Agenda Item No:

Report To: Overview and Scrutiny Committee
Cabinet

Date of Meeting: Tuesday 25th February 2025
Thursday 20th March 2025

Report Title: Performance Report, Quarter 3 2024/25

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Portfolio Holder: Cllr Heather Hayward
Portfolio Holder for: Performance and Direction

Summary: This report summarises performance against the council's suite of Key Performance Indicators (KPIs) set out in the Borough Plan 2024-28, for the Quarter 3 period 2024/25.

This report pulls from across council services the information necessary to reflect the quarterly KPIs. Representing these in the four themes of the Borough Plan, that of Planet, People, Place and the council's Underlying Principles.

In addition to surrounding narrative for specific KPIs where available, this report highlights some of the key actions over the quarter where relevant to the themes of the Borough Plan.

Key Decision: No

Significantly Affected Wards: None

Recommendations: **Overview and Scrutiny**
The Cabinet is recommended to:-

I. Consider the performance data for Quarter 3 2024/25

Policy Overview: Performance measures reflect the objectives and priorities of The Borough Plan 2024-28.

	This quarterly Performance Report acts as an opportunity to monitor the progress made by the council against the Borough Plan.
Financial Implications:	None
Legal Implications:	None
Equalities Impact Assessment:	Not required as the report presents information on past council performance and does not recommend any change to council policy or new action.
Data Protection Impact Assessment:	Not required
Risk Assessment (Risk Appetite Statement):	Not required
Sustainability Implications:	None
Other Material Implications:	None
Exempt from Publication:	No
Background Papers:	The Borough Plan 2024 – 2028
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Report Title: Performance Report, Quarter 3 2024/25

Introduction and Background

1. This is the third quarterly performance report produced since Our Plan for the Borough (known as the Borough Plan) 2024 – 2028 was presented to Cabinet last July.

2. The key performance indicators reported here have been reorganised to reflect the themes of the Borough Plan with more formal re-categorisation including associated re-numbering being implemented going forward.

3. A number of measures continue to undergo revision and as such there may be some changes to the measures in future quarterly performance reports. For example, Ashford Port Health measures are still in development, however, in this period, for the first time an indication of the percentage of available income received is illustrated as a performance measure.

4. Any further changes will be highlighted in any following reports for transparency purposes.

Current Position

5. The Borough Plan is the council's corporate plan. It describes in strategic terms the council's priorities for the period. It is from this plan, the council's policies and strategies, operational plans as well as teams and officer's objectives flow.

6. The vision of the Borough Plan: *To make Ashford a place where people, business and nature can collectively thrive*, is supported by three pillars, those of:

7. Planet – *Reducing greenhouse gas emissions and creating places for nature will be at the heart of everything we do.*

8. People – *Listening and serving the Ashford community is our philosophy; we will make best use of available resources to build an equitable and fair society.*

9. Place – *Planning for the future of our community to make Ashford a place people are pleased to call home and love to visit.*

10. These quarterly performance reports seek to provide an opportunity to monitor the council's performance as reflected by these themes.

11. Highlights from the respective themes are summarised below with the **full quarterly Key Performance Indicator suite set out in Appendix A**

Planet

Highlights from the Quarter

12. **Two Kent councils join forces to launch innovative plan to help unlock housing developments from 'Stodmarsh ban'**

Ashford Borough Council and Canterbury City Council are establishing a Joint Venture company to satisfy nutrient neutrality rules in the River Stour catchment area, enabling thousands of much-needed new homes to be built.

A report setting out how the neighbouring authorities plan to unlock housebuilding in the two districts was presented to Ashford Borough Council's Cabinet just before this reportable period (Thurs 26 Sept), with members approving recommendations that will lead to the Joint Venture Company being created.

Once established, Stour Environmental Credits Ltd, will source the mitigation that is required to get the stalled housing market moving in the River Stour catchment area of both authorities. It will enable the buying and selling of mitigation credits to developers, enabling them to demonstrate that their housing schemes are nutrient neutral and can proceed.

Ashford's Cabinet heard that the councils would set up Stour Environmental Credits using some of the £9.8m of the Local Nutrient Mitigation Funding awarded to the catchment by Government.

The new company will bid for approximately £7.5m funding from this allocation, with £450,000 to cover the first year's running costs and the balance to buy enough mitigation to unlock around 2,000 homes in Ashford and Canterbury.

13. **Ashford Borough Council completes the initial phase of its Electric Vehicle Charge Points installation project**

Following a successful installation of Electric Vehicle Charge Points (EVCPs) at Vicarage Lane car park, Ashford Borough Council (ABC) is delighted to announce that it has completed its initial phase of implementing EVCPs across the borough.

The Vicarage Lane car park installation now means that there are 29 EVCPs in ABC car parks in Ashford and Tenterden, with 53 connections.

People

Highlights from the Quarter

14. Warm Spaces in Ashford

Four of Ashford Borough Council's Dahlia independent living schemes have been designated as Warm Spaces this winter to provide a welcoming and comfortable environment for local people to meet and socialise.

A free hot drink and biscuits, a range of activities, support and advice, accessible entrance to the buildings with disabled toilets, parking and free Wi-Fi are all provided by the council. This is the third year that ABC has participated in the national Warm Spaces campaign.

For details of the national Warm Welcome Spaces campaign visit www.warmwelcome.uk

15. Stepping up support for rough sleepers in Ashford

Ashford Borough Council opened an Outreach Centre in January as part of renewed steps to support rough sleepers this winter.

Together with partners, the council is establishing the facility at the Beacon Centre in Bank Street, Ashford to complement the work of its outreach service. The council's Single Homeless Team will operate from there three days a week (Mon/Wed/Frid), coinciding with the church's lunch service on Mondays and Fridays, where rough sleepers gather for food, warmth and social support.

The Beacon Centre will offer a warm, welcoming space from 8:30am to 9:30am, providing a breakfast and drop-in service for rough sleepers. During this time, officers will assess individuals' needs, develop personalised support plans, and facilitate appointments from 10am to 1pm.

16. Innovative Fortis House scheme launched for move on people in Ashford

The prospects for individuals and families facing homelessness in Ashford have improved hugely following the completion of an ambitious scheme by Ashford Borough Council to deliver 23 high quality temporary accommodation apartments on an under-used car park near the town centre.

The council has worked with ZED PODS Ltd, an award-winning British company, to design and build high-quality, extremely energy efficient modular homes for the site. The firm built the modules at its Peterborough factory

before delivering them by road to Kent, where a giant crane lifted each of the 12 tonne units into position on top of a steel framework.

Place

Highlights from the Quarter

17. **Listed building work progressing at Newtown Works**

Work to restore the listed buildings in Newtown is progressing well and remains on course for completion by the Spring.

This includes brickwork cleaning for the Locomotive Shed and Engine Shed and works to restore the Clock Tower, Paint Store and Acetylene Store, which is set to get underway soon.

The work is on schedule for completion in June and these works are essential in ensuring the significant heritage assets on the site are restored and brought back into active use.

One of these heritage assets of particular local interest is the clock tower, with its Thwaites and Reed manufactured clock inside.

18. **Ashford Borough Council to continue supporting cultural events and festivals**

The updated Ashford Festival and Events Framework 2025-2028 was agreed by Cabinet on Thursday 12 December and is now subject to Full Council approval. The framework will be used as the direction for the council's continued support and delivery for festivals and events in Ashford Town Centre and across the borough.

The council has been testing and piloting a range of festivals and activity over the past three years following the adoption of the original framework in 2021 (Festival and Events Framework 2021-2024).

Many successes have been achieved from the first framework and the new one reflects these as well as including new opportunities to help ensure the borough continues to have a broad, diverse and attractive programme of events.

The framework helps stimulate a vibrant town centre events programme for residents, visitors and businesses through large participative carnivals, stunning murals, family art trails, grassroots music gigs and food festivals.

19. **Council improving play facilities and open spaces across the borough**

Rectory Way, Kennington, a small public open space will receive £77,000 worth of upgrades from Section 106 funding to revitalise the play area. The new design has been guided by the natural landscape, adopting a fresh approach to enhance the space.

The play area has been reimagined to create a more inviting environment, improving play facilities for young children while retaining elements of the existing equipment.

These improvements ensure clear sightlines throughout the space, with pathways no longer dividing the area. The addition of new benches, along with the integration of the natural landscape, aims to transform Rectory Way into a rejuvenated and vibrant community space.

The council will also be undertaking a further £100,000, from a maintenance budget, worth of repairs across three other play areas: Westhawk Farm Play Park, Kingsnorth, School Road Play Area, Hothfield and Henley Meadow, Tenterden. These repairs aim to maintain high-quality play facilities in the area.

20. **Mr Doodle goes to town…**

Ashford's internationally-renowned artist Mr Doodle has created what is believed to be one of the world's longest artworks – and his latest eye-catching creation is entertaining pedestrians and motorists alike near Ashford town centre.

The head-turning mural or doodle is a remarkable 203m long and was painted in just one day on Friday 6 December, with Mr Doodle defying challenging weather conditions!

The site, opposite the railway station and the Hampton by Hilton hotel, has been earmarked for the borough's tallest building, the Infinity residential apartments.

21. **Ashford residents enjoyed festive fun at Carnival of the Baubles despite storm**

Storm Bert didn't stop the festive cheer in Ashford Town Centre on Saturday 23 November. Despite the parade part of Carnival of the Baubles having to be cancelled, the community still came out in their droves to support the event and the day was fun filled from start to finish.

Over 1,500 people visited the Bauble Illumination Station, which was set up in County Square. The lights were dimmed with all the lanterns on display and lit up and DJs played music to create a Carnival of the Baubles festive cave.

Created by local businesses, schools and community groups this year's lanterns were based on this year's theme – The Place That Makes Us – with hearts of the community, a steam locomotive 'Stour Express', a stag and lots more.

22. **Ashford's month-long live music event, Create draws record numbers**

Create Music Village's month of live music in Ashford drew to a close for 2024 after attracting record numbers of local people to its events and workshops.

Over 1800 music-lovers attended Create's gigs and creative sessions throughout October at venues around the town including Coachworks, Low Key Taproom, Revelation and The Ashford Cinema.

Highlights included a sell-out return performance from Riskee and the Ridicule, a vibrant family friendly day with Just Vibez at Coachworks, Barrioke and Ashford's Mayor taking to the dance floor at Deptford Northern Soul Club at Revelation plus the chance to see some incredible local and emerging talent, free of charge with Create Introducing at Low Key Taproom.

The 2024 programme not only featured a more diverse array of performers, but also succeeded in attracting a wider cross section of people from the local community, with a significantly increased number of children and young people accessing this year's events.

Underlying Principles

Highlights from the Quarter

23. **Freedom Leisure awarded new leisure centre contract**

Freedom Leisure, one of the UK's leading not-for-profit leisure trusts that operates over 130 leisure and cultural facilities across England and Wales, has been chosen by Ashford Borough Council to manage Tenterden Leisure Centre until 2035.

The leisure trust has been operating the leisure centre on an interim basis on behalf of Ashford Borough Council and has now secured a new long-term contract from April 2025. Tenterden will be the fourth leisure facility in the borough managed by Freedom Leisure along with Ashford's Stour Centre, Julie Rose Stadium and Spearpoint Pavilion.

The new arrangement will see significant investment into the centre from both Ashford Borough Council and Freedom Leisure amounting to £2.6 million. Planned improvements include the introduction of a new soft play area, new

and improved water features in the pools, a new reception and catering area and a complete modernisation of the pool changing facilities.

Users of this very popular leisure centre will also benefit from new equipment in the gym and an upgraded group exercise studio.

24. **Ashford Port Health impact being felt at Sevington Border Control Post**

The Border Control Post (BCP) at Sevington is now one of the busiest in the United Kingdom. Serving both the Port of Dover and Eurotunnel which combined transport 40% of the UK's imports of meat and dairy products into the UK.

Ashford Port Health is based at Sevington alongside other regulatory bodies such as DEFRA (Department for Environment Food & Rural Affairs) and other government agencies,

The Port Health service is among the top three performers undertaking hundreds of checks on imported food on a daily basis alongside the City of London and Suffolk Coastal Port Health Authority. Given the short journey times of the Short Straits crossings, Government data has estimated that these two routes account for 25% of the total UK perishable food imports.

The Port Health service is also a key contributor to National Policy Development, playing a prominent role in the Association of Port Health Authorities (APHA) and working with other regulatory bodies such as DEFRA.

25. **Ashford Borough Council moves from Civic Centre to International House**

Ashford Borough Council have now moved from the Civic Centre building in Tannery Lane to our new home at International House.

Taking place in phases, our main back office and staff have moved across, including our customer service reception, which is now open at the new location, opposite Ashford International Station, from Monday to Friday 9am to 4pm.

For residents this means that our face-to-face customer services are now located at International House in Dover Place but otherwise there should be no other changes to the services we deliver.

Future plans for the Civic Suite, including the Council Chamber and Mayor's Parlour, as well as our Monitoring Centre, will be explored further. For now, council meetings will still take place in the same location in Tannery Lane.

We are working on options for the future of the Civic Centre site, so further updates for that part of the project, will be announced in due course.

Our new address is: International House, Dover Place, Ashford, TN23 1HU.

Conclusion

26. The suite of Key Performance Indicators included at Appendix A in this report have been pulled from across services to give a view of the council's current performance reflected in the themes of the Borough Plan.

27. The Performance Indicators will be presented again in the Q4 Annual performance report where a further update will be provided on current performance and any notable changes.

Contact and Email

28. Thomas Swain - tom.swain@ashford.gov.uk

Appendix A

Performance Report – Quarter 3 2024 – 2025
Borough Plan Themes and Key Performance Measures

Planet

Key Performance Measures - Reported Quarterly

Code & Short Name	Description	Q1 2024/25			Q2 2024/25			Q3 2024/25			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 travel plans cycling/ walking	Cycle Counters There is currently discussion with KCC Transport Planners in the potential funding of or re-allocation of some electronic counters that can be placed on some of the key town and borough cycleways (yet to be determined) for active travel. We want to better understand the current numbers of cyclists using the cycleways and trails for			KCC are looking into funding x2 electronic counters so that we can measure a key active travel route in the town which will allow us to combine a marketing and promotions plan to measure success via increased utilisation and develop KPI's to measure impact.			Cycle counters are currently with KCC and they are proposing to provide x2 cycle counters to ABC to measure two key routes both urban and rural. Which will feed into a future KPI KCC and Active Travel England approved £25,000 funding for ABC to expand the current LCWIP. aecom were appointed as the successful consultants to deliver this project.			

Code & Short Name	Description	Q1 2024/25			Q2 2024/25			Q3 2024/25			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
		active travel (and leisure). We want to understand the current use and monitor usage levels, and then review the utilisation after the implementation of a targeted marketing and promotions plan of these routes. This will support increased activity levels and may also show the economic, environmental, and social benefits of these routes and future planning and decisions aligned with the LCWIP.						As part of this project aecom and ABC Officers will formulate a list of key stakeholders from across community and local groups to officials, and involve and deliver a borough wide plan that reflects the growth in population and links to the new 'borough plan' for healthy communities. Each stakeholder group will be listed as part of the project with their views and involvement captured.			

Code & Short Name	Description	Q1 2024/25			Q2 2024/25			Q3 2024/25			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
CP_KPI_09 Recycling Rate	% of borough waste recycled or composted	51%	50%	✅	50%	50%	✅	46% (October data only)	50%	⚠	Contract change Q1 2024/25 Defra's nationwide recycling league tables - Local authority collected waste: annual results tables (Historical) - GOV.UK (www.gov.uk)

Latest data available at time of report drafting October 2024

	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24
Refuse Total (not including fly tipping and treated HMA)	2186.2	2211.4	1884.6	2170.9	2006.4	1870.5	2200.2
Recycled/ Composted Total (including treated HMA)	2071.1	2263.9	2113.7	2108.6	1923	1913.2	1878.7
Household Waste Total	4257.3	4475.3	3998.3	4279.5	3929.4	3783.7	4078.9
Recycling % (Net of MRF rejects)	49%	51%	53%	49%	49%	51%	**46%**

The recycling rate for Q1 is 51%, Q2 is 50%

Report Title: - Waste Services Contract: An update on the performance and communication of the new waste contract with Suez

Code & Short Name	Description	Q1 2024/25			Q2 2024/25			Q3 2024/25			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.	Please see comment below for Q1 data.			99.92%	99.96%		99.7%	99.96%		For year to date up to and including Q3 for refuse and recycling.

Contract change Q1 2024/25

Count of Service	Column Labels			
Row Labels	Food	Recycling	Residual	Grand Total
⊞Mar	287	270	190	747
⊞Apr	961	524	828	2313
⊞May	2085	1491	1316	4892
⊞Jun	754	456	453	1663
⊞Jul	263	249	208	720

Data slightly unclear for the Q1 period as missed bins were not reported as normal at the start of the contract change with missed/ uncollected streets rolled over to the subsequent days for collection rather than flagged as missed.

Figures from May onwards however, are more reliable and show the increase in missed collections as a result of the contract change, new routes and equipment becoming established. These figures begin to fall as the period progresses and are continuing to be closely monitored as part of the broader contract management.

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	Q1 2024/25			Q2 2024/25			Q3 2024/25			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
CP_KPI_38 Digital uptake - % of total council /% Increase transactions completed electronically.	Digital uptake - % of total council /% Increase transactions completed electronically.	88.25%	80%	✔	85.93%	80%	✔	94%	80%	✔	

Month	Digital Transac-tions	Calls	Total Transactions	Digital Uptake
Oct-24	91,859	6,877	98,736	93.03%
Nov-24	88,483	6,439	94,922	93.22%
Dec-24	100,840	4,554	105,394	95.68%

An increase in the number of digital transactions and a fall in calls seen particularly in December, caused by the holiday period and the Christmas/New year change to refuse collection cycles.

People

Key Performance measures - Reported Quarterly

Code & Short Name	Description	Q1 2024/25			Q2 2024/25			Q3 2024/25			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
CP_KPI_17 Council Affordable Housing - New Build	No. of additional new build affordable homes delivered by council housing	0			1			23			
CP_KPI_18 Council Affordable Housing - On-Street Purchases	No. of additional on-street purchase affordable homes delivered by council housing	34			8			2			

Code & Short Name	Description	Q1 2024/25			Q2 2024/25			Q3 2024/25			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
CP_KPI_19 Homelessness - New Triage Cases	No. of new triage cases	513			465 July (186) August (137) Sept (142)			428 October (137) November (157) December (134)			
CP_KPI_19b Homelessness Preventions (still in accommodation)	No. of households where homelessness was prevented	42			45 July (20) August (12) Sept (13)			81 October (31) November (34) December (16)			
Demand for the service remains consistently high, and to support this, an additional resource is being recruited. This role will help strengthen our ability to engage with households as soon as they present to the service, improving our chances of preventing homelessness and providing timely assistance to those in need.											

Code & Short Name	Description	Q1 2024/25			Q2 2024/25			Q3 2024/25			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
New Measure Number of families in temporary accommodation six week on		2			4			5			Data represents the number of families who have been in B&B accommodation for over 6 weeks at the end of each respective quarterly period The team have managed to keep the number of families in B&B over 6 weeks under the MHCLG target of 6. In order to achieve this, requires close monitoring and manging to create a chain lettings approach.
New Measure Housing arrears	Housing arrears as a percentage of rent collectable	2.58%			2.73%			2.73%			

The team is putting additional actions in place to improve performance-

- Assessing the current situation by analysing the arrears profile and identifying addresses that are causing a high balance.
- Identifying accounts which require immediate court action.

Code & Short Name	Description	Q1 2024/25			Q2 2024/25			Q3 2024/25			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	

- Build a list of long term static debt which could be targeted and recommended for a DHP.
- Using the MRI system to its full potential by ensuring that each rent account has an arrangement added.
- Identifying tenants who would benefit from assistance from the DHP and other support funds currently available.

The KPI for Housing arrears as a percentage of rent collectable will be calculated based upon two figures.

A. The current arrears figure as per the Business Objects report from the last Sunday of the Quarter
B. The total rent debit at the end of Q2 multiplied by 4 to calculate an annual rent charge

The formula to calculate the % of Housing arrears is as follows – “A” divided by “B” x 100
The Q3 figures are as follows

Rent arrears at the end of Q3 - £863,278.14

The rent debit for the year would remain the same for the year at £31,587,408.80

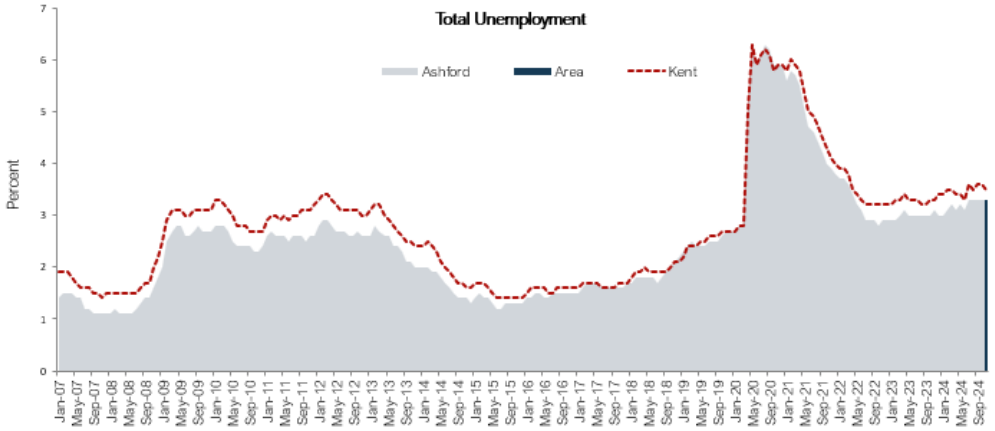
The arrears percentage remains the same at 2.73%.

New Measure Housing voids – average void time (excluding major voids)	Average void time	14.1	21		41	21		29	21		Issues with contractors are being addressed along with changes made to the void process which has helped keep performance at the same level as the last quarter. The team meets weekly to ensure there is an ongoing focus on improving the outturn.

Code & Short Name	Description	Q1 2024/25			Q2 2024/25			Q3 2024/25			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
New Measure Number of adaptations completed against number waiting (HRA)		33 / 72			9 / 59			62/91			Number of adaptations completed against number waiting (HRA): 62 / 91 Number completed 1st October 2024 – 31st December 2024 (62) against the number received 1st October 2024 – 31st December 2024 (91, which includes the 62 completed). This covers both minor and major adaptations.
New Measure Number of adaptations completed against number waiting (DFG)		No current waiting list			No current waiting list			40			Budgetary allocation utilised for the year with an expectation of a yearly overspend of circa £180K by the end of the financial year.

Code & Short Name	Description	Q1 2024/25			Q2 2024/25			Q3 2024/25			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	36			21			27			
CP_KPI_20b Disabled Facilities Grant Spend	Actual spend per month for disabled facility grants	£329,992.81			£355,563.96			£229,872			

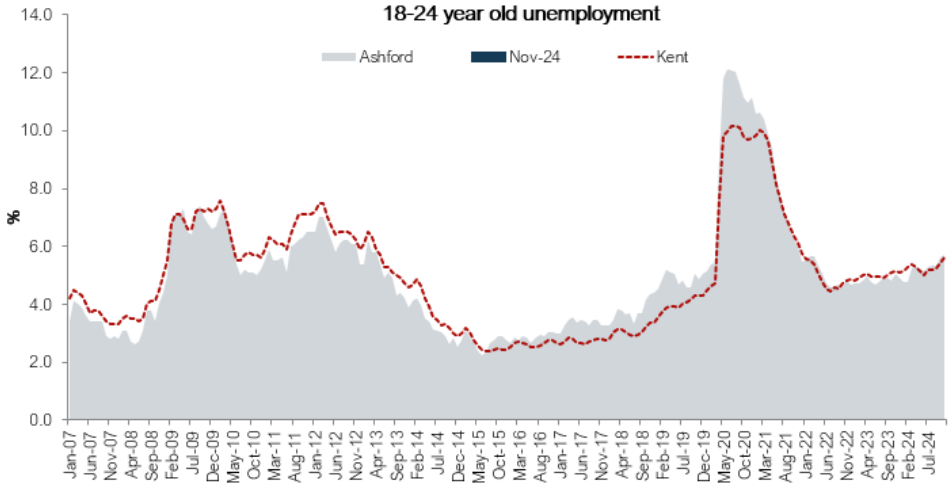
Code & Short Name	Description	Q1 2024/25			Q2 2024/25			Q3 2024/25			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
CP_KPI_21 Unemployment	Unemployment figures taken monthly from Kent County Councils Economy and employment data.	3.1%			3.3%			3.3%			November data latest available More information available within - Economy and employment data - Kent County Council



November 2024

Area	Number	Rate	Number change since last month	Percentage change since last month	Number change since last year	Percentage change since last year
Ashford	2,660	3.3%	-15	-0.6%	+185	+7.5%
Kent	33,930	3.5%	-110	-0.3%	+2,245	+7.1%

Code & Short Name	Description	Q1 2024/25			Q2 2024/25			Q3 2024/25			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	5.2%			5.4%			5.7%			November data latest available More information available within - Economy and employment data - Kent County Council



18-24 unemployment

Area	Number	Rate	Number change since last month	Percentage change since last month	Number change since last year	Percentage change since last year
Ashford	525	5.7%	+10	+1.9%	+60	+12.9%
Kent	6,505	5.6%	+210	+3.3%	+505	+8.4%

Code & Short Name	Description	Q1 2024/25			Q2 2024/25			Q3 2024/25			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
CP_KPI_32 Support to 'vulnerable' groups through leisure centre activity	Support to 'vulnerable' groups through leisure centre activity	**Latest information from August 2024** **Healthy Communities** Key group highlights: Xyla Health & Wellbeing has been selected to deliver the NHS Diabetes Prevention Programme (NHS DPP) across our Ashford sites. NHS England, Public Health England and Diabetes UK have committed to improving efforts to prevent diabetes, It will be launched at the Stour. Five schools identified that could benefit from the ZOGGS funding. This initiative, which provides free yearly swimming lessons and rotates year groups each term, will benefit approximately 250 students, offering them the opportunity to learn a crucial life skill. Tenterden: An outreach program for Tenterden Food Bank based at the site has been set up, and we are meeting with the Mildred Trust to support more community programs. **<u>Health</u>** One You Kent visited both Tenterden, JRS and The Stour, delivering Health Checks and Blood Pressure Checks to members at both sites. **<u>Young People</u>**						**Latest Information from November 2024** **Healthy Communities** Key group highlights: Xyla Health is in place and looking to host their first face-to-face sessions NHS Health Checks now taking place at all ABC sites **<u>Health</u>** Open Weekend—The Freedom Leisure Les Mills Launch Day took place on the 28th September 2024. This event was a great success that offered a number of free exercise classes, free use of the gym and £1 main pool swimming. This event encouraged physical activity and active participation to members and non-members alike. One You Kent visited Tenterden, JRS and The Stour, delivering Health Checks and Blood Pressure Checks to members at all sites. **<u>Young People</u>** Tenterden and The Stour supported approximately 300 families in the HAF Programme, providing free family swims and food packages in partnership with Active Kent, Medway, and Ashford Early Help Hubs.			

Code & Short Name	Description	Q1 2024/25			Q2 2024/25			Q3 2024/25			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
		This summer saw the launch of the Stour Centre Summer Passport Challenge. The passport encourages children to stay active at the Stour Centre by collecting various activity stamps. The Rising Sun Service helps children suffering from domestic violence and abuse. This partnership will generate invoiced income for Clip to Climb, catering, and soft play while supporting this essential local community outreach. Link up with the Nike store from the local Ashford Outlet, which provides Community Ambassadors to support sessions in the community, specifically targeting young people between the ages of 5 and 17. The LTS programme now has over 2400 children signed up and Continuation of the Julie Rose juniors programme, providing 150 children across three evenings. **Older People** Walk 2 Jog Programme at JRS remains a popular weekly session with an average of 14 attendees, at each weekly session, a total of 112 visits for the month.									The LTS programme now has over 2980 children signed up. The Stour Centre and Julie Rose Stadium facilitated HAF holiday clubs provided by Elite Coaching during October, with spaces sold out across all sessions. The Stour Centre hosted a two day event in October called Strength in Mind. The primary focus of Strength in Mind was to provide students in the local community with insights into the importance of mental health. **Older People** The Walk 2 Jog Programme at JRS reached the finals of the UK Active Awards 2024. Pickleball, No-Strings and Evergreen Badminton expanding with a number of sessions a week, now affiliated with Badminton England with chance to gain funding for new nets and further support in these sessions.	

Place

Key Performance Measures - Reported Quarterly

Code & Short Name	Description	Q1 2024/25			Q2 2024/25			Q3 2024/25			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	98.3%	98.5%	✓	98.4%	98.5%	✓	97.8%	98.5%	✓	

Food Hygiene Rating System

Distribution of FHRS ratings over time for Ashford at 29/01/25 01:29

Food Standards Agency

Number of establishments in each rating

FHRS Rating	May - 24	Jun - 24	Jul - 24	Aug - 24	Sep - 24	Oct - 24	Nov - 24	Dec - 24	Jan - 25
5 - Very good	935	935	945	941	948	970	982	993	992
4 - Good	95	95	83	80	79	76	79	82	84
3 - Generally satisfactory	38	38	43	42	29	29	28	28	28
2 - Improvement required	8	8	7	8	9	10	12	13	11
1 - Major improvement required	9	9	7	8	8	8	10	11	8
0 - Urgent improvement required	2	2	1	1	1	1	1	1	2
Total rated establishments	1087	1087	1086	1080	1074	1094	1112	1128	1125
Establishments with rating of 3 or better	1068	1068	1071	1063	1056	1075	1089	1103	1104
Awaiting inspection	68	68	91	90	82	69	57	48	49

Code & Short Name	Description	Q1 2024/25			Q2 2024/25			Q3 2024/25			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
CP_KPI_33 Business survival - current vacancy rates	Current Vacancy rates	10.4%			10.38%			10.16%			5,412 premises in the borough 550 with either an exemption or empty relief indicating vacancy.

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.

Date	No of props	Exemptions	Empty 'Reliefs'
01-Jul-23	5437	306	197
01-Oct-23	5442	298	217
01-Jan-24	5451	319	222
01-Apr-24	5423	314	236
01-Jul-24	5422	313	252
01-Oct-24	5411	313	249
01-Jan-25	5412	303	247

CP_KPI_34 Ashford town centre vacancy rate	Ashford town centre vacancy rate	18.8%			18.7%			17.7%			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.

Code & Short Name	Description	Q1 2024/25			Q2 2024/25			Q3 2024/25			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
	Excluding Park Mall, County Square, Elwick Place Date / Total number of units surveyed / Number of units vacant / % of units vacant Jan-23: 235 / 28 / 11.9% Apr-23: 235 / 27 / 11.5% Jul-23: 235 / 29 / 12.3% Oct-23: 235 / 26 / 11.1% Jan-24: 236 / 32 / 13.6% Apr-24: 236 / 34 / 14.4% Jul-24: 235 / 33 / 14.0% Oct-24: 237 / 33 / 13.9% Jan-25: 237 / 30 / 12.2%							Including Park Mall, County Square, Elwick Place Date / Total number of units surveyed / Number of units vacant / % of units vacant Jan-23: 335 / 51 / 15.2% Apr-23: 335 / 48 / 14.3% Jul-23: 335 / 51 / 15.2% Oct-23: 335 / 48 / 14.3% Jan-24: 336 / 59 / 17.6% Apr-24: 336 / 61 / 18.2% Jul-24: 335 / 63 / 18.8% Oct-24: 337 / 63 / 18.7% Jan-25: 344 / 61 / 17.7%			
CP_KPI_35 Contribution to budget from commercial investments	Contribution to budget from commercial investments	95.46%			92.19%			85.52%			Contribution to budget from commercial investments utilising the budgeted figures provided as part of the council's budget books.

Code & Short Name	Description	Q1 2024/25			Q2 2024/25			Q3 2024/25			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
The Corporate Property Annual Performance Report 2023/24 reviewing revenue performance of the Council's corporate property portfolio during the financial year, as well as advising on its expected future performance: Report Title: Commercial Property Annual Performance Report 2023/2024											
CP_KPI_36 Vacancy rates (in our corporate property)	Vacancy rates (in our corporate property)	11.6%			10%			6.8%			
While vacancy levels remain elevated, the office market is steadily improving. Hybrid working remains popular, although there has been a noticeable return to office spaces. Rents are on the rise, and new coworking venues have emerged, reflecting the evolving demand for flexible work environments. Industrial and distribution sectors continue to thrive, with a notable shift towards Grade A spaces, particularly those prioritising sustainability, as a key driver of demand throughout 2024. The retail sector has experienced a positive turnaround, thanks to more affordable rents. Discount stores, along with cafes, barbers, and other local services, are performing strongly. Town centres are shifting focus from purely transactional retail to offering more experiential opportunities, with services and hospitality leading the way in this transformation.											
CP_KPI_41 Parking usage	Parking usage Ashford and Tenterden	259,083			302,647			270,097			Made up of 180,448 from Ashford town centre car parks & 89,649 from Tenterden car parks.

Code & Short Name	Description	Q1 2024/25			Q2 2024/25			Q3 2024/25			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
CP_KPI_52 Number of new s106 files opened	number of new s106 files opened	Number of new s106 files opened – 3 Number of Draft s106 agreements sent out – 2 Number of s106 cases completed - 0			Number of new s106 files opened – 2 Number of Draft s106 agreements sent out – 4 Number of s106 cases completed - 1			Number of new s106 files opened – 6 Number of Draft s106 agreements sent out – 7 Number of s106 cases completed - 1			
New Measure Planning decision quality - Major	Measured by the proportion of decisions on applications that are subsequently overturned at appeal	New measure			3.03%	10%	✅	4.5%	10%	✅	Latest available data reflecting 24 months to end of December 2023.
New Measure Planning decision quality – Non Major	Measured by the proportion of decisions on applications that are subsequently	New measure			0.43%	10%	✅	0.2%	10%	✅	

Code & Short Name	Description	Q1 2024/25			Q2 2024/25			Q3 2024/25			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
	overturned at appeal										

Reported with lag time (normally 9 months) allowing for appeals to process.

The quality of decisions made by local planning authorities for applications for major and non-major development, measured by the proportion of decisions on applications that are subsequently overturned at appeal (including those arising from a 'deemed refusal' where an application has not been determined within the statutory period).

Planning Decision Quality measures replace previous Planning Application Approvals measure. Planning application approval information is available within the statistical return nationally reported available at Live tables on planning application statistics

The Q3 figures indicate that the Council continues to be successful in the majority of cases that are appealed to the Planning Inspectorate and indicators for both major and non-major schemes fall well within the national and local threshold of 10% of overall decisions being overturned.

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	100%	65%	✅	100%	65%	✅	100%	65%	✅	

Code & Short Name	Description	Q1 2024/25			Q2 2024/25			Q3 2024/25			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
	applicant and the local authority)										
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	71%	75%		76%	75%		81%	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 in Q3 for this indicator has further improved the Council's position against the rolling Government target where it should be noted that the Government minimum target is 60%. Going forwards, the national rolling target will be measured against a 12 month period reduced from a 24 month period.

Code & Short Name	Description	Q1 2024/25			Q2 2024/25			Q3 2024/25			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).	92%	75%	✅	92%	75%	✅	95%	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	85%	80%	✅	86%	80%	✅	87%	80%	✅	

Code & Short Name	Description	Q1 2024/25			Q2 2024/25			Q3 2024/25			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
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 determining non-major schemes remains significantly above target and has improved when measured against the rolling national performance indicator.											
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	595 (407)	550	⚠ ✓	535 (326)	550	✓ ✓	590 (382)	550	⚠ ✓	21 pre-apps and 569 planning applications. (382 applications excluding Stodmarsh apps)
Q3 has seen this indicator rise as more applications have been received. However, once the number of cases restricted from a decision being made due to nutrient neutrality (Stodmarsh), this indicator lies well below the 550 case target figure. The setting-up of the Joint Venture Company (Stour Environmental Credits) with Canterbury City Council to acquire and manage nutrient mitigation credits will help to unlock some of these cases and should allow the gross caseload figure to fall well below the target figure.											

Code & Short Name	Description	Q1 2024/25			Q2 2024/25			Q3 2024/25			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	

New Measures

Port Health

New measures reflecting the now fully operational status of the Port health facility – details of the measures currently being developed.

% of available income recovered

	Income	Income Actual	% Charged
Sept	1,830,372	868,104	47%
Oct	1,959,403	967,498	49%
Nov	2,005,763	843,021	42%
	5,795,538	2,678,623	46% Qtr average

An automatic clearance function for EU goods is built into IPAFFS (the Governments Imports System) goods cleared via that process are not all charged unless a retrospective check is undertaken. The said, function known as TODCOF will be switched off for medium risk goods at a future point when capability has been built into the UK border. This will enable us to be able to complete all the necessary documentary checks at which point fee income will be maximised. Members will be pleased to hear that Ashford Borough Council is undertaking some pioneering work with a major software house to make this a local possibility to assist in checking documents, speeding up the process and building additional productivity into the Port Health Service without increasing the headcount.

Underlying Principles

Key Performance indicators - Reported Quarterly
Quarterly Measures

Code & Short Name	Description	Q1 2024/25			Q2 2024/25			Q3 2024/25			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
New Measure Number of Stage 1 complaints		224			178			181			The council has reduced its complaint handling time from 15 to ten days following guidance released by the Ombudsman. Whilst the guidance won't be officially adopted until early 2026, adoption by the council now will ensure compliance and expediate the resolution of complaints.
New Measure % Stage 1 complaints resolved in 10 days		62%			71%			73%			

Code & Short Name	Description	Q1 2024/25			Q2 2024/25			Q3 2024/25			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
New Measure Number of Stage 2 complaints		49			39			34			
New Measure % Stage 2 complaints resolved in 20 days		84%			72%			86%			
CP_KPI_26 Benefit Change of Circumstance Processing	Average time taken to process a benefit change of circumstance in no. days	1.77	10	✅	1.87	10	✅	2	10	✅	

Code & Short Name	Description	Q1 2024/25			Q2 2024/25			Q3 2024/25			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
CP_KPI_27 Benefit New Claim Processing Time	Average time taken to process a new benefit payment claim in no. days	29.91	28		28.94	28		28.69	28		As working age claimants move over to UC, we are left with more complicated cases to assess such as temporary accommodation & supported accommodation cases, that generally take a bit longer to assess.
CP_KPI_42 FOI Response Rate	% of freedom of information requests responded to within 20 working days	98%	95%		98%	95%		98%	95%		Quarter 3 – 175 requests received in the period. 2 answered outside the require 20 working day window, both answered within the next working week.
CP_KPI_43 Business Rates Collection	% of national non-domestic rates collected by the council - cumulative figure per month	29.72%	24.75%		57.93%	49.5%		82.57	74.25%		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

Code & Short Name	Description	Q1 2024/25			Q2 2024/25			Q3 2024/25			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
CP_KPI_44 Council Tax Collection Rate	Percentage of council tax collected - cumulative figure per month	29.58%	24.57%	✅	57.29%	49.14	✅	84.92%	73.71%	✅	
CP_KPI_46 Compliance - Gas Safety Certificates	% of ABC properties with up to date gas safety certificates	100%	100%	✅	100%	100%	✅	100%	100%	✅	Performance remains consistently on target. Equally important, this is now captured on ABC's True Compliance system.
CP_KPI_47 Number of days sickness per full time equivalent		9.8 days per FTE			9.35 days (annualised) per FTE						Based on the total FTE, as at 30 September 2024, average absence due to sickness was 9.35 (annualised) per FTE. This is down from the last six month period when average absence was 9.80 days (annualised) per FTE.
Information collected on a six-monthly basis in order that the Council's senior team have an up-to-date overview of key HR Metrics. OS Sickness Report 2023_24.pdf (moderngov.co.uk)											

Code & Short Name	Description	Q1 2024/25			Q2 2024/25			Q3 2024/25			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
CP_KPI_48 Average Speed of Customer Service Calls Answered	Average wait time for customer service calls - to be benchmarked with results across Kent	0h 01m 59s	0h 01m 38s		0h 01m 30s	0h 01m 38s		0h 1m 29s	0h 01m 38s		Measure returned to target in the quarter following the slight increase on call transaction time for Q1 which was due to the implementation of our new waste contract. Call handlers were becoming acquainted with the new associated systems and new working practices.
CP_KPI_51 number of ongoing litigation/ court proceedings	number of ongoing litigation/court proceedings	Number of ongoing litigation matters = 159 Number of cases where costs have been awarded against ABC = 23 All these are associated to Disrepair Claims			Number of ongoing litigation matters = 156 Number of cases where costs have been awarded against ABC = 6 All these are associated to Disrepair Claims			Number of ongoing litigation matters = 164 Number of cases where costs have been awarded against ABC = 5 These continue to be associated to Disrepair Claims			

Code & Short Name	Description	Q1 2024/25			Q2 2024/25			Q3 2024/25			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
CP_KPI_39 Social media engagement	Social media engagement	Q1 (Apr – June) **Impressions:** Facebook: 528,018 X (Twitter): 7,480 Nextdoor: 186,716 Instagram: 2,977 **Followers:** Facebook: 11,844 X (Twitter): 9,026 Nextdoor: 30,678 Instagram: 2,906			Q2 (July – Sept) **Impressions:** Facebook: 424,616 X (Twitter): 13,366 Nextdoor: 216,415 Instagram: 6,201 **Followers:** Facebook: 11,950 X (Twitter): 8,951 Nextdoor: 30,678 Instagram: 2,956			Q3 (Oct – Dec) **Impressions:** Facebook: 410,496 X (Twitter): 7,886 Nextdoor: 212,358 Instagram: 13,905 **Followers:** Facebook: 12,098 X (Twitter): 8,848 Nextdoor: 31,717 Instagram: 3,021			

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, X (Twitter), Nextdoor and Instagram.

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.

With circa 50,000 combined total followers across all ABC 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.