

COMMUNITIES, HOUSING AND ENVIRONMENT COMMITTEE MEETING

Date: Tuesday 18 September 2018
Time: 6.30 pm
Venue: Town Hall, High Street, Maidstone

Membership:

Councillors M Burton, Garten, Joy, D Mortimer (Chairman), Powell (Vice-Chairman), Purle, Mrs Robertson, Rose and Webb

The Chairman will assume that all Members will read the reports before attending the meeting. Officers are asked to assume the same when introducing reports.

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Issued on Monday 10 September 2018

Continued Over/:

Alison Broom

Alison Broom, Chief Executive

PUBLIC SPEAKING AND ALTERNATIVE FORMATS

If you require this information in an alternative format please contact us, call **01622 602899** or email committee@maidstone.gov.uk.

In order to speak at this meeting, please contact Democratic Services using the contact details above, by 5 p.m. one clear working day before the meeting (Friday 14 September 2018). If asking a question, you will need to provide the full text in writing. If making a statement, you will need to tell us which agenda item you wish to speak on. Please note that slots will be allocated on a first come, first served basis.

To find out more about the work of the Committee, please visit www.maidstone.gov.uk.

Should you wish to refer any decisions contained in these minutes to the **Head of Policy and Resources Committee**, please submit a Decision Referral Form, signed by **three** Councillors, to the **Head of Policy and Communications** by: **31 July 2018**

MAIDSTONE BOROUGH COUNCIL

COMMUNITIES, HOUSING AND ENVIRONMENT COMMITTEE

MINUTES OF THE MEETING HELD ON TUESDAY 17 JULY 2018

Present: Councillors M Burton, Joy, D Mortimer (Chairman),
Purle, Mrs Ring, Mrs Robertson, Rose and Webb

23. **APOLOGIES FOR ABSENCE**

Apologies for absence was received by Councillor Powell.

24. **NOTIFICATION OF SUBSTITUTE MEMBERS**

There were no Substitute Members.

25. **URGENT ITEMS**

There were no urgent items.

26. **NOTIFICATION OF VISITING MEMBERS**

There were no visiting Members.

27. **DISCLOSURES BY MEMBERS AND OFFICERS**

There were no disclosures by Members and Officers.

28. **DISCLOSURES OF LOBBYING**

There were no disclosures of lobbying.

29. **EXEMPT ITEMS**

In response to a request by a Member to take Agenda Item 16 – Provision of a Replacement CCTV System in public, the Director of Regeneration and Place advised that the Proper Officer had agreed that the report should be taken in private as the information contained within it, if made public, could prejudice the future tendering process.

RESOLVED: That Agenda Item 16 – Provision of a Replacement CCTV System be taken in private due to the possible disclosure of exempt information.

30. **MINUTES OF THE MEETING HELD ON 19 JUNE 2018**

RESOLVED: That the minutes of the meeting held on 19 June 2018 be agreed as a correct record and signed.

31. PRESENTATION OF PETITIONS

There were no petitions.

32. QUESTIONS AND ANSWER SESSION FOR MEMBERS OF THE PUBLIC

There were no questions from the public.

33. COMMITTEE WORK PROGRAMME

The Committee considered the Work Programme.

It was noted that the Update on Heather House would come back in October.

Members requested that the results of the structural survey should be circulated to the Committee as soon as they are received rather than waiting for it to be included in the report for October.

RESOLVED: That the Committee Work Programme be noted.

34. REVENUE OUTTURN 2017/18 – ALLOCATION OF UNDERSPEND

Mr Mark Green, the Director of Finance and Business Improvement introduced his report on the Revenue Outturn 2017/18 – Allocation of Underspend in which he advised that Policy and Resources Committee had invited all the Service Committees to submit a proposal as to the allocation of the underspend to be spent on specific projects.

Mr Duncan Haynes, the Mid-Kent Environmental Protect Team Leader was invited by the Chairman to inform the Committee of a potential use for the underspend to carry out a feasibility study into a Clean Air Zone (CAZ) or Low Emission Zone (LEZ) in Maidstone.

The Committee was advised that the actions in the Council's Air Quality Action Plan/Low Emission Strategy had been divided into a number of themes, the most important being Transport. One of the actions was to undertake a feasibility study into a Clean Air Zone or Low Emission Zone in Maidstone and focus on the areas around the High Street. However, since that action was formulated, Officers had obtained data that showed pollution levels around Upper Stone Street were much higher so this would be the area concentrated on should a feasibility study be funded.

Therefore the scope of the study would focus on Stone Street but any measures implemented would include the route to and from the town centre via Loose Road (including the Wheafsheaf junction).

It was noted that the action plan was clear in that it stated that the feasibility study could only be carried out if the required funding was found. A quotation was obtained and an application to Defra for funding had been made but proved unsuccessful.

In the absence of any funding, it was proposed that £30k be requested from the underspend to enable Officers to commission the feasibility study.

In response to questions from Members, Mr Haynes responded that:-

- He would circulate to Members the data regarding air quality which related to Stone Street and the Wheatsheaf junction.
- The low emissions zone would focus firstly on vehicles that emitted the highest emissions, for example buses and then move onto the next most polluting sector.
- That it was mainly Metropolitan Borough Councils that were successful in their bid for funding from Defra and the fact that they had success was probably due to the fact that the low emissions sanctions had been forced upon them.
- That the feasibility study would take in all the one way system, not just Stone Street.

In response to a question from a Member, the Head of Housing and Community Services confirmed that the Strategic Planning, Sustainability and Transportation Committee looks at the policy for low emissions but the Communities, Housing and Environment Committee looked after the monitoring and implementation.

The Committee made the following comments:-

- That the health of residents in the borough was their first concern and the underspend should be used to ensure the health of residents was protected
- That a decision on the underspend should be dealt with by full Council, not just Policy and Resources Committee
- That the planting of trees up Stone Street would help to absorb some of the pollution in the area
- Re-routing buses away from Stone Street would cause further congestion on unsuitable roads
- That the underspend should be put in reserves for the homeless
- That the action plan gives the Council the right to take the work forward, it is not something that KCC can do.
- That the bus companies should be required to use low emission vehicles

RESOLVED: That this Committee recommend to Policy and Resources Committee that £30,000 be used from the underspend to commission a low emissions feasibility study.

Voting: For: 5 Against: 4 Abstentions: 0

The Chairman used his casting vote in favour of Option 1.

35. PETS WITHIN TEMPORARY ACCOMMODATION

Mr John Littlemore, the Head of Housing and Community Services presented a report which outlined a proposal to create a policy that allowed (where possible) pets to reside with families whilst in temporary accommodation supplied by the Council.

Mr Littlemore drew Members' attention to a small typo in the report on Page 14 under 'Crime and Disorder', would should have read that the recommendation would have **nil** impact on crime and disorder.

It was noted that it was not previously in the Council's gift to allow pets in temporary accommodation. However now that the Council had acquired their own temporary accommodation; it could adopt a more considerate approach to the issue.

In response to questions from Members, Mr Littlemore responded that:-

- the tenant would be given a copy of both documents, i.e. the Pet Policy and the Agreement.
- the agreement could not be transferred to another social housing provider should the tenant move out. However, it was hoped that other providers would adopt a similar policy in the future.

Members of the Committee made the following comments:-

- That keeping a cat indoors who was used to going out may cause its own issues such as behavioural or pet smells.
- That the list of pets were unnecessary and should be taken out.
- That should a person have a job that means they are away from home for long periods of time, could some discretion be given in these circumstances.

In response to all the issues raised by Members, Mr Littlemore advised that his Officers would take a pragmatic view on each individual case.

RESOLVED: That the Committee approve the Pet Policy 2018 and Agreement attached as Appendices A and B to the report and gives delegated authority to the Head of Housing and Community Services to amend the Policy and Agreement as discussed.

Voting: For: Unanimous

36. WASTE AND RECYCLING STRATEGY 2018 - 2023

Mrs Jennifer Shepherd, the Head of Environment and Public Realm introduced her report on the Waste and Recycling Strategy 2018-2023.

The Committee noted that following previous consultation with the Committee and a workshop with Members, a new Waste and Recycling Strategy had been drafted.

Mrs Shepherd also advised that the issue of recycling had recently been in the news regarding single use plastics. As a result of this central government had proposed a number of changes to policies and legislation, including putting a tax on coffee cups.

The Committee was informed that Maidstone was at the forefront of recycling and they were second in the table against other Kent authorities. A number of authorities had seen a decline in their recycling rates.

In response to questions from Members, Mrs Shepherd advised that:-

- The satisfaction target for customers on recycling was taken out as it was almost a given that the rate would be high.
- There would not be any policing of bins, just working with residents to get it right. The last resort would be to take the bin away.
- The Council had adopted a hard line with housing providers and management companies on their communal areas which had been successful.
- Roadshows and face to face engagement are targeted to areas where recycling rates are low.

RESOLVED: That the draft Waste and Recycling Strategy 2018-2023 as set out in Appendix 1 to the report be adopted and the actions contained within it are implemented.

Voting: For: unanimous

37. TOWN CENTRE PUBLIC CONVENIENCE PROVISION

The Committee considered the report of Mrs Shepherd which related to town centre public convenience provision.

It was noted that the Committee received an update report earlier in the year on the toilet community scheme and it was recommended that fully costed options be brought back to enable an informed decision on the provision of town centre public conveniences.

The Committee noted that there was some key considerations which needed to be taken into account when designing a new Town Centre public convenience, which were:-

Location – the location needed to consider footfall, impact on local businesses, utilities, visual appearance and security.

Usage – the likely usage would impact on the size of the facility needed, the cleaning and maintenance regime.

Cost – the split between capital and revenue costs for providing the facility needed to be considered.

Mrs Shepherd detailed the various options available and the likely costs.

In response to questions from Members, Mr John Edwards, the Street Scene Operations Manager advised that:-

- the public conveniences in the Market Buildings were in a very bad state and it would take a lot of investment to get them open again.
- to put in a public convenience facility in Palace Avenue would create a loss of income for the car park and would incur additional resources to maintain the facility.

Members made the following comments:-

- That the costs were prohibitive and should not be progressed.
- That the Council should wait and see what happened with the developments at Maidstone East, the Mall and the Bus Station.
- That the Community Toilet Scheme should be continued and Officers should try to get more businesses on board.
- That it seemed a lot of money for a facility to be built and then vandalised.
- That the Council spent millions on the granite all the way through the town centre to improve the environment so there should be toilet facilities to help boost the town centre.
- That a changing places facility was still needed in the town.

RESOLVED: That the Committee agree to deliver and improve the Community Toilet Scheme and in future consider the possibility of public conveniences in any further town centre development.

Voting: For: unanimous 7 Against: 0 Abstentions: 1

Councillor Mrs Ring left the meeting at 8.30 p.m. at the conclusion of this item.

38. EXCLUSION OF THE PRESS AND PUBLIC FROM THE MEETING

RESOLVED: That the press and public be excluded from the meeting for the following item of business because of the likely disclosure of exempt information.

39. PROVISION OF A REPLACEMENT CCTV SYSTEM

The Committee considered the exempt report of Mr Matt Roberts, the Community Partnerships and Resilience Manager which detailed the need to relocate the CCTV system out of the Town Hall to a new location in order to protect the system from further flood damage and enable the repairs to the basement to take place.

Mr Roberts outlined the options available and emphasised that Option 3 would provide cameras which would improve the quality of evidence gathered but Option 2 provided a balance of cost and system improvement and was therefore the recommended option.

In response to questions from Members, Mr Roberts responded that:-

- CCTV was used by the Police in their evidence gathering and to respond to situations identified via CCTV. However, it was also used by other agencies, such as Mailsafe and door staff.
- That there was potential to improve the quality of the images from obtaining new or upgraded video over IP cameras.
- That the Police do not make a contribution towards the CCTV equipment but neither do they make a contribution towards any other Authority's equipment.
- That he would supply any new Members to the Committee with a copy of the review of CCTV provision that came to the Committee last year.
- That it was impossible to establish the amount of crime prevented by CCTV.
- That by using the Wi-fi network proposed cameras could be deployed in areas in the town centre not currently covered by CCTV where there had been high rates of crime which was much more cost effective than installing a camera using fibre link.

RESOLVED: That the Communities, Housing and Environment Committee recommends to the Policy and Resources Committee that funds are made available to enable Option 2 at paragraph 3.2 of the report be implemented.

Voting: For: unanimous

40. DURATION OF MEETING

6.30 p.m. to 8.50 p.m.

2018/19 WORK PROGRAMME

| Report Title | Committee | Month | Lead | Report Author |
|--|------------------|--------------|-------------------|----------------------------|
| Crime and Disorder Overview and Scrutiny Committee | CHE | Sep-18 | John Littlemore | Matt Roberts |
| Environmental Health Annual Report | CHE | Oct-18 | John Littlemore | Tracey Beattie |
| Housing Delivery Partnership | CHE | Oct-18 | William Cornall | |
| Heather House Update | CHE | Oct-18 | William Cornall | Matt Roberts |
| Strategic Plan 2019/20 - 2023/24 - Draft Strategic Plan Themes | CHE | Oct-18 | Alison Broom | Angela Woodhouse |
| Affordable Housing SPG | CHE | Oct-18 | William Cornall | Mark Egerton |
| Homelessness Strategy Review | CHE | Nov-18 | John Littlemore | Hannah Gaston |
| Q2 Budget Monitoring 2018/19 | CHE | Nov-18 | Ellie Dunnet | Paul Holland |
| Q2 Performance Report 2018/19 | CHE | Nov-18 | Angela Woodhouse | Anna Collier |
| Draft Medium Term Financial Strategy 2019/20 - 2023/24 | CHE | Nov-18 | Mark Green | Ellie Dunnet |
| Draft Medium Term Financial Strategy 2019/20 - 2023/24 | CHE | Nov-18 | Mark Green | Ellie Dunnet |
| Fees & Charges 2019/20 | CHE | Jan-19 | Mark Green | Ellie Dunnet |
| Strategic Plan 2019/20 - 2023/24 - Final | CHE | Jan-19 | Alison Broom | Angela Woodhouse |
| Medium Term Financial Strategy - Budget Proposals 2019/20 | CHE | Jan-19 | Mark Green | Ellie Dunnet |
| Waste Contract Review | CHE | Jan-19 | Jennifer Shepherd | Jennifer Shepherd |
| Safeguarding Policy Review | CHE | Feb-19 | John Littlemore | Matt Roberts |
| Q3 Budget Monitoring 2018/19 | CHE | Feb-19 | Ellie Dunnet | Paul Holland |
| Q3 Performance Report 2018/19 | CHE | Feb-19 | Angela Woodhouse | Anna Collier |
| Litter Enforcement Review | CHE | Feb-19 | Jennifer Shepherd | John Edwards / Jamie Duffy |
| Crime and Disorder Overview and Scrutiny Committee | CHE | Mar-19 | John Littlemore | Matt Roberts |
| Adoption of the new Homelessness Strategy 2019-2024 | CHE | Mar-19 | John Littlemore | Hannah Gaston |
| Environmental Health Annual Report | CHE | Apr-19 | John Littlemore | Tracey Beattie |
| Environmental Services - Commercial developments | CHE | TBC | Jennifer Shepherd | Jennifer Shepherd |
| CCG Update - Local GP Provision | CHE | TBC | Alison Broom | |
| CCG Local Care Hubs | CHE | TBC | Alison Broom | |
| MBC Provided Gypsy and Traveller Sites - requested by Cllr Harwood | CHE | TBC | William Cornall | John Littlemore |

Agenda Item 12

NOMINATION FORM TO OUTSIDE BODY

Date: 9/9/2018

| | |
|---|---|
| NAME: | Martin Round |
| ADDRESS: | 60 Oak Lane, Headcorn, Kent |
| TELEPHONE NO: | 01622890276 |
| NAME OF ORGANISATION APPLYING FOR: | ACRK - Action with Communities in Rural Kent |
| ROLE APPLYING FOR: | Trustee Board Member |
| REASON FOR APPLYING: | 1) I have been on the Board for 3 years. 2) I have a very conscientious concern and insight into the Rural Communities of Kent. 3) I am aware of the key issues affecting Rural areas. |
| WHAT SKILLS AND EXPERIENCE COULD YOU BRING TO THE ORGANISATION?: | My insight into Rural Matters, from Housing need and design to youth issues, local farming matters, drainage, access for the disabled and elderly, schooling/education etc. I also have a good grasp of Trustee responsibility and feel a need to drive certain aspects of management, from business experience and voluntary roles over many years. |

COMMUNITIES, HOUSING AND ENVIRONMENT COMMITTEE

18 September 2018

External Board/Outside Body

| | |
|---|---|
| External Board/Outside Body | Citizens Advice Bureau |
| Councillor(s) represented on the Outside Body/External Board | Councillor Marion Ring |
| Report Author | |
| Date of External Board/Outside Body Meeting Attended | Meetings are held bi-monthly and the AGM is held in September |

Purpose of the External Board/Outside Body:

I am a Nominative Trustee on the Management Board.

The main purpose of this organisation is to provide free independent, confidential and impartial advice to people to help them deal with problems they face on a day to day basis. These include Debt, Benefits, Employment, Housing and relationship breakdowns.

A crucial part of the service is to help disadvantaged people in the community who need a helping hand to improve their situation.

Update:

Current Issues: still a need to recruit more resources.

Communities, Housing and Environment Committee

18/09/18

External Board/Outside Body

| | |
|---|---|
| External Board/Outside Body | Cutbush and Corrall |
| Councillor(s) represented on the Outside Body/External Board | Clive English Denise Joy |
| Report Author | Clive English |
| Date of External Board/Outside Body Meeting Attended | Quarterly Board Meetings and Building Committee Meetings (CE) Selection Committee (DJ) Training Work-shops, and engagement activities with residents. |

Purpose of the External Board/Outside Body:

The Charity exists to provide housing to people over 50 who demonstrate a genuine need and have a connection to the area. The Charity operates several sites in the Town Centre and a site in Harrietsham

Update:

The Charity fairly recently carried out major new building at the Church Street Site in Maidstone with just under 30 new units, so for the last 2 to 3 years has been concentrating on substantial programmes of refurbishment, including roofing repairs, new kitchens and external re-painting to various properties, as well as updating various internal policies and the resident's handbook. Currently as all bar one property is full and there is considerable demand the Charity is considering whether it should begin to plan for additional new building.

Communities, Housing and Environment Committee

18/09/18

External Board/Outside Body

| | |
|---|---------------------------------------|
| External Board/Outside Body | Cutbush and Corrall |
| Councillor(s) represented on the Outside Body/External Board | Cllr Denise Joy Cllr Clive English |
| Report Author | Cllr Denise Joy |
| Date of External Board/Outside Body Meeting Attended | 19/07/18 |

Purpose of the External Board/Outside Body:

Cutbush and Corrall provide safe accommodation for older people who have a connection with the Borough and would otherwise find it difficult to satisfy their housing needs.

The charity is governed by a board of voluntary members with the day to day management of its affairs delegated to the staff of chief officer and scheme managers.

The board consists of eight trustees with two sub-committees. Buildings Committee oversees the maintenance, and the Selection Committee interviews potential residents and recommends them to the board for approval. The Selection Committee consists of two members – I am a member of the Selection Committee.

Update:

I have attended all board meetings, as well as sub-committees as arranged.

We are committed to exploring opportunities for growth, with a view to build more almshouses to complement the present mix of historic and modern properties in Maidstone.

Any changes or developments are reported in the monthly newsletters to residents.

Communities, Housing and Environment Committee

18/09/18

External Board/Outside Body

| | |
|---|---------------------------------------|
| External Board/Outside Body | Cutbush and Corrall |
| Councillor(s) represented on the Outside Body/External Board | Cllr Clive English Cllr Denise Joy |
| Report Author | Debbie Smith |
| Date of External Board/Outside Body Meeting Attended | 19/07/18 |

Purpose of the External Board/Outside Body:

Quarterly Trustees Meeting.

Update:

- The Clerk and Chief Officer submitted a finance report which was noted by trustees.
- Personnel issues and the outcome of the recent staff restructure were discussed.
- Trustees agreed in principle to adopt a pay banding structure and requested that the Clerk and Chief Officer review her proposal to include equivalent FTE salary rates for the committee's consideration.
- Weekly Maintenance Charges were reviewed against equivalent fair rents following a non-statutory evaluation in respect of four vacant properties
- The complaints log was reviewed and content noted
- Reports were received in relation to the Selection and Residents Sub-Committee and the Buildings Sub-Committee
- The contents of the Health and Safety report were noted.
- The following policies were reviewed: -
 1. Company Vehicle Policy
 2. Conflict of Interest Policy
 3. Own Vehicle Policy
 4. Trustee Code of Conduct.

5. Confidentiality/Data Protection
6. Credit Card Policy

It was agreed that some amendments should be made for review at the next meeting

- The Risk Register was presented to trustees for information. It was agreed that some amendments to the format of the register would be useful for the next meeting

Communities, Housing and Environment Committee

18/09/18

External Board/Outside Body

| | |
|---|---------------------|
| External Board/Outside Body | Maidstone Mediation |
| Councillor(s) represented on the Outside Body/External Board | Clive English |
| Report Author | Clive English |
| Date of External Board/Outside Body Meeting Attended | Bi-monthly |

Purpose of the External Board/Outside Body:

To provide Mediation services to the public across a range of provisions to the people of Maidstone, Malling and in some disciplines wider parts of Mid Kent.

Update:

Currently Maidstone Mediation is providing services relating to Neighbourhood Disputes, Parent and Teen interactions, Anger Management, Peer Mediation (for some 23 schools) and homelessness. Sadly work on Restorative Justice has largely ceased due to changes in the contracting process.

Additionally significant training has been provided to the Prison Service for the introduction of Prison Mediators.

Services are capable of being referred to by Housing Providers, MBC or by self-referrals, the Police, or mental health teams, depending on the service.

Communities, Housing and Environment Committee

18 September 2018

1st Quarter Budget Monitoring 2018/19

| | |
|---|--|
| Final Decision-Maker | Communities, Housing and Environment Committee |
| Lead Head of Service/Lead Director | Mark Green, Director of Finance & Business Improvement |
| Lead Officer and Report Author | Ellie Dunnet, Head of Finance |
| Classification | Public |
| Wards affected | All |

Executive Summary

This report sets out the financial position for this Committee at the end of Quarter 1 2018/19 against the revenue and capital budgets.

For this Committee, there is an underspend against the revenue budget of £0.379m, but this is expected to change to an underspend of £0.238m by the end of this financial year.

Capital expenditure totalling £0.586m has been incurred between 1 April and 30 June, for the projects which sit within this Committee's remit. This represents slippage of £15.619m.

This report makes the following recommendations to this Committee:

1. That the revenue position at the end of the first quarter and the actions being taken or proposed to improve the position, where significant variances have been identified, be noted.

2. That the capital position at the end of the first quarter be noted.

Timetable

| Meeting | Date |
|--|-------------------|
| Communities, Housing and Environment Committee | 18 September 2018 |

1st Quarter Budget Monitoring 2018/19

1. INTRODUCTION AND BACKGROUND

- 1.1 The Medium Term Financial Strategy for 2018/19 onwards was agreed by full Council on 7 March 2018. This report advises and updates the Committee on how each service has performed in regards to revenue and capital expenditure against the approved budgets within its remit.
 - 1.2 The Director of Finance & Business Improvement is the Responsible Financial Officer, and has overall responsibility for budgetary control and financial management. However in practice, day to day budgetary control is delegated to service managers, with assistance and advice from their director and the finance section.
 - 1.3 Attached at **Appendix 1** is a report detailing the position for the revenue and capital budgets at the end of the June 2018. This is a new format from that used in previous years, designed to bring together all the relevant information in a single report that can also be used as a stand-alone document. It includes all the information that Members have previously seen in budget monitoring reports.
-

2. AVAILABLE OPTIONS

- 2.1 There are no matters for decision in this report. The Committee is asked to note the contents but may choose to take further action depending on the matters reported here.
-

3. PREFERRED OPTION AND REASONS FOR RECOMMENDATIONS

- 3.1 In considering the current position on the revenue budget and the capital programme at the end of June 2018 the committee can choose to note this information or it could choose to take further action.
 - 3.2 The committee is requested to note the content of the report and agree on any necessary action to be taken in relation to the budget position.
-

4. RISK

- 4.1 This report is presented for information only and has no risk management implications.
- 4.2 The Council has produced a balanced budget for both capital and revenue expenditure and income for 2018/19. This budget is set against a backdrop of limited resources and a difficult economic climate. Regular and comprehensive monitoring of the type included in this report ensures early warning of significant issues that may place the Council at financial risk. This gives this committee the best opportunity to take actions to mitigate

such risks.

5. CONSULTATION RESULTS AND PREVIOUS COMMITTEE FEEDBACK

5.1 No consultation has been undertaken in relation to this report.

6. NEXT STEPS: COMMUNICATION AND IMPLEMENTATION OF THE DECISION

6.1 The first quarter budget monitoring reports are being considered by the relevant Service Committees throughout September, including a full report to Policy & Resources Committee on 19 September 2018.

6.2 Details of the discussions which take place at service committees regarding budget management will be reported to Policy and Resources Committee where appropriate.

7. CROSS-CUTTING ISSUES AND IMPLICATIONS

| Issue | Implications | Sign-off |
|---------------------------------------|---|--|
| Impact on Corporate Priorities | This report monitors actual activity against the revenue budget and other financial matters set by Council for the financial year. The budget is set in accordance with the Council's Medium Term Financial Strategy which is linked to the strategic plan and corporate priorities. | Director of Finance & Business Improvement |
| Risk Management | This has been addressed in section 4 of the report. | Director of Finance & Business Improvement |
| Financial | Financial implications are the focus of this report through high level budget monitoring. The process of budget monitoring ensures that services can react quickly to potential resource problems. The process ensures that the Council is not faced by corporate financial problems that may prejudice the delivery of strategic priorities. | Director of Finance & Business Improvement |

| | | |
|------------------------------------|---|--|
| Staffing | The budget for staffing represents a significant proportion of the direct spend of the council and is carefully monitored. Any issues in relation to employee costs will be raised in this and future monitoring reports. | Director of Finance & Business Improvement |
| Legal | The Council has a statutory obligation to maintain a balanced budget and this monitoring process enables the committee to remain aware of issues and the process to be taken to maintain a balanced budget for the year. | Mid Kent Legal |
| Privacy and Data Protection | No specific issues arise. | Director of Finance & Business Improvement |
| Equalities | The budget ensures the focus of resources into areas of need as identified in the Council's strategic priorities. This monitoring report ensures that the budget is delivering services to meet those needs. | Director of Finance & Business Improvement |
| Crime and Disorder | No specific issues arise. | Director of Finance & Business Improvement |
| Procurement | No specific issues arise. | Director of Finance & Business Improvement |

8. REPORT APPENDICES

The following documents are to be published with this report and form part of the report:

- Appendix 1: First Quarter 2018/19 Revenue and Capital Monitoring – Communities, Housing and Environment

9. BACKGROUND PAPERS

None

First Quarter Budget Monitoring 2018/19

Communities, Housing and Environment
Committee
18 September 2018
Lead Officer: Mark Green
Report Author: Ellie Dunnet / Paul Holland

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Executive Summary

This report is intended to provide Members with an overview of performance against revenue and capital budgets and outturn during the first quarter of 2018/19 for the services within this Committee's remit.

Robust budget monitoring is a key part of effective internal financial control, and therefore is one of the elements underpinning good corporate governance.

The aim of reporting financial information to service committees at quarterly intervals is to ensure that underlying trends can be identified at an early stage, and that action is taken to combat adverse developments or seize opportunities.

It is advisable for these reports to be considered in conjunction with quarterly performance monitoring reports, as this may provide the context for variances identified with the budget and general progress towards delivery of the Council's strategic priorities.

Headline messages for this quarter are as follows:

- For this Committee, there is an underspend against the revenue budget of £0.379m, but this is expected to reduce to an underspend of £238,000 by the end of this financial year.
- The position for the Council as a whole at the end of the first quarter is an underspend against the revenue budgets of £0.831m. At this stage we expect to remain within budget for the year.
- Capital expenditure totaling £0.586m has been incurred between 1 April and 30 June, for the projects which sit within this Committee's remit. This represents slippage of £15.619m.
- Overall capital expenditure totaling £1.671m has been incurred during the first quarter, against a budget of £28.754m.

Revenue Budget

1st Quarter 2018/19

Revenue Spending

At the end of the first quarter, there is an overall positive variance of £0.379m against the revenue budget for this Committee. Based on current information, we are forecasting that this will decrease to an underspend of £0.238m by the end of the year.

As illustrated by the chart below, all committees have kept expenditure within the agreed budget, or have achieved/exceeded their agreed income target this quarter.

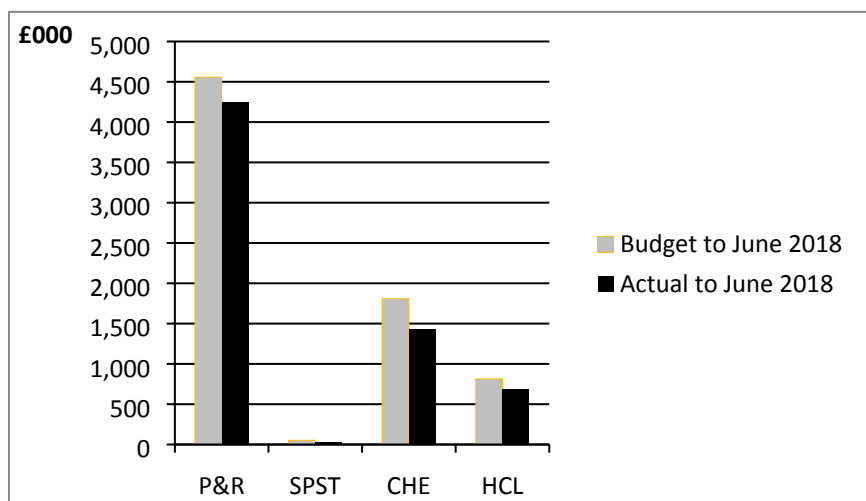


Chart 1 Performance against budget analysed by service committee

The table on the following page details the budget and expenditure position for this Committee's services during the first quarter. These figures represent the net budget for each cost centre. The actual position includes expenditure for goods and services which we have received but not yet paid for.

The columns of the table show the following detail:

- The cost centre description;
- The value of the total budget for the year;
- The amount of the budget expected to be spent by the end of June 2018;
- The actual spend to that date;
- The variance between expected and actual spend;
- The forecast spend to year end; and
- The expected significant variances at 31 March 2019.

The table shows that of a net annual expenditure budget of £8.752m it was expected that £1.809m would be spent up until the end of June. At this point in time the budget is reporting an underspend of £379,000, and the current forecast indicates that the year-end position for this committee will decrease to an underspend of £238,000.

Revenue Budget Summary Q1 2018/19

| (a) | (b) | (c) | (d) | (e) | (f) | (g) |
|--|-------------------------|-----------------------------------|----------------|------------------|-----------------------------------|---|
| Cost Centre(T) | Budget for Year £000 | Budget to 30 June 2018 £000 | Actual £000 | Variance £000 | Forecast 31 March 2019 £000 | Forecast Variance 31 March 2019 £000 |
| Community Safety | 47 | 6 | 4 | 3 | 47 | 0 |
| PCC Grant - Building Safer Communities | 4 | -13 | -15 | 2 | 4 | 0 |
| CCTV | 193 | 48 | 63 | -15 | 193 | 0 |
| Drainage | 32 | 8 | 0 | 8 | 32 | 0 |
| Licences | -4 | -1 | -1 | 1 | -4 | 0 |
| Licensing Statutory | -70 | -7 | -9 | 2 | -70 | 0 |
| Licensing Non Chargeable | 7 | 2 | 2 | -0 | 7 | 0 |
| Dog Control | 25 | 4 | 3 | 1 | 25 | 0 |
| Health Improvement Programme | 9 | 9 | 8 | 1 | 9 | 0 |
| Pollution Control - General | 233 | 8 | 17 | -9 | 233 | 0 |
| Contaminated Land | 0 | 0 | -0 | 0 | 0 | 0 |
| Waste Crime | 70 | 17 | 6 | 11 | 70 | 0 |
| Food Hygiene | 9 | 1 | -1 | 2 | 9 | 0 |
| Sampling | 3 | 1 | 0 | 1 | 3 | 0 |
| Occupational Health & Safety | 48 | 10 | -3 | 13 | 48 | 0 |
| Infectious Disease Control | 1 | 0 | 0 | -0 | 1 | 0 |
| Noise Control | 1 | 0 | 0 | -0 | 1 | 0 |
| Pest Control | -12 | -3 | -3 | 0 | -12 | 0 |
| Public Conveniences | 140 | 34 | 46 | -12 | 140 | 0 |
| Licensing - Hackney & Private Hire | -66 | -25 | -39 | 14 | -66 | 0 |
| Street Cleansing | 953 | 239 | 257 | -18 | 953 | 0 |
| Household Waste Collection | 1,161 | 292 | 285 | 8 | 1,161 | 0 |
| Commercial Waste Services | -71 | -18 | -27 | 9 | -71 | 0 |
| Recycling Collection | 719 | 195 | 158 | 37 | 649 | 70 |
| Switch Cafe Project | 0 | 0 | 4 | -4 | 0 | 0 |
| Social Inclusion | 5 | 1 | 1 | 0 | 5 | 0 |
| Public Health - Obesity | 0 | -20 | -21 | 1 | 0 | 0 |
| Public Health - Misc Services | 39 | 8 | -2 | 10 | 39 | 0 |
| Grants | 195 | 125 | 102 | 23 | 195 | 0 |
| Delegated Grants | 2 | 2 | 1 | 1 | 2 | 0 |
| Parish Services | 127 | 64 | 52 | 12 | 127 | 0 |
| Strategic Housing Role | 75 | 3 | 3 | -0 | 75 | 0 |
| Housing Register & Allocations | 10 | 9 | 1 | 8 | 10 | 0 |
| Private Sector Renewal | -47 | 1 | 0 | 1 | -47 | 0 |
| HMO Licensing | -14 | -4 | -3 | -0 | -14 | 0 |
| Homeless Temporary Accommodation | 559 | 140 | 108 | 31 | 514 | 45 |
| Homelessness Prevention | 578 | -271 | -322 | 51 | 475 | 103 |
| Aylesbury House | 42 | 11 | 5 | 6 | 42 | 0 |
| Magnolia House | -2 | 0 | -1 | 1 | -2 | 0 |
| St Martins House | 0 | 0 | 1 | -1 | 0 | 0 |
| Marsham Street | 47 | 12 | 9 | 3 | 47 | 0 |
| Sundry Temporary Accommodation (TA) Properties | -20 | -2 | -7 | 5 | -20 | 0 |
| Pelican Court (Leased TA Property) | 0 | -18 | -18 | 0 | 0 | 0 |
| 2 Bed Property - Temporary Accommodation | -11 | 3 | -11 | 14 | -11 | 0 |
| 3 Bed Property - Temporary Accommodation | -10 | 0 | -6 | 6 | -10 | 0 |
| 4 bed Property - Temporary Accommodation | -9 | -1 | -3 | 1 | -9 | 0 |
| Marden Caravan Site (Stilebridge Lane) | 19 | 5 | -5 | 10 | 19 | 0 |
| Ulcombe Caravan Site (Water Lane) | 7 | -1 | -3 | 2 | 7 | 0 |
| Head of Environment and Public Realm | 92 | 23 | 22 | 1 | 92 | 0 |
| Community Partnerships & Resilience Section | 515 | 129 | 120 | 8 | 515 | 0 |
| Licensing Section | 107 | 27 | 24 | 3 | 107 | 0 |
| Environmental Protection Section | 241 | 60 | 60 | -0 | 241 | 0 |
| Food and Safety Section | 250 | 62 | 62 | 0 | 250 | 0 |
| Depot Services Section | 653 | 163 | 144 | 19 | 653 | 0 |
| Head of Housing & Community Services | 105 | 26 | 26 | 0 | 105 | 0 |
| Homechoice | 200 | 50 | 47 | 3 | 200 | 0 |
| Housing & Inclusion Section | 648 | 163 | 152 | 11 | 648 | 0 |
| Housing & Health Section | 251 | 63 | 66 | -3 | 251 | 0 |
| Housing Management | 0 | -20 | -20 | 0 | 0 | 0 |
| Fleet Workshop & Management | 679 | 170 | 175 | -5 | 679 | 0 |
| MBS Support Crew | -71 | -18 | -26 | 9 | -71 | 0 |
| Grounds Maintenance - Commercial | 57 | 37 | -54 | 91 | 37 | 20 |
| Totals | 8,752 | 1,809 | 1,430 | 379 | 8,514 | 238 |

Table 1 Revenue Budget Position, Q1 2018/19 – Communities, Housing and Environment Committee

Significant Variances

Within these headline figures, there are a number of adverse and favourable variances for individual service areas. This report draws attention to the most significant variances, i.e. those exceeding £30,000 or expected to do so by the end of the year. The table below provides further detail regarding these variances, and the actions being taken to address them.

It is important that the potential implications of variances are considered at this stage, so that contingency plans can be put in place and if necessary, this can be used to inform future financial planning.

| | Positive Variance Q1 | Adverse Variance Q1 | Year End Forecast Variance |
|---|----------------------------|---------------------------|----------------------------------|
| Communities, Housing & Environment Committee | £000 | | |
| Recycling Collection – There has been an underspend in running costs and an increase in income from garden waste bin hire from increased demand. | 37 | | 70 |
| Homeless Temporary Accommodation – Demand for this service continues to increase, following the introduction of the Homelessness Reduction Act which became law in April 2018. The underspend reflects the Council’s strategy of investing in its own properties for temporary accommodation, which means that income is retained by the Council. Surplus budgets will be set aside and reinvested into the ongoing maintenance of these properties. | 31 | | 45 |
| Homelessness Prevention – The forecast year end variance reflects potential underspends including £60,000 on the Homefinder scheme. | 51 | | 103 |
| Grounds Maintenance Commercial - Income in the first quarter is higher than forecast due to Section 106 works that have been completed. However additional income is earmarked to fund remedial works at the Parkwood Depot. | 91 | | 20 |

Table 2 Significant Variances – Communities, Housing and Environment Committee

Capital Budget

1st Quarter 2018/19

Capital Spending

The five year capital programme for 2018/19 onwards was approved by Council on 7 March 2018. Funding for the programme remains consistent with previous decisions of Council in that the majority of capital resources come from New Homes Bonus along with a small grants budget.

Progress made towards delivery of planned projects for 2018/19 is set out in the table below. The budget figure includes resources which have been brought forward from 2017/18, and these have been added to the agreed budget for the current year.

To date, expenditure totaling £0.586m has been incurred against a budget of £16.205m. At this stage, it is anticipated that there will be slippage of £5.942m, although this position will be reviewed at the end of the year when the Committee will be asked to approve/note the carry forward of resources into the next financial year.

Capital Budget Summary Q1 2018/19

| Capital Programme Heading | Adjusted Estimate 2018/19 £000 | Actual to June 2017 £000 | Budget Remaining £000 | Q2 Profile £000 | Q3 Profile £000 | Q4 Profile £000 | Projected Total Expenditure £000 |
|---|-----------------------------------|-----------------------------|--------------------------|--------------------|--------------------|--------------------|-------------------------------------|
| Communities, Housing & Environment | | | | | | | |
| Housing Development and Regeneration | 9,301 | | 9,301 | 1,036 | 1,554 | 1,554 | 4,144 |
| Temporary Accommodation | 4,683 | 533 | 4,150 | 2,500 | 1,650 | | 4,683 |
| Disabled Facilities Grants | 1,348 | 41 | 1,307 | 100 | 250 | 250 | 641 |
| Flood Action Plan | 501 | | 501 | | | 501 | 501 |
| Public Realm Capital Improvements | 150 | 12 | 138 | 20 | 20 | 20 | 72 |
| Commercial Waste | 180 | | 180 | | | 180 | 180 |
| Gypsy Site Fencing Works | 42 | | 42 | | | 42 | 42 |
| Total | 16,205 | 586 | 15,619 | 3,656 | 3,474 | 2,547 | 10,263 |

Table 3 Capital Expenditure, Q1 2018/19

- The Housing Development and Regeneration scheme includes the developments at Union Street and Brunswick Street which are both in the early stages of development, which means that there is likely to be significant slippage of the budget into 2019/20.
- The Temporary Accommodation budget will be fully utilised to purchase properties to house homeless families. The purchases of 15 properties are either completed or in progress and a further 2 are likely to be purchased when suitable ones are identified.

Agenda Item 15

Communities, Housing & Environment Committee

18 September 2018

Key Performance Indicator Update Quarter 1 2018/19

| | |
|---------------------------------------|--|
| Final Decision-Maker | Communities, Housing & Environment Committee |
| Lead Head of Service | Angela Woodhouse, Head of Policy, Communications, and Governance |
| Lead Officer and Report Author | Anna Collier, Policy and Information Manager and Ashley Sabo, Performance and Business Information Officer |
| Classification | Public |
| Wards affected | All |

Executive Summary

Communities, Housing & Environment Committee are asked to review the progress of Key Performance Indicators that relate to the delivery of the Strategic Plan 2015-2020. The Committee is also asked to consider the comments and actions against performance to ensure they are robust.

This report makes the following recommendations to Communities, Housing & Environment Committee:

1. That the summary of performance for Key Performance Indicators during Quarter 1 of 2018/19 be noted.
2. That the housing advice performance indicator be changed to:

The number of cases where the homelessness Prevention Duty or Relief Duty has been brought to an end due to the applicant having secured suitable accommodation that will be available for at least 6 months.

3. That the housing advice performance target be changed to:

200 cases per year for the first year.

Timetable

| Meeting | Date |
|--|-------------------|
| Communities, Housing & Environment Committee | 18 September 2018 |

Key Performance Indicator Update Quarter 1 2018/19

1. INTRODUCTION AND BACKGROUND

- 1.1 Having a comprehensive set of actions and performance indicators ensures that the Council delivers against the priorities and actions set in the Strategic Plan.
- 1.2 Performance indicators are judged in two ways. Firstly on whether performance has improved, sustained or declined, compared to the same period in the previous year. This is known as direction. Where there is no previous data, no assessment of direction can be made.
- 1.3 The second way is to look at whether an indicator has achieved the target set and is known as PI status. If an indicator has achieved or exceeded the annual target they are rated green. If the target has been missed but is within 10% of the target it will be rated amber, and if the target has been missed by more than 10% it will be rated red.
- 1.4 Some indicators will show an asterisk (*) after the figure. These are provisional values that are awaiting confirmation. Data for some of the indicators were not available at the time of reporting. In these cases a date has been provided for when the information is expected.
- 1.5 Contextual indicators are not targeted but are given a direction. Indicators that are not due for reporting or where there is delay in data collection are not rated against targets or given a direction.

2. Quarter 1 Performance Summary

- 2.1 There are 27 key performance indicators (KPIs) which were developed with Heads of Service and unit managers, and agreed by the four Service Committees for 2018/19. 12 are reported to the Committee for this quarter.
- 2.2 Overall, 75% (6) of targeted KPIs reported this quarter achieved their target compared to 89% (8) in quarter 4 of 2017/18 and 14% (1) in the same quarter last year.
- 2.3 There are 3 contextual indicators (indicators without targets) represented in the chart below as N/A, these indicators were requested for inclusion as they are important to assessing how the council is performing by examining the outcomes. These indicators are; the percentage of littering reports attended to, the number of households living in temporary accommodation at the last night of the month and the number of households living in nightly paid temporary accommodation on the last night of the month.

| RAG Rating | Green | Amber | Red | N/A | Total |
|--------------|-------|-----------|------|-----|-------|
| KPIs | 6 | 0 | 2 | 3 | 11 |
| Direction | Up | No Change | Down | N/A | Total |
| Last Year | 6 | 0 | 3 | 2 | 11 |
| Last Quarter | 4 | 0 | 5 | 2 | 11 |

Data/Comment Not Provided or Available

The percentage of land and highways with acceptable levels of litter and detritus.

- 2.4 As per the DEFRA guidance, this indicator is measured three times per year. The monitoring is carried out in quarters 2, 3 and 4 in order to keep consistency with previous years. The monitoring involves rescoring the level of litter and detritus in 300 x 25m transects of highway taking into consideration all land uses i.e. retail, high intensity housing, rural etc.

3. Performance by Priority

Priority 1: Keeping Maidstone Borough an attractive place for all

- 3.1 Percentage of reports of littering attended to was 68.69%. For this indicator the lower the percentage the better as it indicates that the cleansing schedules are sufficient for additional reactive cleanses to be unnecessary. Over the past couple of months there have been some significant changes to the street cleansing schedules with the intention that the schedules will be able to be published by the end of the financial year. This should enable residents and Members to check when roads are due to be cleaned and therefore reduce the number of reports of litter. The proposed improvements to the schedules will work to reduce this percentage from 68% towards 50%.
- 3.2 Percentage of fly tips resulting in enforcement action was 61.1% against a target of 50%. This quarter showed that the service is maintaining the high number of enforcement actions. The Waste Crime Team is now fully operational and this is noted by a higher percentage.
- 3.3 Percentage of fly-tips cleared or assessed within 2 working days was 96.88% against a target of 89%. A new fly tipping response team has been created which involved moving two street cleansing operatives to work directly for the Waste Crime Team. With this dedicated team it has enabled fly tipping to be actioned more quickly and for evidence to be gathered at the same time as the waste being removed in many cases. The Waste Crime Team is also now fully staffed meaning there are four officers who are able to support the response team in gathering evidence and intelligence more quickly so the waste can be removed without delay.
- 3.4 The percentage of fly-tips cleared or assessed within 4 working days was 99.2% against a target of 94%. During this quarter there were only 2 fly tips which could not be removed within 4 working days. This was because they involved large quantities of hardcore and the team needed to wait for Kent County Council and the Waste Disposal Authority to arrange for a facility to accept the waste. Once the arrangements were in place the team removed the waste straight away.
- 3.5 54.96% of household waste was sent for reuse, recycling, or composting during quarter 1. The past quarter has provided an improved recycling rate and the target was achieved. This was mainly due to increase garden waste collection over the period of prolonged good weather.

3.6 The percentage of spend and allocation of Disabled Facilities Grant Budget (YTD) was 14.1% against a target of 20%. Activity during the first quarter tends to be lower following on from a busy final quarter in the previous year. This target value is lower than profiled for this point in the year. Our partner agencies all report strong demand for this form of assistance and we expect that activity will return to target during next quarter.

Priority 2: Securing a successful economy for Maidstone Borough

3.7 The number of households housed through housing register this quarter was 173 against a target of 156. The quarterly target for the number of applicants housed has been met due to an increase in the amount of available vacant and new build properties received from our Registered Providers. The number of households who are on the Council's Housing register was 572 on 30 June 2018 which was a decrease from the end of the previous quarter.

3.8 Affordable completions are usually slow for the first two quarters of the year and historically pick up for the final two quarters. However the quarter's target of 45 has been exceeded with 78 affordable completions being delivered for the first quarter of the year. Of these, 39 have been for shared ownership and 39 have been for affordable rent. We remain on track to achieve the year-end target.

3.9 Due to changes in monitoring as a result of the introduction of the Homelessness Reduction Act the housing team have had to change the data which they collect under the current indicator 'number of households prevented from becoming homeless through the intervention of housing advice'.

3.10 Therefore they are showing as missing target as they have been unable to collect the data as they would have previously. Of what was collected prevention duty was ended to 22 households as a result of suitable accommodation being secured that would be available for at least 6 months and a further 2 applicants had the Relief duty ended as a result of securing suitable accommodation available for at least 6 months.

3.11 As a result of this change, committee are asked to agree a change to the indicator and target, this is outlined in section four of the report.

3.12 There were 110 households living in temporary accommodation last night of the month of June 2018. This represents the total number of households in all types of temporary accommodation used by the Authority and includes, B&B providers, providers of nightly paid temporary accommodation, accommodation owned and leased by the Authority, Registered Providers stock used by the Authority as temporary accommodation. The number of households in all types of temporary accommodation has increased during the quarter. At the end of Q4 2017/18 there were 99 households in TA, which has increased by 11 in this quarter. This increase is also reflective of the increase in number of statutory homeless applications, which rose from 160 in quarter 4 2017/18 to 298 in quarter 1 2018/19. The Homelessness Reduction Act did increase the number of cases will fall under a statutory

application, as the trigger for an application increased from a threat of homelessness within 28 to 56 days.

3.13 There were 54 households living in nightly paid temporary accommodation on the last night of June 2018. This indicator is the total number of households in nightly paid accommodation, i.e. B&B's and private providers of nightly paid accommodation. This indicator is included as the Authority pays per night for each unit of accommodation, which is at a significant cost to the Authority. At the end of quarter 4 2017/18 there were 48 households in nightly paid TA, which increased to 54 at the end of Q1 2018/19.

4. Indicator Change

4.1 Committee are asked to change the indicator from *number of households prevented from becoming homeless through the intervention of housing advice*. to *'the number of cases where the homelessness Prevention Duty or Relief Duty has been brought to an end due to the applicant having secured suitable accommodation that will be available for at least 6 months'*.

4.2 Previously under the government P1E homeless returns, an Authority recorded any successful prevention activities undertaken, or funded, by the Authority. This included awards of Discretionary Housing Payments by the Revenues and Benefits Team; sanctuary scheme referrals to put security measures in place for domestic abuse cases; and activities undertaken by the CAB, which fell outside of a statutory application for housing assistance.

4.3 Due to changes in legislation and the reporting to the MHCLG of homelessness prevention activity quarterly returns to government now only include those activities which end the Prevention or Relief duty accepted under a statutory application for housing assistance.

4.4 This is a dramatic change from what was previously collected, and the current target is not realistic particularly as the team embed the changes. A new target for 200 cases per year for the first year is suggested to committee to agree.

5. RISK

5.1 This report is presented for information only, committees, managers and heads of service can use performance data to identify service performance and this data can contribute to risk management.

6. CONSULTATION RESULTS AND PREVIOUS COMMITTEE FEEDBACK

6.1 The Key Performance Indicator Update is reported quarterly to the Service Committees; Communities Housing and Environment Committee, Strategic Planning, Sustainability and Transportation Committee, and Heritage Culture and Leisure Committee. Each Committee receives a report on the relevant priority action areas. The report is also presented to Policy &

Resources Committee, reporting only on the priority areas of: A clean and safe environment, regenerating the Town Centre, and a home for everyone.

7. NEXT STEPS: COMMUNICATION AND IMPLEMENTATION OF THE DECISION

7.1 The Council could choose not to monitor the Strategic Plan and/or make alternative performance management arrangements, such as frequency of reporting. This is not recommended as it could lead to action not being taken against performance during the year, and the Council failing to deliver its priorities.

8. CROSS-CUTTING ISSUES AND IMPLICATIONS

| Issue | Implications | Sign-off |
|---------------------------------------|---|---|
| Impact on Corporate Priorities | The key performance indicators and strategic actions are part of the Council's overarching Strategic Plan 2015-20 and play an important role in the achievement of corporate objectives. They also cover a wide range of services and priority areas, for example waste and recycling. | Head of Policy, Communications & Governance |
| Risk Management | The production of robust performance reports ensures that the view of the Council's approach to the management of risk and use of resources is not undermined and allows early action to be taken in order to mitigate the risk of not achieving targets and outcomes. | Head of Policy, Communications & Governance |
| Financial | Performance indicators and targets are closely linked to the allocation of resources and determining good value for money. The financial implications of any proposed changes are also identified and taken into account in the Council's Medium Term Financial Plan and associated annual budget setting process. Performance issues are highlighted as part of the budget monitoring reporting process. | Senior Finance Manager (Client) |
| Staffing | Having a clear set of targets enables staff outcomes/objectives to be set and effective action plans to be put in place | Head of Policy, Communications & Governance |
| Legal | There is no statutory duty to report regularly on the Council's | Keith Trowell, Team Leader |

| | | |
|------------------------------------|--|--|
| | performance. However, under Section 3 of the Local Government Act 1999 (as amended) a best value authority has a statutory duty to secure continuous improvement in the way in which its functions are exercised having regard to a combination of economy, efficiency and effectiveness. One of the purposes of the Key Performance Indicators is to facilitate the improvement of the economy, efficiency and effectiveness of Council Services. Regular reports on the Council's performance assist in demonstrating best value and compliance with the statutory duty. | (Corporate Governance) |
| Privacy and Data Protection | We will hold data in line with the Data Quality Policy, which sets out the requirement for ensuring data quality. There is a program for undertaking data quality audits of performance indicators. | Keith Trowell, Team Leader (Corporate Governance) |
| Equalities | The Performance Indicators reported on in this quarterly update measure the ongoing performance of the strategies in place. If there has been a change to the way in which a service delivers a strategy, i.e. a policy change, an Equalities Impact Assessment is undertaken to ensure that there is no detrimental impact on individuals with a protected characteristic. | Equalities & Corporate Policy Officer |
| Crime and Disorder | None Identified | Policy & Information Manager |
| Procurement | Performance Indicators and Strategic Milestones monitor any procurement needed to achieve the outcomes of the Strategic Plan. | Head of Policy, Communications & Governance, & Section 151 Officer |

9. REPORT APPENDICES

The following documents are to be published with this report and form part of the report:

- Appendix 1: Key Performance Indicator Update Quarter 1 18/19





10. BACKGROUND PAPERS




None

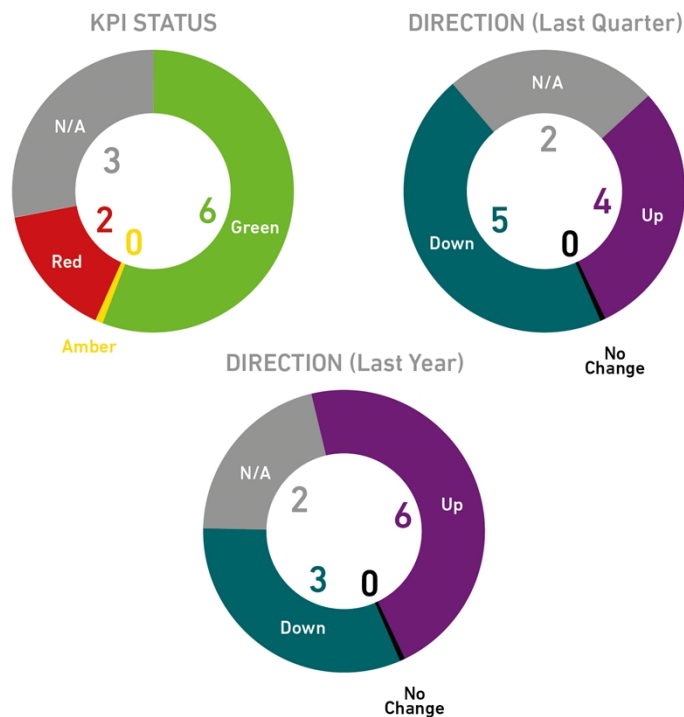
Performance Summary

This is the quarter 1 performance update on Maidstone Borough Council’s Strategic Plan 2015-20. It sets out how we are performing against Key Performance Indicators that directly contribute to the achievement of our priorities. Performance indicators are judged in two ways; firstly, whether an indicator has achieved the target set, known as PI status. Secondly, we assess whether performance has improved, been sustained or declined, compared to the same period in the previous year, known as direction.

Key to performance ratings

| RAG Rating | |
|--|-------------------------------------|
|  | Target not achieved |
|  | Target slightly missed (within 10%) |
|  | Target met |
|  | Data Only |













| Direction | |
|---|--------------------------------|
|  | Performance has improved |
|  | Performance has been sustained |
|  | Performance has declined |
| N/A | No previous data to compare |






| RAG Rating | Green | Amber | Red | N/A | Total |
|--------------|-------|-----------|------|-----|-------|
| KPIs | 6 | 0 | 2 | 3 | 11 |
| Direction | Up | No Change | Down | N/A | Total |
| Last Year | 6 | 0 | 3 | 2 | 11 |
| Last Quarter | 4 | 0 | 5 | 2 | 11 |

Priority 1: Keeping Maidstone Borough an attractive place for all

Providing a clean and safe environment


















| Performance Indicator | Value | Target | Status | Last Year | Last Quarter |
|---|--------|---|--|--|--|
| Percentage of reports of littering attended to | 100% |  |  | N/A | N/A |
| Percentage of fly tips resulting in enforcement action | 61.1% | 50% |  |  |  |
| Percentage of fly-tips cleared or assessed within 2 working days | 96.88% | 89% |  |  |  |
| Percentage of fly-tips cleared or assessed within 4 working days | 99.22% | 94% |  | N/A | N/A |
| Percentage of household waste sent for reuse, recycling and composting (NI 192) | 54.96% | 52.5% |  |  |  |

Encouraging good health and wellbeing

| Performance Indicator | Value | Target | Status | Last Year | Last Quarter |
|---|-------|--------|---|---|---|
| Percentage spend and allocation of Disabled Facilities Grant Budget (YTD) | 14.1% | 20% |  |  |  |

Priority 2: Securing a successful economy for Maidstone Borough

A home for everyone

| Performance Indicator | Value | Target | Status | Last Year | Last Quarter |
|--|-------|---|---|---|---|
| Number of households housed through housing register | 173 | 156 |  |  |  |
| Number of affordable homes delivered (gross) | 78 | 45 |  |  |  |
| Number of households prevented from becoming homeless through the intervention of housing advice | 24 | 150 |  |  |  |
| Number of households living in temporary accommodation last night of the month | 110 |  |  |  |  |
| Number of households living in nightly paid temporary accommodation on the last night of the month | 54 |  |  |  |  |