 More detailed guidance about the implementation of EMP6 will be provided through a future SPD.

Policy EMP6 - Promotion of Fibre to the Premises (FTTP)

The Council considers that FTTP is essential infrastructure and vital to the delivery of sustainable development. Therefore, all qualifying development shall deliver FTTP. Qualifying development includes:

- **All residential and employment schemes proposed in, or adjoining, the urban area of Ashford, including on those sites allocated in this Local Plan on the periphery of the urban area of Ashford,**
- **Residential schemes promoting 10 dwellings or more in the remaining parts of the Borough,**
- **Employment schemes promoting 10 or more jobs (FTE) in the remaining parts of the Borough.**

Proposals for qualifying development will be required to be supported by an FTTP Statement, to be agreed by the Council. This statement will establish how FTTP will be provided to serve the development and that it will be engaged at first occupation.

Exceptions to the approach outlined above could be justified in circumstances where it is not practical, viable or feasible to deliver FTTP. In such cases, evidence will be needed from the applicant to demonstrate that a departure from policy is justified.

For other residential and employment schemes, FTTP will be encouraged by the Council as a means of expanding the local fibre network.

Where FTTP is not delivered, non-Next Generation Access technologies that can provide speeds in excess of 24Mbps should be provided as an alternative.

Agenda Item No: 5



Report To: Directors
Cabinet
Overview and Scrutiny

Date of Meeting: 05 February 2020
27 February 2020
10 March 2020

Report Title: Performance Report, Quarter 3 2019/20

Report Author & Job Title: Tom Swain
Governance and Data Protection Officer

Portfolio Holder: Cllr. N Bell
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 Oct to 31th Dec) 2019/20.

The KPIs link into the delivery of the council's Five Year Corporate Plan and key developments towards this that have occurred over the same period are summarised within this report.

Key Decision: No

Significantly Affected Wards: None

Recommendations: **Directors
Cabinet
Overview and Scrutiny, are asked to:**

- I. Consider the performance data for quarter 3 2019/20**

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 KPIs, service level performance data and the council's existing programme management processes.

With the current Five Year Corporate Plan 2015-2020 now nearing its conclusion the KPI suite will be appropriately amended from Quarter 1 2020/21 to reflect any changes to the priorities spelt out in the next Corporate Plan.

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 Implications: None

Exempt from Publication: No

Background Papers: None

Contact: Tom.Swain@ashford.gov.uk
Tel: (01233) 330432

Agenda Item No.

Report Title: Performance Report, Quarter 3 2019/20

Introduction

1. This report seeks to provide an overview of performance against the council's key performance indicators for Quarter 3 2019/20. The council's performance framework captures key performance data from across council services 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. The current performance framework was endorsed by Cabinet at the end of 2017/18, with recording against the new key performance indicators beginning in April 2018.
4. With the current Five Year Corporate Plan 2015-2020 now reaching its conclusion, the KPI suite will likely need amending to take into account the priorities of the next Corporate Plan with any amendments to the KPI suite commencing from Quarter 1 2020/21.

Quarter 3 Performance

5. Commentary on individual performance indicators is included under the appropriate service sections. Performance against the majority of key performance indicators for Quarter 3 is above target, however in some areas performance is below target. Directors and Heads of Service are aware of where performance has fallen below target and work is ongoing to address any underlying issues.

Five Year Corporate Plan 2015-2020

<p>Priority 1</p> <p>Enterprising Ashford: Economic Investment and Growth.</p> <p>Our Aspiration: To promote growth and achieve greater economic prosperity for Ashford borough.</p>	<p>Priority 2</p> <p>Living Ashford: Quality Housing and Homes for All</p> <p>Our Aspiration: To secure quality homes across the borough, catering for a range of ages, tenures and need, in well planned and attractive new places.</p>
<p>Page 16</p> <p>Priority 3</p> <p>Active and Creative Ashford: Healthy Choices Through Physical, Cultural and Leisure Engagement.</p> <p>Our Aspiration: To provide or enable a range of quality leisure and cultural activities where people can make healthy and affordable lifestyle choices and enjoy assets that create attractive, desirable and active communities.</p>	<p>Priority 4</p> <p>Attractive Ashford: Countryside and Townscape, Tourism and Heritage.</p> <p>Our Aspiration: To achieve an environment that creates higher standards of public space design, alongside improved standards of presentation of key green spaces. To safeguard and conserve our local heritage and areas of outstanding landscape quality to ensure the very best attractive environment with thriving and vibrant town centres</p>
<p>Ashford's Underpinning Principles</p> <p>Our Aspiration: To remain a well-resourced council, with effective governance, high quality services, good communications, safe surroundings, demonstrating good compliance and high standards.</p>	

Service Performance

Finance and IT

Information from the Quarter, Relevant to the Corporate Plan or KPIs

6. November's [Cabinet](#) had the following Finance and IT reports as agenda items:

Quarter 2 Financial Monitoring – to 30 September 2019. This report captured the forecast outturn position for Quarter 2 of 2019/20 based on information available until the end of September 2019. The aim of this report is to inform Management Team and Members of the variances from budget (both positive and negative) with focus on the movements since Quarter 1 so that these can be understood and managed.

The Medium Term Financial Plan 2020-25. This report presented the Medium Term Finance Plan that has been built based on current service activities, current levels of government funding and some reductions in business rate income which is currently under review.

Draft Budget 2020/21. This report set the scene for Cabinet to consider the draft budget for 2020/21 and is based broadly in line with the assumption outlined within the MTFP.

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Nationally available statistics

7. The latest data tables on local government finance including Ashford Borough Council, covering borrowing and investment, capital payments and receipts, local Council Tax support, quarterly revenue outturn and receipts of Council Taxes and national non-domestic rates are available [here](#).

Quarter 3 (2019/20) KPIs

Code & Short Name	Description	Q1 2019/20			Q2 2019/20			Q3 2019/20			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	30.25%	24.75%		55.89%	49.5%		81.81%	74.25%		Business rates collections have exceeded target for quarter 3. It should be noted that the target for collections is 99% across the financial

Code & Short Name	Description	Q1 2019/20			Q2 2019/20			Q3 2019/20			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
	figure per month										year, with a Quarterly projection of collection rates set as target for each quarter.
KPI43 Council Tax Collection Rate	Council Tax Collection Rate	30.38%	24.5%	✓	58.35%	49%	✓	86.11%	73.5%	✓	Collection rates for Quarter 3 are on target to deliver the annual target collection (98.25% by year end). Note for 2019/20 annual target has been projected equally across each quarter.
KPI44 Benefit Change of Circumstanc e Processing	Average time taken to process a benefit change of circumstance in no. of days	2.82	10	✓	2.64	10	✓	2.61	10	✓	Benefit change of circumstance processing times remain well within target limits for Quarter 3.
KPI45 Benefit New Claim Processing Time	Average time taken to process a new benefit payment claim in no. of days	25.63	28	✓	23.5	28	✓	22.27	28	✓	Processing times for Quarter 3 remain within target and show improvement against previous quarter.

Housing

Information from the Quarter, Relevant to the Corporate Plan or KPIs

- Ashford Borough Council's work in offering the hand of friendship to 135 refugees displaced by Syria's civil war has led to it being shortlisted in the annual LGC Awards 2020. Ashford's Syrian resettlement programme entry has been nominated in the Diversity and Inclusion category.
- Real progress is being made in tackling homelessness and rough sleeping in Ashford, with a new focus on prevention helping to drive down the number of people becoming homeless across the borough.

An action plan introduced by Ashford Borough Council has led to the numbers of households accepted as homeless falling by more than half – from 160 cases in 2017/18 to just 71 cases in 2018/19.

This improvement has been driven by a strategy which has seen the number of preventions nearly double during this same period – from 148 to 293.

As a result of this and a range of innovative measures to find alternative solutions, Ashford has been one of the few local authorities in Kent where the numbers of households placed in expensive temporary accommodation, like B&Bs, has fallen.

10. November's [Cabinet](#) had the following Housing reports as agenda items:

Homelessness Reduction Act 2017 – Implementation and Current Position. Outlines the current position, provided data on trends since the Act was implemented, and looked to make recommendations in streamlining processes and staff structures to promote better efficiencies in service delivery.

11. October's [Cabinet](#) had the following Housing reports as agenda items:

Housing – Current Delivery, Finance and Onward Strategy. Covering the council's 30-year business plan for its Housing Revenue Account (HRA).

Nationally available statistics

12. The latest data tables on local government housing including Ashford Borough Council, covering social housing sales, homelessness, and affordable housing supply are available at the following links:













[Social housing sales](#)

[Homelessness](#)

[Housing statistics](#)

[Affordable housing supply](#)

Quarter 3 (2019/20) KPIs

Code & Short Name	Description	Q1 2019/20			Q2 2019/20			Q3 2019/20			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
KPI14 Social rent void loss	Rent loss on void social rent properties as a % of the rent roll for HRA social properties	0.21%	0.3%		0.34%	0.3%		0.22%	0.3%		Q3 2019/20 Social Total Rent loss = 29,554 Debit Raised = 13,616,862. TOTAL SOCIAL = 0.22% No. Properties = 98
KPI14A Affordable rent void loss	Rent loss on void affordable rent properties as a % of the rent roll for HRA social properties	0.93%	1%		0.97%	1%		0.81%	1%		Q3 2019/20 Affordable Total Rent Loss = 24,748 Debit Raised = 3,048,832 TOTAL AFFORDABLE = 0.81% No. Properties = 65
KPI15 Council Affordable Housing - New Build	No. of additional new build affordable homes delivered by council housing	0	N/A		4	N/A		7	N/A		In this quarter the council has completed on some homes it has acquired through an s106 agreement in Kings Close, Shadoxhurst. These units comprise: 4x 1 bed flat, 1x 2 bed house (both for Affordable Rent). 2x 2 bed house (for Shared Ownership) = 7 units NB: the homes we are building are in Ragstone Hollow, Aldington, and The Weavers, Biddenden. These are now due to complete in Q4.
KPI15A Council Affordable Housing - On-Street	No. of additional on-street purchase affordable homes delivered by council housing	0	N/A		6	N/A		11	N/A		In this quarter the council completed on 11 properties through its street purchase programme and further to that it had 23 offers accepted. These 23 homes are now going through the

Code & Short Name	Description	Q1 2019/20			Q2 2019/20			Q3 2019/20			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
Purchases											conveyancing process and are with colleagues in legal.
KPI16 Registered Affordable Housing Completions	No. of new affordable homes delivered by registered providers	16	N/A		66	N/A		44	N/A		<p>There have been 44 homes enabled in this quarter, as set out below.</p> <p>Golding Homes Finberry – 3x 4 bed houses, 6x 3 bed houses, 4x 2 bed houses, 1x 2 bed flat SO = 14 units</p> <p>Orbit Jemmett Road – 8x 2 bed flats, 4 x 1 bed flats SO = 12 units</p> <p>WKHA Halden Field – 1x 3 bed house, 3x 2 bed houses, 4x 1 bed flats AR. 4x 3 bed houses, 2x 2 bed houses SO = 14 units</p> <p>ERHA Goldfield, Warehorne – 2x 2 bed houses, 2x 1 bed flats local needs AR = 4 units</p>
KPI17 B&B Accommodation	No. of people placed in Bed and Breakfast accommodation	2	0		0	0		0	0		Usage of Bed and Breakfast accommodation continues its downward trend.
KPI18 Nightly Paid Accommodation	No. of people placed in Nightly Paid accommodation as at the end of the reporting period	88	N/A		88	N/A		78	N/A		<p>Information recorded monthly with final month of the quarter recorded as a KPI snapshot.</p> <p>Continuing to make better use of nightly paid concentrating on Tufton House and ensuring this is fully occupied before looking to other providers.</p>

Code & Short Name	Description	Q1 2019/20			Q2 2019/20			Q3 2019/20			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
KPI19 Other Temporary Accommodation	No. of people placed in Other Temporary accommodation	48	N/A		42	N/A		39	N/A		Information recorded monthly with final month of the quarter recorded as a KPI snapshot. December 2019 - 24 x private sector leasing, 8 x Christchurch House and 7 x stock November 2019 - 24 x PSL, 8 x Christchurch House and 7 x stock. October 2019 - continuing to decrease stock of PSLs and own stock. 25 PSLs, 7 own stock and 6 currently in Christchurch House.
KPI20 Homelessness Presentation	No. of homelessness presentations	391	N/A		453	N/A		426	N/A		Busy Quarter. Which reflects the picture across Kent. Slight seasonal dip in December of those presenting as homeless.
KPI21 Homelessness Preventions (still in accommodation)	No. of households where homelessness was prevented	64	N/A		58	N/A		59	N/A		December 2019 – 11 November 2019 – 26 October 2019 – 22 In line with overall activity throughout 2019/20.
KPI22 Homelessness Reliefs (no accommodation)	No. of households where homelessness was relieved	43	N/A		50	N/A		52	N/A		December 2019 – 12 November 2019 – 16 October 2019 – 24 Cases opened throughout period. A large number of people are presenting as homeless on the day. People approaching at this late stage with no prior knowledge to us so unable to do any active prevention work.

Code & Short Name	Description	Q1 2019/20			Q2 2019/20			Q3 2019/20			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
KPI23 ¹ Refugee Households Resettled	No. of households/persons resettled in the Borough under the Vulnerable Persons Resettlement Programme	1	N/A		4	N/A		2	N/A		Low intake quarter due to availability of property combined with limited travel available during December. 2 households made up of 5 individuals.
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	11	28		7.45	28		14.36	28		Average turnaround of RTB2 response to right to buy applications for the last quarter well within the 28 day target. Note, once a completed application is received the council is required to admit or deny the application within 28 days.
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	12	56		10.5	56		15	56		Average turnaround of RTB2 response to right to buy applications for the last quarter well within the 56 day target. Note, once eligibility is confirmed the council is required to provide an offer notice within 56 days.
KPI26 Disabled Facilities Grants Completed	No. of disabled facilities grants administered by the council	13	N/A		19	N/A		16	N/A		December: 7 completed, a good month for the time of year. November: 6 completed, the figure is about norm for this time of the year. Last November it was 5. October: 3 completed and 4 interim payments for this month, which

¹ KPI23 and KPI24 reflect a similar indicator KPI23 no. of households whilst KPI24 no. of individuals making up the household figure. For ease of understanding KPI24 has been removed from this report with the information contained added to the note of KPI23. Following titled report to be reported at Jan Cabinet: *Continuation of Planned Refugee Resettlement Beyond End of Current Vulnerable Persons Resettlement Scheme*

Code & Short Name	Description	Q1 2019/20			Q2 2019/20			Q3 2019/20			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
											totalled over £50k. Still on track on spending.
KPI27 Disabled Facilities Grant Spend	Average spend per disabled facilities grant administered	£158,838.66	N/A		£237,981.52	N/A		£373,511.48	N/A		December and November - spend up on last year.
KPI30 PSH Number of new service requests	No. of complaints received regarding poor conditions in the private rented sector	60	N/A		55	N/A		98	N/A		Number of complaints reflect the time of year.
KPI32 Number of new complaints cases opened	No. of complaints regarding poor conditions in the private rented sector resolved with formal action	2	N/A		2	N/A		27	N/A		8 section 16 notices requesting information from landlords and one community protection awareness notice issued.
KPI32A Gas Safety Certificates	% of ABC properties with up to date gas safety certificates	99.87%	100%		100%	100%		99.99%	100%		100% in October, 99.98% in November with one property overdue, appointment booked. December back to 100%.

Planning and Development

Information from the Quarter, Relevant to the Corporate Plan or KPIs







13. November saw the 2019 Development Update published.

The update provides news to residents on the status of development plan documents, on neighbourhood planning and on the progress of significant planning applications made in the past year. The newsletter is available [here](#).

Nationally available statistics

14. The latest data tables on local government Planning including Ashford Borough Council, covering the speed and quality of planning decisions are available at the following link:
[Live tables on planning application statistics](#)

Quarter 3 (2019/20) KPIs

Code & Short Name	Description	Q1 2019/20			Q2 2019/20			Q3 2019/20			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
KPI37 Planning Application Approvals	% of planning applications approved	92%	90%		92%	90%		86%	90%		Although every effort is made to work with applicants to negotiate a successful outcome, refusals are at times necessary to ensure planning policy is followed.
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)	53%	60%		43%	60%		67%	60%		<p>Percentage returned back above the 60% threshold.</p> <p>The Planning Guarantee is the Governments tool for monitoring speed and quality of planning decisions. The speed element is assessed over a 24 month period rather than monthly performance. With the nationally monitored statistics, 24 months to September 2019 showing at 65.6%.</p> <p>Whilst quarterly performance may fluctuate due to the relatively small number of major applications, 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</p>

Code & Short Name	Description	Q1 2019/20			Q2 2019/20			Q3 2019/20			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
											forthcoming assessment period is to be monitored and managed as necessary with a view to maintaining continuous performance figures above the threshold.
KPI39 Speed of Non-Major Planning Application Decisions	% 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).	87%	70%		82%	70%		79%	70%		Remains on target.
KPI40A Quality of Major Planning Application Decisions	% of major planning application decisions overturned at appeal	4%	10%		4.8%	10%		0.8%	10%		Quality performance has been observed at the end of each quarter but final figures understood at the end of Q3 due to the assessment period. Assessment period is April 2017 - March 2019 with a 9 month lag period. Low figure of overturned cases indicates a good quality of initial decisions.
KPI40B Quality of Non-Major Planning Application Decisions	% of non-major planning application decisions overturned at appeal	0.58%	10%		0.67%	10%		0.67%	10%		Low figure of overturned cases indicates a good quality of initial decisions.
KPI41 Planning Contraventions Resolved	% of planning contraventions resolved without the need for formal	45.33%	37%		44%	37%		37%	37%		Remains on target.

Code & Short Name	Description	Q1 2019/20			Q2 2019/20			Q3 2019/20			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
Informally	action										

Environment and Land Management

Nationally available statistics

15. Waste data from UK local authorities is reported to WasteDataFlow with statistics available at the following links.

[WasteDataFlow](#)

[Waste and recycling statistics](#)

Quarter 3 (2019/20) KPIs

Code & Short Name	Description	Q1 2019/20			Q2 2019/20			Q3 2019/20			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
KPI52 Recycling Rate	% of borough waste recycled or composted	55.67%	50%		52%	50%		Awaiting Data			Awaiting Decembers figures, October 55%, November 53%
KPI53 Refuse Collection Success Rate	% of successful refuse collections per 100,000 refuse collections made.	99.97%	99.97%		99.97%	99.97%		99.97%	99.97%		Target consistently met

Culture

Quarter 3 (2019/20) KPIs

Code & Short Name	Description	Q1 2019/20			Q2 2019/20			Q3 2019/20			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
KPI48	% of Ashford TIC contacts made in person	55.55%	N/A		53.8%	N/A		54.88%	N/A		Up on the quarter but down on the year reflecting Snowdogs activity in the same period last year.

Community Safety and Wellbeing

Quarter 3 (2019/20) KPIs

Code & Short Name	Description	Q1 2019/20			Q2 2019/20			Q3 2019/20			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
KPI02 ²	No. of vehicles parking in Ashford town centre car parks as recorded by Parking Services	177,236			184,631			180,130			Up from last year, with the addition of Elwick Place Car Park. Income for the quarter £435,885.63 with an average spend of £2.42.
KPI05 ³	No. of vehicles parking in Tenterden car parks	114,786			118,543			119,210			Up on the quarter and on the year. Income for the quarter £230,938.92 which is up on the quarter but down on the year, this may be explained by the increased free parking provision provided over the Christmas period. Average spend £1.94.

² Related information from KPI03 Ashford Town Centre Car Park Income and KPI04 Ashford Town Centre average spend included within the latest note. Parking Charges Review paper, on January's Cabinet agenda.


³ Related information from KPI06 Tenterden Car Park Income and KPI07 Tenterden Car Park average spend included within the latest note. Parking Charges Review paper, on January's Cabinet agenda.

Code & Short Name	Description	Q1 2019/20			Q2 2019/20			Q3 2019/20			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
KPI33 Food Hygiene Rating	% of businesses in the borough with a food hygiene rating above 3*	98.43%	98.5%		98.68%	98.5%		98.26%	98.5%		Dropped from 21 non-compliant businesses to 20.
KPI34 Lifeline Call Answer Speed	% of lifeline calls answered within 60 seconds	99.81%	97%		99.74%	97%		99.64%	97%		This KPI continues to be above target

Corporate Policy, Economic Development and Communications

Quarter 3 (2019/20) KPIs

Code & Short Name	Description	Q1 2019/20			Q2 2019/20			Q3 2019/20			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
KPI01 Park Mall Vacancy Rates	No. of vacant units within Park Mall – collected quarterly through survey carried out by Economic Development	2	0		3	0		2	0		<p>Vacancy rate at the end of the period fell to two units plus 1 kiosk. With the addition of Vapeology to the centre and further interest expressed in the currently vacant unit 7.</p> <p>Although not included in this reportable period as with all retail sites natural churn does occur resulting in arriving and departing retailers and we are aware of two retailer who will be departing the centre in the coming quarter. One of which has committed to investing elsewhere in the town.</p> <p>We monitor vacancy rates closely and our Property and Town Centre Regeneration teams together with the</p>

Code & Short Name	Description	Q1 2019/20			Q2 2019/20			Q3 2019/20			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
											Centre Mangers and Cradick Retail continue their work promoting interest in any vacant units.
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	6	36		8	36		14	36		14 businesses supported this quarter. Changes to the webpages, Ashford For webpages and links to the Invicta Chambers of Commerce helping to increase the ease with which businesses can access support.
KPI55 FOI Response Rate	% of freedom of information requests responded to within 20 working days	95.5%	95%		98.4%	95%		98%	95%		Over the 6 month period July-December 2019, 442 FOI requests received with 8 completed outside the 20 working day window.
KPI56 Major Personal Data Breaches	Number of major personal data breaches recorded (as required to be reported to the Information Commissioner's Office)	1	0		0	0		0	0		Of the incidents reported to the data protection team none were of a nature which required externally reporting to the ICO.

Corporate Property

Information from the Quarter, Relevant to the Corporate Plan or KPIs

16. *Corporate Property Performance Annual Report 2018/19.* The revenue generated by the Council's corporate property portfolio contributes significantly to the Council's income. This is a periodic report last taken to [Cabinet](#) in September 2019.

HR and Customer Services

Information from the Quarter, Relevant to the Corporate Plan or KPIs

17. *Pay Policy Statement- Annual Review.* The Localism Act 2011 requires the Council to publish an Annual Pay Policy Statement; this report reviewed the current Pay Policy statement, ensuring it is up to date and reflects the council's approach to pay. This is a periodic report last taken to [Cabinet](#) in March 19.

18. *Gender Pay Gap Statistics - March 2019.* We continue to welcome the government's requirement for large organisations to be more transparent on gender pay and publish our statistics annually on our [website](#).

Quarter 3 (2019/20) KPIs

Code & Short Name	Description	Q1 2019/20			Q2 2019/20			Q3 2019/20			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 34s	0h 01m 38s		0h 01m 28s	0h 01m 38s		0h 00m 56s	0h 01m 38s		Date 03 Dec 2019 FTE in December was 8.20 Zero sick leave in December 11 csa's took annual leave totalling 228.0 hours.

Conclusion

19. 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.

Contact and Email

Tom Swain, Governance and Data Protection Officer
Tom.Swain@ashford.gov.uk

Overview and Scrutiny Committee

Report Tracker – 10th March 2020

Current Work Programme			
Report Title	Date due to O&S	Reporting Service	Scope of what is to be scrutinised
Quarter 3 Performance	10 March 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.
Broadband SPD Query	10 March 2020	Planning and Development	A one off written response to a query regarding the broadband SPD.
Page 33 Digital Transformation	Ongoing	HR and Customer Services Corporate Policy, Economic Development and Communications.	Recommended for the work programme by the Budget Scrutiny Task Group to examine how far digital transformation has progressed in all services.
Homelessness	21 April 2020	Housing	Briefing on homelessness in the Borough.
O&S Work Programme Update	21 April 2020	Corporate Policy, Economic Development and Communications	Following comments from MT the final version of the work programme is due to be agreed by the Committee.
Carbon Neutral Strategy	21 April 2020	Corporate Policy, Economic Development and Communications	A review of the council's Carbon Neutral Strategy and action plan.
Annual O&S Report	9 June 2020	Corporate Policy, Economic Development and Communications	An annual report to O&S summarising the work carried out during the last municipal year.
Corporate Plan and Economic Development Strategy	9 June 2020	Corporate Policy, Economic Development and Communications	Scrutiny of the vision for the next Corporate Plan and the Economic Development Strategy.

Annual Sickness Report including Recruitment and Retention	September 2020	HR and Customer Services	An annual report to O&S regarding staff sickness in the council. This will also include a wider 'Corporate Health' analysis that will also have a focus on recruitment and retention in services.
Consultation and Engagement	Later 2020	Corporate Policy, Economic Development and Communications	Involvement and engagement of the public with the consultation process for corporate issues.
Contract Procurement	TBC	Corporate Property and Projects	A briefing on the procurement process for external contracts and determine where scrutiny could be beneficial.