

Agenda Item No:

Report To: Overview and Scrutiny Committee
Cabinet



Date of Meeting: Overview and Scrutiny Committee: Tuesday 13th September
Cabinet: Thursday 29th September

Report Title: Performance Report, Quarter 1 2022/23

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

Portfolio Holder Cllr. Peter Feacey
Portfolio Holder for:

Summary: This report summarises performance against the council's updated suite of KPIs reflecting the Corporate Plan 2022-24

Certain performance indicators from the previous council's framework have been retained and allow for historic data comparison, however a number of new performance indicators have been agreed upon, for which data is only available for this last quarter.

As this is the first of the performance reports reflecting the Corporate Plan 2022- 24 – all measures have been included both those which, going forward, will be reported upon annually and those reported upon quarterly.

Key Decision: No

Significantly Affected Wards: None

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

I. Consider the performance data for Quarter 1 2022/23

Policy Overview: Performance measures have been updated to reflect the objectives and priorities of The Corporate Plan 22-24.

This quarterly Performance Report acts as an opportunity to monitor the progress made by the council against the Corporate Plan.

Financial Implications:

N/A

Legal Implications:

N/A

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 Corporate Plan 2022-24

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Portfolio Holder's Views:

In this first quarter performance report we welcome a number of new key performance measures that will assist us in monitoring progress towards delivery of our Corporate Plan 2022-24. These new measures are set out together with well-established ones, providing a holistic overview of our direction of travel. The traffic light system is an effective way of showing that positive progress has already been made against our ambitious Corporate Plan, whilst highlighting areas of focus for quarter 2. This first report includes the quarterly as well as annual targets, the latter of which we will return to at the end of the year

Report Title: Performance Report, Quarter 1 2022/23

Introduction and Background

1. In 2019 we embarked on a comprehensive study to inform our next Corporate Plan, envisaging that this would be developed and adopted during 2020. As our work with stakeholders was coming to a conclusion the coronavirus pandemic forced the country into lockdown in March 2020. Our [Recovery Plan](#) was developed as an interim strategic document to focus our work towards enabling a timely recovery from the pandemic, supporting residents, communities and local business.
2. With the start of the 22/23 financial year the Recovery Plan has now been superseded by the [Corporate Plan 22-24](#). This new Corporate Plan continues this journey and looks ahead, with renewed vigour, to realise the [Ashford Ambition](#) that was developed with a wide range of local stakeholders for a vibrant, caring and sustainable borough.
3. The Ashford Ambition is supported by three priority themes:
 - Green Pioneer – Where businesses, communities and the public and third sector have come together to become carbon neutral, respect the local environment and ecology, and embrace a more sustainable way of living.
 - Caring Ashford – A caring and supportive place to live, with rich heritage; thriving towns, villages and rural communities; great schools; high-quality housing; a plethora of cultural activities and events; and a strong sense of civic pride.
 - Targeted Growth – A place where productive, innovative, responsible town and rural business communities offer good quality work to an agile and skilled local workforce who have embraced a culture of lifelong learning.

These along with our underlying principles provide a framework that focuses our efforts on working towards our strategic objectives.
4. This report seeks to provide an overview of performance against the council's key performance indicators for Quarter 1 2022/23. The council's performance framework captures key performance data from across the organisation as it relates to the council's Corporate Plan.

Areas of Note







5. As this is the first performance report reflecting the performance indicators as identified in the Corporate Plan, there are a number of new measures where this quarters data is the first available. With time, trend data will become established, allowing for performance to be compared over time. Additionally, being the first report all measures have been included, providing a baseline for those measures which going forward will be reported upon annually.

Ashford Ambition:




To be a thriving, productive and inclusive borough by 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.






Theme	Challenges	Objectives	Outcomes
<p>Green Pioneer Our long term aim: Every community and individual plays their part in becoming a carbon neutral borough, through a more sustainable way of life. And the natural environment is protected and enhanced.</p>	<p>Tackling climate change by achieving carbon neutrality</p> <p>Enabling development whilst protecting the environment</p> <p>Ensuring no one is disadvantaged as we reduce the carbon footprint of our services and operations</p>	<p>GP1: Reduce reliance on fossil fuels in line with our carbon neutral targets</p> <p>GP2: Increase biodiversity and encourage sustainable lifestyles</p> <p>GP3: Reduce the amount of waste produced from homes and business</p>	<ul style="list-style-type: none"> - Homes are energy efficient and cheaper to heat. Renewable energy generation and consumption increases. Fewer local car journeys are made, air quality improves and residents are more active and healthy. - Communities in urban and rural areas value, enjoy and respect the natural environment and the abundance of wildlife increases - A borough free of litter, where everyone takes responsibility for minimising the amount of waste they produce
<p>Caring Ashford Our long term aim: Towns, villages and rural communities are welcoming, safe places for all who live and work in them, offering a high quality of life where everyone is valued and respected.</p>	<p>Enabling homes that are affordable to local people on low incomes</p> <p>Improving wellbeing and opportunities for people living in the most disadvantage areas</p> <p>Raising educational attainment and skills level of local population</p>	<p>CA1: Homes and neighbourhoods in the borough meet the needs of local people of all ages, incomes and abilities to live sustainably and safely</p> <p>CA2: Local people have access to life-long learning to ensure they have knowledge and skills to take up local employment</p> <p>CA3: Reduce health inequalities and improve the wellbeing of local people</p> <p>CA4: Communities celebrate their heritage and the diversity of their population to build a more connected community and strengthen social responsibility</p>	<ul style="list-style-type: none"> - Communities feel safe and secure with easy access to locally - led services designed with communities to meet their needs - Local people seek positive change for themselves and others through the development of their knowledge and skills, improving social inclusion and employability - The lives of people with the worst health and wellbeing outcomes are improved - Cultural activities and events bring communities together, increasing tolerance, respect and understanding
<p>Targeted Growth Our long term aim: A thriving, productive local economy supporting a range of business and industry offering good work to local people and is recognised as a high quality visitor destination.</p>	<p>Ensuring our towns remain vibrant places and adapt to changing consumer habits</p> <p>Matching local skills with the needs of employers</p> <p>Attracting new industries to establish in borough and retain and grow existing business</p>	<p>TG1: Increase productivity and job opportunities and the establishment of sustainable, knowledge based and creative industries in the borough</p> <p>TG2: Enable the improvement of digital infrastructure to support the growing needs of business, voluntary sector and residents</p> <p>TG3: Strengthen local supply chains and increase the resilience of the local economy</p> <p>TG4: Support growth in the visitor economy</p> <p>TG5: Stimulate vibrant, accessible and sustainable Town Centres for residents visitors and business</p>	<ul style="list-style-type: none"> - The borough attracts and grows businesses and industries that are innovative and sustainable that benefit local employment and incomes - Fast, reliable digital connectivity is available across the whole borough so no one is disadvantaged in accessing online services or doing business - Local business survival rates improve - The borough is a 'year round' visitor destination renowned for offering quality visitor experiences - Our town centres are lively, safe places where people of all ages live, work and visit, coming together to enjoy events and activities

PI Status		Long Term Trends	
	Alert		Improving
	Warning		No Change
	OK		Getting Worse

Green Pioneer Quarterly Measures

Code & Short Name	Description	Q3 2021/22			Q4 2021/22			Q1 2022/23			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
CP_KPI_06 Number of organisations committed to active travel plans cycling/walking	Number of organisations committed to active travel plans cycling/walking	Officers are developing a proposal for a travel plan for Ashford Borough Council staff. Work continues to explore how we can work with a local business to pilot an active travel plan within the borough to inform further role out.									
CP_KPI_09 Recycling Rate	% of borough waste recycled or composted	48.67%	50%		49%	50%		55%	50%		Q1 figures based on data for April and May, June figure due shortly.
Ashford's recycling rate remains comfortably above the national target of 50% DEFRA's nationwide recycling league tables .											
Waste data from UK local authorities is reported to WasteDataFlow with statistics available at the following links. WasteDataFlow Waste and recycling statistics											

Code & Short Name	Description	Q3 2021/22			Q4 2021/22			Q1 2022/23			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
CP_KPI_10 Refuse Collection Success Rate	% of successful refuse collections per 100,000 refuse collections made	99.95%	99.96%		99.97%	99.96%		99.96%	99.96%		Waste data from UK local authorities is reported to WasteDataFlow with statistics available at the following links: WasteDataFlow Waste and recycling statistics




Green Pioneer
Annual Measures

Code & Short Name	Description	Baseline Figure			Latest Note
		Value	Target	Status	
<p>CP_KPI_01</p> <p>Council's carbon footprint (tCO2e) Annual</p>	Council's carbon footprint (tCO2e)	Annual measure – Baseline figure 3599 tCO2e for Y2019/20			<p>In July 2019 Ashford Borough Council declared its aim to become carbon neutral in its own estate and operations by 2030.</p> <p>The Climate Change Advisory Committee (CCAC), driven by a lead Member leads on the commitment to act and achieve this agenda.</p> <p>In May 2021 officers initiated consultancy work with Laser Energy (our corporate estate energy provider) to establish the Council's own carbon baseline (on own assets and assist with the borough wide picture) with a view to modelling potential carbon descent plans for net zero for council owned assets. This returned a carbon baseline of 3599 tCO2e for Y2019/20</p> <p>Detailed information on Ashford Borough Council's framework for climate action is included within - Climate Change Action - A Systemic Approach.pdf (moderngov.co.uk).</p>
<p>CP_KPI_02</p> <p>Council owned renewable energy provision (kWh) Annual</p>	Total potential capacity of council owned renewable energy provision (kWh)	Annual measure – Baseline figure from 21-22 estimated average of 357,000kWh per year.			<p>The council has been proactive in installing Solar PV on its buildings since 2011 and now generates an estimated average of 357,000kWh per year.</p> <p>The importance of maximising the use of solar photovoltaic (PV) on Council buildings is understood and projects including the installation at Carlton Road - Stour Centre Car Park - Ellingham Industrial Estate - Blindgrooms Lane are being explored.</p>
<p>CP_KPI_03</p> <p>Number of EV charging points on council property Annual</p>	Number of EV charging points on council property	Annual measure – Baseline figure from 21-22 14 EV charging points on council property			<p>Current network of charging points in Ashford resulted in 24,633 kWh energy consumption from 1 January 2021 to 31 December 2021. The council currently has 14 council managed charging points.</p> <p>The network of Electric Vehicle Charging Points (EVCP) is planned to be expanded and its reliability improved in the following years. Ashford Borough Council has been successful in a funding bid to the Office for Low Emission Vehicles (OLEV) to help forge ahead with plans to increase the number of EVCPs in council-managed car parks. Cabinet has already approved the release of funds from its Climate Change Reserve Fund to install even more EVCPs in locations that are ineligible for funding through the OLEV scheme.</p>

Code & Short Name	Description	Baseline Figure			Latest Note
		Value	Target	Status	
					Further information is available within the 2022 Air Quality Annual Status Report (ashford.gov.uk)
CP_KPI_04 Air Quality	Number of Air Quality Management Areas	Annual measure – Baseline figure from 21-22 0 Air Quality Annual Status report produced each June			Air Quality Management Areas (AQMAs) are declared when there is an exceedance or likely exceedance of an air quality objective. After declaration, the authority should prepare an Air Quality Action Plan (AQAP) within 12 months setting out measures it intends to put in place in pursuit of compliance with the objectives. Ashford Borough Council currently does not have any declared AQMAs. For reference, a map of Ashford Borough Council's monitoring locations, as well as those undertaken by National Highways within Ashford, is available from 2022 Air Quality Annual Status Report (ashford.gov.uk)
CP_KPI_05 Area of land (km2) managed for nature conservation Annual	Area of land (km2) managed for nature conservation	86,156M2 of meadows created			<p>Ashford Borough Council have set out how they will increase biodiversity within council owed green spaces by introducing a variety of habitats and varying maintenance regimes.</p> <p>The creation of more meadows and enhanced Land Management Plans across the borough, will benefit wildlife, improve the wellbeing of our residents by connecting them with nature as well as continuing to maintain our open spaces in a way that promotes a sense of place and space.</p> <p>The council's in-house landscape management service, Aspire, are proposing to make some changes to selected areas of land they manage including introducing areas of uncut grass for meadow creation.</p> <p>The Creation of Meadows and enhanced Land Management Plans to support increased biodiversity: (moderngov.co.uk)</p>
CP_KPI_07 Number of trees planted (net gain) supported through ABC projects Annual	Number of trees planted (net gain) supported through ABC projects	Annual measure – Baseline figure from 21-22 40,000 trees have been planted across the borough so far			<p>To thank Her Majesty for her service and celebrate Her Majesty's Platinum Jubilee, Ashford Borough Council is aiming to plant one tree representing each resident who will be living in the borough in 2022. This will be almost 135,500 trees planted over the next three years.</p> <p>Trees will be planted in the winter/spring planting seasons from October 2021 through the Jubilee year in 2022 and beyond to 2024.</p>

Code & Short Name	Description	Baseline Figure			Latest Note																
		Value	Target	Status																	
CP_KPI_08 Level of biodiversity in defined project areas Annual	Level of biodiversity in defined project areas	New meadow areas have been created at Queen Mothers Park and Singleton to date.			<p>Ashford Borough Council have set out how they will increase biodiversity within council owned green spaces by introducing a variety of habitats and varying maintenance regimes.</p> <p>The creation of more meadows and enhanced Land Management Plans across the borough will benefit wildlife, improve the wellbeing of our residents by connecting them with nature as well as continuing to maintain our open spaces in a way that promotes a sense of place and space.</p> <p>The council's in-house landscape management service, Aspire, are proposing to make some changes to selected areas of land they manage including introducing areas of uncut grass for meadow creation.</p> <p>The Creation of Meadows and enhanced Land Management Plans to support increased biodiversity: (modern.gov.co.uk)</p>																
CP_KPI_11 Contamination rate in recycling loads Annual	Contamination rate in recycling loads	average total contamination rate for 21-22 was 13.72%			<p>Recycling is currently collected commingled via an alternate weekly collection system using a 240-litre green wheeled bin, or clear sacks, with accepted materials including paper and card, cartons, plastic bottles and pots, tubs and trays, metal cans, and glass bottles and jars accepted at the kerbside. Residual waste is collected using 180-litre wheeled bins, and the council offers a weekly food waste and fortnightly garden waste service from many homes.</p> <p>Rejected contaminated loads, for example, contained black sacks, food waste, nappies and sanitary waste, as well as other non-recyclable items, are sent to the Allington Energy from Waste (EfW) facility, where due to their contamination loads are incinerated, rather than being recycled.</p> <p>Main contamination for 21-22 coming from Black sacks 3.51% , Food 3.11% and Wood at 4.79%</p>																
CP_KPI_12 Reported incidences of fly-tipping Annual	Reported incidences of fly-tipping	Annual measure – Baseline figure from 21-22 1514 registered fly-tips.			<table border="1"> <thead> <tr> <th></th> <th>2019 – 2020</th> <th>2020 – 2021</th> <th>2021 – 2022</th> </tr> </thead> <tbody> <tr> <td>No. of fly tips registered</td> <td>1538</td> <td>2027</td> <td>1514</td> </tr> <tr> <td>Fines Issued</td> <td>2</td> <td>7</td> <td>48</td> </tr> <tr> <td>Total £ paid in fines</td> <td>£4744.00</td> <td>£775.00</td> <td>£3595.77</td> </tr> </tbody> </table>		2019 – 2020	2020 – 2021	2021 – 2022	No. of fly tips registered	1538	2027	1514	Fines Issued	2	7	48	Total £ paid in fines	£4744.00	£775.00	£3595.77
	2019 – 2020	2020 – 2021	2021 – 2022																		
No. of fly tips registered	1538	2027	1514																		
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Total £ paid in fines	£4744.00	£775.00	£3595.77																		

Caring Ashford Quarterly Measures

Code & Short Name	Description	Q3 2021/22			Q4 2021/22			Q1 2022/23			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
CP_KPI_13 Food Hygiene Rating	% of businesses in the borough with a food hygiene rating above 3*	99%	98.5%		99.1%	98.5%		99.2%	98.5%		
<p>With additional inspection capacity being made available by Ashford Port Health, the Food and Health & Safety team were able to complete the Food Inspection programme for 2021/22 and meet the commitments made to the Food Standards Agency in the recovery programme.</p> <p>Ashford Borough Council's Annual Food Service Plan 2022/23, includes a review of performance in delivering official food controls during 2021/22 is available at: Food Services Plan 202223.pdf (moderngov.co.uk)</p>											
CP_KPI_17 Council Affordable Housing - New Build	No. of additional new build affordable homes delivered by council housing	0			31			17			<p>Halstow Way completed in this quarter. 17 flats (4 x 3-bed duplex apartments, 7 x 2-bed flats and 6 x 1-bed homes)</p> <p>Repton - Land Acquisition in the HRA.pdf (moderngov.co.uk)</p> <p>Looking forward - At this time this is bound by Stodmarsh nutrient neutrality mitigation measures. With Stodmarsh mitigation measures necessary before we can deliver many of our current plans.</p> <p>However in the pipeline for delivery we have 20 homes with approval in Mabledon Avenue that we would hope to begin on site as soon as possible and that in the planning process we currently have 3 x infill schemes totalling 12 homes, an independent living scheme totalling 69 dwellings and a temporary accommodation scheme totalling 23 dwellings.</p>

Code & Short Name	Description	Q3 2021/22			Q4 2021/22			Q1 2022/23			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
CP_KPI_18 Council Affordable Housing - On-Street Purchases	No. of additional on-street purchase affordable homes delivered by council housing	5			3			3			This quarter saw 3 completions, with a further 3 in conveyancing. Annual target of approximately 20 units. With a focus on strategic purchases, targeted at the type of properties needed.
CP_KPI_19 Homelessness Presentations	No. of homelessness presentations	323			404			391			
CP_KPI_19b Homelessness Preventions (still in accommodation)	No. of households where homelessness was prevented	28			28			24			

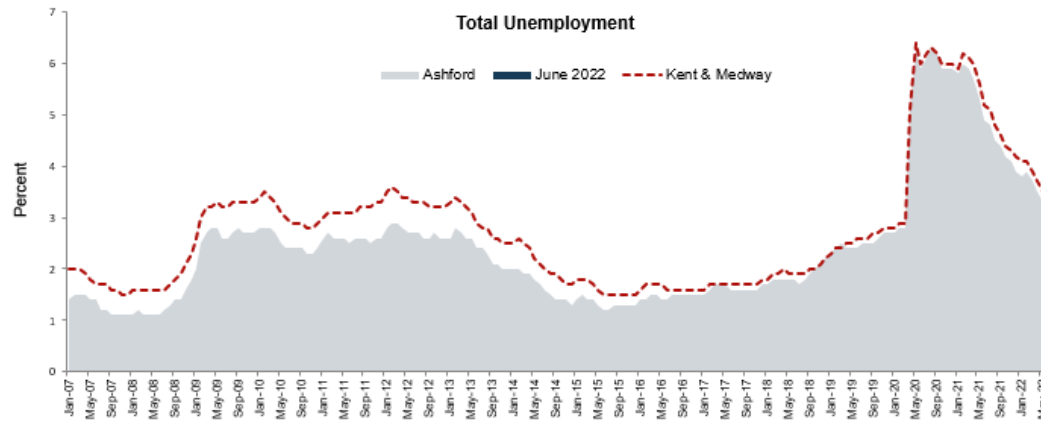
With the cost of living soaring and the effects of the pandemic ongoing, [Ashford Borough Council has received £175,000 to help prevent homelessness](#). The government grant will help tackle rent arrears that have built up as a direct result of Covid-19.

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](#) [Affordable housing supply](#)

Report on the Rough Sleeper Accommodation Programme, presented on the November's Cabinet agenda [Rough Sleeper Accommodation Project Move On - Update Report.pdf \(modern.gov.co.uk\)](#) along with [First Homes.pdf \(modern.gov.co.uk\)](#).

Code & Short Name	Description	Q3 2021/22			Q4 2021/22			Q1 2022/23			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
CP_KPI_20 Disabled Facilities Grants Completed	No. of disabled facilities grants administered by the council	18			13			16			On target figure for the time of the year.
CP_KPI_20b Disabled Facilities Grant Spend	Actual spend per month for disabled facility grants	£203,740.90			£200,928.24			£196,521.61			Good figure for interim payments allowing cases to move forward prior to completion.

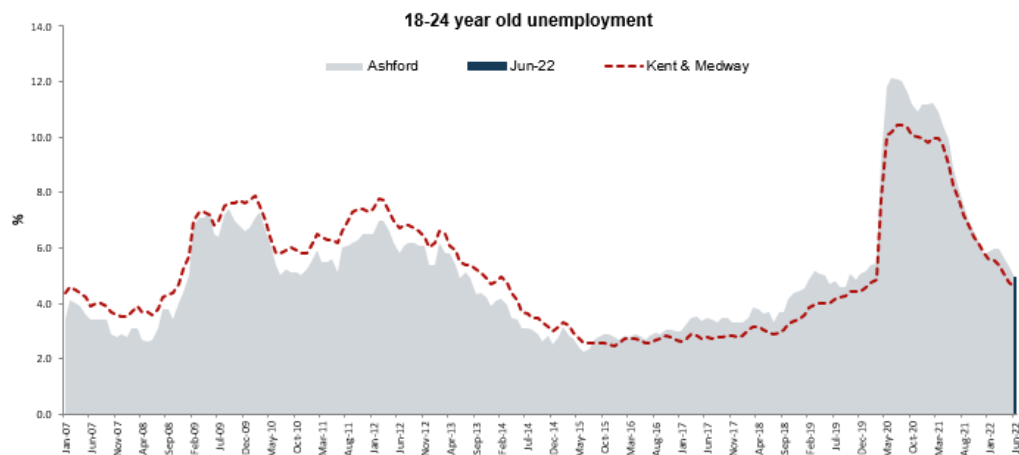
Code & Short Name	Description	Q3 2021/22			Q4 2021/22			Q1 2022/23			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
CP_KPI_21 Unemployment	Unemployment figures taken monthly from Kent County Councils Economy and employment data	3.9%			3.7%			3.2%		Improving trend	More information available within - Economy and employment data - Kent County Council



Source: ONS Claimant Count
Presented by: Kent Analytics, Kent County Council

June 2022	Number	% rate	Number change since May 2022	% change since May 2022	Number change since June 2021	% change since June 2021
Ashford	2,495	3.2%	-120	-4.6%	-1,340	-34.9%
Kent & Medway	38,575	3.4%	-1,170	-2.9%	-19,980	-34.1%

Code & Short Name	Description	Q3 2021/22			Q4 2021/22			Q1 2022/23			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
CP_KPI_22 Unemployment 18-24yr olds	Unemployment 18-24yr olds taken monthly from the Kent County Council economy and employment data	5.8%			6%			4.9%		Improving trend	More information available within - Economy and employment data - Kent County Council Latest available data on Young People Not in Education, Employment or Training (NEET) is available from - Tracking Young People - KELS!



Source: ONS Claimant Count
Presented by: Kent Analytics, Kent County Council

18-24 Unemployment

June 2022	Number	% rate	Number change since May 2022	% change since May 2022	Number change since June 2021	% change since June 2021
Ashford	430	4.9%	-35	-7.5%	-345	-44.5%
Kent & Medway	6,495	4.6%	-210	-3.1%	-5,225	-44.6%

Code & Short Name	Description	Q3 2021/22			Q4 2021/22			Q1 2022/23			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
CP_KPI_26 Benefit Change of Circumstance Processing	Average time taken to process a benefit change of circumstance in no. days	2.02	10		1.84	10		1.94	10		Benefit change of circumstance processing time continues to remain on target.
CP_KPI_27 Benefit New Claim Processing Time	Average time taken to process a new benefit payment claim in no. days	25.2	28		25.96	28		28.78	28		Please note there has been a delay in the processing of a number of new claims in Exempt Supported Accommodation and Temporary Accommodation due to delays in obtaining clarification regarding subsidy implications from the DWP.
CP_KPI_30 Number of tickets sold local lottery Scheme	Number of tickets sold local lottery scheme – generating x amount.	New Measure			New Measure			Since start of scheme 17 Feb 2022, 16,614 tickets			<p>Lottery: Since lottery scheme started selling tickets on 17 Feb 2022, 16,614 tickets have been sold generating £9,968.40 for good causes.</p> <p>Information about the Ashford Community Lottery is available from Ashford Community Lottery: Easy online fundraising for good causes - Ashford Community Lottery</p>
CP_KPI_32 Support to 'vulnerable' groups through leisure centre activity	Support to 'vulnerable' groups through leisure centre activity	<p>New measure</p> <p>Ongoing projects and activities: Silent Sunday (SEN); a weekly soft play session targeted towards children up to 12yrs with special educational needs. Learning Difficulties Group, East Kent NHS Foundation; This is a 10-week course where supervised access to the gym and an exclusive Aqua Aerobics class is offered. 75+ free swimming was launched recently in Q2 and now has 9 members. Local link ups to Age UK are aiming to boost participation.</p> <p>New in the quarter: GP Referral Re-launch; newly re-launched scheme across both Stour and Julie Rose with a dedicated staff member, more pathways to referral, better monitoring and use of more facilities such as the Stour Bio-circuit</p>									

Caring Ashford Annual Measures

Code & Short Name	Description	Baseline Figure			Latest Note															
		Value	Target	Status																
<p>CP_KPI_14</p> <p>Number of all recorded crime figures Annual</p>	Recorded Town Centre crime	<p>Baseline figure for 21-22</p> <p>Victoria ward which includes the town centre all crime 175 violence against the person 65</p>			<p>In Autumn 2021, following a successful bid to the Home Office, Ashford was awarded almost £550,000 to make the streets of its town centre safer, particularly for women and girls. The scheme includes:</p> <ul style="list-style-type: none"> • The creation of the Ashford Streetwise app (launching 29 April) • Active Bystander training has been delivered to over 180 front line staff from businesses operating in the town centre • A network of Safe Spaces - premises people can go to if they need help and support when out in the town centre (look out for the window sticker or find them on the app) • Additional Ashford Partnership Against Crime radios purchased to increase the number of guardians in the town centre (and support Safe Spaces) • 20 school presentations, emphasising key safety messages and the importance of respect and healthy relationships • CCTV cameras have been installed in Edinburgh Road Car park and at Elwick Place, eight public space cameras have been installed in the town centre as well as wall-mounted mirrors to improve sightlines • Improvements to the Memorial Gardens to remove undergrowth and replace the perimeter fence • Purchase and distribution of: <ul style="list-style-type: none"> • Smarttag to licensed premises • Personal safety equipment • Pressure washer and litter picking equipment <p>Additionally, Ashford Borough Council has joined forces with Charlton Athletic Community Trust (CACT) on a year-long project which aims to use the power of sport and physical activity to create safer, stronger and more respectful communities by engaging with young people in some of our most high-need areas.</p>															
<p>CP_KPI_15</p> <p>Number killed or seriously injured on the roads Annual</p>	Number killed or seriously injured on Ashford's roads	<table border="1"> <thead> <tr> <th></th> <th>Collisions</th> <th>Casualties</th> </tr> </thead> <tbody> <tr> <td>Fatal</td> <td>7</td> <td>7</td> </tr> <tr> <td>Serious</td> <td>37</td> <td>44</td> </tr> <tr> <td>Slight</td> <td>198</td> <td>283</td> </tr> <tr> <td>Total</td> <td>242</td> <td>334</td> </tr> </tbody> </table> <p>Calendar year 2021</p>		Collisions	Casualties	Fatal	7	7	Serious	37	44	Slight	198	283	Total	242	334			<p>The number of personal injury collisions at any location in Kent is available at www.crashmap.co.uk.</p> <p>The County is served by three Highway Authorities: Kent County Council (KCC), Highways England and Medway Council. Kent Police collects over 60 pieces of statistical data for each injury crash for the whole county. Crashes are categorised by severity:</p> <p>Fatal - a crash resulting in a death Serious - detention in hospital, includes paralysis, fractures and severe lacerations</p>
	Collisions	Casualties																		
Fatal	7	7																		
Serious	37	44																		
Slight	198	283																		
Total	242	334																		

Code & Short Name	Description	Baseline Figure			Latest Note
		Value	Target	Status	
					<p>Slight - includes whiplash, sprains and minor lacerations</p> <p>Human error is a factor in 95% of road crashes. Based on the Department for Transport's (DfT) figures the cost to the community of a fatal crash is around £1.9 million, a serious crash costs in the region of £216,000 and a slight crash costs £23,000. For more information about crash and casualty figures please see www.kent.gov.uk/roads-and-travel/road-safety/crash-and-casualty-data.</p>
<p>CP_KPI_16</p> <p>Number of play areas revamped/refreshed/replaced Annual</p>	<p>Number of play areas revamped/refreshed / replaced</p>	<p>This year, Brisely Farm and Goat Lees, completely refreshed the safety surfaces of both.</p>			<p>Ashford Borough Council is committed to providing local communities with high quality and accessible play spaces, and we continually seek to secure additional funding to maintain and strengthen the local play offer.</p> <p>Ashford Borough Council has allocated a budget of £1.1M for upgrading and improving access for three play areas in Ashford. We have developed new draft layout plans for Rylands Road Open Space, Spearpoint Recreation Ground and Central Park.</p> <p>Public consultation took place both in person and online with very positive feedback for all three schemes during May.</p> <p>In particular, the engagement led to further interaction with a group of disabled youngsters and their parents into the design of the Central Park scheme - the resulting comments have helped to refine the design further ensuring we meet the aim of providing more inclusive and accessible facilities for the whole local community.</p> <p>Contracts have been signed up with two play manufacturers to deliver the three schemes. Spearpoint requires planning permission, as a diversion of a Public Right of Way is required to accommodate the new scheme and this is planned to be before committee in October. It is anticipated that the play area installations will start at the following timescales: Central Park – early to mid September, Rylands Road - mid October, Spearpoint - end of October.</p> <p>In the meantime, outdoor gym equipment has been installed at Rylands Road and is now open for use. Local parents formed a community group and raised funding over the last three years of £24,000 to pay for the outdoor gym. Some of this funding came from Kennington Community Council (£5,000) and Ashford Leisure Trust (£10,000) with the rest from local events.</p> <p>Additionally, two play areas so far this year have been refreshed – Brisely Farm and Goat Lees, completely refreshed the safety surfaces of both.</p> <p>We have a number of others in the pipeline which will come through over the next 3/4 of the year as part of the refurbishment programme.</p> <p>As well as our work at Victoria Park and Conningbrook Lakes.</p>

Code & Short Name	Description	Baseline Figure			Latest Note
		Value	Target	Status	
CP_KPI_23 Indices of multiple deprivation score Annual	Indices of multiple deprivation score	152			<p>IMD - Rank of average rank (National) - 1 being the most deprived National rank out of 317 local authorities.</p> <p>Deprivation is a multi-dimensional problem and, to reflect this, the Indices of Deprivation are based on a basket of indicators organised across seven distinct types of deprivation or 'domains'. These are: 1. Income Deprivation; 2. Employment Deprivation; 3. Education, Skills and Training Deprivation; 4. Health Deprivation and Disability; 5. Crime; 6. Barriers to Housing and Services; and 7. Living Environment Deprivation. The Index of Multiple Deprivation (IMD) combines information from the seven domains to produce an overall relative measure of deprivation.</p> <p>The latest release is the English Indices of Deprivation 2019 (IoD2019) and is published by central government to help local authorities identify the most disadvantaged areas so that resources and funding can be allocated appropriately.</p>
CP_KPI_24 Health profile indicators for smoking prevalence, healthy weight and physical activity Annual	Health profile indicators for smoking prevalence, healthy weight and physical activity	Most recently available information source and trend data available at: Local Authority Health Profiles - OHID (phe.org.uk)			<p>Smoking Prevalence in adults (18+), Source annual Population Survey 10,096 10.1%.</p> <p>Percentage of physically active adults, Source: Office for Health Improvement and Disparities (based on the Active Lives Adult Survey, Sport England) 66.9%.</p> <p>Percentage of adults (18+) classified as overweight or obese, Source: Office for Health Improvement and Disparities (based on the Active Lives Adult Survey, Sport England) 63.5%.</p>
CP_KPI_25 Annual footfall to key leisure sites	Annual footfall to key leisure sites	Data from latest available quarter: Quarterly data Stour centre visitors 82,880 Julie Rose visitors 6,261			<p>A continued focus on growth of participation is resulting in positive growth in the majority of areas. Positive net member movements meaning a good increase in overall membership numbers and swim learners.</p> <p>Major investment works of the track replacement at Julie Rose Stadium continue to take place with anticipated re-launch later in the year.</p>

Code & Short Name	Description	Baseline Figure			Latest Note
		Value	Target	Status	
CP_KPI_28 Exceptional Circumstance Payments spend Annual	Exceptional Circumstance Payments	Expenditure on ECP 2022 April to June £20,980.00 £32,109.76 ECP for April 2021 to June 2021			An Exceptional circumstances Policy has been created by Ashford Borough Council to assist persons who have applied for Council Tax Reduction and who are facing 'exceptional circumstances'. This is to provide further assistance where an applicant has made a claim for Council Tax Reduction but do not qualify for support or even with support are unable to meet their Council Tax liability.
CP_KPI_29 Value of grants awarded via community grant fund. Annual	Value of grants awarded via community grant fund	£334,453.70 for 2021/22			Grants awarded via Community Grants fund for 2021/2022 year: Community Services Grants £162520 Capital Grants £55,243.00 Member Grants £116,690.70
CP_KPI_31 Trends in volunteering Annual	Trends in volunteering	New measure			Trends in Volunteering – Introduced in 2022-2023 so no report for 2021-2022.

Targeted Growth Quarterly Measures

Code & Short Name	Description	Q3 2021/22			Q4 2021/22			Q1 2022/23			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
CP_KPI_33 Business survival - current vacancy rates	Business survival, measure based upon our business rates records Current vacancy rates	8.2%			8.4%			8.65%		Deteriorating trend	5,328 premises - 296 exemptions 165 reliefs
Business survival, measure based upon our business rates records comparing the total number of rated premises against those which have an empty property exemption or relief applied to their accounts.											
CP_KPI_34 Ashford town centre vacancy rate	Ashford town centre vacancy rate	15.4%			14.8%			15.4%			<p>April 22 332 units 51 empty - 15.4%</p> <p>The area surveyed is the High Street, Middle Row, New Rents, North Street, Bank Street, Tufton Street, County Square, Park Mall and Elwick Place. This is surveyed manually quarterly.</p> <p>Vacancy rates peaked at 20% in September 2020, due to the effects of the Coronavirus pandemic. They are now slowly declining, having reached 15% by April 2022, but remain significantly above the previous low of 8% in November 2017, and remain significantly above national benchmarks, which were 12% in January 2022. There remains significant churn as there are a number of new businesses starting around Elwick Place/Bank Street.</p>

Code & Short Name	Description	Q3 2021/22			Q4 2021/22			Q1 2022/23			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
CP_KPI_35 Contribution to budget from commercial investments	Contribution to budget from commercial investments utilising the budgeted figures provided as part of the council's budget books.	85%			85%			92.2%			Figure based on Ellingham, Carlton Road, Elwick Place, International House, Matalan and Wilkos.




Corporate Property Performance Annual Report 2020/21 reports on the revenue performance of the Council's corporate property portfolio during the financial year 2020-2021. It also advises of the work undertaken to increase and maintain the profitability of the portfolio. [Agenda for Cabinet on Thursday, 28th October, 2021, 7.00 pm - Modern Council \(modern.gov.co.uk\)](#)

We have seen a decrease in vacancies due to a number of new leases being signed. However, we have seen a percentage decrease in expected income due to the continued impact from the coronavirus pandemic.

Code & Short Name	Description	Q3 2021/22	Q4 2021/22	Q1 2022/23	Percentage Occupancy Rate			
					Site	Square foot let	Lettable square foot	Percentage let
CP_KPI_36 Vacancy rates (in our corporate property)	Vacancy rates (in our corporate property)	10.1%	8%	8%				
					Ellingham	64,397 sf	64,397 sf	100.0%
					Carlton Road	33,732 sf	44,496 sf	75.8%
					Elwick Place	92,026 sf	94,351 sf	97.5%
					International House	72,800 sf	82,462 sf	88.3%
					Total	262,955 sf	285,706 sf	92.0%

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 2020/21 reports on the revenue performance of the Council's corporate property portfolio during the financial year 2020-2021. It also advises of the work undertaken to increase and maintain the profitability of the portfolio. [Agenda for Cabinet on Thursday, 28th October, 2021, 7.00 pm - Modern Council \(modern.gov.co.uk\)](#)

Code & Short Name	Description	Q3 2021/22			Q4 2021/22			Q1 2022/23			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
CP_KPI_38	Digital uptake - % of total council interactions /% Increase transactions completed electronically.	83%	80%		80%	80%		83%	80%		Our current digital uptake target is 80%



	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22
Digital Transactions	28814	28557	41561	36267	29458	33040	40621	45027	41839
Total Transactions	35515	36030	46663	43816	37003	42147	48597	53878	50379
Digital Uptake	81.13%	79.26%	89.07%	82.77%	79.61%	78.39%	83.59%	83.57%	83.05%

We have seen an increase in digital transactions for quarter 1 2022 (127,487) compared to quarter 1 2021 (110,477). In the last quarter we saw three consecutive months with each having more than 40,000 digital transactions for the first time. In April we had more than 4,000 residents apply for the Energy Rebate Scheme using our online form.

Online payments have stayed approximately the same compared to the same period last year – this is due to garden waste renewals.

The Customer Service, IT and Digital Strategy was adopted at the end of June 2022 with a key focus of keeping the customer at the centre of our services. [Customer Service IT Digital Strategy.pdf \(modern.gov.co.uk\)](#)

CP_KPI_39	Social media engagement	New Measure	New Measure	<p>Impressions (Total number of times our posts have been shown on a person's screen) Facebook: 972.4k Twitter: 84.4k Nextdoor: 78,163k IG: 3k</p> <p>Followers/Subscribers FB: 9.9k Twitter: 9k</p>	<p>Ashford Borough Council's Communications team is responsible for managing the council's social media accounts. Our most active platforms that residents can engage with the council on, include Facebook, Twitter, Nextdoor and Instagram.</p> <p>The data will allow the Council to better understand the needs of our residents and ensure that our social media strategy is shaped by the results of the data.</p> <p>With over 50,000 combined total followers across all ABC</p>
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Code & Short Name	Description	Q3 2021/22			Q4 2021/22			Q1 2022/23			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
								Nextdoor: 22k IG:2.5K			social platforms, the Communications Team are also actively exploring methods to further grow each platform through various digital tools so that they can effectively reach more residents across the borough, including those in rural areas.
CP_KPI_41 Parking usage	Parking usage Ashford and Tenterden Car Parks	250,281			250,895			243,026  Q1 21-22 187,472			 <p>June 2022 result 70,370 Last 12 months</p>

Parking Report - Overview of Car Park and on Street Sales for June 2022

Moving into the recovery phase of the pandemic, parking usage is still expected to be down by around 15%, which has been budgeted for in 2022/23. In terms of mitigating the overarching risk, the base budget has now been factored in, including the 15% reduction, with no anticipated increase. Any increase will have a positive impact on the Council.

Innovations to provide improved services and access for all our customers are another way of ensuring we encourage people to visit our towns and come back again. Our cashless parking system is in every car park for those who wish to pay by mobile telephone. This has been a resounding success, with a large take-up from customers.

ABC income figures are taken from Flow bird, RingGo and ANPR systems.

Other relevant information of note - In June, for the Jubilee, we gave free parking for 4 days, which assumed a revenue loss of around £23,500.

Top Performing Car Parks this month

1. Vicarage Lane – £43,752 2. Recreation Ground – £37,480.50 3. Elwick Place – £22,349

June 2022 figures are £193,805 which reflects the loss in revenue for the free parking offered for the Jubilee.

In May, figures were at £217, 240, and in April at £211, 878

In June 2019, the monthly figure was £218,981.04.

Total Financial Year Figures










2019-2020 Income £2,591,786

Code & Short Name	Description	Q3 2021/22			Q4 2021/22			Q1 2022/23			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
2020-2021	£ 819,698										
2021-22	£2,203,918										
Forecast for 2022-23 - £2,491,692											
Our income is built up of 68% income from Ashford and 32% from Tenterden.											




Targeted Growth Annual Measures

Code & Short Name	Description	Baseline figure			Latest Note
		Value	Target	Status	
CP_KPI_37 Percentage of creative industries in the borough	Percentage of creative industries in the borough	8.6%			<p>Creative industry enterprises Ashford 2021: 570 enterprises equating to 8.6% of all enterprises fall of 4.2% on the year (25), an 11.8% increase on 5 years.</p> <p>Kent average 9.9%.</p> <p>Economy and employment data - Kent County Council</p>
CP_KPI_40 Percentage of tourism related businesses in the borough	Percentage of tourism related jobs in the borough	6.2%			<p>Tourism enterprises in Ashford 2021: 410 enterprises representing 6.2% of enterprises. This is a 1.2% (5) fall on the previous year but a 12.3% increase from 5 years ago. Employing circa 5000 people.</p> <p>Kent average 8.6%.</p> <p>Food & Drink Production Industries in Kent 2022</p> <p>Economy and employment data - Kent County Council</p>

Our Principles Quarterly Measures







Code & Short Name	Description	Q3 2021/22			Q4 2021/22			Q1 2022/23			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
CP_KPI_42 FOI Response Rate	% of Freedom of Information requests responded to within 20 working days	99%	95%		99%	95%		98%	95%		221 requests received in the period - 5 requests responded to outside the 20 working day window.
CP_KPI_43 Business Rates Collection	% of national non-domestic rates collected by the council - cumulative figure per month	79.36%	74.25%		97.6%	99%		30.12%	24.75%		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
CP_KPI_44 Council Tax Collection Rate	Percentage of council tax collected - cumulative figure per month	85.37%	73.71%		97.4%	98.25%		30.1%	24.57%		
CP_KPI_45 Percentage of invoices paid on time	Percentage of invoices paid on time	New Measure			New Measure			Due to system upgrades the information will be available from Q2			

Code & Short Name	Description	Q3 2021/22			Q4 2021/22			Q1 2022/23			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
CP_KPI_46 Gas Safety Certificates	% of ABC properties with up to date gas safety certificates	99.48%	100%		99.54%	100%		99.91%	100%		Focus continues on ensure access to hard to access properties is expedited maintaining gas safety compliance.
CP_KPI_47 Number of days sickness per full time equivalent		9.96 days per FTE			9.96 days per FTE			Statistics compiled 6 monthly			
<p>Period 1st Oct 2021 to 30th March 2022</p> <p>Based on the total FTE as at 31st March 2022 average absence due to sickness and coronavirus is 9.96 days (annualised), up from 6.45 days (annualised) in the previous period.</p> <p>A total of 515 days were lost due to Coronavirus, more than the 137 days in the previous period but reflecting the larger number of employees who were unwell as a result of the virus around December to March. This category has now been merged back into sickness so future reports will not show this as a separate absence type (although it will still show as an individual absence reason).</p> <p>Average absence per FTE due to coronavirus only in this period was 2.02 per FTE (annualised).</p> <p>A total of 2,021.73 days were lost due to 'normal' sickness.</p> <p>Average absence due to sickness only in this period was 7.93 per FTE (annualised) up from 5.89 days per FTE (annualised) reported in the last six month period</p>											
CP_KPI_48 Average Speed of Customer Service Calls Answered	Average wait time for customer service calls	0h 01m 18s	0h 01m 38s		0h 01m 35s	0h 01m 38s		0h 01m 14s	0h 01m 38s		A/L 169 Hours - 12 CSA's Sick 51 Hours - 3 CSA's

Code & Short Name	Description	Q3 2021/22			Q4 2021/22			Q1 2022/23			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
CP_KPI_51 Number of ongoing litigation/court proceedings	Number of ongoing litigation/court proceedings	114			140			Number of ongoing litigation matters = 92 Number of cases where costs have been awarded against ABC = 0			A considerable number of cases on ASB matters, Fly-tipping and injunction/warrant matters have been successfully concluded/ settled this quarter and not one case has been lost Measure covers those litigation/court proceedings being furthered by legal services.
CP_KPI_52 Number of new 106 files opened	number of new 106 files opened	Number of new 106 files opened – 2 Number of draft 106 agreements sent out – 3 Number of 106 cases completed - 3			Number of new 106 files opened – 4 Number of draft 106 agreements sent out – 5 Number of 106 cases completed – 3			Number of new 106 files opened - 10 Number of draft 106 agreements sent out – 4 Number of 106 cases completed – 56			In the Q1 period, one Appellant chose to complete 27 s.106 Deeds for each of his two appeals. This reflects the high number of completed cases for this period. The Overview and Scrutiny Committee agreed to form a Task Group to review the council's Section 106 process, recommendations available within the final report. S106 Task Group - Final Report.pdf (moderngov.co.uk) with a S106 Scrutiny Review – Update provides to the committee in May 22
CP_KPI_53 Planning Application Approvals	% of planning applications approved	88%	90%		85%	90%		85%	90%		
<p>The Council's ability to determine applications in the Stour catchment part of the Borough continues to be constrained at present by the potential impact of new residential accommodation on the Stodmarsh Lakes European Designated Sites, which lie east of Canterbury.</p> <p>Without necessary mitigation of additional nitrates caused by new residential development, the granting of planning permission may be regarded as unlawful. A strategic mitigation plan may enable permissions to be granted to the Stour catchment area when secured. In the meantime, this is likely to have a negative impact on the ability of the Council to approve applications. Advice has been given by Natural England on Nutrient Neutrality for new developments in the Stour catchment and more information is available on the planning pages of the council's website.</p> <p>A Nutrient Mitigation Strategy for the Stour Catchment in Ashford Borough, the first steps to mitigating the issue of water quality degradation at Stodmarsh Lakes, which has impacted new</p>											

Code & Short Name	Description	Q3 2021/22			Q4 2021/22			Q1 2022/23			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	







housing development in the Ashford borough, is set to start with Ashford Borough Council's Cabinet agreeing that land acquisition options for new wetland areas should now be explored and pursued as a matter of urgency. [Agenda for Cabinet on Thursday, 29th July, 2021, 7.00 pm - Modern Council \(modern.gov.co.uk\)](#). & [Stodmarsh Mitigation Framework.pdf \(modern.gov.co.uk\)](#)

CP_KPI_54 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)	91%	65%		85%	65%		50%	65%		
CP_KPI_54b % 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 24 rolling month	87%	75%		85%	75%		82%	75%		

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](#)




Performance remains good across the broader period in respect of major application determinations, although it is recognised that the impact of the Stodmarsh Lakes habitats issue on the ability to determine applications is starting to result in a delay to determination timescales in the short term for residential proposals in the Stour catchment area. Officers will continue to work closely with applicants to ensure that potential solutions can be identified and revised timescales for determination agreed where possible. Given the below target measure for this period which is acknowledged by the service this measure will continue to be closely monitored by the planning team. Given the relatively small number of major applications, a small number of applications delayed beyond the 13 week window can have a significant impact on the reported figure.

In the most recent quarter the determination of a number of older schemes during the application 'clearance week' in May will have had a short term impact on performance during this quarter.

Code & Short Name	Description	Q3 2021/22			Q4 2021/22			Q1 2022/23			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
CP_KPI_55 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).	90%	75%		79%	75%		86%	75%		
CP_KPI_55b % 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	91%	80%		90%	80%		90%	80%		

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](#)

Performance in non-major schemes remains strong and above target. Enhanced use of officer delegations is helping to maintain performance levels.

CP_KPI_56 Number of live planning casework reducing backlog	Number includes all conditions applications, pre-app cases, as well as applications for outline, full or reserved matters consent. Reducing backlog with a capacity set at 550 open cases	846	550		839	550		817	550		
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Code & Short Name	Description	Q3 2021/22			Q4 2021/22			Q1 2022/23			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
		<p>Application numbers have continued to increase and a combination of Stodmarsh, a high number of vacant posts in the team from Spring 21 onwards and the resources required to implement the new planning system has resulted in the number of live applications remaining stubbornly high. In order to ensure cases may be determined as swiftly as possible once a strategic mitigation solution for Stodmarsh is brought forward and consented, officers are taking cases to the point where proposals can be agreed in all other aspects pending the nutrient mitigation solution. This includes any applications where a Committee resolution may be required and/or a Section 106 Agreement to deal with other matters. The service conducted a successful applications clearance week designed to shift a lot of our older applications that have built up over the last 12 months. This freed planning officers for one week to focus purely on making planning decisions and was successful in enabling over 150 applications to be determined. Without this proactive activity the number of live applications would be higher and further consideration will be given to repeating the exercise in the future in order to reduce the overall number of live cases once the new planning software system has been fully embedded in the service.</p> <p>Staffing resources are now more stable in the Development Management Team with most posts now filled on a permanent basis and reducing consultancy support. This trend is expected to continue but will be managed against on-going caseload numbers.</p>									

Our Principles
Annual Measure

Code & Short Name	Description	Baseline figure			Latest Note
		Value	Target	Status	
CP_KPI_49 Complaints resolved at Stage 1	% of complaints resolved as stage 1	85.62%			320 stage 1 complaints received Jan-Dec 2021, of which 46 escalated to stage 2. Slight increase on the number dealt with at first point (stage 1)
CP_KPI_50 Mean Gender Pay Gap	The difference in average pay between men and women in the council's workforce.	8.8%			<p>8.8% - data is retrospective so relates to 31 March 2021</p> <p>The difference in average pay between men and women in the council's workforce, expressed relative to men's earnings. A positive figure indicates that women are paid less than men on average. A negative figure indicates that the average pay for women in the organisation is higher than the average pay for men.</p> <p>Further information and previous reports available at: Ashford Borough Council's statistics on the gender pay gap for 2021.</p>