Corporate Director (Law and Governance) and Monitoring Officer, T W Mortimer LLB Solicitor OSC

OVERVIEW AND SCRUTINY COMMITTEE

ASHFORD BOROUGH COUNCIL

Notice of a Meeting, to be held as a Virtual Meeting on Microsoft Teams in accordance with Regulation 5 of The Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police Crime Panel Meetings) (England and Wales) Regulations 2020 on **Tuesday, 10th November, 2020 at 6.30 pm. (PLEASE NOTE EARLIER STARTING TIME)**

The Members of the Overview and Scrutiny Committee are:-

Councillor Ovenden (Chairman)
Councillor Chilton (Vice-Chairman)

Cllrs. Blanford, Burgess, Campkin, Farrell, Hayward, Howard-Smith, Iliffe, Krause, Ledger, Mulholland.

IMPORTANT INFORMATION ABOUT THIS VIRTUAL MEETING:-

Please note the public cannot physically "attend" a Virtual Meeting. However any member of the press and public may listen-in to proceedings at this 'virtual' meeting via a weblink which will be publicised on the Council's website at www.ashford.gov.uk at least 24 hours before the meeting. Members of the press and public may tweet, blog etc. during the live broadcast as they would be able to during a regular Cabinet meeting at the Civic Centre. It is important, however, that Councillors can discuss and take decisions without disruption, so the only participants in this Virtual Meeting will be the Councillors concerned, the Officers advising the Cabinet, and the Officers designated to address the Cabinet on behalf of any members of the public who have registered in advance to 'speak' on the items to be considered. This will take the place of the usual procedure for public speaking at the Cabinet's regular meetings at the Civic Centre. In order to register for this, written notice must be given on the Council's website at https://www.ashford.gov.uk/councillors-meetings-andelections/councillorsandmeetings/public-participation/application-to-speak-at-a-publicmeeting/ or by email to membersservices@ashford.gov.uk by 10am on the Monday before the meeting.

Summary of the Scheme of Public Participation for Virtual Meetings (referred to as "VMs")

The public cannot physically "attend" a VM.

H.M. Government has recently changed the public's legal right to attend meetings into a right to hear, by means of technology, the Councillors attending the VM remotely.

Written notice of a wish to speak (by means of the procedure below) at a VM must be given, either to membersservices@ashford.gov.uk or on the Council's website at https://www.ashford.gov.uk/councillors-meetings-andelections/councillorsandmeetings/public-participation/application-to-speak-at-

apublic-meeting/ by 10:00 hours on the Monday before the VM – i.e. 10:00 a.m. on Monday, 9th November, 2020.

Those registered to speak must submit to membersservices@ashford.gov.uk by 10:00 hours on the day of the VM, a copy of their speech in written, legible English. It should be no longer than 400 words, on a single side of A4 paper, printed in 12-point non-italic sansserif font (e.g. Arial). Any text above 400 words will not be read out.

Speeches received as above will be read to the VM by a competent Officer for and on behalf of the speakers, at the normal times and in the normal order during the VM (subject to the Chairman's normal discretion).

IMPORTANT:

An Officer reading any speech on behalf of any speaker shall have discretion to omit/edit out any inappropriate language, information or statements.

If any defamation, insult, personal or confidential information, etc. is contained in any speech received from any speaker, and/or is read to the VM by an Officer, each speaker accepts by submitting their speech to be fully responsible for all consequences thereof and to indemnify the Officer and the Council accordingly.

Agenda

Page Nos..

1. **Apologies/Substitutes**

   To receive Notification of Substitutes in accordance with Procedure Rule 1.2 (c)

2. **Declarations of Interest** 1 - 2

   To declare any interests, which fall under the following categories, as explained on the attached document:

   a) Disclosable Pecuniary Interests (DPI)
   b) Other Significant Interests (OSI)
   c) Voluntary Announcements of Other Interests

   See Agenda Item 2 for further details

3. **Minutes of the last Meeting** 3 - 8

   To approve the Minutes of the last Meeting

4. **External Contract Procurement (Presentation)**

5. **Corporate Performance Report** 9 - 30

6. **Membership of Budget Scrutiny Task Group**

7. **Tracker** 31 - 32

2 November 2020

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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 as a virtual meeting on the **13th October 2020.**

Present:

Cllr. Chilton (Vice-Chairman in the Chair)

Cllrs. Blanford, Hayward, Howard-Smith, Iliffe, Krause, Ledger, Mulholland, Suddards, Wright.

In accordance with Procedure Rule 1.2 (iii) Cllrs. Suddards and Wright attended as Substitute Members for Cllrs. Farrell and Campkin.

Apologies:

Cllrs. Burgess, Campkin, Farrell, Ovenden.

Also Present:

Cllrs. Feacey, Harman, Pickering.

Head of Corporate Policy, ED & Communications, Head of Housing, Strategy and Policy Development Manager, Housing Operations Manager, Policy & Scrutiny Officer, Member Services Officer.

98 Minutes

Resolved:

That the Minutes of this Committee held on the 8th September 2020 be approved and confirmed as an accurate record.

99 Homelessness Update Report

The Housing Operations Manager introduced this item, and explained that the report covered the Council's position both pre and post Covid. He provided a comprehensive summary of progress since the Homelessness Reduction Act was implemented in 2018, including new legal duties to intervene earlier to prevent homelessness and avoid placing households into temporary accommodation. The report was then opened up to the Committee and the following questions and points were raised: -

- A Member had been informed that the Winter Night Shelter would not be in operation following Covid and she wondered what impact this would have.

The Housing Operations Manager explained that despite originally being advised that shared space accommodation should be avoided, the Government had recently announced plans for a national shelter scheme. However, ABC were still focussed on placing individuals into settled housing solutions.

- In response to a question regarding the proportion of male to female homelessness, and whether there been an increase in domestic abuse cases since the pandemic, the Housing Operations Manager explained that the gender split for homelessness was approximately 60% male to 40% female, and there had been a higher number than expected of younger female homeless cases. The complex nature of domestic abuse cases required a more personal service from the Team, and they anticipated an increase in applications from domestic abuse victims following the lockdown period that had occurred since March 2020.

- A Member said that she had heard ABC's reputation for Homelessness provision was known to be so good that rough sleepers from outside the Borough had been known to make applications to Ashford. The Housing Operations Manager agreed that the Team's reputation preceded them, and routine conversations were held with the Kent Housing Operations Group about how best to deal with placements in and out of area. The Head of Housing reassured Members that ABC were also recognised to undertake robust preliminary investigations to ascertain a local connection for applicants, and where this was not determined, ABC would then redirect them back to their local area if possible. An additional problem occurred where other Local Authorities used Bed and Breakfast (B&B) facilities within Ashford for their own applicants, but if these bookings were terminated; those applicants had then built a connection within the Borough.

- Regarding current numbers of rough sleepers, it was confirmed that there were 10 cases with an additional 2 or 3 European nationals with no recourse to public funds sleeping rough in Ashford, and those individuals had not wanted to engage with ABC to seek a solution.

- In response to a question asking how often B&B was being used, the Housing Operations Manager confirmed that there were instances where certain rough sleepers had 'burnt their bridges' with proprietors of temporary accommodation, and therefore B&B was the subsequent option. This was not the preferred choice and a last resort.

- In respect of the small number of rough sleepers within rural areas, the Housing Operations Manager highlighted the importance of communication from outreach workers who were already in contact with those people. Stronger communication was vital also in terms of preventative work, with prison and hospital discharges being examples of where early liaison between agencies meant that the chance of someone falling into homelessness was

minimised.

- A Member spoke about the recent government announcement that there was an intention to reopen night shelters and asked whether the Officers felt that it was safe to do this in light of Covid. The Housing Operations Manager explained that the consensus throughout most organisations was that shared accommodation was a safety net, but was not the preferred option.

- Following the “Everybody In” initiative that had been co-ordinated in response to the pandemic, there were approximately 10 outstanding cases that had not yet been placed in accommodation, and work was still ongoing to house these rough sleepers, with needs that were more complex.

- A Member asked about targets and the timeline for monitoring each case. The Housing Operations Manager confirmed that there were regular Rough Sleeper cell meetings to keep check on all cases. Concerning timescales, it was important to establish that the individual was in the right frame of mind to receive the help/accommodation, and every case was unique in terms of need so in an ideal world, each individual would be housed as soon as possible, but it was often necessary to take longer with the more challenging cases.

- The Vice Chairman in the Chair asked how the Council were expecting to manage the predicted increase in homelessness cases owing to the pandemic, and with adherence to social distancing. The Housing Operations Manager explained that ABC would expect to work more closely with partner agencies, and other forms of tenure would have to be considered including intermediate supported housing as opposed to settled accommodation.

- The Housing Manager expanded on some of the points discussed and confirmed that in addition to the 10 outstanding cases of rough sleepers, there were still a large number of other types of applications, currently in temporary housing and awaiting move on accommodation. There were also around 1000 applications on the Housing Register. She went onto say that housing demand was high, and this meant that people could not be housed as quickly as the Council would like. Therefore, to resolve this problem the Council strove to improve the delivery of housing options on the ground. These solutions included ABC’s own new build council housing, the purchase of additional units at New Quarter, and a programme of street purchases through the Housing Revenue Account (HRA). The aim was to maximise the delivery that could be brought forward through the HRA and work alongside partners in terms of registered providers or housing associations, to deliver affordable housing.

- The Vice-Chairman in the Chair asked whether the Housing Dept. felt adequately resourced to be able to deal with the likely increase in demand and associated costs over the next few months. The Housing Manager responded that they were aware of a budget pressure in terms of expenditure. One of the major costs in the General Housing fund was temporary

accommodation, and so more that was managed in house resulted in less pressure on the budget. Funding had been received from the Ministry of Housing, Communities and Local Government, and this had been invested in front line staff. Following the Departmental restructure last year, demand was being met, but was also constantly reviewed and any change would be reported back to Members.

Resolved:

That the report be received and noted.

100 Final Report of the Digital Transformation Task Group

The Policy and Scrutiny Officer introduced this item, and explained that the report summarised the findings of the Digital Transformation Task Group and advised eight recommendations to the Committee. These recommendations would assist further digital transformation of services and enhance the digital experience for Customers, Members and Officers.

Resolved:

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

Recommendation 1: Note the implementation of the digital strategy to date and endorse the emerging digital programme to be delivered up until 2025.

Recommendation 2: That a digital survey regarding homeworking and virtual meetings is conducted for Members, to find out what lessons have been learnt since new arrangements were introduced in March 2020 as a result of Covid-19, and what can be improved for the future.

Recommendation 3: To continue to support homeworking, virtual meetings and hybrid meetings as valid ways of running council services and meetings in the future and ensure that there are adequate IT systems in place to deliver these efficiently.

Recommendation 4: Create a Corporate Etiquette protocol for Microsoft Teams that covers making calls, leaving messages and showing availability.

Recommendation 5: That the online calendar function on Mod.gov is updated regularly to inform Members of future meetings for at least the next six months.

Recommendation 6: Proceed with creating an online central database for local and national data that residents are able to access and view statistics regarding Ashford Borough.

Recommendation 7: That a fact sheet is produced for all Members and staff with advice on broadband and how to check your connectivity whilst working remotely.

Recommendation 8: Prioritise completion of an IT asset register to ensure that all council owned equipment is logged and returned to the Civic Centre when appropriate.

101 Future Reviews Tracker

The Policy & Scrutiny Officer introduced this item and advised the Committee that she hoped to arrange a short briefing session in preparation for Budget Scrutiny, which would commence in December 2020. Members agreed that the briefing session would take place at 6pm, before the next Meeting on Tuesday 10th November.

Resolved:

That the report be received and noted.

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Agenda Item No:

ASHFORD
BOROUGH COUNCIL

Report To:	Overview and Scrutiny Cabinet
Date of Meeting:	Overview and Scrutiny: Tuesday 10th November Cabinet: Thursday 26th November
Report Title:	Performance Report, Quarter 2 2020/21
Report Author & Job Title:	Tom Swain Governance and Data Protection Officer
Portfolio Holder **Portfolio Holder for:**	Cllr. N Bell Finance and IT

Summary:	Following the presentation to Cabinet in July of the Recovery Plan 2020 which had the aim of setting out the council's approach to making a timely and successful recovery from the impact of the coronavirus, this periodic report summarises performance against the performance indicators introduced in that Recovery Plan.

Key Decision:	NO
Significantly Affected Wards:	None
Recommendations:	**Directors** **Cabinet** **Overview and Scrutiny, is asked to:-** **I. Consider the performance data for quarter 2 2020/21**
Policy Overview:	The Recovery Plan as the key strategic documents in the near future set out how we can embrace the 'new normal' to build: a stronger local economy, increased community resilience and public participation. The Plan covers a 2 year period reflecting economic forecasting for the return of economic stability during the period. Given the many uncertainties faced at present on varying restrictions and as more is learnt about the pandemic, and what may need to be done to supress further peaks in

	infection, The Plan will need to be flexible and responsive. This quarterly Performance Report acts as an opportunity to monitor the Recovery Plans performance and any changes that have been needed.
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
Data Protection Impact Assessment:	N/A
Risk Assessment (Risk Appetite Statement):	N/A
Sustainability Implications:	N/A
Other Material Implications:	N/A
Exempt from Publication:	No
Background Papers:	The Recovery Plan 2020
Contact:	Tom.Swain@ashford.gov.uk – Tel: (01233) 330432

Report Title: Performance Report, Quarter 2 2020/21

Introduction and Background

Introduction

1. This report seeks to provide an overview of performance against the council's key performance indicators for Quarter 2 2020/21. The council's performance framework captures key performance data from across council services as it relates to the themes of the Recovery Plan 2020, that of Economic Recovery, Community Recovery, Place Making, Regeneration, and Infrastructure and Organisational Change and Workforce Development.

Background

2. The Recovery Plan 2020 was developed to put in place a framework to enable a timely and structured recovery from the economic and social impact of the coronavirus pandemic. The plan sets out to deliver a number of actions that will allow the council to re-configure how it works and can most effectively deliver services to residents and how, in collaboration with others, help mitigate the negative impacts of the pandemic on the local economy, communities and residents.

3. This quarterly performance report monitors the key performance measures set out in the Recovery Plan and by doing so forms part of a comprehensive and regular review of the plan ensuring our recovery remains focused and on track to deliver a timely recovery that is inclusive and ensures those hardest hit by the coronavirus pandemic are not disadvantaged.

Quarter 2 Performance

4. Commentary on individual performance indicators is included under the corresponding performance measure. As would be expected, the impact of the coronavirus pandemic can be seen on a number of performance indicators over the period as lockdowns, economic activity and our ways of life have altered.

Ashford Borough Council

Our Recovery Plan 2020 - 22

The Ashford Ambition: to be a thriving, productive and inclusive borough in 2030 and beyond; a vital part of Kent and the South East where local businesses, social enterprises, communities and the public sector provide collective leadership to promote shared prosperity, happiness and wellbeing.

Recovery Plan Themes

- Economic Recovery
- Community Recovery
- Place Making, Regeneration, and Infrastructure
- Organisational Change and Workforce Development

Our Objectives

Carbon reduction; Job creation; Building community resilience; Improving the customer journey; Revitalising the local economy; Promoting health and wellbeing; Tackling inequalities

Our Service Design Principles

This is a framework that guides us when designing services to ensure our services are;

- Efficient
- Consistent
- Inclusive
- Improve the customer experience

Green principles

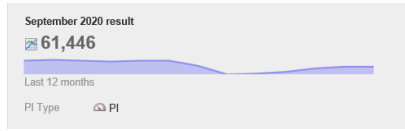
1. All investment to support recovery and future growth should have low or zero carbon emissions, use resources efficiently and aim for environmental net gain.
2. Employees and residents are supported to protect and enhance their wellbeing through a cleaner environment and more access to rich and varied nature.
3. Communities are well connected both digitally, and through an effective network of footpaths, cycleways and public transport.
4. Future development and existing communities are resilient and adapted to the changing climate and severe weather events
5. Biodiversity is protected, restored and created; nature-based solutions are considered first and invested in at every opportunity.
6. Ensure any green recovery solutions are equitable and fair; a green and equitable recovery go hand in hand.
7. Greater partnership working and collaboration.

Equalities Objectives

These are refreshed every four years to ensure the council has due regard to; eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations

- Improve our understanding of our diverse communities in all that we do
- Encourage all residents to have a say in the decisions that affect them and get involved in their local communities
- Deliver services and customer care to meet the needs of all our residents
- Deliver organisational change to enable a more inclusive and diverse workforce

Recovery Plan, Quarterly Performance Indicators
Economic Recovery

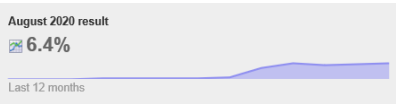
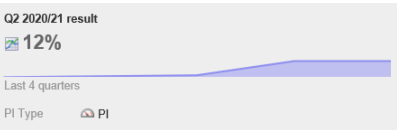
Code & Short Name	Description	Q4 2019/20			Q1 2020/21			Q2 2020/21			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
RPKPI30 **Parking usage**	Parking **usage** in Ashford and Tenterden Car Parks.	269,625			44,422			169,865			 Parking income for Ashford and Tenterden car parks for Sept was £122,368, this compares to £204,250 for Sept 2019.
Parking income is a significant income stream to the Council with budgeted income of just under £2.4m for 2020/21. Given the restrictions on movement in April, May and June, car parking income saw a significant decline but it is expected to recover slowly over the next 6 months. Overall, it is anticipated that car parking income could be down by £1.2m in 2020/21. Removal of cash transactions (Car Parks) report available from Sept 2020 Cabinet, which introduced the phased removal of cash from Council business in response to the wider changes we are seeing in society as a result of digitisation of services and COVID19. This will result in reduced costs including future replacement of machines as they reach end of life.											
RPKPI51 **Vacancy rates (in our corporate property)**	Vacancy rates (in our corporate property)	New performance indicator not previously recorded			New performance indicator not previously recorded			25.1%			**Site** / **Percentage let** Ellingham 100.0% Carlton Road 16.2% Elwick Place 70.6% International House 94.0% **Total** 74.9%
Major sites that we acquired for commercial/investment purposes included. Please note Park Mall and the Commercial Quarter are not included as these were purchased for development and regeneration purposes. Corporate Property Performance Annual Report 2019/20 and update to the Property Acquisition, Investment and Disposal Strategy available from Sept 2020 Cabinet. This report provided a summary of how our main commercial assets are performing and the work the Council is undertaking to improve or maintain such performance. Whilst this report looks back to the financial year 2019-2020, due to the unparalleled events over the past 18 months such as the changes in the retail shopping market, the impact and uncertainty caused by Brexit and the coronavirus pandemic, the report also considers what impacts these events may have on the council's property portfolio in the short term.											

Code & Short Name	Description	Q4 2019/20			Q1 2020/21			Q2 2020/21			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
RPKPI80 **Current vacancy rates** **Business survival**	Business survival, measure based upon our business rates records comparing the total number of rated premises in the borough against those which have an empty property exemption or relief applied to their accounts indicating vacancy.	New performance indicator not previously recorded			8.64%			8.4%			Sept 2020, 5059 rated properties in the borough with 256 exemptions / 169 empty reliefs

RPKPI81 **Percentage business survival of those who have received support during the pandemic**	Percentage business survival of those who have received support during the pandemic - Following the final tranche of Covid-19 related support, a report will be produced summarising the support provided and to which businesses, these businesses will subsequently be surveyed at a future date to identify their survival.

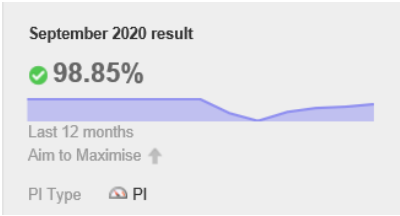
Covid support administered to 2492 businesses with £27,775,000 directed through the small business rates grant scheme, and £1,351,000 through the discretionary grant scheme.

More information on the prosperity of our local businesses is available within the Kent and Medway COVID-19 Economic Recovery Dashboard**.** The Economic Recovery Dashboard (XLSX, 1.3 MB) has been developed to help support the economic recovery from COVID-19 in Kent and Medway. It draws from a range of economic indicators and uses modelled data to help identify the possible impact on local economies and those areas which may be more economically vulnerable.

Code & Short Name	Description	Q4 2019/20			Q1 2020/21			Q2 2020/21			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
RPKPI82 **Unemployment figures**	Unemployment figures taken monthly from Kent County Councils Economy and employment data.	2.9%			6%			6.4%			 Latest available figures up to the end of August 2020 and indicate 4990 unemployed. Latest figures likely to be revised.
COVID-19 continues to have a significant impact on the number of claimants of unemployment benefits. The claimant rate in Kent is currently 6.3% (Aug figures), an increase from previous month. While Kent has seen a higher percentage increase over the previous month than was seen in the UK as a whole, the claimant rate is below the national average of 6.5%. More information available within Kent County Councils Economy and employment data.											
RPKPI83 **Unemployment 18-24yr olds**	Unemployment 18-24yr olds taken monthly from the Kent County Council economy and employment data.	5.4%			12.1%			12%			 Latest available figures up to the end of August 2020 and indicate 1055 unemployed aged between 18-24. Latest figures likely to be revised.
Youth unemployment (18-24) in Kent is higher than the national average: 10.2% in Kent, 9.4% UK and Ashford at 12% is currently above both of these. More information available within Kent County Councils Economy and employment data.											

Community Recovery

Code & Short Name	Description	Q4 2019/20			Q1 2020/21			Q2 2020/21			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
RPKPI01 **Rent arrears**	Snapshot figure of total rent arrears.	New performance indicator not previously recorded			£531,232.00			£558,949.55			Trend being monitored to understand if this alters as the economic hardships of Covid measures work through.
RPKPI04 **Homelessness Presentations**	No. of homelessness presentations	469			367			408			Trend being monitored to understand if this alters as the economic hardships of Covid measures work through.
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 The stay on possession proceedings expired on 20 September 2020 and landlords will then be able to progress their possession claim through the courts. Courts will carefully prioritise the most egregious cases, such as those involving anti-social behaviour and other crimes. Possible increase in homelessness presentations once private landlords are once again permitted to progress with possession proceedings. A report provides the current position on homelessness following the implementation of the Homelessness Reduction Act in April 2018 and the impact of Covid 19 in 2020/21 was taken to the Overview and Scrutiny Committee in October.											
RPKPI05 **Homelessness Preventions (still in accommodation)**	No. of households where homelessness was prevented	41			28			30			Numbers remaining steady. Trend being monitored to understand if this alters as the economic hardships of Covid appear.
RPKPI06 **Number of new complaints cases opened**	No. of complaints regarding poor conditions and/or ASB in the private rented	3			1			3			Two varied notices types were issued during this period for anti-social behaviour. We are seeing a small increase in this type of complaint currently due to tenants remaining at

Code & Short Name	Description	Q4 2019/20			Q1 2020/21			Q2 2020/21			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
	sector resolved with formal action										home for longer periods. Additionally Continued informal action is still underway working with contractors and landlords.
RPKPI07 **Gas Safety Certificates**	% of ABC properties with up to date gas safety certificates	99.93%	100%		96.29%	100%		98.37%	100%		 Compliancy is still moving in the right direction and this reflects the efforts made by the heating service provider, the heating consultant and the council officers involved in the process. It is also an indication of how residents are reacting to the current status quo within the borough, which remains positive as they settle into the new normal. However, should there be an increase in infections in the borough, which could bring localised restrictions, residents could become unsettled once again and this would affect compliancy negatively.
The downturn in the landlord gas safety record compliancy in Q1 was due to the CV-19 situation with residents shielding and reluctant to provide access. Our compliance consultant, heating service provider and Council staff in housing are all still being pro-active to mitigate the non-compliance and work with the residents to ensure access where possible.											
RPKPI08 Disabled Facilities Grants Completed	No. of disabled facilities grants administered by the council	22			6			6			Slightly down on last year's figure, with contractors only recently started to pick up work after Covid lockdown

Code & Short Name	Description	Q4 2019/20			Q1 2020/21			Q2 2020/21			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
RPKPI24 **Estimated total no. of people supported monthly at foodbanks**	Estimated total no. of people supported monthly at foodbanks who received assistance through the Voluntary Emergency Response Appeal • Completion Date: 1st February 2021	New performance indicator not previously recorded			New performance indicator not previously recorded			Baseline figure collected Aug 2020 **936**			Numbers of VCS organisations funded from ABC Coronavirus Emergency Fund – Project 16, Support 34 **TOTAL 50**

Shortly after the lockdown Ashford Borough Council launched the Voluntary Emergency Response Appeal (VERA).

Seventy donations were made to the fund, with contributions from residents, councillors, ABC staff and local companies such as Givaudan and Countryside Properties. Over the last few months many local voluntary organisations have helped supply food and essentials to those most in need during the height of the crisis.

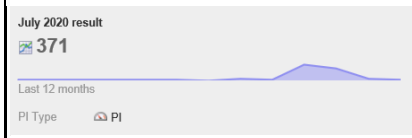
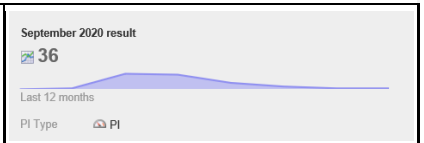
The council is pleased to announce that three key organisations that are continuing to deliver across the borough and serve those that need support will receive funding from VERA - Ashford Vineyard Foodbank, Bright City Church Foodbank and Repton People's Pantry.

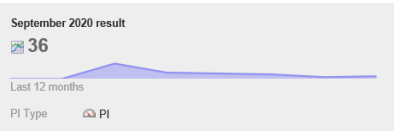
The funding will specifically support **Ashford Vineyard** in their aspiration to move from a foodbank system to a 'social supermarket' referral system which as well as supporting food poverty, will take a longer term approach to supporting local people with money management, cooking and personal development.

Bright City will continue doing the good work they have been doing for years from their Bank Street venue while **Repton People's Pantry** will extend their community led food bank providing food, hygiene items and cleaning products to residents across the borough that are in need.

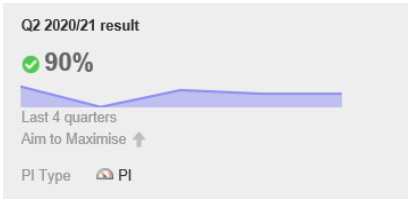
We will continue to look at ways to strengthen the voluntary sector such as networking valuable groups so they can help each other and share resources in the future. Officers will also continue to look out for, and secure, further funding support for these three strategic community organisations, as well as other borough wide groups and projects who are helping those that are struggling with the most basic of necessities.

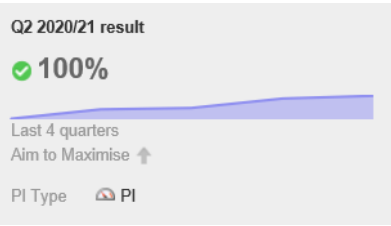
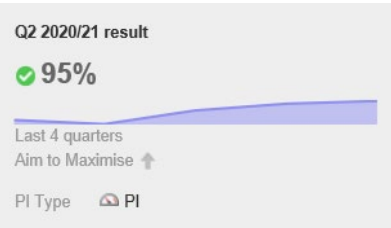
Code & Short Name	Description	Q4 2019/20			Q1 2020/21			Q2 2020/21			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
RPKPI26A **MEMBER GRANTS – Covid Related**	• Numbers of organisations funded from Member Grants for Covid related work	New performance indicator not previously recorded			New performance indicator not previously recorded			14			Funding totals £17,994.53
RPKPI31 **Food Hygiene Rating**	% of businesses in the borough with a food hygiene rating above 3*	99%	98.5%		99.1%	98.5%		99.3%	98.5%		The team are back conducting food hygiene inspections but are having to carefully risk assess and consider Covid-19 implications of physical inspections, which has led to a delay in re-starting.
Please note. All inspections were suspended in March 2020 due to the Coronavirus pandemic which has led to a backlog of inspections in the order of 500. This figure therefore is statistically correct, but it includes ratings from inspections that are now overdue.											
RPKPI62 **Benefit Change of Circumstance Processing**	Average time taken to process a benefit change of circumstance in no. days	2.29	10		1.94	10		2.02	10		On target
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 is available from the Ministry of Housing, Communities and Local Government.											
RPKPI63 **Benefit New Claim Processing Time**	Average time taken to process a new benefit payment claim in no. days	22.97	28		26.83	28		25.39	28		On target

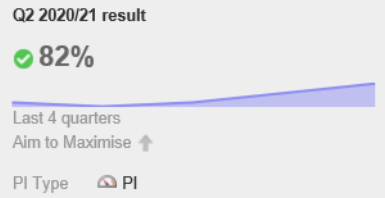
Code & Short Name	Description	Q4 2019/20			Q1 2020/21			Q2 2020/21			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
RPKPI64 Universal Credit new claims	Universal Credit Monthly new starts.	961 complete quarter			5,338 complete quarter			371 information currently only available for July.			 Source DWP Stat Xplore Most recent figure likely to be revised.
This looks at the number of starts to Universal Credit. The starts figures show the number of claims which have gone through the application process and been awarded Universal Credit. This data is available to Jobcentre Plus areas. The Jobcentre Plus office at which a claimant is recorded at is based upon the postcode of where the claimant lives. There are thirteen Jobcentre Plus areas in Kent and Medway and this figure is associated to the Ashford office.											
RPKPI67 Welfare intervention new cases	Welfare intervention new cases	462			406			434			133 cases referred from Council Tax, 78 cases referred from Revs and Bens 46 cases referred from Housing 9 cases referred from shielding/Covid help.
Test and Trace payments have been picked up by the welfare intervention team.											
RPKPI84 Number of positive Covid 19 cases	Number of positive Covid 19 cases, source **https://coronavirus.data.gov.uk/**	45			1,217			148			
Number of people with at least one lab-confirmed positive COVID-19 PCR test result. COVID-19 cases are identified by taking specimens from people and sending these specimens to laboratories around the UK for PCR swab testing. If the test is positive, this is referred to as a lab-confirmed case. If a person has had more than one positive test they are only counted as one case. Cases are allocated to the person's area of residence.											
RPKPI85 Website visits to Covid 19 pages	Website visits to Covid 19 pages	15,400			56,835			22,292			Unique page hits for Sept: 10,203 Top 5 page hits: **Regional Testing News article** (6,163), **Advice for shops and supermarkets** (1,248), **Covid homepage** (1,242), **Advice for businesses** (148), **Statement on cases in Ashford News article** (117).

Code & Short Name	Description	Q4 2019/20			Q1 2020/21			Q2 2020/21			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
RPKPI86 **Number of referrals to voluntary sector**	Number of referrals to voluntary sector	0			345			117			 Number of Covid related calls where it was felt support could be provided from a voluntary organisation and a referral was made.

Place Making, Regeneration and Infrastructure

Code & Short Name	Description	Q4 2019/20			Q1 2020/21			Q2 2020/21			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
RPKPI02 Council Affordable Housing - New Build	No. of additional new build affordable homes delivered by council housing	4			0			2			Two chalet bungalows have been delivered in The Weavers, Biddenden
Ashford Borough Council is set to complete a deal with developers Dukelease this autumn to buy the New Quarter – with an east and west wing adjacent to the Panorama building in the heart of Ashford town centre – comprising 109 units of one and two bedroomed flats.											
RPKPI03 Council Affordable Housing - On-Street Purchases	No. of additional on-street purchase affordable homes delivered by council housing	24			12			12			We are continuing to assess the number of purchases that we will acquire going forward to make sure we are mindful of market conditions, the price of homes and making the best use of the resources available to us from the right-to-buy receipts.
RPKPI10 Planning Application Approvals	% of planning applications approved	91%	90%		90%	90%		90%	90%		
Stodmarsh European Designated Sites, the council is committed to development only taking place if it is sustainable development that respects the relevant environmental protections. Part of the consideration of this is whether there would be a detrimental impact on any European Designated Nature Conservation Sites whether these are within the Borough or not. Advice has been given by Natural England on Nutrient Neutrality for new developments in the Stour catchment which may impact our ability to approve planning applications without mitigation. More information is available on the planning pages of our website.											

Code & Short Name	Description	Q4 2019/20			Q1 2020/21			Q2 2020/21			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
RPKPI11 **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)	71%	60%		94%	65%		100%	65%		 Target increased from 60-to-65%
RPKPI11A **% of major planning applications determined within 13 weeks amended to reflect 24 rolling month**	% of major planning applications determined within 13 weeks amended to reflect the 24 rolling month	58%	60%		64%	60%		67%	60%		 MHCLG threshold for designation is <60%. The current monitored designation period is from October 2018 - September 2020.
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											
RPKPI12 **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).	88%	70%		93%	75%		95%	75%		 Target changed 70 -75%

Code & Short Name	Description	Q4 2019/20			Q1 2020/21			Q2 2020/21			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
RPKPI12A **% of Non-Majors determined within 8 weeks amended to reflect 24 rolling month**	% of non majors determined within 8 weeks amended to reflect 24 rolling month	78%	70%		80%	70%		82%	70%		 MHCLG threshold for designation is <70%. The current monitored designation period is from October 2018 - September 2020.
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											
RPKPI14 **Number of live planning applications reducing backlog**	Number of live planning applications with a capacity set at 550 open cases	613	550		619	550		643	550		Planning service continues to operate above ideal capacity level.
RPKPI21 **% of working population cycling to work (at least once per week)**	% of working population cycling to work .	New performance indicator not previously recorded			New performance indicator not previously recorded			Latest data for Ashford (Local Authority area from 2019 (published in August 2020) shows the following: 3.5% traveling by bike once a month 2.4% traveling once a week 1.6% traveling 3 times a week 1.6% traveling 5 times a week			Based on the national walking and cycling data statistics, data is from the National Travel Survey and Active Lives Survey

Code & Short Name	Description	Q4 2019/20			Q1 2020/21			Q2 2020/21			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
RPKPI22 Number of organisations committed to active travel plans cycling/walking	Number of organisations committed to travel plans cycling/walking	New performance indicator not previously recorded			New performance indicator not previously recorded			New performance indicator not previously recorded			Annual target that increases in each year based on our plans to fund the production of travel plans. In year 1 we're looking at a pilot of working with 10 organisations and are hoping that once we see more people returning to offices that this will become more of a priority
RPKPI40 Recycling Rate	% of borough waste recycled or composted	49.33%	50%		53.67%	50%		49%	50%		The percentage reported is distorted due to the month having three refuse weeks and two recycle weeks. Currently the average for current full year up to July is 52%.
Waste data from UK local authorities is reported to WasteDataFlow with statistics available at the following links. WasteDataFlow Waste and recycling statistics											
RPKPI41 Refuse Collection Success Rate	% of successful refuse collections per 100,000 refuse collections made.	99.97%	99.97%		99.96%	99.97%		99.97%	99.97%		Target consistently met
A fire at the neighbouring premises to our refuse collection contractor Biffa resulted in their warehouse being significantly damaged, this has resulted in some minor disruption.											

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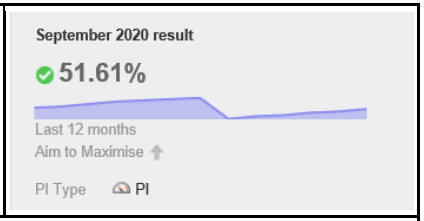
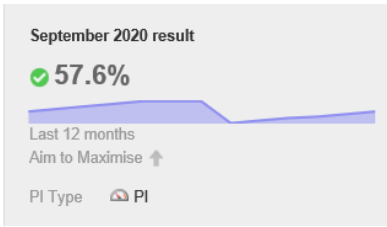
Organisational Change and Workforce Development

Code & Short Name	Description	Q4 2019/20			Q1 2020/21			Q2 2020/21			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
RPKPI50 Percentage of commercial revenue received against projected	Contribution to budget from commercial investments utilising the budgeted figures provided as part of the council's budget books. Measure to start from Sept 20	New performance indicator not previously recorded			New performance indicator not previously recorded			74%			Figure based on Ellingham, Carlton Road, Elwick Place, International House, Matalan and Wilkos.
Corporate Property Performance Annual Report 2019/20 and update to the Property Acquisition, Investment and Disposal Strategy Cabinet 24th Sept 2020											
RPKPI60 Business Rates Collection	% of national non-domestic rates collected by the council - cumulative figure per month	99.1%	99%	✓	27.18%	24.75%	✓	51.61%	49.5%	✓	
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 from the Ministry of Housing, Communities and Local Government.											
RPKPI61 Council Tax Collection Rate		98.1%	98.25%	✓	29.77%	24.57	✓	57.6%	49.14	✓	
The Financial Monitoring report taken to Sept Cabinet in response to financial uncertainty as a result of the Covid19 Pandemic looks at the movements in the General Fund, Housing Revenue Account (HRA), Collection Fund and provides an update on the Government Fees and Charges Support Scheme. – 1 June 2020 to 31 July 2020 Cabinet 24th Sept 2020											

Code & Short Name	Description	Q4 2019/20			Q1 2020/21			Q2 2020/21			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
RPKPI70 **Number of days sickness per full time equivalent**	Based on the total FTE.	9.1 annualised days			10.42 annualised days						Based on the total FTE as at 31st July **average absence due to sickness** has increased to **10.42 days** (annualised).
Separate coronavirus absence types were set up in early April to allow specific reporting on this absence type (without impacting on contractual sickness entitlement). The Coronavirus absence types are symptomatic, no alternative duties and self-isolating. Upon review of the data it appears that managers have used the 'no alternative duties' and the 'self isolating' reason codes interchangeably; days lost due to these two periods are actual working days lost (not time spent working from home whilst self-isolating). A total of 912 days were lost due to coronavirus absences in the four months of April, May, June and July. If Coronavirus Absence Types are removed from the figures the average absence due to sickness is reduced to 3.99 days (annualised).											

RPKPI90 **Number of ongoing litigation/ court proceedings (volume measure)**	number of ongoing litigation/court proceedings (volume measure)	
And **RPKPI90A**		These are new performance indicators with data being collected from 01 October 2020, data and further comment will be included in the Quarter 3 performance report.
Litigation number of cases in which costs have been awarded against ABC	number of cases in which costs have been awarded against ABC (effectiveness measure)	

Code & Short Name	Description	Q4 2019/20			Q1 2020/21			Q2 2020/21			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
RPKPI91 **Number of new 106 files opened** **RPKPI91A** **Number of draft 106 agreements sent out** **And** **RPKPI91B** **Number of 106 cases completed**	number of new 106 files opened number of draft 106 agreements sent out number of 106 cases completed	These are new performance indicators with data being collected from 01 October 2020, data and further comment will be included in the Quarter 3 performance report.									
RPKPICOM1 **Income Generation and Savings**	Increased income attributable to commercialisation projects - income and cashable efficiency savings Income Target £400,000 20/21	New performance indicator not previously recorded			New performance indicator not previously recorded			73,162.5	75,000		Quarter 1 - commercialisation project had not commenced and therefore no target set. The Quarter 2 income comes from Garden Waste Development project and the additional customers and bin orders. Aims to increase customer base through new online payment systems and ability to sign up for annual contract at any time of year are proving successful. Further marketing and route analysis is planned for next quarter to further increase customers.
Other projects that will contribute to overall target require a longer lead in time before financial returns found, e.g. efficiency savings anticipated through the Category Management project which aims to streamline council contracts.											

Code & Short Name	Description	Q4 2019/20			Q1 2020/21			Q2 2020/21			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
Q4 total amended to £300k as only 3 quarters available (20/21) since project inception.											
RPKPICOM2 Project Completion	Projects completed target Projects complete 80% planned 20/21 tasks.	New performance indicator not previously recorded			New performance indicator not previously recorded			28%	26%		All projects in commercialisation programme have a detailed project task plan, the % of complete tasks across all projects are combined to create this % score.
RPKPICOM3 Improved Commercial Acumen	This indicator measures the % of officers who have completed the online commercial thinking – module 1 training.	New performance indicator not previously recorded			New performance indicator not previously recorded			8%			As the commercialisation project develops, this measure will encapsulate a broader range of measures including measuring the increase in staff awareness of commercialisation and the response towards it with the aspiration of: 50% staff feeling confident and positive towards commercial approach. 50% of staff trained in commercial approach 30 projects coming forward (pro rata 20/21 – so 15)

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Overview and Scrutiny Committee

Report Tracker – 10 November 2020

Current Work Programme			
Report Title	**Date due to O&S**	**Reporting Service**	**Scope of what is to be scrutinised**
Budget Scrutiny	December 2020 January 2021	Finance and IT	The Budget Scrutiny Task Group will meet to review the draft budget for the 2021/22 municipal year.
S106 Decision Making Process	Early 2021	Planning and Development	A report regarding the S106 negotiations process and how the spending of contributions is decided.
Consultation and Engagement	Early 2021	Corporate Policy, Economic Development and Communications	Involvement and engagement of the public with the consultation process for corporate issues.
Update on Vicarage Lane Project	TBC	Corporate Property and Projects	A summary of the council's current position regarding the appointment of a Project Manager for the Vicarage Lane Project.

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