

# Public Document Pack



Date: 24 August 2017  
Our ref: Corporate Performance Review Working Party/Agenda  
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## CORPORATE PERFORMANCE REVIEW WORKING PARTY

04 SEPTEMBER 2017

A meeting of the Corporate Performance Review Working Party will be held at **7.00 pm on Monday, 04 September 2017** in the Council Chamber, Council Offices, Cecil Street, Margate, Kent.

### Membership:

Councillor Campbell (Chairman); Councillors: Connor, Curran, Dennis, Dexter and Rusiecki

## AGENDA

Item  
No

Subject

1. **APOLOGIES FOR ABSENCE**
2. **DECLARATIONS OF INTEREST**  
To receive any declarations of interest. Members are advised to consider the advice contained within the Declaration of Interest form attached at the back of this agenda. If a Member declares an interest, they should complete that form and hand it to the officer clerking the meeting and then take the prescribed course of action.
3. **MINUTES OF PREVIOUS MEETING** (Pages 3 - 6)  
To approve the Minutes of the Corporate Performance Review Working Party meeting held on 27 June 2017, copy attached.
4. **TDC CORPORATE PERFORMANCE REPORT QUARTER 1 2017/18** (Pages 7 - 48)
5. **EK SERVICES Q1 PERFORMANCE REPORT FOR TDC 2017/18** (Pages 49 - 54)
6. **EAST KENT HOUSING PERFORMANCE REPORT Q1 2017/18** (Pages 55 - 64)

**Declaration of Interest form - back of agenda**



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## CORPORATE PERFORMANCE REVIEW WORKING PARTY

Minutes of the meeting held on 27 June 2017 at 7.00 pm in Council Chamber, Council Offices, Cecil Street, Margate, Kent.

**Present:** Councillor Campbell (Chairman); Councillors Connor, Dennis, Rusiecki, Taylor-Smith and D Saunders

**In Attendance:** Councillors: Crow-Brown and M Saunders

### **205. ELECTION OF CHAIRMAN**

Councillor Rusiecki proposed, Councillor Connor seconded and Members agreed that Councillor Campbell be the Chairman.

Councillor Campbell in the Chair.

### **206. APOLOGIES FOR ABSENCE**

Apologies were received from the following Members:

Councillor Jaye-Jones;  
Councillor Curran, substituted by Councillor Taylor-Smith;  
Councillor Dexter, substituted by Councillor D. Saunders.

### **207. DECLARATIONS OF INTEREST**

There were no declarations of interest.

### **208. MINUTES OF PREVIOUS MEETING**

With only one Member who attended the previous working party meeting present and there being not enough Members to confirm the minutes of the meeting held on 16 February 2017, Members took the minutes as read.

### **209. Q4 TDC CORPORATE PERFORMANCE MONITORING REPORT 2016/17**

Members gave positive feedback to the good TDC fourth quarter corporate performance, particularly the trend of improvement. The working party also noted the comments of officers present that the April/May performance in Q1 of this year showed a continued positive trend. The working party thanked the staff for the positive performance.

In response to Member query regarding reporting of Freedom of Information requests, officers agreed that a report would be provided of a breakdown of cases in order to provide more information for Members. Members made further observation as follows:

- The proposed merger of some East Kent local councils was no longer going ahead, how would TDC manage future budgets towards 2021/22?
- Household recycling was below target;
- Where did beach and parks cleaning get reported in the performance report?
- Can council use the media to send out a message on fly tipping?
- Some residents are tipping their waste in council bins;
- Officers could use the neighbourhood engagement meetings as a source for more public engagement;

- TDC could approach Ramsgate Town Council to add fly tipping adverts in the community magazine that is run by the town council in order to reach out to about 16,000 households;

Tim Willis, Director of Corporate Resources and Trevor Kennett, Head of Operational Services gave the following responses:

- The potential merger offered the prospect of greater financial resilience for the four councils. In the absence of progress towards a new single council, TDC's previous Medium Term Financial Strategy will prevail. We have plans for a sustainable future, albeit with significant risks, not least the uncertainty of government policy regarding local government finance;
- TDC received some feedback regarding recycling – the recycle waste collected by TDC was the least contaminated compared to other neighbouring councils' collections;
- £400 fixed penalty for fly-tipping was having a deterrent effect. 20 tickets had been issued to date;
- Council sends out fly-tipping adverts through various media including Facebook. Officers would continue to improve the message;
- It was the residents 's responsibility to check that the companies they used to dispose of their waste were registered for such purposes as it was their responsibility to ensure that waste was disposed of appropriately;
- Tipping into council bins was a challenge. However officers had issued out 27 community protection tickets to offending individuals;
- Officers will look to involve attendees at forums such as neighbourhood engagement meetings to build a pool of residents with whom a more qualitative approach can be adopted to consult on existing and future council services.

Councillor Rusiecki proposed, Councillor Taylor-Smith seconded and Members recommended that the cleaning of beaches and parks be included in the corporate performance report as separate performance indicators from the next quarter moving forward.

Members noted the report and thanked staff for the improvement in corporate performance.

### **210. REPORT FOR TDC - EK SERVICES PERFORMANCE Q4 2016/17**

The working party received the EK Services performance report from Dominic Whelan, Director of East Kent Services. The report was positive as it reflected good performance across the services provided.

EK Services were working on increasing the number of residents who use e-billing for paying council tax. Staff training that had been provided had helped improve the processing of payments by the revenue and benefits payments team.

The working party was also advised that EK Services (in partnership with TDC, CCC and DDC) recently received a national award for their 'Behaviour Change' work at the Municipal Journal Awards.

Members noted the report.

### **211. EAST KENT HOUSING PERFORMANCE Q4 2016/17**

Ms Deborah Upton, CEx of East Kent Housing introduced the report and said that the performance was good across various activities. The complaints procedures were now

centralised and the organisation was in the process of recruiting a complaints officer. The expenditure on the capital programme had increased in the period under review and this was a welcome development.

A Member asked a question regarding EK Housing's response to government advice that local councils they should consider retro-fitting of fire proof measures (including sprinklers) in some of the tower block buildings owned by councils. In response Mark Anderson, Director of Property Services said that it was advisable to wait for the new anticipated legislation before taking any course of action.

Mr Anderson also reported that East Kent Housing (EKH) had carried out inspections to check fire safety measures at the six tower blocks and completed new Fire Risk Assessments (FRA's) for these. EKH is continuing to work with TDC, Department for Communities and Local Government (DCLG) and Kent Fire and Rescue Services (KFRS) to respond to information requirements. EKH has additionally communicated with residents to provide reassurance about the safety of their homes and to remind them of evacuation plans in the event of a fire.

Bob Porter, Head of Housing further added that validation checks are to be carried out at the blocks to give added assurance and double check that they comply with current building regulations. KFRS has also inspected Arlington House and were satisfied that these were appropriate. TDC officers in private sector housing department were part of the joint inspection team. There were no issues of concern that were raised from that inspection and therefore there were no issues of concern reported to the council following this inspection.

Members noted the report.

**212. AGREE A WORK PROGRAMME FOR 2017/18**

There were no new issues raised at the meeting.

Meeting concluded: 8.00 pm

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## Corporate Performance Report Quarter 1 2017-18

Corporate Performance Review Working Party	<b>04 September 2017</b>
Report Author	<b>Tim Willis, Director of Corporate Resources</b>
Portfolio Holder	<b>Cllr Crow-Brown, Cabinet Member for Corporate Governance</b>
Status	<b>Information</b>
Classification:	<b>Unrestricted</b>
Key Decision	<b>No</b>
Ward:	<b>All Wards</b>

**Executive Summary:**

This report presents the Corporate Performance Report for the period April 2017 to June 2017 setting out the performance of the Council against the Corporate Plan.

**Recommendation(s):**

To note the Council's performance for the period up to 30 June 2017

**CORPORATE IMPLICATIONS**

<b>Financial and Value for Money</b>	All activities listed have been planned within the Council's agreed budget. Remedial actions will usually be carried out within existing budgets, where this is not possible funding proposals will be taken through the appropriate channels in keeping with the Council's established financial controls.
<b>Legal</b>	There are no legal implications directly arising from this report.
<b>Corporate</b>	This is the monitoring report against the Corporate Priorities as agreed at Council on 15 October 2015 and details the performance against the targets set.
<b>Equalities Act 2010 &amp; Public Sector Equality Duty</b>	<p>Members are reminded of the requirement, under the Public Sector Equality Duty (section 149 of the Equality Act 2010) to have due regard to the aims of the Duty at the time the decision is taken. The aims of the Duty are: (i) eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Act, (ii) advance equality of opportunity between people who share a protected characteristic and people who do not share it, and (iii) foster good relations between people who share a protected characteristic and people who do not share it.</p> <p>Protected characteristics: age, gender, disability, race, sexual orientation, gender reassignment, religion or belief and pregnancy &amp; maternity. Only aim (i) of the Duty applies to Marriage &amp; civil partnership.</p>

	Please indicate which aim is relevant to the report.	
	Eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Act,	
	Advance equality of opportunity between people who share a protected characteristic and people who do not share it	X
	Foster good relations between people who share a protected characteristic and people who do not share it.	
<p>The report looks to monitor the performance of the Council across all the residents within the District.</p> <p><i>An Equalities Impact Assessment has been undertaken and there is no reason to state at this time that the content of the Corporate Priorities will negatively impact on any groups with protected characteristics. The priorities focus on improving the quality of life in Thanet for all. Opportunities to further the aims of the Duty will be investigated during equality impact analysis of individual projects, plans and strategies arising from the priorities.</i></p>		

<b>CORPORATE PRIORITIES</b>	
A Clean and Welcoming Environment	✓
Promoting Inward Investment and Job Creation	✓
Supporting Neighbourhoods	✓

<b>CORPORATE VALUES</b>	
Delivering Value for Money	✓
Supporting the Workforce	✓
Promoting Open Communications	✓

## 1.0 Introduction and Background

- 1.1 The Council's Corporate Plan (CP) 2015-2019 was approved by Council on 15 October 2015. It sets out three key priorities the Council will focus on over the next four years with three corporate values that identify the way the council will work in order to deliver its priorities.
- 1.2 Annex 1 shows trend information on Key Performance Indicators and contextual information to ascertain the progress of the District against the corporate priorities and values.
- 1.3 Annex 2 outlines the key focus for the council with timescales aligned to the corporate priorities and values.
- 1.4 Annex 3 outlines highlights to date, aligned to the corporate priorities and values.
- 1.5 Annex 4 outlines highlights the changes in targets from the 2016-17 Q4 report.



## 2.0 Current Performance

2.1 The information attached outlines the Council's performance for the quarter ended 30 June 2017. The following table summarises performance against targets:

### Summary of RAG rating

Section of Report	R	A	G
Clean and Welcoming Environment	3	0	3
Supporting Neighbourhoods	5	0	1
Promoting Inward Investment and Job Creation	0	0	3
Statistical Information	2	1	0
Partner Performance	4	1	6
<b>Total</b>	<b>14</b>	<b>2</b>	<b>13</b>

## 3.0 Options

3.1 Corporate Performance Review Working Party to note the content of this report and make any recommendations.

Contact Officer:	Ramesh Prashar – Head of Financial Services
Reporting to:	Tim Willis – Director of Corporate Resources

### Annex List

Annex 1	Annex 1 – Key Performance Trends
Annex 2	Annex 2 – Key Focuses
Annex 3	Annex 3 – Highlights
Annex 4	Annex 4 – Target History

### Background Papers

Title	Details of where to access copy
Corporate Priorities 2015-2019	<a href="http://tdc-mgapp-01:9070/ieListDocuments.aspx?CId=141&amp;MId=4084&amp;Ver=4">http://tdc-mgapp-01:9070/ieListDocuments.aspx?CId=141&amp;MId=4084&amp;Ver=4</a>
Corporate Priorities 2015-2019, Equalities Impact Assessment	Email: <a href="mailto:Carol.cook@thanet.gov.uk">Carol.cook@thanet.gov.uk</a>

### Corporate Consultation

<b>Finance</b>	Ramesh Prashar – Head of Financial Services
<b>Legal</b>	Tim Howes, Director of Corporate Governance & Monitoring Officer

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# Annex 1 Corporate Performance Report - Performance Indicators

## Thanet District Council

### Update from the Chief Executive

As part of our drive to improve and challenge services, we have reviewed and refreshed our performance targets for 2017-18. As a result of the review, we have increased more than 40% of the targets.

We are not complacent and some of the indicators around waste and recycling are still in the red. Household waste sent for recycling is moving on the right upward trajectory towards the target. Both the litter and detritus performance indicators remain off target. However, during this quarter the new mechanical sweepers have been rolled out and the data shows that they are already making a positive impact.

Housing remains a significant challenge both locally and nationally. We have introduced a new morning homelessness triage service, which aims to reduce the time taken to make decisions. The service is also exploring alternative options to address the continual challenge to finding suitable solutions, for those in temporary accommodation.

We have noted the crime figures for the district and we are liaising on the matter with Kent Police, as part of our commitment to the Community Safety Partnership.

## A Clean and Welcoming Environment



We want to encourage pride in our district by keeping Thanet clean. We are determined frontline services get it right.

<b>This will involve us:</b>	<b>How we will measure success:</b>	<b>How we will do this:</b>
<p>Continuing to improve waste and recycling services, reducing waste and increasing recycling.</p>	<p>Residents and visitors will see cleaner streets and improved parks and open spaces.</p>	<p>Monitor key performance measures on a regular basis.</p>
<p>Keeping streets, parks and open spaces clean for residents and visitors.</p>	<p>Reduction in waste sent to landfill.</p>	<p>Complete projects and communicate the highlights, challenges, areas to focus on and actions required</p>
<p>Maintaining zero tolerance to encourage positive behaviour to help improve our environment.</p>	<p>Increased recycling levels.</p>	
	<p>People find it easy to dispose of their waste and know how to dispose of their waste responsibly.</p>	
	<p>Public awareness raised of the problems of littering and dog fouling on our streets, through increased work with local communities, volunteer groups and residents.</p>	
	<p>Town and Parish councils engaged with pooling resources to improve local delivery of services.</p>	

## Supporting Neighbourhoods



We will work with partner agencies through the Thanet Health and Wellbeing Board to support people to make better lifestyle choices and operationally through our range of services provided directly to residents.

### This will involve us:

Continuing our commitment to work with the public, private, voluntary and community sector to ensure the best outcomes for Thanet.

Ensuring local residents have access to good quality housing, which meets people's changing needs and aspirations that is safe and affordable.

Continuing to work with partners to improve community safety.

Proactively enabling a collaborative partnership to reduce health inequalities.

### How we will measure success:

Co-ordinated partnership approach to the delivery of projects within the Thanet Community Safety Plan.

Reduction in the number of empty properties in the district.

Completion of the council's Housing Intervention Programmes.

Local communities supported to help resolve local issues.

High quality, cost effective landlord service, which invests in the council's homes.

### How we will do this:

Monitor key performance measures on a regular basis.

Complete projects and communicate the highlights, challenges, areas to focus on and actions required

## Promoting Inward Investment and Job



Source: Jeff Spicer/Getty Images

Our vision is to accelerate growth and achieve greater economic prosperity for our district. We will seek opportunities for inward investment, high quality job creation and work with partners to ensure we have the right skills, infrastructure and plans in place.

### **This will involve us:**

Actively seeking inward investment, exploring the potential for using Enterprise Zones; encouraging new and existing businesses which support growth in the local and visitor economy.

Working with partners to make the most of the buildings and land we own. Maximising commercial opportunities for key assets.

Writing a Local Plan which sets planning strategies and policies that support growth of the economy.

Working with education and training providers to develop the skills agenda for the benefit of residents and local businesses.

### **How we will measure success:**

The council has managed its property portfolio effectively to support its priorities.

Finalised and implemented Local Plan.

Local employer's needs matched with further and higher education.

Growth in existing and new business in the district increasing the employment choice.

### **How we will do this:**

Monitor key performance measures on a regular basis.

Complete projects and communicate the highlights, challenges, areas to focus on and actions required

## Delivering Value for Money



### This will involve us:

Transforming and targeting resources to deliver the right services, in the right way, to improve customer experience; whether delivered directly, in partnership or commissioned externally.

Ensuring that we operate in an open, honest and accountable manner - expecting the same standards of partners and stakeholders.

Delivering services in the most cost effective and efficient way.

Ensuring we achieve a stable and sustainable budget, capable of withstanding economic pressures.

### How we will measure success:

Council achieves a balanced, sustainable budget.

Services commissioned and designed to meet customer needs.

Opportunities explored for further shared work with partners and agencies to a make better use of public funds to achieve positive outcome for residents.

The delivery of efficiency reviews to help deliver the Medium Term Financial Strategy.

### How we will do this:

Monitor budgets and key performance measures on a regular basis.

Complete projects and communicate the highlights, challenges, areas to focus on and actions required.

## Supporting the Workforce



### This will involve us:

Recruiting and retaining skilled, committed and motivated people.

Setting high performance standards and actively supporting staff to reach them.

Being a forward thinking, innovative employer, encouraging new ways of working.

Encouraging staff to propose new ideas.

Treating our customers fairly and professionally in the delivery of good quality customer service.

### How we will measure success:

A skilled and committed workforce is maintained.

High quality customer services delivered throughout the council.

A programme of staff development and training delivered.

Effective appraisal process which supports and recognises staff performance.

The council is recognised for the services its staff deliver.

### How we will do this:

Monitor budgets and key performance measures on a regular basis.

Complete projects and communicate the highlights, challenges, areas to focus on and actions required.



# Promoting Open Communications



### This will involve us:

Listening to the needs of the community and using this information to continue improving our services.

Providing clear, meaningful and timely communication.

Using the most effective method of communication for the intended audience.

Keeping residents and stakeholders informed about plans and work programmes in a way which is easy to access and understand.

### How we will measure success:

E-marketing and digital communications developed.

Re-designed website that is based on customer needs.

Council reports reviewed to provide clarity in the way the council runs its business.

### How we will do this:

Monitor key performance measures on a regular basis.

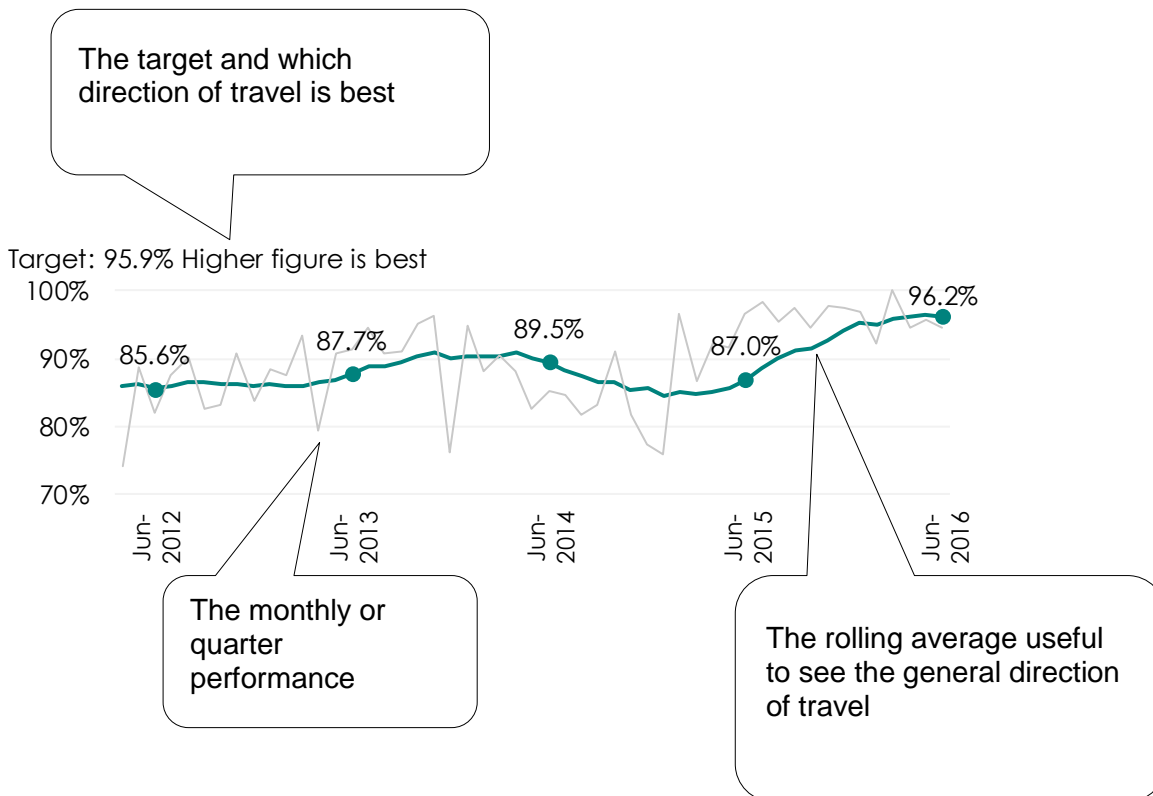
Complete projects and communicate the highlights, challenges, areas to focus on and actions required

# Performance Measures for the Corporate Priorities 2015-2019

The targets will be RAG rated

- R** Red: below target
- A** Amber: if actuals are within 5% of the target
- G** Green: at target or above target
- Does not have a target for information.

How to read the charts:



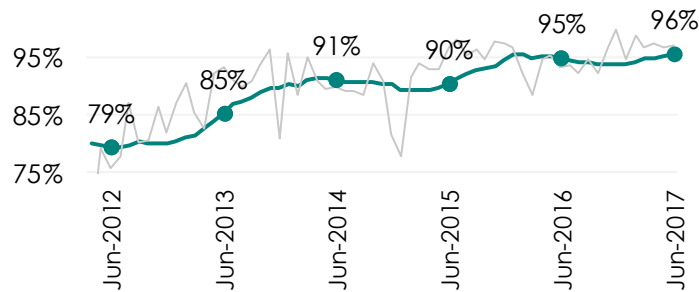
## A Clean and Welcoming Environment

**G**

### % of Environmental Health service requests responded to in the service standard response time

(LI369) (rolling 12 months)

Target: 95% Higher figure is best



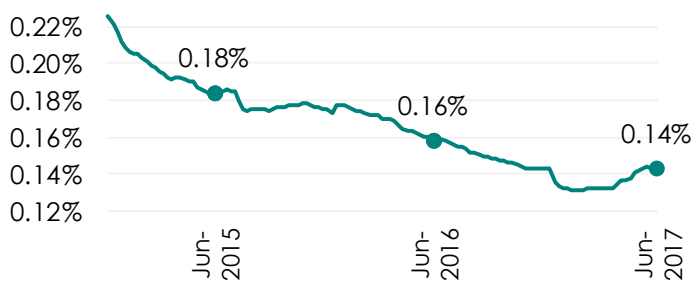
Increased resources have had a positive impact on the figures with the target being exceeded.

**G**

### Missed Bins as % of bins collected

(rolling 12 months)

Target: 0.15% Lower figure is better



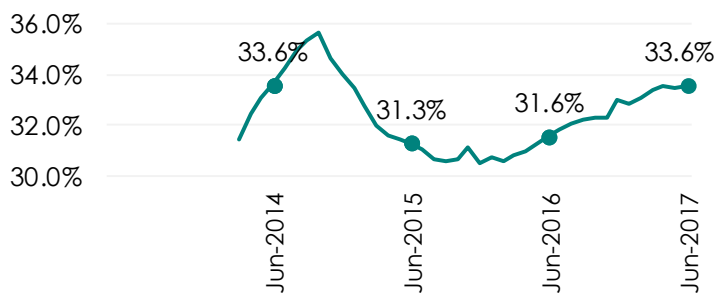
Although we are still hitting the target the increase in missed bin collection is due in part to the reliability of our vehicle fleet, which are being replaced as part of the vehicle replacement programme and access issues to some seasonally busy roads.

**R**

### % of household waste sent for reuse, recycling and composting

(NI192) (rolling 12 months)

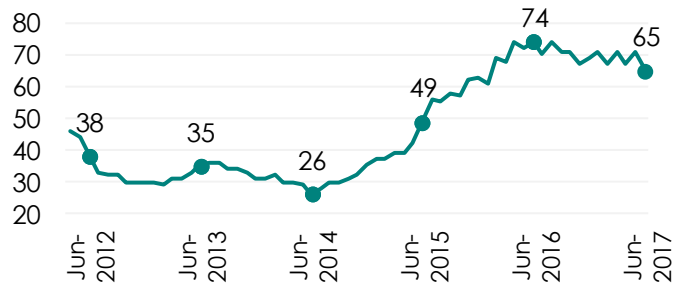
Target: 36.4% Higher figure is better



We are improving performance slowly through training of staff, by not contaminating recycling streams, issuing information to the public regarding contamination and education on recycling.

### Number of dumped rubbish incidents reported on council-owned land (rolling 12 months)

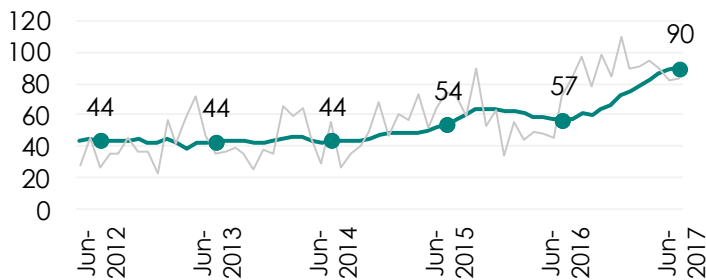
Target: Lower figure is better



As from February 2017 more powers have been adopted for the enforcement of dumped rubbish, which will have a positive effect on these reports over time, which we are starting to see.

### Number of street scene enforcement actions (LI362) (rolling 12 months)

Target: Higher figure is best

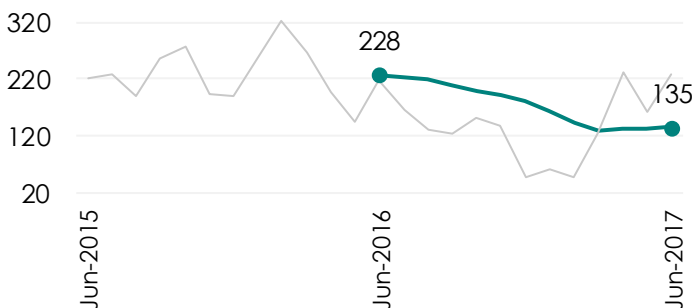


1080 street scene enforcement actions were carried out in the last year. A complete review has taken place to change the data used to include all enforcement actions undertaken.

We continue to utilise more of the legislative tools and powers available to the enforcement team

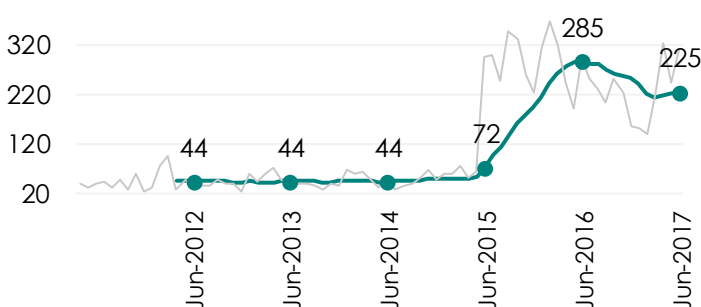
### Number of enforcement actions (Litter Fixed Penalty Notices – Environmental Enforcement Contract) (LI362) (rolling 12 months)

Target: Higher figure is best



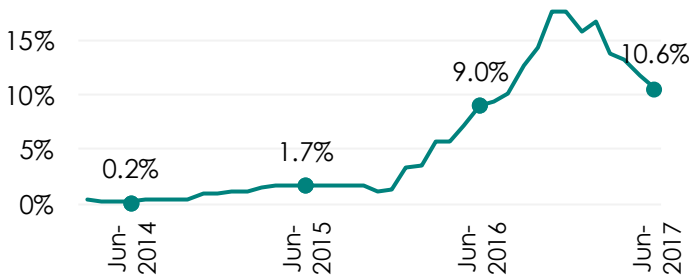
### Number of combined street scene enforcement actions (LI362) (rolling 12 months)

Target: Higher figure is best



### R % streets with litter below acceptable levels (NI195a) (rolling 12 months)

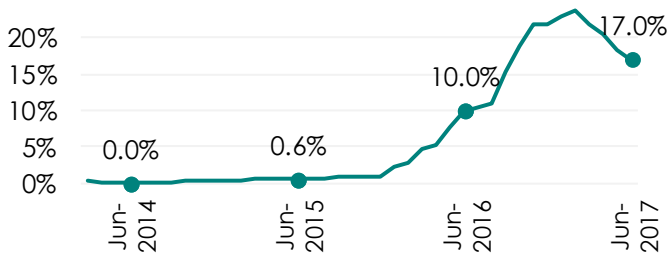
Target: 5.0% Lower figure is better



More stringent inspections now under way and results are used to inform the focal points for cleansing resources. We are confident that our new regime will continue to improve reported levels.

### R % streets with detritus below acceptable levels (NI195b) (rolling 12 months)

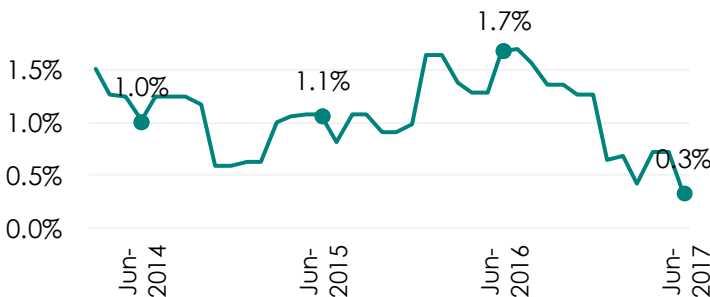
Target: 7.0% Lower figure is better



The new mechanical sweepers became operational in Q1 2017 and are already having a positive effect on these figures. We are confident that these figures will continue to reduce downwards until we achieve the set targets.

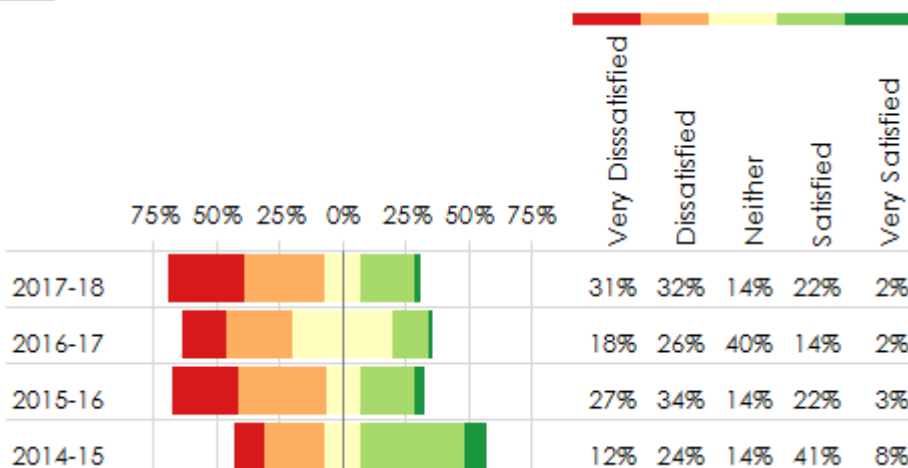
### G % streets with graffiti below acceptable levels (NI195c) (rolling 12 months)

Target: 1.4% Lower figure is better



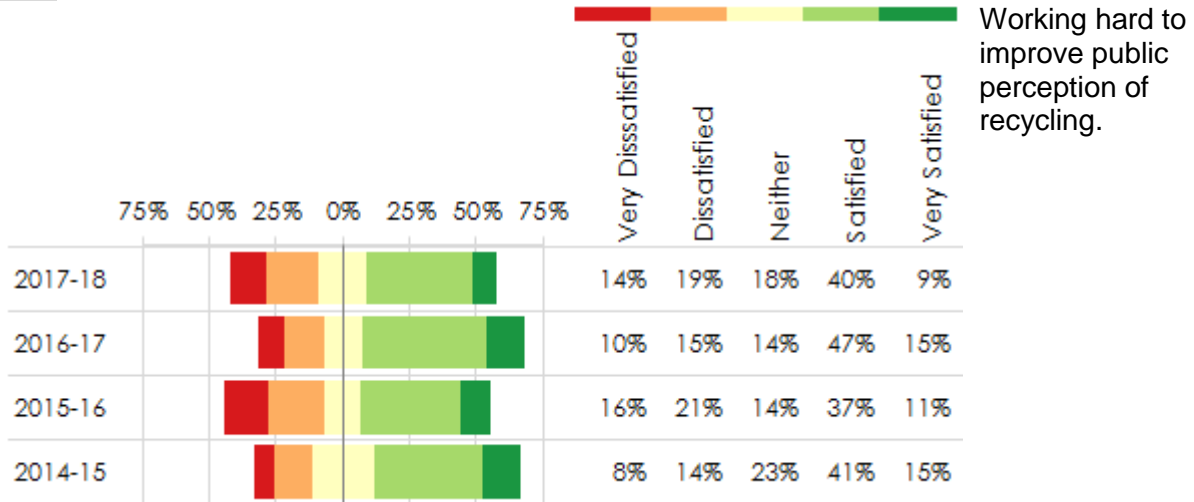
On target with increased partnership working and enforcement to reduce these figures further is expected over the next quarter.

### Public opinion of the Street Cleaning Service (annual survey)

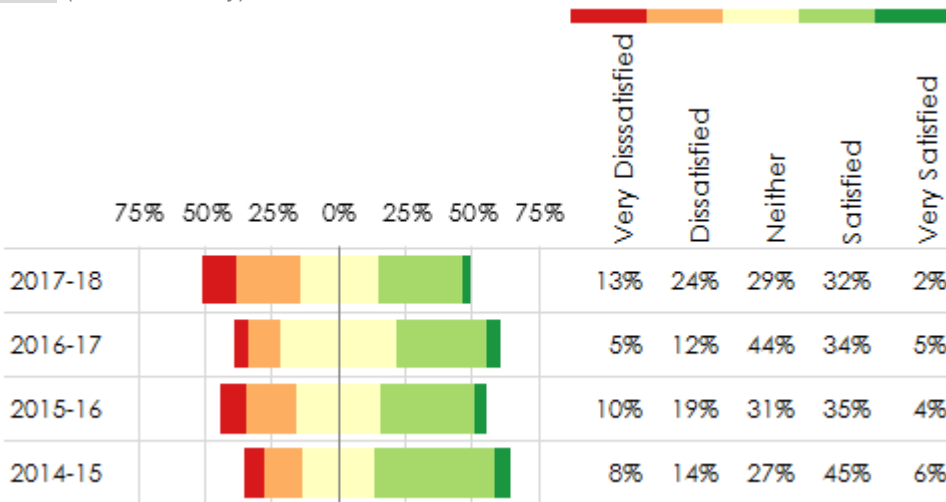


Working hard to improve the cleanliness of our streets

### Public opinion of the Recycling Service (annual survey)



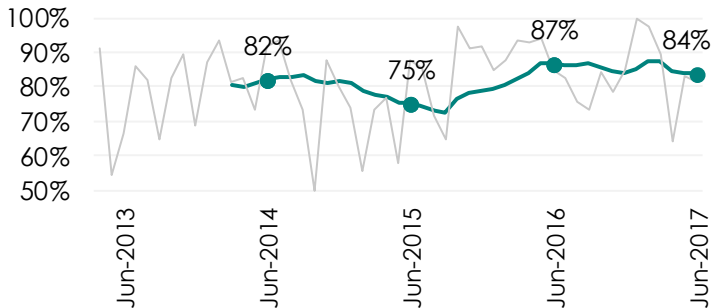
### Public opinion of Parks and Open Spaces (annual survey)



## Supporting Neighbourhoods

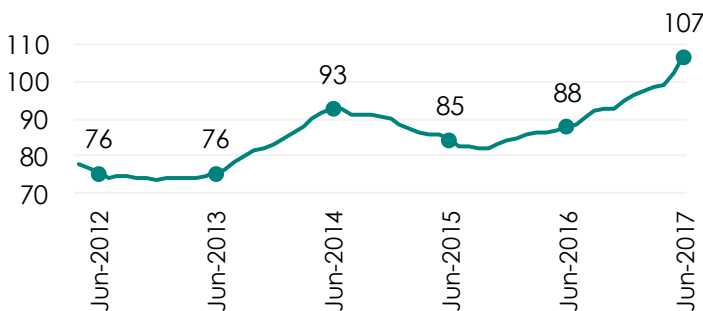
**R** % of anti-social behaviour service requests responded to in the service standard response time (rolling 12 months)

Target: 95% Higher figure is best



This is a new measure that has not previously been a focus. As this graph demonstrates there has been an inconsistent response time to requests for service which is something we aim to improve by introducing this indicator. There has been a 38% increase in anti-social behaviour service requests since June 2016 and the first quarter presented some teething problems, but these have been addressed so there should be a noticeable improvement in quarter 2.

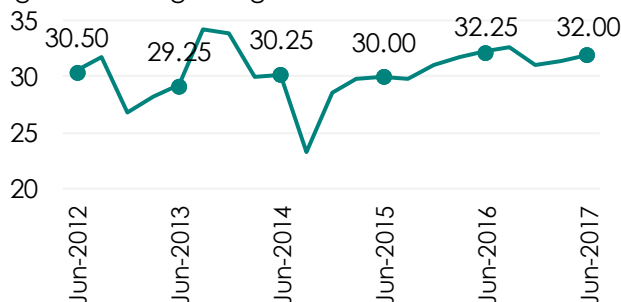
**Number of Crimes per 1,000 of the population** (rolling 12 Months) (LI300)



The data for all recorded victim-based crimes for Thanet shows an increase. The Police force has previously stated that an increase in public confidence in reporting crime, improved recording practices, the introduction of new crime types and the inclusion of offences not previously recorded have all influenced these statistics.

**G** Empty homes brought back into use (per quarter) (LI401) (rolling 12 months)

Target: 31.75 Higher figure is best

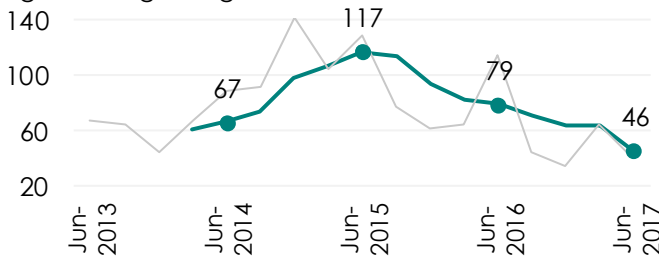


Performance narrowly missed the corporate target by 0.25 for 2016 which represented an increase in productivity of 14.5% in the year. This year has seen a strong start with the appointment of a new empty homes officer. The housing service has allocated additional resources to this area of work to increase the number of empty homes returned to use. A new Empty Property Officer has been appointed and started on 22 May 2017.

### R Number of dwellings where action taken to improve living conditions

(category 1 and 2 hazards) (LI543)

Target: 71 Higher figure is best

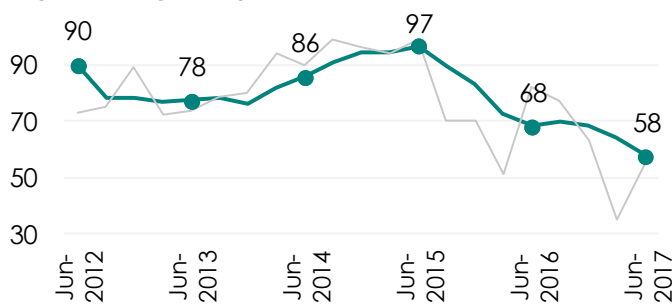


Target was reviewed upwards during 2016 following a period of intensive time limited grant funding in which activity increased by over 50%. The administration of the new selective licensing designation has temporarily reduced the resources available for proactive inspections and since January 2017 we have processed 177 new housing licences within the selective licensing area, and have recruited 6 new staff into the team to help progress this work. We anticipate a significant increase in activity against this indicator now these building blocks are in place.

### R Number of homeless cases prevented

(LI405D) (per quarter) (rolling 12 months)

Target: 76 Higher figure is best

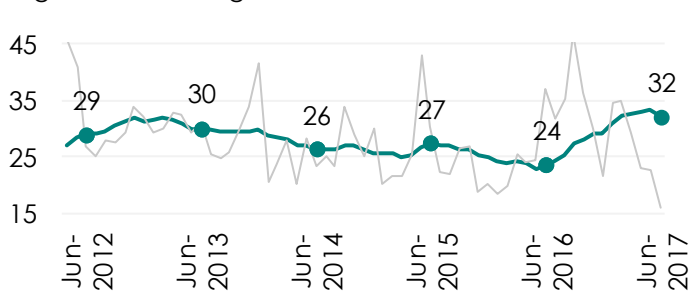


Nationally homelessness is rising which is reflected locally also. The private sector is more challenging to access and landlords are reluctant to work with vulnerable households despite our efforts. There is a growing gap between local market rents and housing benefit levels. We have most recently devised a survey for all landlords so we can understand more clearly what the barriers are with working with us and to find out what incentives landlords are looking for with the hope to devise a scheme that can enable more prevention activity.

### R Average time taken to make homelessness decisions

(rolling 12 months)

Target: 28 Lower figure is better

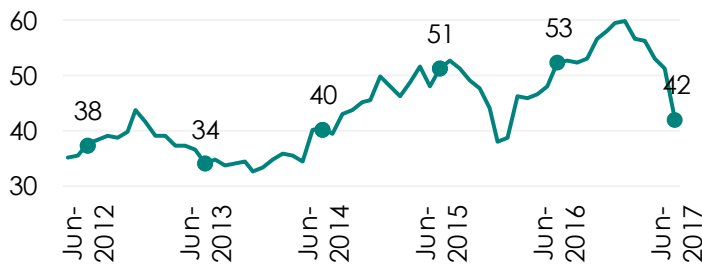


This indicator has increased however is still well below the national guidance of 33 days. At the same time there has been a significant increase in the number of decisions being made by the council. The number of decisions has increased by 37% during 2015 and a further 28% during 2016. We have recently introduced a new morning homelessness triage service so that greater time can be dedicated by officers to progressing case work, with the aim of reducing the time taken to make decisions. We have also recently introduced new computer software for this service to help streamline processes.



## **R** Average number of days in temporary accommodation (rolling 12 months)

Target: 38 Lower figure is better



The number of days in temporary accommodation has reduced in the last quarter and since 2016, which is positive. However there is still an ongoing challenge finding housing solutions for households to enable them to move out of temporary accommodation more quickly. Efforts are being made to explore alternative options, particularly in the private sector.

## Number of empty homes in the district (empty for more than 6 months)

### Empty Homes in Thanet

	Mar-16	14 Months	Jun-17	% change since Mar 16	Change since Mar 16
Second Homes (Unoccupied and furnished)	1370		1402	2%	32
<b>Empties</b>			0		
Unoccupied and unfurnished	614		753	23%	139
Unoccupied and unfurnished for more than 2 years	244		266	9%	22
Unoccupied and unfurnished, requires or undergoing major repair and/or structural alteration	106		188	77%	82
Property left empty by a deceased person, waiting for probate or letters of administration to be granted	103		131	27%	28
Other	51		73	43%	22
<b>Total (Excluding Second homes)</b>	<b>1118</b>		<b>1411</b>	<b>24%</b>	<b>293</b>
<b>Total (including second homes)</b>	<b>2488</b>		<b>2813</b>	<b>13%</b>	<b>325</b>

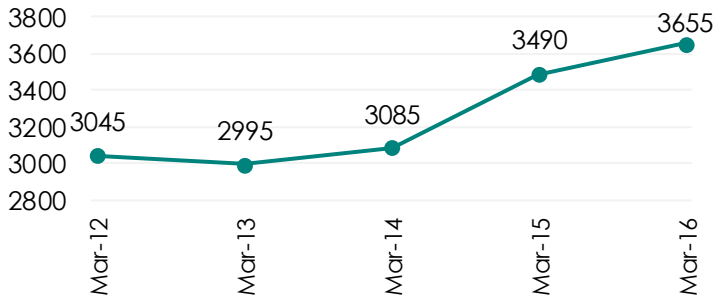
The council's proactive stance on tackling empty homes has contributed to the steady decline in the number of empty properties in Thanet since 2008. However, according to recently released Government figures, the number has risen for the first time in some years. The reasons for the increase are not entirely clear. The increasing trend has also been seen in both neighbouring districts of Dover and Canterbury, where the percentage increase in the number of long term empty homes last year was higher than that experienced by Thanet. Nevertheless, Thanet still has more empty homes than any other district in Kent. The council continues to be the highest performing authority in Kent, having brought more homes back into use than any other. We have implemented a renewed focus on empty homes intervention with the successful appointment of a new Empty Property Officer. Empty homes will be included as a priority area within the Council's Housing Strategy, due for review during 2017.

# Promoting Inward Investment and Job Creation

## Count of Enterprises in Thanet

(nomis data)

Higher figure is better

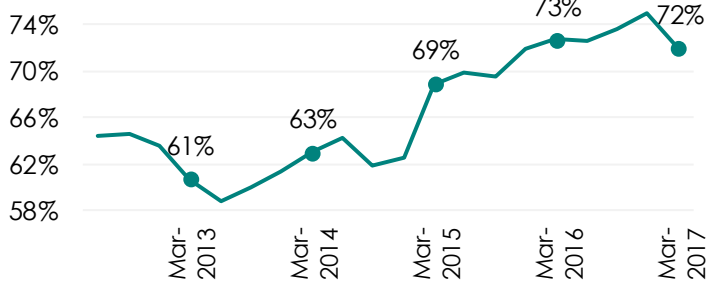


Thanet continues to see a growth in new enterprises and this reflects the confidence businesses are showing in the area.

## All people - Economically active - In employment

(nomis data)

Higher figure is better



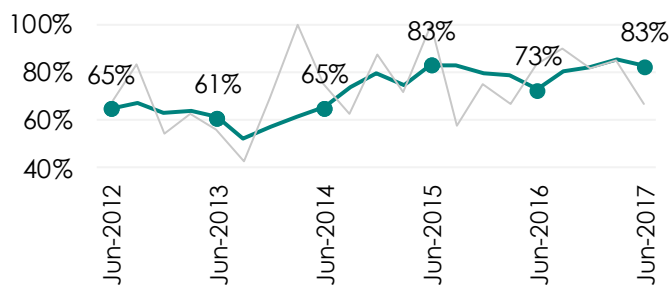
Over the last three years employment levels have continued to increase.

Thanet has successfully reduced the employment gap compared to other areas of the South East.

## Major Planning Applications determined within 13 weeks or agreed timescale

(NI157a) (rolling 12 months)

Target: 81% Higher figure is best

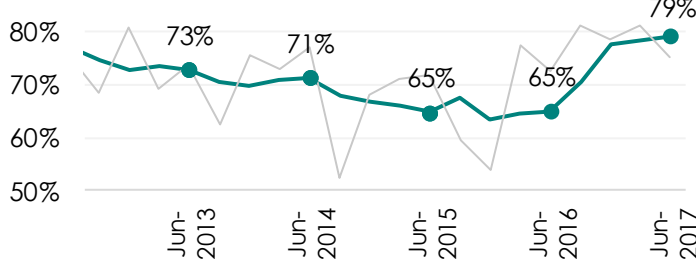


Determining major planning applications continues to show a strong delivery. To make this growth sustainable we are improving how we use Planning Performance Agreements with applicants to support delivery.

## Minor planning applications determined within 8 weeks or agreed timescale

(NI157b) (rolling 12 months)

Target: 72% Higher figure is best



The continued success in determining minor applications reflects our better use of Planning Extension Agreements.

## Visitor Nights

(LI730) (rolling 12 months)

Higher figure is best



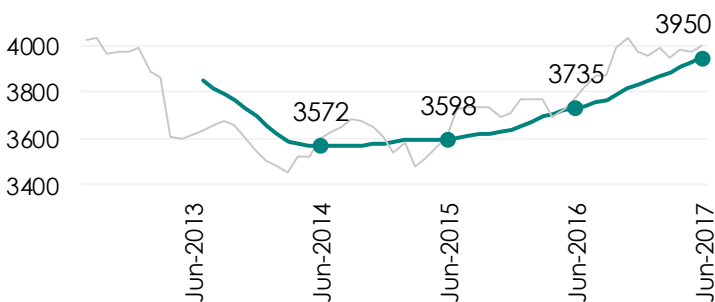
This is a new indicator; it is possible to positively interact with customers to extend their stay by promoting the local waterfront, events and Thanet as a destination to customers. This promotion is undertaken by the team routinely when interacting with customers to encourage them to maximise their stay within the district. It is not possible to influence every customer, as many are on a planned schedule to return to their home base before a holiday or work leave period concludes, however it does reinforce the customer's perception that Thanet is a vibrant destination to visit again.

## G

## Average total meterage of occupied permanent berths in Royal Ramsgate Harbour

(LI137) (Average rolling 12 months)

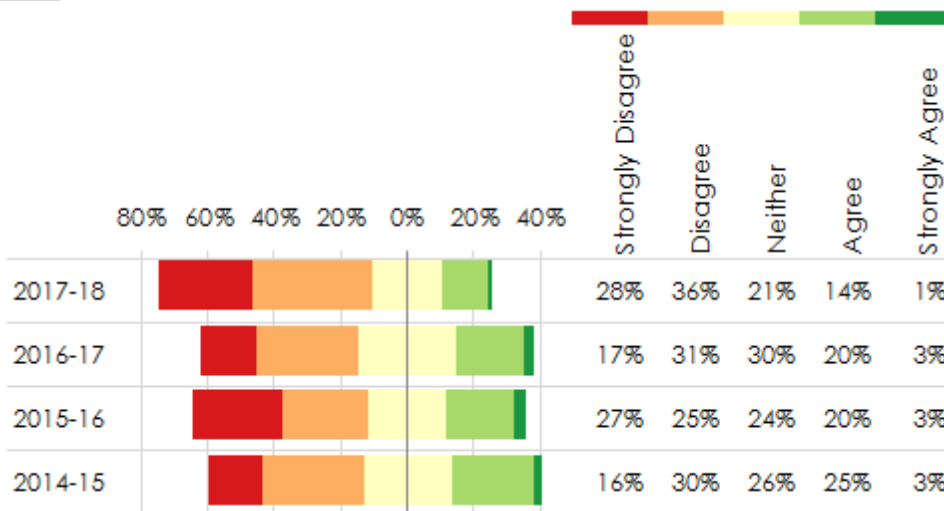
Target: 3600 Higher figure is best



Average total meterage dropped steadily between 2008 and 2013 which is thought to be largely a result of the economic downturn and changes in fuel price and duty for leisure vessels which particularly impacted on the motor cruiser market. Since early 2014 numbers have seen a steady recovery. Factors such as the regeneration of the Military Road quayside and success of the harbour water as a whole are believed to have positively influenced permanent berth holder numbers and attracted new business to Ramsgate. Price point and consistent high quality customer service provided by marina staff, (as recorded in customer surveys) is also likely to be a contributory factor.

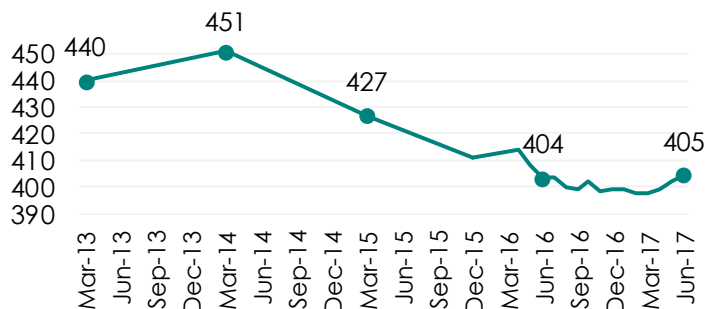
## Statistical Information

### Public opinion of whether the council provides Value for Money (annual survey)

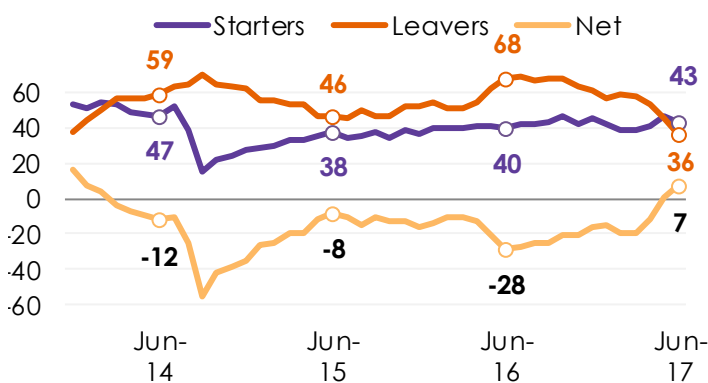


The annual survey is carried out primarily to assist with resource prioritisation to inform the budget process. The worsening public view of value for money is disappointing. It may be due to the timing of the survey. Additional public engagement is planned to encourage a better awareness of council finances.

### Thanet District Council Full time Equivalent count



### Staff Starters and Leavers head count (rolling 12 months totals)



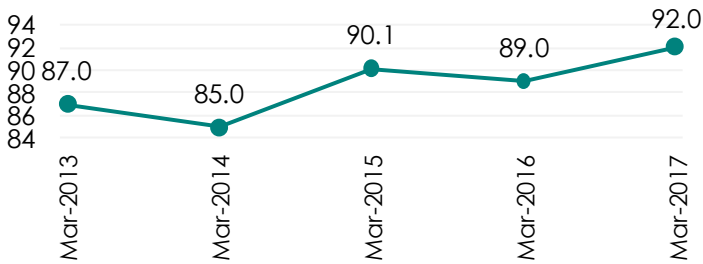
Over the last 12 months there have been:

36 Leavers  
43 Starters

Meaning a net increase of 7 staff.

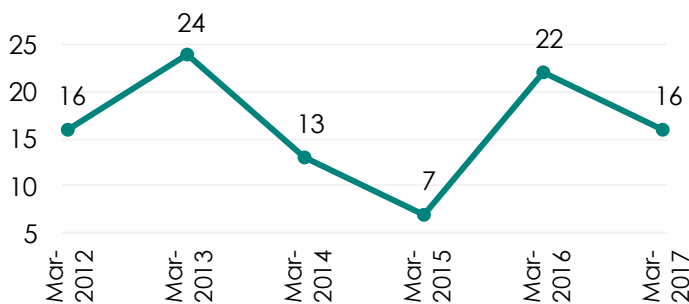
**Registration rate for voting following annual canvass (%)**  
(LI456)

Higher figure is best



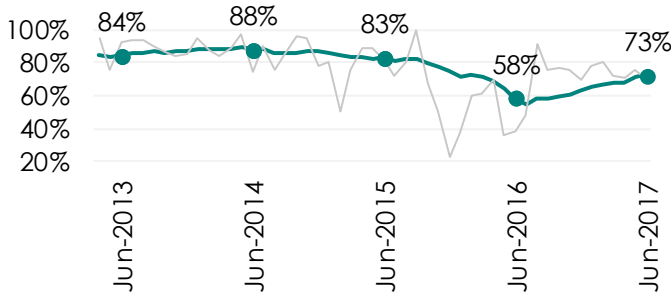
**Number of complaints made to the Standards Committee**  
(LI519)

Target: Lower figure is best



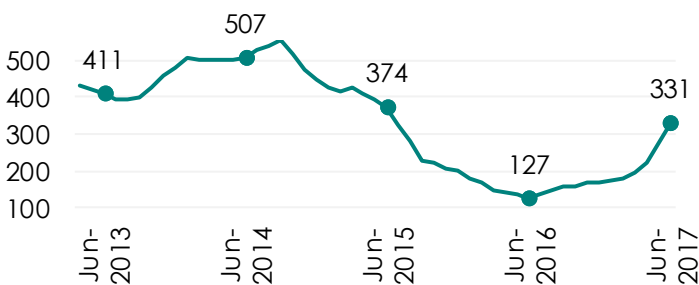
**R Complaints Response Rate within 10 days**  
(rolling 12 months)

Target: 90% Higher figure is better



Following a review of systems, processes and resources, performance has shown a slight upturn, but the most lasting changes will only be achieved once a digital approach to processing complaints is in place, later this year.

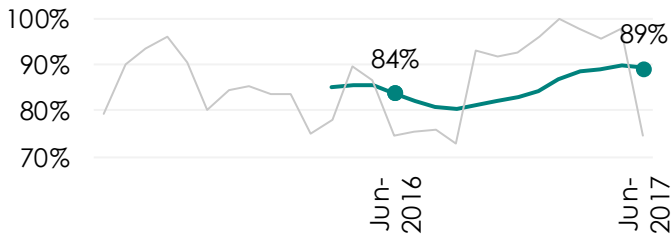
**Number of complaints**  
(rolling 12 months)



Following a review of systems, processes and resources, a large number of complaints have been identified as being excluded from this statistic. These are now being reflected in the numbers, which are based on a rolling 12 months and are therefore expected to rise further in the next quarter.

### **A** Freedom of Information Response Rate within 20 days (rolling 12 months)

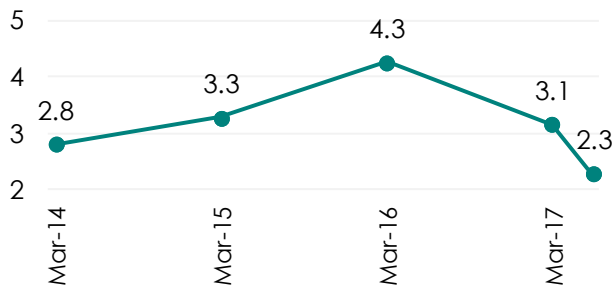
Target: 90% Higher figure is better



Resource commitments to regulatory investigations, and management annual leave, has hampered the day-to-day timeliness otherwise secured since February 2017. A compliance figure for over 90%, required in order to prevent monitoring or enforcement action, will be achieved once more in the coming months.

### **R** Sickness days per Full Time Equivalent (quarterly)

Target: 2 Lower figure is better



The target is 8 days per year or 2 days per quarter. Performance remains below the target but has improved markedly after management action.

## Partner Performance

### Thanet District Council housing tenants:

Performance Indicator	13/14	14/15	15/16	16/17	Q1	Q2	Q3	Q4	YTD	Target
<b>G</b> Average re-let time in days (all stock including major works)	24.7	22.5	19.95	23.85	12.74					20
<b>R</b> Current tenant arrears as a percentage of the projected annual rental income	1.67	1.58	1.39	1.56	1.62					1.50
<b>G</b> Overall customer satisfaction with day to day repairs	97.6	99.7	100	99.15	99.8					98.00
<b>R</b> Percentage of HRA capital programme spent	82.7	76.7	96.54	97.35	2.37					100%

## Revenues & Benefits (cumulative year to date)

	Performance Indicator	13/14	14/15	15/16	16/17	Q1	Q2	Q3	Q4	Target
<b>R</b>	Average time to process all new claims & change events in Housing Benefit (HB) & Council Tax Benefit (CTB) (days)	7.21	7.03	6.81	7.31	9.33				8.50
<b>A</b>	% correct HB and CTB decisions	97.49	96.81	96.88	96.24	95.71				96.50
<b>G</b>	% Council Tax collected	96.00	96.15	96.49	96.50	29.02				96.15
<b>G</b>	% Business rates collected	98.76	98.53	99.53	99.07	32.64				99.50

## Customer Services: Computers and phones (cumulative YTD)

	Performance Indicator	13/14	14/15	15/16	16/17	Q1	Q2	Q3	Q4	Target
<b>R</b>	Average call waiting time (mins MM:SS)	01:20	00:52	00:39	00:48	1:14				00:50
<b>G</b>	% availability of corporate website	99.96	99.98	99.94	99.98	99.84				99.50
<b>G</b>	% of calls dealt with by automation	27.06	29.59	25.42	34.33	39.69				33.00



Annex 2

# Corporate Performance Report – Key Focus

## Thanet District Council

The council has 37 key focuses the chart below shows the balance between the different corporate priorities and values



A key focus can cover more than one priority or value

Team	Focus	Due	A clean and Welcoming environment	Supporting Neighbourhoods	Promoting Inward investment and job creation	Delivering value for Money	Supporting the work force	Promoting Open Communications
Financial Services	Deliver a balanced budget for 2017-2021	2017 Q1	✓	✓	✓	✓		✓
Financial Services	Ensure the HRA and other strategic Business Plans are on a sound financial basis	31-Mar-17		✓		✓		
Housing Services	Empty Homes: Directing resources towards bringing more empty homes back into use.	On-going	✓	✓		✓		
Housing Services	Improving housing conditions across the district, with a particular focus on areas with high levels of deprivation and poor housing conditions.	On-going	✓	✓				
Housing Services	Working with residents and landlords to improve the standard of housing management.	On-going	✓	✓				

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Housing Services	Develop new HRA Business Plan for the coming period.	2017			✓	✓		
Housing Services	Working with East Kent Housing to ensure the provision of a high quality, cost effective service to residents.	On-going	✓			✓		
Housing Services	Preventing Homelessness - providing a comprehensive housing options service that focuses on early intervention to support vulnerable households into suitable accommodation. Mitigating the need for temporary or emergency accommodation is an essential part of this.	On-going		✓				
Housing Services	Reviewing the services provided by the Housing options team to ensure that they are able to respond to the increasing number of households at risk of losing their home.	2017		✓		✓		
Housing Services	Improving the operational efficiency of the housing service, through the use of technology and flexible working	2018			✓	✓	✓	
Waste and Street Cleansing	Strive to continually improve the standard of service, adopting a "right first time" approach in order to reduce missed bins and increase efficiencies by reducing dependency on resources allocated to failure demand.	2017 Q1	✓	✓		✓		
Waste and Street Cleansing	Obtain maximum benefit from procurement programmes to reduce capital outlay in fleet (and other) purchasing	2016 Q4				✓		
Waste and Street Cleansing	Optimise the waste collection rounds to realise efficiencies.	2017 Q1				✓		
Waste and Street Cleansing	Develop innovative recycling and waste solutions within high density urban areas.	2017 Q2	✓	✓				
Waste and Street Cleansing	Develop innovative recycling and waste solutions within high density urban areas.	2017 Q1	✓	✓				
Waste and Street Cleansing	Explore all opportunities to increase participation in recycling	2017 Q2		✓				
Waste and Street Cleansing	Implement robust measures to reduce contamination of dry recyclates by both residents and by crews NB: Current contamination rate is 12% (Average 8 RCV's full each month)	2017 Q2		✓				
Waste and Street Cleansing	· Increase the proportion of recycling to waste to meet both regional and national targets NB: National / EU target is to achieve 50% recycling rate by 2020 TDC Rate is currently 32% Failure to achieve the target will result in financial penalties· Explore all opportunities to Increase participation	2017 Q2		✓				
Waste and Street Cleansing	Develop educational programmes for schools to encourage children to lead on recycling initiatives at home and at school	2017 Q2		✓				
Waste and Street Cleansing	Meet and maintain the Environment Agency TEEP Test in relation to the quality of recyclate collected.	2016Q3		✓				
Waste and Street Cleansing	· Explore opportunities to innovate and improve street cleansing for better outcomes, improve public perception and reducing costs.	2017 Q2	✓	✓				

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Waste and Street Cleansing	Actively reduce customer complaints by adopting a right first time attitude, and ensuring that frequency and quality are constantly monitored and poor performance challenged.	2017 Q1	✓	✓				
Civil Enforcement Parking	Investigating new handheld technology equipment for the Civil Enforcement Officers .	2017		✓				
Street scene Enforcement	Implementation of CCTV system upgrade, and an options appraisal of CCTV provision going forward	Q1/2017		✓				
Street scene Enforcement	Better integration, analysis, use of deployable resources and an intelligence-led approach to enforcement activities.	Q2/2017		✓				
Street scene Enforcement	Update street scene enforcement protocols to support effective prioritisation of action and in order to keep up with any changes in legislation including a new enforcement and investigation policy and procedure.	Q2/2017		✓				
Street scene Enforcement	Integrate Operation Cleansweep with Margate Taskforce Streetweek operations to avoid duplication and better focus resources.	Q1/2017		✓				
Street scene Enforcement	Increase enforcement activity actions, such as notices, warnings, penalty notices and prosecutions	Q1/2017		✓				
Street scene Enforcement	Coordinated safety, education and enforcement initiatives	Q2/2017		✓				
Street scene Enforcement	Introduction of an internal enforcement education and skills programme	Q3/2017		✓				
Maritime Operations	To increase the port's visibility within the sector.	Mar-20			✓	✓		
Maritime Operations	To work towards achieving 5 stars in the Gold Anchor scheme.	Mar-18	✓	✓	✓	✓		
Growth and Development	Determination of around 1300 Planning Applications p.a. including the following sites of strategic significance: Birchington and Westgate Manston Westwood Manston Green- The Lido and Rendezvous- Airport	Ongoing		✓	✓			✓
Growth and Development	Responding to major consultations on applications determined by other bodies such as: The Richborough connection to be determined by the Planning Inspector under NSIP Thanet Wind Farm extension to be determined by the Planning Inspector under NSIP	RC – 2017; TWF - 2019		✓	✓			✓
Growth and Development	Responding to major consultations on applications determined by other bodies such as: Thanet Parkway likely to be determined by KCC	Ongoing		✓	✓			✓
Growth and Development	Provide clear and consistent pre-application advice to add value to planning proposals and provide certainty to attract inward investment	Ongoing			✓			✓
Information Governance	Improve response rates to all IG requests	2017 Q2					✓	✓

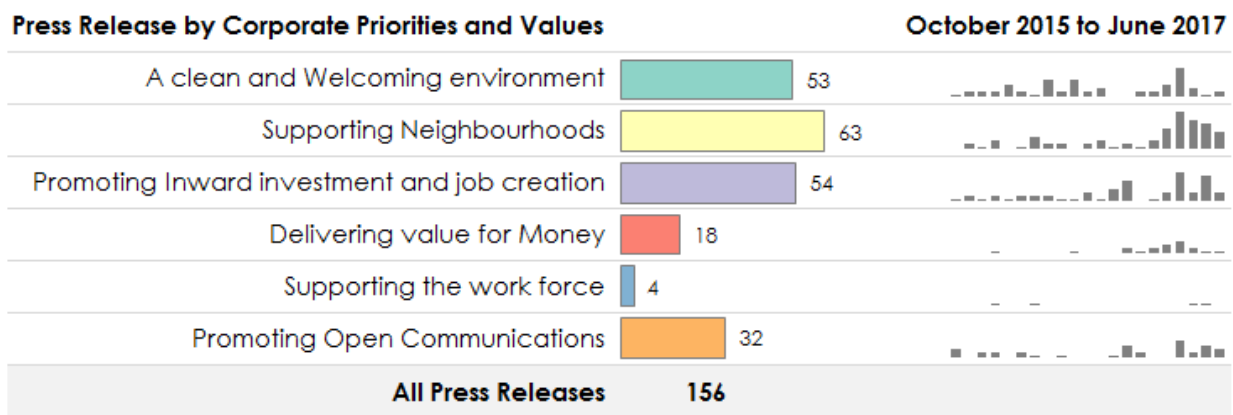
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Annex 3

# Corporate Performance Report – Highlights

## Thanet District Council

The council has had 156 press releases that have covered 170 corporate priorities and values. The following chart shows the balance of highlights against the councils corporate priorities and values.



A press release can cover more than one priority or value

The full list of press releases are listed below and further details of all press releases can be found at <https://www.thanet.gov.uk/the-thanet-magazine/press-releases/>

Year	Month	News Release	A Clean and Welcoming Environment	Supporting Neighbourhoods	Promoting Inward Investment and Job Creation	Delivering Value for Money	Supporting the Workforce	Promoting Open Communications
2017	Jun	Arts Council awards for Thanet institutions			X			
		Dog DNA pilot registration scheme to open across Thanet	X	X				
		Demon Dayz - Cllr Brimm reflects on the Demon Dayz Festival			X			

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	Parking update from the Leader of the Council		X		X		X
	General fire safety and cladding		X				X
	Council launch environmental booklet for local schools	X	X				
	Thanet District Council response to CPS announcement		X				X
	Thanet on the crest of a creative wave			X			
May	Dreamland in lights			X			
	Have your say on Planning Validation Checklists		X				X
	Turner Prize 2019 comes to Thanet			X			
	10 of Thanet's beaches named best in Britain	X		X			
	Community Safety Team takes action against street drinking		X			X	
	Sport 4 NRG Project offers new ParkLives activities		X				
	Dreamland cinema building: attitude changes to health and safety			X			
	Restored Sunshine Café windows unveil panoramic views of Margate sands			X			
	General Election		X				X
	Have your say on proposed new parking schemes		X		X		X
	Inaugural Thanet Tourism Volunteer Forum		X	X			
	Kent County Council elections – Thursday		X				X
	Great new way to discover Thanet's coast			X			
Apr	Potential sale of council assets		X		X		X
	New parking schemes on the horizon		X		X		X
	#DreamlandMemories			X			
	New innovative freight model for the Port of Ramsgate		X	X			
	Thanet business owner fined for displaying illegal sign in listed building	X	X				
	UK leading Margate Task Force extends into Ramsgate		X			X	
	Graffiti - let's wipe it out	X	X				
	Expansion to Port of Ramsgate team		X	X			
	'Live Margate' Housing renovation programme goes from strength to strength	X	X				
Mar	Great Eggcase and Scavenger Hunt!		X				
	Tourism Superstar Award and 13 others announced at Pride in Thanet Awards		X	X			
	Plans for East Kent council on hold following Shepway vote			X	X		X
	Ramsgate Main Sands not eligible for Blue Flag this year	X					X
	It's a #CrimeNotToCare when it comes to getting rid of your rubbish	X	X				
	Creation of new single council in East Kent			X	X		X
	Colourisation used to recreate original Dreamland sign	X		X			
	Sale of Dane Valley enterprise units				X		
	Historic lighting technique recreates original Dreamland sign	X		X			
	Council to run dog DNA pilot scheme in April	X	X				

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		Thanet Winter Shelter helps 23 individuals to a life off the streets	X				
		Council takes court action to protect Thanet's heritage	X				
		Community and council clean up Thanet	X	X			
		High turnout to see revisions to council's Draft Local Plan	X	X			X
		Dreamland menageries restored to former glory	X		X		
		Register to receive your council tax bill by email and you could win £1,000!				X	X
		Successful bid for domestic abuse cash	X	X			
		Owner occupier loans – first for Kent	X	X			
		Destination restaurant on the cards for Margate	X		X		
Feb		Council backs nationwide 'spring clean' in Thanet	X	X			
		Crack down on fly-tippers with new £400 fine	X	X			
		Council unanimously agrees new budget			X	X	
		Botany Bay takes centre stage for Harper's Bazaar fashion shoot			X		
		Local children help spread 'Keep Thanet Clean' message	X	X		X	
		Ground breaking housing scheme for older people launched		X	X	X	
		New rapid response project to prevent homelessness		X			
		Derelict property owners taken to court	X	X			
Jan		Register to receive your council tax bill by email and you could win £1,000!		X		X	
		Legal action taken to protect Isle's heritage	X	X			
		Ellington Park in Ramsgate wins National Lottery Funding	X	X	X	X	
2016	Dec	Council services over Christmas and New Year	X	X		X	X
		Local litterers found guilty in court	X				X
Nov		Thanet tourism booms to £293 million			X		X
		Unlicensed Margate landlord fined £3000		X			X
		Sky Arts choose Margate as its backdrop			X		
		Ramsgate awarded Heritage Action Zone status			X		
		Thanet Council's Sports Awards recognise the district's sporting heroes		X			
		Residents asked for their views on the services which matter to them				X	X
		Agricultural land off the council's disposal list			X	X	X
		Strategic partnership agreed with council			X		
		Children recreate photography history			X		
Oct		Winter Shelter Scheme and Aspire Homeless Project		X			
		The UK's largest mobile crane is currently being hosted at the Port of Ramsgate!			X		
		Local company seeking to expand operations at Port of Ramsgate			X		
		Ramsgate through to next stage of £1.7m Coastal Community Funding application			X		

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	Manston Airport viability study concludes operations 'very unlikely'			X				X
Sep	Dane Valley Arms		X					
	Team GB Hockey Gold Medallist hosts the Thanet Sports Awards 2016		X					
	September Littering Prosecutions	X						
	Environmental Enforcement Contract awarded	X						
	Thanet District Council wins £33,000 for Museum Cataloguing Project			X				
<b>2016</b> Sep	Thanet Community Safety Partnership – Harbour Street, Ramsgate Operation.		X					
	The Great British Beach Clean returns!	X						
Aug	Heritage Open Days in Thanet			X				
	Dreamland Phase 2: Local contractor Coombs appointed to undertake iconic Dreamland restoration			X				
	Thanet District Council joins the #2minutebeachclean movement	X						
	SEAS Photography 'Beyond the View' temporary exhibition opening at the Droit House in Margate			X				
	Local school children design new anti-litter mascots for Thanet!	X						
	The Thanet Sports Awards 2016 – nominations now open!		X					
	National Charity Partnership to headline sponsor Margate Masters National Beach Volleyball Finals 2016		X					
Jul	Seaweed and their Secrets	X						
	Littering prosecutions at Canterbury Magistrates' Court	X						
	Thanet District Council, Southern Water and the Environment Agency working together in Viking Bay	X						
	Summer 'Seashore Safaris' along the Thanet Coast	X						
	Manston Airport - Change of use application			X				
	Triple figure fine for Ramsgate fly-tipper	X						
	EAST KENT COUNCILS CONSIDER CLOSER WORKING				X			
Jun	Thanet's beauty unveils in London	X						
	Council Tax Support – your views sought							X
	Thanet District Council cracks down on rogue landlords		X					
	Ramsgate woman to pay £700 for fly-tipping in alley	X						
	Thanet Landlords' Event – 29 June 2016		X					
	A big thank you to our Thanet Visitor Information Volunteers!			X				
May	The Thanet Coast Project hosts 'Seaweed and their Secrets'	X						
	Wildlife walks in Thanet	X						
	Thanet receives ten awards for its stunning sandy beaches!	X						
	Thanet Crematorium to host Public Open Day to mark 50th year		X					
	2nd phase of Dreamland underway – call out for contractors			X				
	Further fines for fly-tippers	X						



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	Fine for Margate shop owner selling alcohol without licence	X				
	War against dog waste	X				
	£4.5 m scheme to redevelop Royal Pavilion building in Ramsgate step closer!			X		
Apr	Council crack-down on Fly-tippers	X				
	Margate Masters to host the National Beach Volleyball Finals for fourth successive year			X		
	Thanet District Council commended for significant progress				X	
	Summer is coming! Lifeguards prepare for busy seafront in run-up to warmer months		X			
	Calling all landlords		X	X		
	Make sure you know how to have your say on the 5 May					X
	Action to tackle an-social behaviour in Thanet		X			
	It's playtime as Cliffsend's new community play area opens		X			
Mar	Easter Eggcase Hunts!	X				
	Thanet groups take part in national clean-up event	X				
	Thanet wins Visitor Information Provider of the year!			X		X
	Update on Homeless issue at Marine Drive, Margate		X			
	Get ready for important elections in 2016					X
	Thanet District Council introduces £20,000 fund for Cliftonville community projects			X		
Feb	Doggie Pit Stop events to be held in Ramsgate	X				
	Thanet District Council assists BBC programme set in Margate			X		
	Thanet District Council introduces new equipment for upcoming season	X				
	Thanet Council calls for volunteers to participate in anti-litter campaign	X				
	WANTED: Budding scientists to capture our coast	X				
Jan	Selective Licensing Scheme in Margate Extended		X			
	Election Results - By Election Newington, Ramsgate					X
	Council receives £90k to tackle rogue landlords		X			
	Lancashire recycling company prosecuted for unauthorised unit in Broadstairs car park	X				
	Bin it for Good anti-litter campaign celebrates success	X				
	First car transporter ship at Port of Ramsgate			X		
	Consolation on Cliftonville Conservation Area proposals gets underway					X
	Thanet Community Safety Partnership consultation 2016		X			
	Cabinet to discuss 2016-17 Budget				X	
	Thanet receptionist recognised in national Tourism Superstar shortlist			X		X
2015 Dec	Awards for Outstanding Contribution to Community Safety presented at Thanet Community Safety Partnership Conference 2015		X			

# Agenda Item 4

## Annex 3

	Dates for your diary - holiday opening times and waste and recycling collections	X					X
	Silver for Thanet Visitor Information Service at the Beautiful South Tourism Awards 2015!	X					X
	LEADER programme funding available for rural Thanet businesses and communities			X			
Nov	Recycle Now!	X					
	Recognising Thanet's Sporting Stars			X			
	Broadstairs stars in Lady in the Van (links to pictures below)			X			
	Margate man convicted and Fined for breaching abatement notice		X				
	Guest speakers for the 2015 Thanet Sports Awards are announced!		X				
	Council FIDO machine gets spotted!	X					
Oct	Cabinet to consider report which recommends no further action on Manston CPO at the present time						X
	Selective licensing consultation closes Monday 26 October						X
	Residents asked for their views as budget consultation begins						X
	Activity at the Port of Ramsgate is set to increase			X			
	Porchlight to benefit from Margate's 'Bin it for Good' anti-litter campaign	X					

# Annex 4 Corporate Performance Report - Performance Target

Targets are examined once a year and set for the following financial year. The performance framework sets guidance when it comes to targets that look at past performance, benchmarks and previous targets. The intention of this annex is to present the changes in targets from the previous financial year.

## Overall Summary of Changes

	A Clean and Welcoming Environment	Supporting Neighbourhoods	Promoting Inward Investment and Job Creation	Statistical Information	Partner Performance	Total
Target is more challenging	1	2	2	0	7	12
No change to target	5	2	0	4	3	14
Less challenging than previous target	0	1	0	0	0	1
New Measures	0	1	2	0	0	3
Measures Removed	2	1	2	0	2	7

## Detail of Changes

The tables below show the history in the targets.

### A Clean and Welcoming Environment

Measure	Target Words	2016-17 Actual	2016-17 Target	2017-18 Target	Reason for change in target
% of Environmental Health service requests responded to in the service standard response time	Higher is best	94.9%	95%	95%	<b>No change to target</b> As per performance framework guideline
Missed Bins as % of bins collected	Lower figure is best	0.13%	0.17%	0.15%	<b>Target is more challenging</b> As per performance framework guideline
% of household waste sent for reuse, recycling and composting	Higher is best	33.0%	36.4%	36.4%	<b>No change to target</b> As per performance framework guideline

## Agenda Item 4 Annex 4

Number of street scene enforcement actions	Higher is best	65	59		<b>Measure removed</b> Based on service recommendation
% streets with litter below acceptable levels	Lower figure is best	13.9%	5%	5%	<b>No change to target</b> As per performance framework guideline
% streets with detritus below acceptable levels	Lower figure is best	21.9%	7%	7%	<b>No change to target</b> As per performance framework guideline
% streets with graffiti below acceptable levels	Lower figure is best	0.4%	1.4%	1.4%	<b>No change to target</b> As per performance framework guideline
% streets with fly posting below acceptable levels	Lower figure is best	0%	0.5%		<b>Measure removed</b> Based on service recommendation

### Supporting Neighbourhoods

Measure	Target Words	2016-17 Actual	2016-17 Target	2017-18 Target	Reason for change in target
Average number of days taken to resolve ASB cases	Lower figure is best	42	30		<b>Measure removed</b> Based on service recommendation
% of anti-social behaviour service requests responded to in the service standard response time	Higher is best			95%	<b>New measure</b> Based on service recommendation
Empty homes brought back into use	Higher is best	31.50	31.75	31.75	<b>No change to target</b> Based on service recommendation
Number of dwellings where action taken to improve living conditions	Higher is best	64	80	71	<b>Less challenging target</b> Based on service recommendation
Number of homeless cases prevented	Higher is best	64	76	76	<b>No change to target</b> Based on service recommendation
Average time taken to make homelessness decisions	Lower figure is best	28	33	28	<b>Target is more challenging</b> Based on service recommendation
Average number of days in temporary accommodation	Lower figure is best	52	46	38	<b>Target is more challenging</b> Based on service recommendation

**Promoting Inward Investment and Job Creation**

<b>Measure</b>	<b>Target Words</b>	<b>2016-17 Actual</b>	<b>2016-17 Target</b>	<b>2017-18 Target</b>	<b>Reason for change in target</b>
Major Planning Applications determined within 13 weeks or agreed timescale	Higher is best	85%	79%	81%	<b>Target is more challenging</b> As per performance framework guideline
Minor planning applications determined within 8 weeks or agreed timescale	Higher is best	79%	70%	72%	<b>Target is more challenging</b> As per performance framework guideline
Number of visiting leisure vessels at RRH	Higher is best	4187	6120		<b>Measure removed</b> Based on service recommendation
Visitor Nights	Higher is best				<b>New measure</b> Based on service recommendation
Average total meterage of occupied permanent berths in Royal Ramsgate Harbour	Higher is best			3600	<b>New measure</b> Based on service recommendation
Number of fishing and angling boats in Ramsgate Marina	Higher is best	40	40		<b>Measure removed</b> Based on service recommendation

## Statistical Information

Measure	Target Words	2016-17 Actual	2016-17 Target	2017-18 Target	Reason for change in target
Complaints Response Rate within 10 days	Higher is best	80%	90%	90%	<b>No change to target</b> As per performance framework guideline
Freedom of Information Response Rate within 20 days	Higher is best	89%	90%	90%	<b>No change to target</b> As per performance framework guideline
Sickness days per Full Time Equivalent (quarterly)	Lower figure is best	3.1	2	2	<b>No change to target</b> As per performance framework guideline

## Partner Performance

### Thanet District Council housing tenants:

Measure	Target Words	2016-17 Actual	2016-17 Target	2017-18 Target	Reason for change in target
Average re-let time in days (all stock including major works)	Lower figure is best	23.85	23.50	20	<b>Target is more challenging</b> Based on service recommendation
Current tenant arrears as a percentage of the projected annual rental income	Lower figure is best	1.56	1.5	1.5	<b>No change to target</b> Based on service recommendation
Overall customer satisfaction with day to day repairs	Higher is best	99.15	98%	98%	<b>No change to target</b> Based on service recommendation
Percentage of HRA capital programme spent	Higher is best	97.35	100%	100%	<b>No change to target</b> As per performance framework guideline

## Revenues & Benefits

Measure	Target Words	2016-17 Actual	2016-17 Target	2017-18 Target	Reason for change in target
Average time to process all new claims & change events in Housing Benefit (HB) & Council Tax Benefit (CTB) (days)	Lower figure is best	7.31	9.00	8.50	<b>Target is more challenging</b> Based on service recommendation
% correct HB and CTB decisions	Higher is best	96.24	96%	96.50%	<b>Target is more challenging</b> Based on service recommendation
% Council Tax collected	Higher is best	96.50	96%	96.15%	<b>Target is more challenging</b> Based on service recommendation
% Business rates collected	Higher is best	99.07	98.05%	99.50%	<b>Target is more challenging</b> Based on service recommendation

## Customer Services: Computers and phones

Measure	Target Words	2016-17 Actual	2016-17 Target	2017-18 Target	Reason for change in target
Average call waiting time (mins MM:SS)	Lower figure is best	00:48	1:00	00:50	<b>Target is more challenging</b> Based on service recommendation
% availability of corporate website	Higher is best	99.98	99.50%	99.50%	<b>No change to target</b> Based on service recommendation
Average face-to-face waiting time (mins MM:SS)	Lower figure is best	4:40	10:00		<b>Measure removed</b> Based on service recommendation
% of calls dealt with by automation	Higher is best	34.33%	21.00%	33%	<b>Target is more challenging</b> Based on service recommendation
% abandoned calls	Higher is best	5.08%	10%		<b>Measure removed</b> Based on service recommendation

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<b>EK Services Q1 Performance Report for TDC</b>
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Corporate Performance Review  
Working Party

**04 September 2017**

Report Author

**Dominic Whelan, Director of Shared Services**

Portfolio Holder

**Cllr Derek Crow-Brown, Cabinet Member for Corporate Governance**

Status

**For Information**

Classification:

**Unrestricted**

Key Decision

**No**

Ward:

**N/A**

**Executive Summary:**

This report will provide a summary of key performance indicators for the services delivered by EK Services for Thanet District Council, which include ICT; Customer Delivery; Income (Revenues), Payments (Benefits) and Customer Services. It will also report on the services delivered by EKHR.

The report will cover service performance over the period April to June 2017 inclusive.

**Recommendation(s):**

Comments are invited from Members of the working party; Members are to note the report.

**1.0 Introduction and Background**

1.1 EK Services (EKS) and EK Human Resources (EKHR) have responsibility for certain delegated 'shared service' functions. These functions include the following services:

- ICT Services;
- Face to Face & Contact Centre Customer Services;
- Revenues (Council Tax and Business Rates)
- Benefits (administration of the Housing Benefit Scheme); and
- Human Resources.

1.2 EKS and EKHR monitor and report on performance monthly and meet with TDC Lead Client Officer (Tim Willis) to discuss service performance and specific issues each quarter or as required. Performance is measured against agreed Indicators that are contained within Service Level Agreements (SLA); these agreements are subject to annual review and agreement between each of the three partner councils and EK Services.

## 2.0 Performance

There are no significant concerns to flag up as we reach end of Q1, although there are three specific areas that are below expected levels and that we are monitoring closely. Details on these are covered in this report.

- 2.1 Benefits – Processing Time. Processing of new claims and changes to individual circumstances is slightly slower than target at an average of 9.3 days (target 8.5 days). This is partly due to resource pressure in the early period of the quarter where annual leave and election duties impacted. However, we also believe it is a symptom of overall pressure on staff in these key areas and we have introduced a new Team Leader to invigorate and assess the performance regime. In addition, the new Digital Benefits technical solution (see new initiatives) should help ease pressure on this service area.
- 2.2 Benefits – Accuracy. In the same service area and linked to the processing of claims, the percentage of correct benefit decisions is also slightly below target at 95.7% accuracy (target 96.5%). The quarter was impacted due to a lower than expected standard of performance in May and we introduced an improvement strategy under the new Team Leader since which the performance in June has climbed back up towards target.
- 2.3 Customer Services – Average Call Waiting Time. The performance within the Customer Services Contact Centre is below target at an average wait time of 74 secs (target 50 secs). This is due to significant pressure within Customer Services caused in part to the level of calls increasing in April due to end of year billing and changes to CTS scheme; impact of elections on call volumes and staffing levels in May and June and an increased level of more difficult calls. Additionally, the introduction of the new Telephony system meant the Call Centre had technical issues relating to the automated call management system temporarily being out of service (see new initiatives below).
- 2.4 Collection Rates. Collection of Council Tax and Business Rates is broadly in line with the year on year comparison and we have no concerns at this stage.
- 2.5 HR. HR performance was on target throughout the period. However, a new set of performance measurement is proposed that is more relevant and measurable than the existing indicators. HR have presented a new Service Delivery approach to each of the Council Corporate Leadership Teams and this will be implemented shortly.

## 3.0 Key Initiatives/Outcomes

- 3.1 The new Telephony system has now gone live; this was a successful and fairly smooth implementation although not without some disruption and teething problems which is not unexpected for such a large scale and complex change programme. Some of the initial technical issues, that have now been addressed, resulted in disruption to the Customer Services Centre as the automated call management system needed additional system work, which in turn impacted performance for a week or so.

3.2 The new Digital Benefits solution is now close to the final contract stage. This will deliver an improved customer experience and create a better digital ‘end to end’ process, saving time and effort which will create efficiency savings.

#### 4.0 Concerns/Risks

4.1 Continuing pressure as vacancies are removed and cost is taken out of the service areas (overtime being tightened up) and asking staff to do more with less time is starting to impact on services provision. This has been expected and we continue to work on options to address this and to maintain a viable, high performing service.

Contact Officer:	Dominic Whelan, Director of Shared Services, (01227) 862 073
Reporting to:	Madeline Homer, Chief Executive

#### Annex List

Annex 1	EK Services Q1 Performance for TDC
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#### Background Papers

Title	Where to access copy
None	N/A

#### Corporate Consultation Undertaken

Finance	N/A
Legal	N/A

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Description	Outturn 2016/17	Target 2017/18	Q1	Q2	Q3	Q4	Year to date
<b>EKS Services to Thanet benefit claimants:</b>							
Average time taken to process all new claims and change events in HB and CTB (days)	7.31	8.50	9.33				9.33
% of correct HB and CTB decisions	96.24%	96.50%	95.71%				95.71%
% of Council Tax collected	96.50%	96.15%	29.02%				29.02%
£ of Council Tax collected	£64,936,554						£20,755,417
% of Business Rates collected	99.07%	98.20%	32.64%				32.64%
£ of Business Rates collected	£34,391,108						£11,202,923
<b>EKS Services to TDC staff and customers: Computers and phones:</b>							
% of Service Desk calls resolved within agreed target response time	96.00%	95.00%	96.00%				96.00%
% of incidents resolved within one working day	70.00%	50.00%	73.00%				73.00%
% of incidents resolved within three working days	N/A New PI	80.00%	86.00%				86.00%
% Availability of email service	100.00%	97.50%	99.83%				99.83%
% Availability of the corporate website	99.98%	99.50%	99.84%				99.84%
Average call waiting time in minutes	00:00:48	00:00:50	00:01:14				00:01:14
% of calls dealt with by automation	34.33%	33.00%	39.69%				39.69%
<b>HR Services to TDC Managers and Employees:</b>							
Calls answered within 15 seconds	95.00%	80.00%	99.00%				99.00%
Calls answered at first point of contact	98.00%	80.00%	98.00%				98.00%
Emails responded to within 3 days	92.00%	80.00%	93.00%				93.00%
Contract of employment within 4 weeks	100.00%	80.00%	100.00%				100.00%

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**EAST KENT HOUSING PERFORMANCE Q1**

Corporate Performance

Review Working Party **04 September 2017**

Report Author: **Deborah Upton, CEx of East Kent Housing**

Status: **For Information**

Classification: **Unrestricted**

Key Decision: **No**

Ward: **All Wards**

**Executive Summary:**

The following report sets out EKH performance for the first quarter of the year 2017-18. The following report contains an executive summary to accompany a detailed report by performance indicator.

Compared to our 2016-17 year-end position, performance this quarter has:

- improved in 11 indicators
- dropped in 5 indicators

Out of a total of 16 targeted KPIs, 12 were in target at the end of quarter.

**Key points:**

- Arrears performance has dipped and is outside target at 1.62% of the projected annual rental income (target 1.50%); however, this is consistent with annual trends and is still high-performing (upper quartile)
- Void performance is exceeding target at 7.74 days excluding major works (target 15) and 12.74 days including major works (target 23.5); this is high-performing (upper quartile)
- Responsive repairs (Mears) is in target for all indicators
- Heating and hot water repairs (P&R) has met or is close to target in May and June, but April data is missing
- There were 9 properties without a valid LGSR at end of June (although all were in the process of forced entry)
- Complaints performance has improved on 2016-17 with 88.89% on time (average of 8.78 days) but remains outside of target

*This report is for information and discussion*

**Recommendation(s):**

To note the contents of the report.

<b>CORPORATE PRIORITIES (tick those relevant)✓</b>	
A clean and welcoming Environment	x
Promoting inward investment and job creation	
Supporting neighbourhoods	x

<b>CORPORATE VALUES (tick those relevant)✓</b>	
Delivering value for money	x
Supporting the Workforce	
Promoting open communications	

## **1.0 Introduction and Background**

- 1.1 This reports sets out performance for the Q1 period in respect of EKH and the provision of services to Thanet District Council.
- 1.2 Challenging targets were set at the start of the 2017-18 year to maintain or improve performance and particular areas of importance in relation to this are set out below for information.

## **2.0 Income collection**

- 2.1 Performance on income collection has dropped this quarter with current tenant arrears, former tenant arrears and garage arrears all higher than at year-end. At 1.62% of the annual rental income, performance on current tenant arrears falls outside the annual target of 1.50%. However, targets are set as a year-end position which the Income team work towards throughout the year. For this reason, the target will not normally be achieved until year-end.
- 2.2 Due to the way targets are set, year-on-year comparisons often serve as the best indicator of how well we are performing. Over the past three years arrears have increased in the quarter immediately following year-end, are usually highest during quarters two and three, and drop considerably in the last quarter of the year. Despite this trend, current Q1 performance still places EKH Thanet in the upper quartile of its benchmarking peer group on HouseMark (upper threshold 1.93%).
- 2.3 As highlighted in the year-end report, the challenge for 2017-18 will be to maintain this level of performance in light of increasing external pressures such as the further roll out of Universal Credit.

## **3.0 Void Performance**

- 3.1 Performance on voids excluding major works has exceeded target at 7.74 days for the quarter. For major works voids, performance has improved this quarter from 23.85 days (at year-end) to 12.74 days (at Q1). Both indicators (including and excluding major works) are within target.
- 3.2 The average re-let time for all voids forms part of the Council's corporate priorities and, although ending the year outside target, we have seen significant improvement this quarter. In real terms we are returning properties in a lettable state quicker whilst undertaking important major works. Overall void performance places EKH Thanet in the top quartile of its benchmarking peer group and is a reflection of the work that has been undertaken in this area.

## **4.0 Repairs and Maintenance**

- 4.1 Performance on responsive repairs continues to be extremely good, with 99.26% of emergency repairs completed on time and 99.33% of routine repairs completed on time. 96.95% of repair appointments were kept during the year and all responsive repair indicators are in target.
- 4.2 Targets have been met for emergency heating and hot water repairs with 99.54% being completed on time (target 98%) and 97.3% of routine heating repairs completed on time (target 98%). However, this is based on 2 months data only (May and June) as performance data for April is not available. We moved to a new contractor, P&R, on 1 April, and they advised us that the data provided by the previous contractor was corrupted



and as a result they were unable to use and provide accurate data for April. This problem has now been remedied.

- 4.3 We also monitor gas servicing in relation to the number of properties without a valid Landlord Gas Safety Record (LGSR). At the end of the reporting period (30 June 2017) 9 properties were showing as not having a valid LGSR. We have met with P&R's Managing Director to discuss this, and again he has advised that the corrupt data had caused issues, and that they were also catching up from outstanding services from the previous contractor. However all overdue gas services were as a result of non-access and forced entry appointments were booked. At the date of writing we are advised that only 1 is now outstanding.

## **5.0 Customer Satisfaction & Complaints**

- 5.1 Customer satisfaction for day-to-day responsive repairs remains very high, at 99.8% for Q1 (target 98%). Satisfaction with heating and hot water repairs dipped in Q4 (as the contract was coming to an end), causing the year-end figure to miss the target at 96.66%, but is now showing at 100% at Q1 (target 98%). Customer satisfaction with repairs also places EKH within the upper benchmarking quartile on HouseMark (threshold 96.84).
- 5.2 Complaints performance has improved since Q4 taking an average of 8.78 days to respond to a complaint (target 10). 88.89% of complaints were closed on time (target 90%). Therefore further improvement is still required in this area. We are currently recruiting to a complaints officer post, which will ensure that we capture and respond to all complaints and learn from them, and this indicator should therefore improve.

## **6.0 Capital Programme**

- 6.1 Spending on our capital programme was a challenging area of performance in 2016-17. At 97.35%, our spending at year-end was close to target and, with the support of the Thanet District Council Client Officer and Finance Team, we improved upon the predicted level of underspend (reported at Q3).
- 6.2 At Q1, the current capital spend is 2.37%. This is lower than the position at Q1 last year (9.51%). However, at this early stage of the year low levels of spend are not to be unexpected; many transactions in the first quarter are offset by accruals at the end of the financial year reversing.

## **7.0 Tenant Health & Safety**

- 7.1 Whilst the Working Party do not directly monitor any health and safety performance indicators, members were briefed on fire safety issues at the last meeting and we thought an update in this area might be helpful.
- 7.2 Kent Fire & Rescue (KFRS) have completed inspecting all tower blocks within Thanet, and have issued fire deficiency notices for four of the blocks, and we anticipate that we will receive the same notices for the remaining two blocks, raising similar issues. Individually the deficiencies identified relate to minor issues, however a number of these interlink and can only be addressed by replacing entire systems where the technology interfaces do not have sufficient capacity, for example between door entry systems, lifts and automatic opening vents. Where these have been identified, we are getting proposals from specialists consultants in order to provide cost estimates for works.
- 7.3 We completed new Fire Risk Assessments (FRAs) of all tower blocks, and these did not show anything new or unexpected. Our joint visits with KFRS helped shape our FRAs, and thinking around fire safety has moved on since the Grenfell Tower tragedy and much more caution is being exercised in relation to existing fire safety ventilation systems.

- 7.4 We continue to undertake weekly tests of the fire alarms in “live” mode, and we also carry out ad hoc testing. Housing response officers also carry out daily weekday visual inspections of the control panels to provide additional assurance.
  
- 7.5 Thanet District Council has made additional funds available to EKH to enable us to carry out new fire risk assessments for the remainder of stock which is subject to this regime. These are due to be completed by November 2017.
  
- 7.6 Both the Council and East Kent Housing take tenant health and safety extremely seriously. We report performance on a quarterly basis direct to the Client Representative in respect of a number of tenant health & safety areas, such as legionella, asbestos and PAT testing in communal areas, lifts, electric heating servicing, checks on dry risers and fire extinguishers as examples, and this is subsequently discussed at our regular meetings.

## Background Papers

Title	Details of where to access copy
None	N/A

## Client Officer Comments

East Kent Housing is thanked for its work on preparing this report and for presenting the information in an accessible format.

Financial pressures on the HRA mean that void and rent collection performance remains a key priority. The additional pressures of household budgets from welfare reform and particularly the continued role out of universal credit, presents and on-going risk in terms of increased arrears of rent. That said, EKH are thanked for continued performance in the upper quartile of peer providers on rent arrears albeit above the target of 1.5% of the total rent debit.

The improved performance on void relets times is good news, and the additional income generated is helpful in the context of the HRA business plan. EKH will continue to prioritise this area of performance.

Although it is early in the year, the slow start to delivering the capital programme is disappointing and remains an area that needs improvement. The completion of a stock condition survey earlier this year will enable a new asset management strategy and capital programme priorities to be set for the future and the delivery of these agreed programmes will be a critical part of service delivery for East Kent Housing.

Last year’s review of complaints procedures was welcomed when introduced and has led to improvements in response times. This is still however below target and further improvement is needed.

EKH are thanked for the work that they have done on tenant health and safety, and particularly in reviewing fire safety arrangements in the council’s tower blocks.

## Corporate Consultation

<b>Finance</b>	N/A
<b>Legal</b>	N/A




# East Kent Housing Quarterly Performance Report 2017-18

## Quarter 1 (1<sup>st</sup> April – 30<sup>th</sup> June)

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### Key to Symbols

The RAG status icons compare the current performance to the target

	Target not met, action required
	Target almost met
	Target met or exceeded

## Income & Arrears

Scope	Performance Indicator	2016/17	Q1 2017/18	2017/18 YTD	Annual Target 2017/18
		Value	Value	Value	
Thanet	Current tenant arrears as a percentage of the projected annual rental income	1.45%	1.62%	1.62%	1.50%
Thanet	FTAs as a percentage of the projected annual rental income	1.11%	1.27%	1.27%	1.90%

Scope	Performance Indicator	2016/17	Q1 2017/18	2017/18 YTD
		Value	Value	Value
Thanet	Total current tenant arrears including court costs	£193,048	£214,703	£214,703
Thanet	Total former tenant arrears including court costs	£148,484	£167,367	£167,367

Scope	Performance Indicator	2016/17	Q1 2017/18	2017/18 YTD	Annual Target 2017/18
		Value	Value	Value	
Thanet	Garage arrears as a % of the projected annual rental income	0.09%	0.21%	0.21%	0.39%

Scope	Performance Indicator	2016/17	Q1 2017/18	2017/18 YTD
		Value	Value	Value
Thanet	Garage arrears	£287	£624	£624

## Voids & Re-lets

Scope	Performance Indicator	2016/17	Q1 2017/18	2017/18 YTD	Annual Target 2017/18
		Value	Value	Value	
Thanet	Average days to re-let all properties excluding major works	11.59	7.74	7.74	15
Thanet	Average days to re-let all properties including major works	23.85	12.74	12.74	23.5

Scope	Performance Indicator	2016/17	Q1 2017/18	2017/18 YTD
		Value	Value	Value
Thanet	Number of general needs re-lets in the period	233	39	39
Thanet	Total number of all re-lets made in the period	233	39	39
Thanet	Number of mutual exchanges completed during the period	58	11	11

## Repairs & Maintenance

Scope	Performance Indicator	2016/17	Q1 2017/18	2017/18 YTD	Annual Target 2017/18
		Value	Value	Value	
Thanet	Percentage of emergency repairs completed on time	99.42%	99.26%	99.26%	98%
Thanet	Percentage of routine repairs completed on time	100%	99.33%	99.33%	98%
Thanet	Percentage of repair appointments kept	96.22%	96.95%	96.95%	96%

### Repairs & Maintenance (Gas servicing)

Scope	Performance Indicator	2016/17	Q1 2017/18	2017/18 YTD	Annual Target 2017/18
		Value	Value	Value	
Thanet	Percentage of emergency heating repairs completed on time	95.72%	99.54%	99.54%	98%
Thanet	Percentage of routine heating repairs completed on time	97.13%	97.3%	97.3%	98%
Thanet	Percentage of heating repair appointments kept	98.61%	99.22%	99.22%	95%

All gas servicing stats based on 2 months' data (May and June only)

### Repairs & Maintenance (LGSR)

Scope	Performance Indicator	2016/17	Q1 2017/18	2017/18 YTD	Annual Target 2017/18
		Value	Value	Value	
Thanet	Number of properties without a valid LGSR	1	9	9	0

### Repairs & Maintenance (Capital programme)

Scope	Performance Indicator	2016/17	Q1 2017/18	2017/18 YTD	Annual Target 2017/18
		Value	Value	Value	
Thanet	Percentage of capital programme spent	97.35%	2.37%	2.37%	100%*

\*target changed to 100% as per Thanet CMT (previously 95%)

### Customer satisfaction (repairs and maintenance)

Scope	Performance Indicator	2016/17	Q1 2017/18	2017/18 YTD	Annual Target 2017/18
		Value	Value	Value	
Thanet	Percentage of tenants satisfied with day to day repairs	99.15%	99.8%	99.8%	98%
Thanet	Percentage of tenants satisfied with heating repairs	96.66%	100%	100%	98%

### Customer Care (Complaints)

Scope	Performance Indicator	2016/17	Q1 2017/18	2017/18 YTD	Annual Target 2017/18
		Value	Value	Value	
Thanet	Average days taken to close complaints	10.83	8.78	8.78	10
Thanet	Percentage of all complaints closed on time	77.5%	88.89%	88.89%	90%
Thanet	Average number of complaints per 1000 stock*	13.66	6.1	6.1	-

8 of 9 on time

\*HouseMark upper quartile threshold for Average number of complaints per 1000 is 20, median 30 (HouseMark 2015/16)

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## THANET DISTRICT COUNCIL DECLARATION OF INTEREST FORM

### Do I have a Disclosable Pecuniary Interest and if so what action should I take?

Your Disclosable Pecuniary Interests (DPI) are those interests that are, or should be, listed on your Register of Interest Form.

If you are at a meeting and the subject relating to one of your DPIs is to be discussed, in so far as you are aware of the DPI, you **must** declare the existence **and** explain the nature of the DPI during the declarations of interest agenda item, at the commencement of the item under discussion, or when the interest has become apparent

Once you have declared that you have a DPI (unless you have been granted a dispensation by the Standards Committee or the Monitoring Officer, for which you will have applied to the Monitoring Officer prior to the meeting) you **must:-**

1. Not speak or vote on the matter;
2. Withdraw from the meeting room during the consideration of the matter;
3. Not seek to improperly influence the decision on the matter.

### Do I have a significant interest and if so what action should I take?

A significant interest is an interest (other than a DPI or an interest in an Authority Function) which:

1. Affects the financial position of yourself and/or an associated person; or Relates to the determination of your application for any approval, consent, licence, permission or registration made by, or on your behalf of, you and/or an associated person;
2. And which, in either case, a member of the public with knowledge of the relevant facts would reasonably regard as being so significant that it is likely to prejudice your judgment of the public interest.

An associated person is defined as:

- A family member or any other person with whom you have a close association, including your spouse, civil partner, or somebody with whom you are living as a husband or wife, or as if you are civil partners; or
- Any person or body who employs or has appointed such persons, any firm in which they are a partner, or any company of which they are directors; or
- Any person or body in whom such persons have a beneficial interest in a class of securities exceeding the nominal value of £25,000;
- Any body of which you are in a position of general control or management and to which you are appointed or nominated by the Authority; or
- any body in respect of which you are in a position of general control or management and which:
  - exercises functions of a public nature; or
  - is directed to charitable purposes; or
  - has as its principal purpose or one of its principal purposes the influence of public opinion or policy (including any political party or trade union)

An Authority Function is defined as: -

- Housing - where you are a tenant of the Council provided that those functions do not relate particularly to your tenancy or lease; or
- Any allowance, payment or indemnity given to members of the Council;
- Any ceremonial honour given to members of the Council
- Setting the Council Tax or a precept under the Local Government Finance Act 1992

If you are at a meeting and you think that you have a significant interest then you **must** declare the existence **and** nature of the significant interest at the commencement of the

matter, or when the interest has become apparent, or the declarations of interest agenda item.

Once you have declared that you have a significant interest (unless you have been granted a dispensation by the Standards Committee or the Monitoring Officer, for which you will have applied to the Monitoring Officer prior to the meeting) you **must:-**

1. Not speak or vote (unless the public have speaking rights, or you are present to make representations, answer questions or to give evidence relating to the business being discussed in which case you can speak only)
2. Withdraw from the meeting during consideration of the matter or immediately after speaking.
3. Not seek to improperly influence the decision.

### **Gifts, Benefits and Hospitality**

Councillors must declare at meetings any gift, benefit or hospitality with an estimated value (or cumulative value if a series of gifts etc.) of £25 or more. You **must**, at the commencement of the meeting or when the interest becomes apparent, disclose the existence and nature of the gift, benefit or hospitality, the identity of the donor and how the business under consideration relates to that person or body. However you can stay in the meeting unless it constitutes a significant interest, in which case it should be declared as outlined above.

### **What if I am unsure?**

If you are in any doubt, Members are strongly advised to seek advice from the Monitoring Officer or the Committee Services Manager well in advance of the meeting.

## **DECLARATION OF DISCLOSABLE PECUNIARY INTERESTS, SIGNIFICANT INTERESTS AND GIFTS, BENEFITS AND HOSPITALITY**

MEETING.....

DATE..... AGENDA ITEM .....

DISCRETIONARY PECUNIARY INTEREST

SIGNIFICANT INTEREST

GIFTS, BENEFITS AND HOSPITALITY

THE NATURE OF THE INTEREST, GIFT, BENEFITS OR HOSPITALITY:

.....  
.....  
.....

NAME (PRINT): .....

SIGNATURE: .....

Please detach and hand this form to the Democratic Services Officer when you are asked to declare any interests.