

Dover District Council Performance Report For the Quarter Ending – 30 June 2019

Introduction

- Summary of Performance Indicators

KEY

▲	Improved performance
▶	Maintained performance
▼	Decline in performance

Status	Quarter 1		Quarter 2		Quarter 3		Quarter 4		Direction of Travel to previous Qtr
	No.	%	No.	%	No.	%	No.	%	
Green	21	64%							▶
Amber	7	21%							▲
Red	5	15%							▼
Total	33	100%							

Shared Services Performance

EK Services & DDC Digital

PI	Description	Outturn 2018/19	DDC Target 2019/20	Q1	Q2	Q3	Q4	Current Cumulative figure	Absolute Number of Cases this Qtr where applicable	Direction of Travel to previous Qtr	RAG Status
ACC011	Percentage of on-line payments to cash and cheque	91%	Data for information only	91%				91%	55,901	▶	N/A
EKS01d	Percentage of incidents resolved within agreed target response time - ICT	96%	95%	96%				96%		▶	Green
EKS02d.1	Percentage of incidents resolved within 1 working day	72%	60%	64%				64%		▼	Green

EK Services & DDC Digital

PI	Description	Outturn 2018/19	DDC Target 2019/20	Q1	Q2	Q3	Q4	Current Cumulative figure	Absolute Number of Cases this Qtr where applicable	Direction of Travel to previous Qtr	RAG Status
EKS02d.2	Percentage of incidents resolved within 3 working days	86%	80%	85%				85%		▼	Green
EKS04d	Percentage availability of email service	100%	97.50%	100%				100%		▶	Green
PLA005	Percentage of electronic planning applications received	80.52%	80%	91.70%				91.70%	398	▲	Green
WEB001	Percentage availability of the corporate website (DDC responsibility)	99.98%	99.50%	99.98%				99.98%		▶	Green
WEB002	Number of Keep me Posted subscriptions	9,938	N/A	10,396				10,396		▲	N/A
WEB003	Facebook subscribers	6,754	N/A	6,899				6,899		▲	N/A

EKS Director's Comments

Performance:

Solid performance in Quarter 1 resulted in all ICT targets being met.

Key Initiatives/Outcomes:

Nothing to report for this quarter

Concerns/Risks

Nothing to report for this quarter

Civica

PI	Description	Outturn 2018/19	DDC Target 2019/20	Q1	Q2	Q3	Q4	Current Cumulative figure	Absolute Number of Cases this Qtr where applicable	Direction of Travel to previous Qtr	RAG Status
Benefits											
KPI01-D (was EKS13d)	Pay benefit quickly	6.07 days	8.5 days	8.38 days				8.38 days		▼	Green
KPI02-D (was EKS14d)	Percentage of correct Housing Benefit and Council Tax Benefit decisions	97.18%	96%	97.38%				97.38%		▲	Green
Council Tax											
KPI03-D (was EKS18d)	The percentage of council taxes due for the financial year which were received in year by the authority.	97.66%	97.80%	28.78%				28.78%		N/A	N/A
Business Rates											
KPI04-D (was EKS19d)	Percentage of Business Rates collected	98.21%	98.20%	29.63%				29.63%		▼	Green
Customer Services											
KPI06-D (was EKS026d)	Average call waiting time in seconds	74 seconds	233 seconds	349 seconds				349 seconds		▼	Red

Civica Comments

Performance:

- Overall performance remains below target in several areas and this was formally addressed with Civica at June's Contract Management Board meeting. We were clear that our expectation is to see performance levels quickly improve and Civica are sharing their remedial action plans with us.
- The target for speed of Benefits processing was met this month.
- The accuracy of Benefit claims target was exceeded this month.
- Council Tax collection remains under profile. Civica are keen to review the current KPI target and have also indicated that they will be requesting relief for 18/19. We will email the s151 officers separately about this. There is no guarantee their requests will be successful and the default position is that the current KPI target and also the penalty charge for 18/19 still stand.
- Business Rates collection is under the profiled target mainly due to a large RV increase in June. Civica are confident that the year end target will be met.
- Customer satisfaction has increased this month to 95.75 %, YTD is 94.14%. As agreed with the s151 officers, the baseline target will be agreed at the end of this financial year.
- The call wait time target was missed again this month. A renewed improvement plan has been shared with us and we continue to monitor this and to flag our concerns. We continue to chase Civica for a formal contract change request for this KPI; the default position is that we will revert to the original contractual target (i.e. a target set at 80/90 seconds depending on the council).
- All customer feedback responded to this month was completed within the deadlines and is within expected levels.

Key Initiatives/Outcomes:

Nothing to report for Q1

Concerns/Risks:

Nothing to report for Q1

EK Housing

PI	Description	Outturn 2018/19	DDC Target 2019/20	Q1	Q2	Q3	Q4	Current Cumulative figure	Absolute Number of Cases this Qtr where applicable	Direction of Travel to previous Qtr	RAG Status
EKHL1	Average time taken to re-let council dwellings	20.48 days	15 days	22.91 days				22.91 days	756 days/ 33 re-lets	▼	Red
EKHC2	Rent arrears as % of annual debit	4.11%	2.50%	4.73%				4.73%	£869,298 of £18,373,882	▼	Red
EKHC3	Former tenant arrears as % of annual debit	1.24%	0.50%	1.48%				1.48%	£271,412 of £18,373,882	▼	Red
EKHD1	Total current tenant arrears (including court costs)	£ 787,875	N/A	£ 869,298				£869,298		▼	N/A
EKHD2	Average current tenant arrears per rented unit	£183.78	N/A	£202.76				£202.76	£869,298/ 4287	▼	N/A
EKHD3	Total former tenant arrears (including court costs)	£ 237,626	N/A	£ 271,412				£271,412		▼	N/A
EKHD4	Amount of former tenant arrears written off	£0.00	N/A	£0.00				£0.00		▶	N/A
EKHM1	Percentage of total responsive jobs completed on time	98.11%	98%	97.92%				97.92%	2682 of 2739	▼	Amber
EKHM5	Percentage of properties with a valid gas safety certification	99.43%	100%	99.6%				99.6%	4017 of 4033	▲	Amber

East Kent Housing Director's Comments:

Performance:

Re-let times have been affected by the number of properties requiring asbestos surveys and/or asbestos removal which took longer than had been expected, during which time other void work could not begin. This has affected 10 re-lets in the last quarter (approx. one third of the total re-lets).

EKH is currently on track to meet the year-end target of 4.55%, the level of arrears will continue to change throughout the year, but the timing of payments and Direct Debits means that we are not expected to meet the target until year-end. A delayed payment from DWP of £65,999 (not received from DWP by end of June as scheduled) has negatively affected Dover's UC figures and overall Arrears, which would otherwise be 4.37% (not the reported 4.73%, and within the EKH target of 4.55%). Performance in responsive repairs has dipped slightly in June, although April and May were within target and so the end of quarter value is marginally outside target. Repair performance is

EK Housing

monitored regularly with Mears and issues related to their performance have been raised at their most recent Core Group meeting, and performance next quarter is expected to be within target and no further action is currently planned.





As at 30 June 2019, 16 Dover properties had outstanding LGSRs. As at 23 July 2019, this figure stood at 2; with one having an appointment booked and the other having action being taken to gain access.



Key Initiatives/Outcomes:



Since April we have been working with a new Asbestos contractor and, although this is now working well, there were some delays in completing asbestos surveys initially, which have affected our void time. This has now been addressed and should not adversely affect void performance going forward. We recognise that despite this our void times are still high. We have therefore developed a void action plan which covers all areas, to help address issues. This includes actions for both EKH and the client Councils. Current Arrears performance is in line with expectations. Work has been progressing on higher complex cases to allow time for these to be repaid over the year. These have all now been actioned and work has moved on to more general arrears, with performance expected to steadily improve over the year. A delayed payment from DWP of £65,999 (not received from DWP by end of June as scheduled) has negatively affected Dover's UC figures and overall Arrears, which would otherwise be 4.37% (not the reported 4.73%, and within the EKH target of 4.55%).



Concerns/Risks:



Daily monitoring of LGSR performance has ensured that we are on target for current inspections and the number of overdue properties has reduced significantly. All of the properties that were showing as overdue at the end of the quarter have either since been completed, have an appointment booked, or have action being taken to gain access as part of a legal process.

	Improvement Plan KPIs	April 2019	May 2019	June 2019	Current Performance	Target
		Value	Value	Value		
IMP01	Average Days to produce procurement specifications	N/A	7.33	0		20
IMP02	Percentage of Capital procurements (projects) delivered	100%	33.33%	50%		95%
IMP03 (a)	Percentage of procurement enquiries responded to on time	99.4%	95.31%	99.17%		100%
IMP03 (b)	Average days to respond to procurement enquiries	0.48	0.43	0.32		5
<p><i>Of the 6 procurements due by end of June, 3 were completed on time; the remaining 3 were awaiting the issuing of the contract documentation and this has now been completed. 439 enquires were responded to in the first quarter and 392 of these within target time of 5 working days. (The majority of enquires were responded to within one day).</i></p>						
IMP04	Number of Core group meetings held (YTD)	None held	None held	2		Target 8 per annum
<p><i>Both sets of Core Group meetings (Mears and P&R) were scheduled for 20 June; P&R did not attend their meeting. For Q2, both sets of Core Group meetings (Mears and Swale Heating) have been scheduled for 26 September.</i></p>						

	Improvement Plan KPIs	2018/19 Year End	Q1 2019	Current Performance	Year-end Target
IMP05 DDC	Percentage of capital programme spent (YTD)	71.41%	3.45%		95%
IMP05 EKH	Percentage of capital programme spent (YTD)	52.26%	3.37%		95%
	<i>Latest agreed Capital Budgets (combined)</i>	16,689,829	21,989,231		
	<i>Total Capital spend at end of period (combined)</i>	8,721,944	740,626		
<p><i>In general the first quarter is when procurements are planned, surveys are undertaken and delivery plans are agreed, we have developed profiled targets calculated from an average of the Q1 positions for the past two financial years, to give an indicator of where we have been at this point in previous years. Individual budgets have been set for each local authority; currently Thanet are at expected levels although work is underway to progress works against the year-end target. In other areas there have been delays in procuring key contracts for the capital programme, we're unlikely to see significant spend until later in the year.</i></p>					



	Improvement Plan KPIs	2018/19 Year End	April 2019	May 2019	June 2019	Current Performance	Target
IMP06 DDC	Percentage of properties that meet decent homes standard	99.1%	99.1%	99.1%	99.25%		99%
IMP06 EKH	Percentage of properties that meet decent homes standard	98.24%	98.24%	98.24%	98.27%		99%
<p><i>As at 30 June, 1.73% (289) properties across EKH were 'non-decent'; the highest being at Folkestone 2.38% (84 properties). This is based on the number of inspected properties as listed on the SAM database. The number of non-decent properties will reduce during the year as planned works proceed.</i></p>							
IMP07 EKH	Percentage of heating installation pre-inspections completed					N/A	100%
<p><i>This indicator related to works undertaken by P&R under their heating and hot water contracts, notice was provided on this contract which has now come to an end. This indicator will now be reported against the new interim contracts and will be reported accordingly.</i></p>							

	Improvement Plan KPIs	April 2019	May 2019	June 2019	Current Performance	Target
IMP08 DDC	Percentage of heating installation post-inspections completed	25%	100%	50%		100%
IMP08 EKH	Percentage of heating installation post-inspections completed	44.44%	90%	100%		100%
<p><i>Of the 22 heating/hot water installations available for post-inspection during Q1, 16 post-inspections were carried out during the period; the outstanding 6 have post-inspections pending (i.e. scheduled but were not required as at 30 June). There were no installations requiring post-inspection in Thanet during the month of June.</i></p>						



	Improvement Plan KPIs	April 2019	May 2019	June 2019	Current Performance	Target
IMP09 DDC	Percentage of day-to-day repair post-inspections completed	5.76%	8.91%	8.7%		10%
IMP09 EKH	Percentage of day-to-day repair post-inspections completed	5.45%	9.71%	9.59%		10%
<p><i>Canterbury and Thanet achieved 10% or above. Delays in post-inspecting Thanet repairs due in part to late receipt of completed jobs from Mears. This has been discussed and issues resolved. It is expected that performance will improve throughout Q2.</i></p>						

	Improvement Plan KPIs	April 2019	May 2019	June 2019	Target
IMP10 DDC	Percentage of contract invoices paid within 30 days	-	-	-	99%
IMP10 EKH	Percentage of contract invoices paid within 30 days	-	-	-	99%

This data provided by each local authority's finance team, information that has been received is included other data is outstanding.

	Improvement Plan KPIs	April 2019	May 2019	June 2019	Current performance	Target
IMP11 DDC	Percentage of potential UC claimants contacted on time	100%	100%	100%		100%
IMP11 EKH	Percentage of potential UC claimants contacted on time	100%	100%	100%		100%

Of 406 notifications from DWP, all potential UC claimants have been contacted by EKH within target time of 5 working days



	Improvement Plan KPIs	April 2019	May 2019	June 2019	Current Performance	Year-end Target
IMP12 DDC	Current tenant arrears (UC only) as % rental income	2.37%	2.29%	2.68%		3.3%
IMP12 EKH	Current tenant arrears (UC only) as % rental income	1.85%	2.01%	2.20%		3.3%

This is a year-end target and performance against the target will only be finalised at year end, the data however provides an indication of performance at the point of monitoring.

Of the £2,812,731 total current tenant arrears figure, £1,548,264 (55%) related directly to Universal Credit (UC). This is based on 2,696 cases as at 30 June 2019.

A delayed payment from DWP of £65,999 (not received from DWP by end of June as scheduled) has negatively affected Dover's UC figures, which would otherwise be 2.33% (not the reported 2.68%). The overall EKH figure would be 2.11% (not 2.2%). Overall performance is at expected levels and figures are increasingly influenced by the timing of Direct Debits which are received monthly whilst rent is due weekly.



The figure is higher in Thanet and as was introduced nearly 12 months prior to other areas and so there are more households on UC in that area.



	Improvement Plan KPIs	April 2019	May 2019	June 2019	Current Performance	Year-end Target
IMP13 DDC	Current tenant arrears (non-UC) as % rental income	2.05%	2.05%	2.05%		1.25%
IMP13 EKH	Current tenant arrears (non-UC) as % rental income	1.82%	1.79%	1.8%		1.25%


This is a year-end target and performance against the target will only be finalised at year end, the data however provides an indication of performance at the point of monitoring.



The percentage of arrears is reported to 2 decimal places, this means that variance for DDC for example has not registered as a change although they have reduced slightly..

Current performance is in line with expectations; work has been progressing on higher complex cases, to allow time for these to be repaid over the year. These have all now been actioned and work has now moved on to more general arrears, with performance expected to steadily improve over the year.

	Improvement Plan KPIs	2018/19 Year End	April 2019	May 2019	June 2019	Current Performance	Year-end Target
IMP14 DDC	Total Current tenant arrears as % rental income	4.11%	4.42%	4.34%	4.73%		4.55%
IMP14 EKH	Total Current tenant arrears as % rental income	3.51%	3.67%	3.8%	4%		4.55%
<p><i>This is a year-end target and performance against the target will only be finalised at year end, the data however provides an indication of performance at the point of monitoring.</i></p> <p><i>Current performance is in line with expectations.</i></p>							

	Improvement Plan KPIs	2018/19 Year End	April 2019	May 2019	June 2019	Current Performance	Year-end Target
IMP15 DDC	Garage arrears as % garage rental income	0.64%	1.44%	0.97%	0.53%		0.39%
IMP15 EKH	Garage arrears as % garage rental income	1.03%	1.17%	1.64%	1.41%		0.39%
<p><i>This is year-end target and performance against the target will only be finalised at year end, the data however provides an indication of performance at the point of monitoring.</i></p> <p><i>Current performance is in line with expectations; payment of garage rents is generally made by direct debit and arrears levels change dramatically over the period due to timing of the payments over the period.</i></p>							

	Improvement Plan KPIs	April 2019	May 2019	June 2019	Current Performance	Target
IMP16 DDC	Percentage of Rechargeable Works Order charges raised	N/A	N/A	N/A	N/A	100%
IMP16 EKH	Percentage of Rechargeable Works Order charges raised	34.62%	100%	100%		100%
<p><i>Within the process for recharging there is a period for appeal prior to the charges being formally raised this means that the number of charges raised and those required will not match due to this period. The process is currently working effectively in Canterbury, DDC and FHDC however there have been issues at TDC which have now been resolved. There have also been issues with the Dover finance system where none of the invoices requested have gone through. This will be resolved going forward.</i></p>						

	Improvement Plan KPIs	Q1 2019	Current Performance	Target
IMP17	Percentage of Single System actions completed (YTD)	100%		100%
IMP18	Percentage Single System key documents produced as required	100%		Year-end target 100%
<p><i>This is a rolling programme, the nature of this is that actions will be created within a month but their completion may fall outside of that month. Key actions and documents are those which have been identified from our steering groups and agreed with the Local Authorities.</i></p>				

	Improvement Plan KPIs	2018/19	April 2019	May 2019	June 2019	Current Performance	Target
IMP19 (a)	Percentage of all complaints responded to within 10 working days	90.94%	63.64%	95%	95.08%		95%
IMP19 (b)	Average days taken to close complaints	8.18	9.59	7.45	7.13		10
<i>Of the 165 complaints responded to by the end of the quarter, 143 were completed within 10 working days. The majority of complaints being answered within 8 working days.</i>							
IMP20	Percentage of residents satisfied with Overall Service provided		Not due	Not due	Not due		82%
IMP21	Percentage of staff that see themselves working at EKH in 2 years		Not due	Not due	Not due		<14% disagree

	Improvement Plan KPIs	2018/19 Year End	April 2019	May 2019	June 2019	Current Performance	Target
IMP22	Percentage of permanent staff in the organisation (YTD)	86.5%	92.78%	92.05%	92.2%		93%
<i>Of the 180 members of staff, 166 were permanent as at 30 June 2019. There were 7 leavers between April and the end of June, equating to a 4.3% turnover for the period.</i>							

	Day to day repairs	2018/19 YE	April 2019	May 2019	June 2019	Q1 2019	Current Performance	Target
		Value	Value	Value	Value	Value		
REP01 DDC	Percentage of emergency repairs completed on time	99.67%	100%	100%	99.45%	99.79%		99%
REP01 EKH	Percentage of emergency repairs completed on time	99.56%	99.38%	99.81%	99.07%	99.41%		98%
REP02 DDC	Percentage of routine repairs completed on time	97.87%	97.81%	98.21%	96.41%	97.49%		98%
REP02 EKH	Percentage of routine repairs completed on time	98.56%	98.77%	99.12%	98.44%	98.79%		98%
REP03 DDC	Percentage of repair appointments kept	98.58%	99.19%	98.6%	99.14%	98.95%		96%
REP03 EKH	Percentage of repair appointments kept	97.11%	97.7%	96.75%	97.14%	97.18%		96%
REP04 DDC	Percentage of tenants satisfied with day to day repairs	98.77%	100%	100%	100%	100%		99%
REP04 EKH	Percentage of tenants satisfied with day to day repairs	98.86%	99.87%	100%	100%	99.96%		98%

	Gas Servicing and Heating repairs	2018/19 YE	April 2019	May 2019	June 2019	Q1 2019	Current Performance	Target
		Value	Value	Value	Value	Value		
GAS01 DDC	Percentage of emergency heating repairs completed on time	92.74%	93.1%	91.86%	92.21%	92.44%		100%

	Gas Servicing and Heating repairs	2018/19 YE	April 2019	May 2019	June 2019	Q1 2019	Current Performance	Target
			Value	Value	Value	Value		
GAS01 EKH	Percentage of emergency heating repairs completed on time	93.05%	93.21%	91.53%	94.62%	93.08%		100%
GAS02 DDC	Percentage of routine heating repairs completed on time	98.21%	95.94%	94.57%	88.28%	93.8%		98%
GAS02 EKH	Percentage of routine heating repairs completed on time	97.95%	96.54%	94.54%	90.3%	94.62%		98%
GAS03 DDC	Percentage of heating repair appointments kept	94.58%	95.34%	97.73%	33.49%	80.54%		95%
GAS03 EKH	Percentage of heating repair appointments kept	95.1%	96.56%	96.79%	75.48%	91.42%		95%
GAS04 DDC	Percentage of tenants satisfied with most recent heating repair	87.18%	84%	76.92%	73.47%	78.15%		98%
GAS04 EKH	Percentage of tenants satisfied with most recent heating repair	88.86%	82.71%	78.32%	75%	78.61%		98%
GAS05 DDC	Percentage of properties with a valid LGSR	99.43%	96.78%	96.66%	99.6%	99.6%		100%
GAS05 EKH	Percentage of properties with a valid LGSR	99.40%	97.27%	96.75%	99.48%	99.48%		100%

As at 30 June 75 properties had an overdue LGSR but they all had either an appointment booked or action was being taken to gain access as part of a legal process.

As of 5 July 2019 the position was:- 12 overdue in Canterbury, 10 overdue in Dover, 12 in Thanet and 7 in FHDC all of which had either an appointment booked or action was being taken to gain access as part of a legal process.


	Short Name	2018/19 YE	April 2019	May 2019	June 2019	Q1 2019	Current Performance	Target
						Value		
VOID01 DDC	Average days to re-let all properties excluding major works	20.48	20	27.27	22	22.91		16.5
VOID01 EKH	Average days to re-let all properties excluding major works	20.15	20.14	20.4	20.16	20.21		16.5

We have now developed a void action plan which covers all area, which will help address issues, and include action for both EKH and the client Councils.

CCC – The figure for June was adversely affected by the re-letting of 2 sheltered housing properties that had been vacant for in excess of 100 days without these properties performance would have been in target.

DDC – Whilst the time has reduced further action is being taken to address issues.

	Short Name	2018/19 YE	April 2019	May 2019	June 2019	Q1 2019	Current Performance	Target
VOID02 DDC	Average days to re-let all properties including major works	22.86	20	27.27	31.25	25.15		22.75

VOID02 EKH	Average days to re-let all properties including major works	27.61	32.49	31.28	42.45	35.44		22.75
<p><i>CCC- These times were adversely affected by 2 properties that required extensive building works including asbestos removal and also need to have adaptations to properties prior to tenants being able to move in which had to be assessed by social care.</i></p> <p><i>All areas the number of properties requiring major works has increased, and the extent of these works in a number of cases has been considerable, the performance for these areas is also effected by the number of properties requiring asbestos removal and the statutory 14 notice period required during which works cannot take place.</i></p>								

Corporate Resources

PI	Description	Outturn 2018/19	DDC Target 2019/20	Q1	Q2	Q3	Q4	Current Cumulative figure	Absolute Number of Cases this Qtr (where applicable)	Direction of Travel to previous Qtr	RAG Status
ACC004	Percentage of invoices paid on time	98%	91.50%	98%				98%	1991	▶	Green
CSU001	Percentage of ASB cases resolved within 30 days	96.43%	98%	100%				100%	63	▲	Green
ENH005	Percentage of complaints regarding nuisance responded to within 5 working days	99.50%	95%	97%				97%	263	▼	Green
ENH012	Number of Fixed Penalty Notices issued for litter	881	N/A	610				610		N/A	N/A
ENH013	Percentage of stray dog enquiries responded to within target time.	100%	95%	100%				100%	71	▶	Green
ENH015	Number of Fixed Penalty Notices issued for dog fouling	6	N/A	1				1		N/A	N/A
ENH016	Number of Envirocrime prosecutions completed	200	N/A	1				1		N/A	N/A
GOV001	Number of working days/shifts lost due to sickness absence per FTE	8.30 days	N/A	2.34 days				2.34 days		▼	compare to Q1 2018/19
GOV002	Number of working days/shifts lost due to long term sickness absence over 10 days per FTE	5.32 days	N/A	1.85 days				1.85 days		▼	compare to Q1 2018/19
GOV003	The number of second stage complaints referred to the Council's Complaints Officer	20	N/A	10				10		N/A	N/A
GOV004	The number of FOI requests received	1071	N/A	248				248		N/A	N/A
HOU010a	Number of households living in Temporary Accommodation including B&B	124	90	135				135		▼	Red

Corporate Resources

PI	Description	Outturn 2018/19	DDC Target 2019/20	Q1	Q2	Q3	Q4	Current Cumulative figure	Absolute Number of Cases this Qtr (where applicable)	Direction of Travel to previous Qtr	RAG Status
HOU010b	Number of households in bed & breakfast (The data provided in HOU010a and b shows the number of households on the last day of the quarter.)	24	20	24				24		▶	Amber
HOU011	The number of households presenting as homeless where a duty to re-house is accepted	109	N/A	25				25		▲	N/A
HOU012	The number of children in B&B and nightly paid	183	N/A	110				110		▼	N/A
LIC005	The percentage of licensed premises inspections completed by target date	99.25%	80%	96%				96%	26	▼	Green
LIC006	The percentage of unopposed licensing and permit applications processed within 5 working days	99.25%	75%	99.00%				99%	358	▼	Green
PSH007	Number of DFG applications completed (for information only)	107	N/A	17				17		▼	N/A
PSH008	Percentage of completed DFG applications approved within 10 working days from receipt of application	79%	N/A	84%				84%		▲	N/A

Strategic Director (Corporate Resources) Comments:

Performance Summary – General Fund, HRA and Capital

General Fund Revenue Budget

- As at 30th June 2019 the General Fund is projecting a surplus of £107k, an improvement of £79k on the original budgeted surplus of £28k.
- The main variances this quarter are:

	£000	£000
Recharges - Increase in recharges to projects, which results in lower charges to General Fund	(157)	
Salaries - Backfill posts to provide partial cover for officers seconded to projects (additional backfill may be required)	34	
Additional transfer to the Special Projects and Major Events Reserve to provide additional funding for The Open Golf Tournament 2020	150	
Reduced interest payable following redemption of the LOBO loan in 2018/19	(79)	
Civica/East Kent Services - reduction in management fees for shared services	(54)	
Reduction in admin grants from MHCLG and DWP for Council Tax Reduction Scheme and Housing Benefits (following transfer of cases to Universal Credit)	32	
Other variances in period – net favourable	(5)	
Total Variances – favourable		(79)

- The Council's budgeted investment return for 2019/20 is £1,824k (incl. HRA).
- £49.6 million of investments are managed in-house as at 30th June 2019, of which £48m is invested in pooled investment funds.
- Please see the main Budget Monitoring report for June 2019 for full details of all major variances.

Housing Revenue Account

- The 2019/20 budget forecast a surplus of £2k with a HRA balance of £1.014m.
- Since April 2019 there have been issues identified with compliance at East Kent Housing relating, in particular, to gas servicing, electrical testing, legionella, asbestos and fire safety. The gas servicing contractor, P&R have also terminated their contract.
- The Council is in legal dispute with P&R over charges raised under the contract and EKH have also requested additional resources to manage the replacement contract. The replacement contract is the subject of a forthcoming Cabinet report.
- At the time of writing, the backlog of gas compliance work has been cleared and no gas safety certificates are now outstanding. EKH are working to bring the other compliance areas up to the required standard.
- The total additional resources to be requested by EKH have not yet been fully quantified and this work is on-going, but it is expected to be a significant sum and will require Member approval.

Medium Term Capital Programme

- Within the capital programme, projects approved to proceed are fully financed; the main changes in the Medium Term Capital Programme are shown below:

Capital Budgets (30th June 2019)	Current year £000	Total Cost of Programme £000
Opening position as at 1st April 2019	67,568	255,264
Phasing changes to reflect the 2019/20 expected outturn.	(731)	-
Additional funding has been added to the following existing projects: £303k for DFGs; £112k for PSH and Renovation loans.	370	415
New funding added to programme from the ICT Reserve provision for a new project to purchase corporate software and hardware.	437	437
Reductions have been made to the programme to remove 18/19 expenditure on DFGs, and loans for PSH, Renovation and Empty Homes; £569k has been deleted in regards to projects which completed in 18/19; £300k has been deducted from the PSH and Renovation loans provision as a separate 19/20 provision has been included for Empty Homes Loans.	(300)	(2,432)
Total Capital Programme – position as at 30th June 2019	67,344	253,684

Concerns/Risks:

- Brexit and the impact on the Port of Dover and East Kent generally, remains a concern, and we continue to work with our partners on the Kent Resilience Group to plan for a range of eventualities.
- The position supporting homelessness remains volatile with an on-going high level of applications to the Council for support. The trends and therefore budget impact are difficult to forecast and influenced by a wide range of factors, it continues to be monitored on a regular basis.
- Appeals and public inquiries against planning decisions are occurring more regularly and can be expensive and time-consuming to resolve. While money is set aside in reserves for the ongoing costs of prior year appeals, these may not be sufficient to fund new appeals arising or unexpected additional costs.
- Investment income remains under pressure from low interest rates and uncertainty pending Brexit. However, we now have £48m invested in Diversified Income Funds (pooled funds) to offset the impact of reducing interest rates on bank deposits, money market funds and loans to other local authorities. These investments are considered longer term and enable us to increase returns for current and future years, although the capital value can fluctuate.
- Business Rates (BR) income remains volatile and complex to calculate, and is subject to changes arising from: the 2017 revaluation; the level of successful appeals; the profiling of Enterprise Zone relief given; the levels of claims for Small Business Rates Relief and other reliefs; and fluctuations in estimates of 'business rates growth' due to the scale or timing of regeneration projects.
- There are also upside risks in respect of business rates, such as the favourable impact of being in a Kent-wide business rates pool (as a 'shadow member'), enabling the usual 50% levy on growth to be significantly reduced. Additionally the positive impact of changes to occupancy at Discovery Park has improved the levels of Enterprise Zone relief and its compensatory grant from Central Government.

- Unfortunately the Kent-wide pilot scheme of 2018/19, which enabled 100% retention of business rates growth, was not permitted to continue by MHCLG, but the pooling arrangement does provide a benefit in itself as stated above. An update will be provided for the next quarter's results.
- Please see the main Budget Monitoring report for further details of current issues and their mitigation.

Key Initiatives/Outcomes:

The projected outturns for General Fund, HRA and Capital Programme do not indicate the need for corrective action in 2019/20 at this time.

Division	FTE @ 1 April 2019	(Leavers)/ Joiners/ Transfers	FTE @ 30 June 2019
Chief Executive	36.49	+0.19	36.68
Governance	50.69	+0.40	51.09
Corporate Resources	47.23	-1.53	48.76
Operations and Commercial	101.31	+1.96	103.27
HR & Audit	27.44	-0.81	28.25
Total Staff FTE	263.16	+0.21	263.37

Operations and Commercial

PI	Description	Outturn 2018/20	DDC Target 2019/20	Q1	Q2	Q3	Q4	Current Cumulative figure	Absolute Number of Cases this Qtr (where applicable)	Direction of Travel to previous Qtr	RAG Status
MUS002	The number of visits to the museum in person per 1,000 population	233.79	200	66.68				66.68		▲	Green
PKG003	Number of PCNS issued	13092	N/A	3032				3032		N/A	N/A
PLA001	Percentage of major planning applications determined in 13 weeks (exc. section 106 agreements) or within an agreed extension of time or Planning Performance Agreement	81.33%	65%	81.25%				81.25%	16	▶	Green
PLA002	Percentage of non-major planning applications determined in 8 weeks (exc. Section 106 agreements)	83.23%	75%	78.13%				78.13%	215	▼	Green
PLA003	The percentage of decisions for major applications overturned at appeal (+)	5.7%	<10%	6.25%				6.25%	1/16	▼	Green
PLA004	The percentage of decisions for non-major applications overturned at appeal (+)	0.9%	<10%	0.93%				0.93%	2/215	▶	Green
PLA007	Number of new houses completed.	53046	N/A	68				53114		N/A	N/A
PLA008	Growth in Business Rates base (number of registered businesses)	4094	N/A	6				4100		N/A	N/A

Operations and Commercial

PI	Description	Outturn 2018/19	DDC Target 2019/20	Q1	Q2	Q3	Q4	Current Cumulative figure	Absolute Number of Cases this Qtr (where applicable)	Direction of Travel to previous Qtr	RAG Status
PLA009	% of appeals upheld by the Planning Inspectorate as a % of those submitted	22%	N/A	15%				15%	20	N/A	N/A
WAS003	Number of collections missed per 100,000 collections of household waste.	12.58	15	4.16				4.16		▲	Green
WAS010	Residual household waste per household	359kg	350kg	357.67 kg				357.67kg		▲	Amber
WAS011	Household waste sent for reuse, recycling or composting	48%	50%	48%				48%		▶	Amber
WAS012	Environmental cleanliness: Percentage of streets containing litter	6%	5%	1.25%				1.25%		N/A	N/A
WAS013	Environmental cleanliness: Percentage of street containing detritus	19.5%	10%	11.74%				11.74%		N/A	N/A

Strategic Director (Operations and Commercial) comments

Performance:

Performance across all service areas remains reasonably strong. The residual waste figures for Q1 may be influenced by the Easter period and recycling rates are anticipated to move closer to target through the summer period as garden waste volumes increase.

Key Initiatives/Outcomes:

Planning & Regeneration

Performance for the determination of major planning applications remains very strong, and is well above the DDC/National target. This is crucial to the delivery of housing numbers. Performance for those non-major applications that are monitored has dipped very slightly and this is due to staff sickness and continuing issues with the roll-out of Uniform, which managers are addressing. Appeals performance is strong with only 3 appeals having been allowed. This indicates that the small number of cases that are refused represent robust decisions.

Operations and Commercial

Commercial Services

Parks & Open Spaces

In-house GM team continue to deliver the service well and the year so far has been kind with regards grass growth. The teams are concentrating on the maintenance only part of the year now with little improvement works being completed here and there.

The Kearsney Parks Project: Café construction is progressing well. The Landscape contract has started with the new car park extension being worked on first. The project is still on course for completion by June 2020. A new Puffin crossing between Kearsney and Russell gardens has been approved by KCC highways for construction in 19/20. This is a KCC funded project.

The WCCP continues to embed new ways of working and new funding is being sourced and being received. This area is starting to become more commercially focused with opportunities to expand in the coming months and years Discussions with partner organisations regarding future funding are going very well. WCCP celebrate its 30th Birthday later this year which is quite an achievement and there are no signs of it stopping anytime soon.

Transport & Parking Services:

This area continues to perform effectively with work starting on a review of all areas of the service with an increasing focus on the strategic direction of the service recognising the interdependencies between parking & transport and other areas of the council. Tourism strategy is being reviewed alongside the parking strategies to see if one can help the other. Opportunities for EV charging points across the district are being looked into as part of the car parks site by site review.

Waste services:

The current contract is still going well and the team and consultants are now working on the new contract due to start in January 2021. Work is progressing with an outsourced contract in partnership with FHDC for street cleansing, recycling and waste.

Museum

The work by conservators for the round two bid for the Maison Dieu continues to reveal more of the historic decoration designed by William Burgess that lies just under the modern paint surfaces. The photographing and preparation for relocation of the museum collections housed in the basement of the building has begun, and initial specifications for the new store that will house them have been completed.

Inward Investment & Tourism

Line management responsibility for the Strategic Tourism Manager and his team was moved to the Head of Inward Investment in June recognising the synergies between the promotion of the tourism agenda and the visitor economy with the inward investment activity. This team now also includes the Growth and Economic Development Manager, Strategic Delivery Manager (Infrastructure) and the Corporate Project Manager. Work is now well advanced on the draft Tourism Strategy, which will be considered by Cabinet later this year, with a formal launch after consultation with stakeholders planned for Spring 2020.

Operations and Commercial

Asset & Building Control

The early months of the new Dover District Leisure Centre operations, have proved far more successful than the projections, with numbers using the new centre nearly three times as many as those using the old Dover Centre for the same period last year. Other key projects undertaken during this period include:

- Design work for next phase of Deal pier refurbishment progressing well.
- Design and preparation of contract for street lighting conversion to LED, including comprehensive update of inventory undertaken.
- NTH on site and progressing on schedule – external envelope virtually complete, internal partitions.
- WM&S foundations complete, retaining walls and other ground works under construction
- Demolition of old DLC –negotiations progressing in respect of extent of works and interaction with archaeology.
- Maison Dieu: maintenance works, needed before project starts on site, in progress. Design work, including specialist surveys underway.
- Viability assessments for Tides progressing.

Concerns/Risks:

Budget pressure and income continue to be a particular concern for Commercial services.