

AGENDA

SCRUTINY COMMITTEE MEETING

Date: Thursday, 25 February 2021

Time: 7.00 pm

Venue: Virtual Meeting Via Skype*

Membership:

Councillors Lloyd Bowen (Chairman), Richard Darby, Steve Davey, Mike Dendor (Vice-Chairman), Tim Gibson, Alastair Gould, James Hall, Carole Jackson, Elliott Jayes, Denise Knights, Pete Neal, Hannah Perkin and Ken Pugh.

Quorum = 4

Pages

Information for the Public

*Members of the press and public can listen to this meeting live. Details of how to join the meeting will be added to the website after 4pm on Wednesday 24 February 2021.

Privacy Statement

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1. Apologies for Absence and Confirmation of Substitutes
2. Minutes

To approve the Minutes of the following Meetings as correct records:

[18 November 2020](#) (Minute Nos. 258 – 263)

[24 November 2021](#) (Minute Nos. 264 – 270)

[20 January 2021](#) (Minute Nos. 404 – 411)

3. Declarations of Interest

Councillors should not act or take decisions in order to gain financial or other material benefits for themselves or their spouse, civil partner or person with whom they are living with as a spouse or civil partner. They must declare and resolve any interests and relationships.

The Chairman will ask Members if they have any interests to declare in respect of items on this agenda, under the following headings:

(a) Disclosable Pecuniary Interests (DPI) under the Localism Act 2011. The nature as well as the existence of any such interest must be declared. After declaring a DPI, the Member must leave the meeting and not take part in the discussion or vote. This applies even if there is provision for public speaking.

(b) Disclosable Non Pecuniary (DNPI) under the Code of Conduct adopted by the Council in May 2012. The nature as well as the existence of any such interest must be declared. After declaring a DNPI interest, the Member may stay, speak and vote on the matter.

(c) Where it is possible that a fair-minded and informed observer, having considered the facts would conclude that there was a real possibility that the Member might be predetermined or biased the Member should declare their predetermination or bias and then leave the meeting while that item is considered.

Advice to Members: If any Councillor has any doubt about the existence or nature of any DPI or DNPI which he/she may have in any item on this agenda, he/she should seek advice from the Monitoring Officer, the Head of Legal or from other Solicitors in Legal Services as early as possible, and in advance of the Meeting.

Part One - Substantive Items

- | | | |
|----|---|--------|
| 4. | Sittingbourne Town Centre Regeneration Update | 5 - 8 |
| | To consider the written update. | |
| 5. | Swale House Refurbishment | |
| | There will be a powerpoint presentation for this item. | |
| | The Cabinet Member for Economy and Property, the Chief Financial Officer and the Head of Property Services have been invited to attend. | |
| 6. | Performance Monitoring Report | 9 - 20 |
| | The Leader and Cabinet Member for Finance and the Business Support | |

Officer – Policy have been invited to attend for this item.

Part Two - Business Item

7. Cabinet Forward Plan

21 - 28

The Committee is asked to consider the Forward Plan with a view to identifying possible items for pre-decision scrutiny.

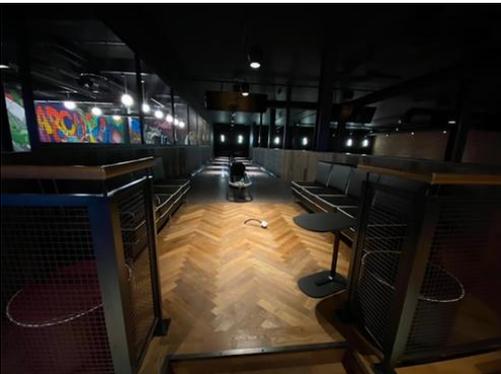
Issued on Tuesday, 16 February 2021

The reports included in Part I of this agenda can be made available in **alternative formats**. For further information about this service, or to arrange for special facilities to be provided at the meeting, **please contact DEMOCRATIC SERVICES on 01795 417330**. To find out more about the work of the Scrutiny Committee, please visit www.swale.gov.uk

**Chief Executive, Swale Borough Council,
Swale House, East Street, Sittingbourne, Kent, ME10 3HT**

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Sittingbourne Town Centre Regeneration Update to Scrutiny Committee 25th February 2021

	Progress Update
SBC	
Bourne Place Unit Fit Outs (Cinema and Bowling Alley)	<p>The Light completed the fit out of both the cinema and the bowling alley just before Christmas 2020 with building control sign off and practical completion being reached on 18th December.</p>   

Unit Fit Outs (Unit 3b – Nando’s)	Nando’s are awaiting completion of the base build changes being carried out by PDR prior to taking possession of their unit (3b). Currently Nando’s are in the process of submitting a planning application for slight changes to the front of their unit including the introduction of a hatch for takeaways and deliveries. The planning team have reviewed Nando’s outline drawing and confirmed that this can be done as a non-material amendment.
Prospective Tenants	Savills continue to work to fill the vacant units in a challenging market caused by COVID-19. There is current interest in unit 1 which is being explored.
Travelodge	Travelodge has continued to trade throughout the lockdown periods.
Communications	SBC and Spirit’s communications team will work towards a communications strategy to coincide with the opening of the cinema, bowling alley and Nando’s when these dates of known.
Princes Street Retail Park	The Food Warehouse, Home Bargains and Costa Coffee all continue to trade well on the retail development. Lease payments are being paid on time and currently Cushman & Wakefield maintain a healthy balance sheet for the site.
Managing Agent	Cushman & Wakefield continue to assist with the Managing Agent duties for the Retail Park, MSCP and Bourne Place. Cushman & Wakefield are also providing Building Surveyor expertise to monitor the fit outs.
Spring Street car park	The edge protection/railing installation around Spring Street car park was completed by Lemar contractors on 29 th January 2021.
Footpath between MSCP & High Street	The 1 st certificate was issued by KCC on 1 st December 2020 with a requirement that the two highway lighting columns still needed to be inspected and approved by KCC’s street lighting team. KCC’s Street lighting team inspected the 2no. highway columns on 20 th January 2021 and confirmed their approval of the installations.

	<p>The final adoption certificate will be issued subject to an end of maintenance inspection in November 2021.</p>
Meetings	<p>High Level meetings continue to be held with Spirit on a monthly basis by conference call with the previous meeting being held on 11th February.</p> <p>Monthly meetings continue to be held with Cushman & Wakefield on a monthly basis by conference call with the previous meeting also being held on 11th February.</p>
SPIRIT OF SITTINGBOURNE	
Highway Works	<p>Following practical completion of the highway areas on 9th October 2020 Erith contractors completed the main snagging item which was the resurfacing and the installation of an additional lighting column on the footpath that runs from the new Network rail car park behind Kwikfit on 29th January.</p>
Bourne Place	<p>The vinyls for the glazing of the unlet units was installed by Spirit between the Christmas and New Year period.</p> <p>Spirit/Erith are still to provide an update regarding the date for the Vodafone fibre optic cable relocation in the North West corner of Bourne Place.</p> <p>Works commenced on 15th February to the base build for unit 3b ahead of Nando's taking possession. The original base build main contractor, PDR and their selected subcontractors are carrying out the agreed works to ensure all warranties are maintained. The works are estimated to take approximately four weeks to complete.</p>
Wayfinding	<p>Spirit's Wayfinding consultant is still to provide an illustration of the mapping, history stories and directions arrows/labels for each totem panel for approval. This is currently being chased by Spirit and SBC.</p>
Princes Street Retail Park	<p>Mitchells carried out the remedial sample area for the concrete slab in The Food Warehouse on 24th January. This was inspected by the STC Scheme Manager on 27th January and concerns were raised directly with Spirit's Director on the appearance of the remedial repair. Spirit's Director is currently liaising with Mitchells Contracts Manager to determine to appropriate action including re-</p>

	<p>doing the sample areas. This outstanding work still remains unresolved and the repairs to the slab could have an impact on the tenant.</p>
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Informal Cabinet Meeting	
Meeting Date	25 February 2021
Report Title	Performance Monitoring – 2020/21 Quarter 3
Cabinet Member	Cllr Roger Truelove, Leader and Cabinet Member for Finance
SMT Lead	David Clifford, Head of Policy, Communications and Customer Services
Lead Officer	Tony Potter, Policy and Performance Support Officer

1 Purpose of Report and Executive Summary

- 1.1 This report presents the quarterly performance management report for the third quarter of 2020/2021 (October – December 2020) as previously reported to SMT on 9 February 2021 and informal Cabinet on 15 February 2021 (attached as Appendix I).

2 Background

- 2.1 This is the second performance report for the current financial year as explained within the report attached.

3 Proposal

- 3.1 Scrutiny are asked to **note** the Performance Management Report for 2020/2021 Q3 as attached at Appendix I.

4 Appendices

- 4.1 The following documents are to be published with this report and form part of the report:
- Appendix I: Performance Management Report: December 2020

5 Background Papers

- Previous SMT performance reports
- Quarterly complaints reports
- Internal audit reports
- Finance reports

SMT Meeting	Agenda Item: x
Meeting Date	9 February 2021
Report Title	Performance Management Report: December 2020
Cabinet Member	Cllr Roger Truelove, Leader and Cabinet Member for Finance
SMT Lead	David Clifford, Head of Policy, Communications and Customer Service
Head of Service	David Clifford, Head of Policy, Communications and Customer Service
Lead Officer	Tony Potter, Policy and Performance Officer
Recommendations	That SMT <i>notes</i> the latest performance position

1 Purpose of Report and Executive Summary

- 1.1 This is the quarterly performance report for the period ending December 2020, summarising the Council's performance against the corporate indicators for the third quarter of the financial year to 31 December.
- 1.2 At the end of December **70% of all indicators are Green**, **6% are Amber**, and **24% are Red**.
- 1.3 More detail on each of the performance indicators on which this report is based can be found in Appendix I and accessed online at <http://www.swale.gov.uk/monthly-performance-monitoring/>.

2 Background

- 2.1 Whilst this report relates to the third quarter of the 2020/21 financial year, this is the second report being presented for the 2020/21 financial year. Interim reports had been cancelled due to the impact of Covid -19 on the Authority's resources.
- 2.2 This report follows on from the Quarter 2 performance report and does not contain detailed analysis of the interim months' performance. The recording of performance was maintained throughout Quarter 3 in all cases, thereby retaining the accuracy and consistency of the year-to-date performance that is herein reported for Quarter 3, and further detailed in Appendix I.
- 2.3 SMT are reminded, that for Quarter 2 only, performance for the following 4 indicators has not been published due to the impact of Covid-19 on resource priorities. In this instance year-to-date performance is calculated based on the measured periods of Q1 and Q3 only;
- Improved street and environmental cleanliness: Litter % at Grade B standard

- Improved street and environmental cleanliness: Detritus % at Grade B standard
- Percentage of Planning consultations responded to in 21 days (by Env.Health)
- Food Hygiene – The percentage of food inspections completed that were due..

2.4 SMT are asked to **note** the following:

Year-to-date performance – all corporate indicators

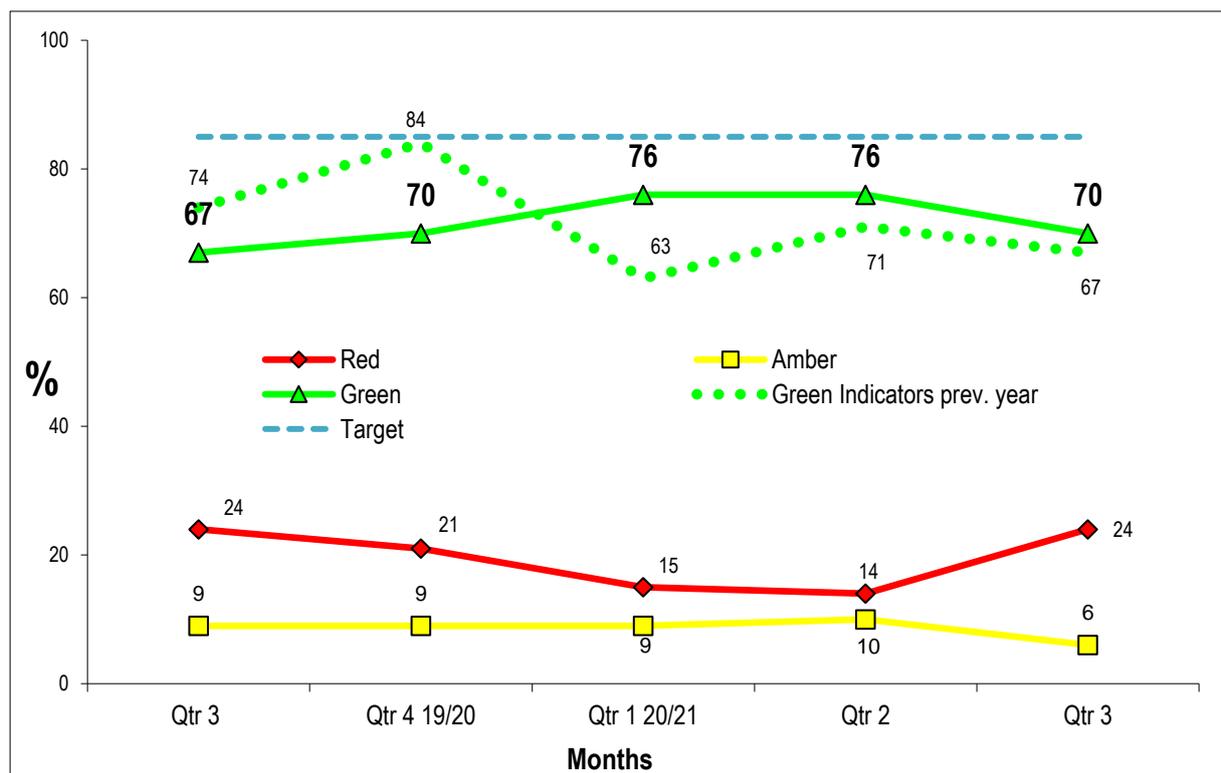
2.5 Combining both monthly and quarterly KPI performance results together, shows that for Quarter 3:

- twenty-three indicators (**70%**) are meeting target (**Green**);
- two indicators (**6%**) are within 5% of meeting target (**Amber**); and
- eight indicators (**24%**) is more than 5% adrift of target (**Red**).

2.6 The status of all indicators is attached as Appendix I

2.7 Chart 1 below tracks the year-to-date progress of all corporate indicators for the current and previous four quarters. The current outcome is slightly better than the same period last year and equal to the year-end value for 2019/20.

Chart 1: Percentage of all corporate indicators achieving target at 31 Dec 2020



Year-to-date performance – monthly indicators

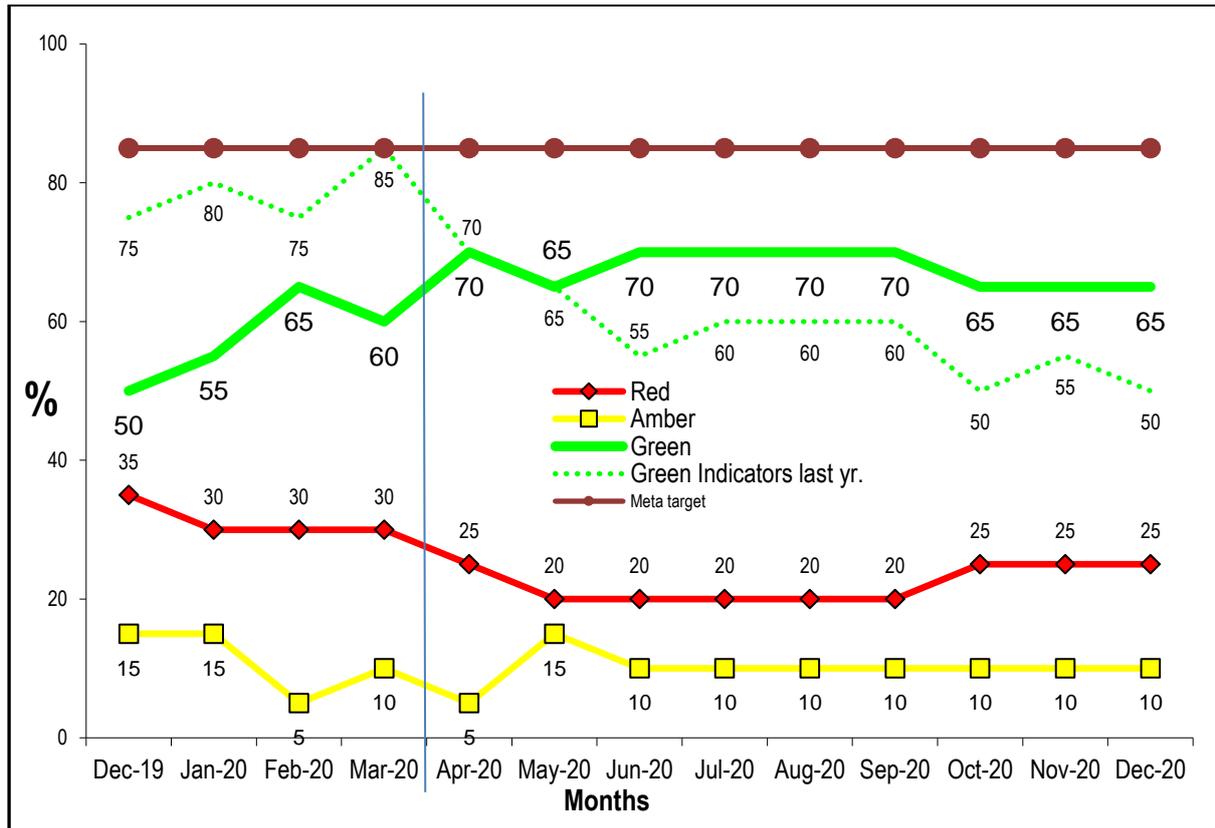
2.8 A summary of performance against the 20 corporate indicators which are routinely reported on a monthly basis, shows that for the year to 31 December:

- thirteen indicators (**65%**) are meeting target (**Green**);

- two indicators (10%) are within 5% of target: (Amber); and
- five indicators (25%) are more than 5% adrift of target (Red).

2.9 Chart 2 below tracks the year-to date progress of monthly reported indicators. The current outcome is 15% better than the same period last year and 5% higher than the year end value for 2019/20

Chart 2: Percentage of all monthly indicators achieving target at 31 Dec 2020



Red and amber indicators this period

2.10 There are eight year-to-date red indicators this month, as detailed in Table 1, together with related commentary.

Table 1: YTD Red indicators as at 31 December 2020

This period	Last period	Ref	Description	YTD	20-21 target	Managers Commentary
🟢	🔴	LI/DC/D CE/007	Planning Enforcement - Informing complainant within 21 days	83.3 %	95%	Average performance for the last quarter has been above target, at 96%. However due to previous performance being lower during earlier lockdowns it will not be possible to meet the cumulative year-end target.
🟢	🔴	LI/IC/CS C/004	Percentage of calls to Customer Contact	65%	75%	December was a good month (83.6%) and all targets were met. We believe this was helped by

			Centre answered in 20secs			2 new CSA's who are now more self-sufficient, their training was focused on high volume areas meaning we were able to assign them to the waste queue to get through calls regarding changes to collection days over Xmas. All CSA's were pro-active in providing information around the changes, in any contact made to Customer Services, to prevent further call backs or any missed collection reports. All communication in Inside Swale/website and phone scripting also eased the pressure. All efforts remain to resource accordingly within the team, however, due to previous issues we are unlikely to achieve the end of year target.
		LI/TBC/01	Number of missed bins per annum	3090	1638 ytd	SBC Contract officers have been working hard with Biffa to reduce the number of missed bins despite the continued Covid related absences. December figure of 21/100,000 is a big improvement and well under the target of 30/100,000. Unfortunately, due to the previous performance (lots of staff changes due to Covid illness or isolation meaning higher use of staff that do not know rounds), this indicator will not recover by year end. We will continue to monitor to ensure final quarter performance continues as per December.
		NI 191	Residual household waste per household	375kgs	345kgs YTD	We continue to mirror national trends with increased tonnages of household waste resulting from more people being at home. Unfortunately this is compounded by higher levels of contamination in the recycling with further rejected loads at the sorting station. Our sticker campaign to help show residents what can and can't go in each bin was halted due to the wet weather and will be restarted as soon as possible. Social media campaigns regularly point residents to the Waste Wizard on our website which also provides education. Due to the increases over the first three quarters this indicator will not recover by year end.
		NI 192	Percentage of household waste sent for reuse, recycling and composting	39.5%	45%	The recycling rate for this period has dropped quite significantly. There is some seasonality given the Christmas period but rejected recycling loads were also a major contributor. We are also investigating an anomaly in the

						garden waste figures that should see this figure retrospectively increased. As above contamination campaigns will continue to go out.
		LI/HS/01	Number of long-term empty homes brought back into use	56	65 ytd	Our most recent mail shot resulted in a good response, but unfortunately those that did respond all had the same type of reply, namely that Covid restrictions were preventing the reoccupation of the property. Owners are facing difficulties carrying out remedial works before they can let their property to tenants, and that property sales are being affected as viewings can't take place, and mortgages lenders aren't lending. Cases where the owner is deceased are being affected as Covid restrictions are impacting on both the operations of the Probate Office and the solicitors who are dealing with the affairs of the deceased. This indicator is unlikely to achieve its year-end target
		NI 195ii	Improved street and environmental cleanliness: Detritus % at Grade B standard	90%	93%	This indicator achieved target this period but due to previous performance being impacted by the secondment of street crews to frontline waste collections earlier in the year, this indicator will not achieve the year-end target.
		LI/EH/002	Food Hygiene – The percentage of food inspections completed that were due.	46.4 %	90%	The lockdown in Q3 reduced the number of businesses open which were due a routine inspection during this period. In addition, the FSA has implemented a new prioritisation for inspections to target our work on businesses presenting the highest risk, subject to outstanding enforcement action and intelligence led work to accommodate Covid 19 work. As a result, this indicator will not achieve the year-end target.

2.11 For information, Table 2 details the two indicators which are currently Amber.

Table 2: YTD Amber indicators at 31 December 2020

YTD Status	This period	Last period	Ref	Description	YTD	2020/21 target	Variance
			LI/DC/DCE/006	Refused Planning Applications	15.1%	15%	1% of target
			LI/LS/LC C01	Percentage of all Local Land Searches completed in 5 working days	93.5 %	95%	1.6% of target

Monitored performance indicators (MPIs)

2.12 Eight monthly and eight quarterly indicators are of interest and therefore monitored for trends against previous levels as detailed in Table 3 below.

2.13 Please note the crime statistic is normally reported in arrears. Currently the latest report available is up to the end of November 2020.

Table 3: Monitored performance indicators as at 31 December 2020

Freq.	Ref	Description	Q2 value	Q3 value
Monthly	NI 156	Number of households living in temporary accommodation	280	283
	LI/CSC/006	Long-term working days lost due to sickness absence	2.35	3.8
	LI/CC/MON16	% of fly-tipping incidents attended to within 3 working days	93	75
	LI/EC/MON10	Swale Means Business – Website analytics	228	159
	LI/EC/MON11	No. of Visitor Economy Businesses supported by ECS	1	25
	LI/EC/MON28	Swale VCS – Number of enquiries received	8	14
	LI/EC/MON2	No. of enquiries to the business support service	32	344
	LI/HO/MON9	Rough Sleepers in Accommodation (monthly average)	54	51

Freq.	Ref	Description	Q2 value	Q3 value
Quarterly	NI 155	Number of affordable homes delivered	99	204
	LI/CSC/006	Complaints escalated to Stage 2	8	5
	CSP/001	All crime per 1000 population	105.6	101.2
	HO/MON7	Percentage of households who secured accommodation for 6+ months when prev. duty ended	57	67
	HO/MON8	Percentage of households who secured accommodation at the end of relief duty	36	24
	EC/MON33	Safeguarding training (% of all staff fully trained)	x	48.8
	LI/CEL/001	No. of visits to Council owned or supported leisure centres	31,741	4,753
	LI/CSC/001	% of contacts transacted digitally compared to other methods of contact to Customer Services	50	54

Planning performance designation

- 2.14 In 2013 DCLG (now MHCLG) introduced a measure to manage authorities' underperformance in the quality and timeliness of decision making on planning applications. Table 4 monitors current performance against threshold levels.
- 2.15 'Designation' will occur when an indicator exceeds set thresholds over a two year rolling period, with additional penalties applied for failing to report at all. If designation were to occur all planning decision making functions would be removed from the authority.
- 2.16 As can be seen from Table 4, based on current performance Swale will not be in a position of Designation.

Table 4: Rolling two-year designation performance at 30 September 2020

Status	Indicator	Designation criteria	Threshold	Most recent assessment	Current assessment
	Percentage of major applications determined in 13 weeks	Lower % than threshold	60%	91.0% (09/2020)	89.8%
	Percentage of major planning applications overturned at appeal (= overturns / total major applications)	Higher % than threshold	10% (10/98)	2.7% (03/2019)	4.1% (4/98)
	Percentage of non-major applications ⁽¹⁾ determined in 8 weeks	Lower % than threshold	70%	93.5% (09/2020)	94.3%
	Percentage of non-major applications overturned at appeal (= overturns / total non-major applications)	Higher % than threshold	10% (169/1695)	1.9% (03/2019)	1.9% (32 / 1695)
	Number of missed quarterly returns to DCLG	More than threshold	2	0	0

⁽¹⁾ Non-major applications are defined as minor developments plus 'Change of Use' and 'Householder Developments' (PS2 codes 13-21)

3 Proposals

- 3.1 SMT are asked to **note** the contents of this report.

4 Alternative Options

- 4.1 There are no alternative options as this report is for noting only.

5 Consultation Undertaken or Proposed

- 5.1 Heads of Service and relevant senior managers have been consulted in preparing this report.

6 Implications

Corporate Plan	Without putting in place appropriate performance management arrangements the Council may not be able to demonstrate how it achieves the corporate plan and its objectives.
Financial, Resource and Property	None specific to this report.
Legal and Statutory	The Council continues to have a statutory duty to report certain performance-related information to central government and its departments. In addition, as part of the emerging transparency agenda, there is a requirement to make performance information available to the community. Swale publishes regular monthly performance reports on its website at http://www.swale.gov.uk/monthly-performance-monitoring/ .
Crime and Disorder	There are no direct crime and disorder implications.
Environmental Sustainability	There are no direct sustainability implications. However, there are a number of sustainability related indicators featured in the Council's current set of performance indicators.
Health and Wellbeing	There are no direct health and wellbeing implications, although many aspects of Council performance will have a bearing on the health and wellbeing of residents.
Risk Management and Health and Safety	Not managing performance appropriately may result in the Council not achieving its priorities, resulting in risk to its reputation.
Equality and Diversity Implications	There are no direct equality and diversity implications. However, there are a number of equality and diversity related indicators featured in the Council's current set of performance indicators.

7 Appendices

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

- Appendix I: KPI performance overview YTD

8 Background Papers

8.1 Previous performance reports

KPI performance overview YTD

Appendix I

Monthly Performance Indicators		2019/20	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	2020/21
Record of monthly results reported MONTHLY (Colour = YEAR TO DATE)		Outcome													Target
BV8	Percentage of invoices paid on time (within 30 days)	97.3	G	G	G	G	G	A	G	G	A				97
BV9	Percentage of Council Tax collected	96.4	G	G	G	G	G	G	G	G	G				94
BV10	Percentage of Non-domestic Rates collected	98.4	G	G	G	G	G	G	G	G	G				90
BV12b	Short term working days lost due to sickness absence	1.96	G	G	G	G	G	G	G	G	G				3.2
BV78a	Speed of processing – new Housing /Council Tax Benefit claims	15.4	G	G	G	G	G	G	G	G	G				20
BV78b	Speed of processing - changes of circumstances for HB/CTB claims	7.0	G	G	G	G	G	G	G	G	G				9
BV109a	Processing of planning apps: Major Applications (within 13 weeks)	89.1	G	G	G	G	G	G	G	A	G				89
BV109b	Processing of planning apps: Minor Applications (within 8 weeks)	82.3	G	R	A	G	G	G	G	G	G				82
BV109c	Processing of planning apps: Other Applications (within 8 weeks)	96.1	G	G	G	G	G	G	G	G	G				91
BV218a	Abandoned vehicles - % investigated within 24hrs	100	A	G	G	A	G	A	G	G	G				99.75
LI/DC/DCE/004	Percentage of delegated decisions (Officers)	90.6	G	G	G	G	G	G	G	A	G				86.5
LI/DC/DCE/006	Refused Planning Applications	19.2	G	G	A	R	R	G	R	G	G				15
LI/DC/DCE/007	Planning Enforcement - Informing complainant within 21 days	98.5	R	G	A	R	R	R	G	G	G				95
LI/IC/CSC/002	Percentage of abandoned calls	7.8	G	R	A	G	R	G	G	G	G				8.5
LI/IC/CSC/004	Percentage of calls to Customer Contact Centre answer. in 20secs	66.5	G	R	R	R	R	R	R	R	R				75
LI/LS/LCC01	Percentage of all Local Land Searches completed in 5 working days	91.9	R	G	G	G	G	G	R	R	G				95
LI/CC/01	Number of missed bins per annum	3,315	R	R	R	R	R	R	R	R	G				2,184
LI/TBC/02	Proportion of Major Planning Applications overturned at appeal	0.3	G	G	G	G	G	G	R	G	G				10
NI 191	Residual household waste per household	501	R	R	R	R	R	R	R	R	R				460
NI 192	Percentage of household waste sent for reuse, recycling and comp	42.0	R	A	G	A	R	R	R	R	R				45
MONTHLY INDICATOR RESULTS (x 20)		YEAR TO DATE (Colour)	14G 1A 5R	13G 3A 4R	14G 2A 4R	14G 2A 4R	14G 2A 4R	14G 2A 4R	13G 2A 5R	13G 2A 5R	13G 2A 5R				
		PERIOD TOTAL (TEXT)	14G 1A 5R	14G 1A 5R	13G 4A 3R	13G 2A 5R	13G 0A 7R	13G 2A 5R	13G 0A 7R	13G 0A 5R	13G 2A 2R	17G 1A 2R			

Monthly MPIs – Monitored Performance Indicators (no targets / performance not managed)		A-M-J / Q1			J-A-S / Q2			O-N-D / Q3			J-F-M / Q4		
NI 156	Number of households living in temporary accommodation	257	267	275	270	285	280	279	278	283			
BV12a	Long-term working days lost due to sickness absence	0.39	0.72	1.13	1.50	1.88	2.35	2.7	3.28	3.80			
LI/CC/MON16	% of fly-tipping incidents attended to within 3 working days	100	95	99.4	99.4	95	93	94	100	75			
LI/EC/MON10	Swale Means Business – Website analytics	227	390	408	481	193	228	250	185	159			
LI/EC/MON11	No. of Visitor Economy Businesses supported by ECS	62	47	28	2	4	1	3	42	25			
LI/EC/MON28	Swale VCS – Number of enquiries received	50	33	22	15	12	8	13	25	14			
LI/EC/MON2	No. of enquiries to the business support service	636	390	220	128	108	32	51	450	344			
LI/HO/MON9	Rough Sleepers in Accommodation	65	61	67	59	56	47	50	50	52			

Quarterly Performance Indicators		2019/20	Q1	Q2	Q3	Q4	20/21
Record of quarterly results reported QUARTERLY (Colour = YEAR TO DATE)		Outcome					Target
LI/ICT/0006	Website availability	99.7	G	G	G		99
BV79b(i)	Percentage of Recoverable Overpayments Recovered (HB) that are recovered during period	86.3	G	G	G		80
LI/CSC/003	Complaints responded to within 10 working days	89.5	G	R	G		90
LI/HS/01	Number of long-term empty homes brought back into use	116	A	G	R		90
NI188	Planning to Adapt to Climate Change	3	G	G	G		3
NI195i	Improved street and environmental cleanliness: Litter % at Grade B standard	97	G	X	G		95
NI195ii	Improved street and environmental cleanliness: Detritus % at Grade B standard	81	R	X	R		93
LI/EH/001	Percentage of Planning consultations responded to in 21 days	93	G	X	G		90
LI/EH/002	Food Hygiene – The percentage of food inspections completed that were due.	95.6	G	X	R		90
LI/IA/004	Audit recommendations implemented	95.1	G	G	G		95
LI/CEL/002	Percentage of beach huts occupied	90.1	G	G	G		75
LI/CEL/003	Percentage of disabled parking bay applications processed within 3 months	100	G	G	G		95
LI/PAR/001	Civil enforcement officer accuracy rate	99.7	G	G	G		98
YEAR TO DATE (Colour)			11G 1A 1R	8G 1A 0R	10G 0A 3R		
QUARTERLY TOTAL (TEXT)			11G 1A 1R	8G 0A 1R	11G 0A 2R		

Quarterly MPis – Monitored Performance Indicators (no targets / performance not managed)		Q1	Q2	Q3	Q4
NI155	Number of affordable homes delivered (gross / target)	0	99	204	
LI/CSC/006	Proportion of complaints escalating from Stage 1 (Service Unit) to Stage 2 (Chief Executive)	5	8	5	
CSP/0001	All crime per 1000 population	105	105.6	101.2	
HO/MON7	Percentage of households who secured accommodation for 6+ months when prev. duty ended	52	57	67	
HO/MON8	Percentage of households who secured accommodation at the end of relief duty	14	36	24	
EC/MON33	Safeguarding training (% of training modules completed)	X	X	48.8	
LI/CEL/001	No. of visits to Council owned or supported leisure centres	0	31,741	4,753	
LI/CSC/001	% of contacts transacted digitally compared to other methods of contact to Customer Services	54	50	54	

COMBINED INDICATOR RESULTS (x33) (Q2 = 29)	YEAR TO DATE (Colour)	25G 3A 5R	22G 3A 4R	23G 2A 8R	
	PERIOD TOTAL (TEXT)	25G 3A 5R	21G 2A 6R	28G 1A 4R	

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**SWALE BOROUGH COUNCIL
FORWARD PLAN AND NOTICE OF KEY DECISIONS**

March 2021 - June 2021

Notes:

A key decision is defined as 'an Executive decision which is likely to (a) result in the local authority incurring expenditure which is, or the making of savings which are, significant having regard to the local authority's budget for the service or function to which the decision relates; or (b) to be significant in terms of its effects on communities living or working in an area comprising two or more wards or electoral divisions in the area of the local authority.'

The key decision threshold, confirmed by Council, is set at £100,000 (this relates to (a) of the definition above).

Where the decision will be made by Cabinet, the Members of the Cabinet are:

Councillor Roger Truelove – Leader and Cabinet Member for Finance
Councillor Mike Baldock – Deputy Leader and Cabinet Member for Planning
Councillor Richard Palmer – Cabinet Member for Community
Councillor Monique Bonney - Cabinet Member for Economy and Property
Councillor Julian Saunders - Cabinet Member for Environment
Councillor Angela Harrison – Cabinet Member for Health and Wellbeing
Councillor Ben J Martin – Cabinet Member for Housing

Subject to any prohibition or restriction on their disclosure, copies or extracts of any documents listed below can be viewed at Swale House, East Street, Sittingbourne, Kent, ME10 3HT. Please contact Democratic Services to arrange a time to view the documents or to request copies by post by e-mailing democraticservices@swale.gov.uk or by telephone on: 01795 417330. Fees may be charged in accordance with the Council's Fees and Charges policy.

Other documents relevant to the decision item may be submitted to the decision maker; please contact Democratic Services (contact details above) to request details of these documents as they become available.

Item	Decision item and background information	Decision maker, date of meeting	Key Decision	Will the report be exempt or have any exempt appendices?	List of the documents submitted to the decision maker	Lead Member and Lead Officer
	<p>Revisions to the Covert Surveillance and Access to Communications Data Policy</p> <p>To approve the revised policy.</p>	<p>Cabinet 17 March 2021</p>	<p>Non-Key This is not a key decision because is it not likely to result in the local authority incurring expenditure or savings in excess of £100,000 or to be significant in terms of its effects on communities living or working in an area comprising two or more wards or electoral divisions in the area of the local authority.</p>	<p>Open</p>		<p>Councillor Richard Palmer - Cabinet Member for Community</p> <p>Gary Rowland</p>
	<p>Award of Contract - Refurbished Play Area at Millfield Open Space, Faversham</p> <p>To award the contract to remove existing play equipment and install a new play area at Millfield Open Space, Faversham to Sutcliffe Play Ltd.</p>	<p>Cabinet 17 March 2021</p>	<p>Key It is likely to result in the Council incurring expenditure above £100,000 or the making of savings which are, significant having regard to the local authority's budget for the service or function to which</p>	<p>Open</p>		<p>Councillor Angela Harrison - Cabinet Member for Health and Wellbeing</p> <p>Robert Lucas</p>

Item	Decision item and background information	Decision maker, date of meeting	Key Decision	Will the report be exempt or have any exempt appendices?	List of the documents submitted to the decision maker	Lead Member and Lead Officer
			the decision relates.			
	SANS and Hosts Hardware Replacement	Cabinet 17 March 2021	Key	Open	Item for Forward Plan SANS and Hosts Hardware Replacement	Councillor Roger Truelove - Leader and Cabinet Member for Finance Julie May
	Reactive and Planned Term Maintenance Contract - Extension of contract This report seeks Cabinet's approval to extend the current contract for Planned and Reactive Term Maintenance for a further two years. This will allow the existing contract to continue when the three-year term ends on 30th September 2021. It is anticipated that the annual contract value will exceed the £100,000 threshold for officer decision.	Cabinet 17 March 2021	Key It is likely to result in the Council incurring expenditure above £100,000 or the making of savings which are, significant having regard to the local authority's budget for the service or function to which the decision relates.	Open		Councillor Monique Bonney - Cabinet Member for Economy and Property Deborah Hardy
	Swale House Refurbishment To present a business case on the Swale House refurbishment.	Cabinet 17 March 2021	Key It is likely to result in the Council incurring expenditure above £100,000 or the making of	Open		Councillor Monique Bonney - Cabinet Member for Economy and Property Anne Adams

Item	Decision item and background information	Decision maker, date of meeting	Key Decision	Will the report be exempt or have any exempt appendices?	List of the documents submitted to the decision maker	Lead Member and Lead Officer
			savings which are, significant having regard to the local authority's budget for the service or function to which the decision relates.			
	<p>Master's House, Sheerness - low carbon refurbishment</p> <p>Cabinet is requested to approve the allocation of capital funds to the low carbon refurbishment of Master's House, the former Council offices in Trinity Road, Sheerness to allow it to be operated as a community/business hub.</p>	Cabinet 17 March 2021	<p>Key</p> <p>It is likely to result in the Council incurring expenditure above £100,000 or the making of savings which are, significant having regard to the local authority's budget for the service or function to which the decision relates.</p>	Open		<p>Councillor Monique Bonney - Cabinet Member for Economy and Property</p> <p>Anne Adams</p>
	<p>Borden Parish Conservation Areas Review</p> <p>To adopt the appraisal and management plan document for development management purposes following any appropriate changes made to it in relation to public consultation.</p>	Cabinet 17 March 2021	<p>Non-Key</p> <p>This is not a key decision because is it not likely to result in the local authority incurring expenditure or savings in excess of £100,000 or to</p>	Open		<p>Councillor Mike Baldock - Cabinet Member for Planning</p> <p>Simon Algar</p>

Item	Decision item and background information	Decision maker, date of meeting	Key Decision	Will the report be exempt or have any exempt appendices?	List of the documents submitted to the decision maker	Lead Member and Lead Officer
			be significant in terms of its effects on communities living or working in an area comprising two or more wards or electoral divisions in the area of the local authority.			
	<p>Tonge Conservation Area Review</p> <p>To adopt the appraisal and management plan document for development management purposes following any appropriate changes made to it in relation to public consultation.</p>	<p>Cabinet 17 March 2021</p>	<p>Non-Key This is not a key decision because is it not likely to result in the local authority incurring expenditure or savings in excess of £100,000 or to be significant in terms of its effects on communities living or working in an area comprising two or more wards or electoral divisions in the area of the local authority.</p>	<p>Open</p>		<p>Councillor Mike Baldock - Cabinet Member for Planning</p> <p>Simon Algar</p>

Item	Decision item and background information	Decision maker, date of meeting	Key Decision	Will the report be exempt or have any exempt appendices?	List of the documents submitted to the decision maker	Lead Member and Lead Officer
	<p>Health and Wellbeing Improvement Plan</p> <p>Report seeks adoption of the draft Health and Wellbeing Improvement Plan 2020-2023.</p>	Cabinet 17 March 2021	<p>Non-Key This is not a key decision because is it not likely to result in the local authority incurring expenditure or savings in excess of £100,000 or to be significant in terms of its effects on communities living or working in an area comprising two or more wards or electoral divisions in the area of the local authority.</p>	Open		<p>Councillor Angela Harrison - Cabinet Member for Health and Wellbeing</p> <p>Jennifer Kenningham</p>
	<p>Financial Management Report: April – December 2020</p> <p>This report shows the revenue and capital projected outturn for 2020/21 as at the end of period 9, covering the period from April to December 2020.</p>	Cabinet 17 March 2021	<p>Non-Key This is not a key decision as it is for information only.</p>	Open		<p>Councillor Roger Truelove - Leader and Cabinet Member for Finance</p> <p>Nick Vickers</p>
	<p>Recommendations from the Local Plan Panel meeting held on 18 February 2021</p>	Cabinet 17 March 2021	<p>Non-Key This is not a key decision as the making and adoption of the LDF will ultimately</p>	Open		<p>Councillor Mike Baldock - Cabinet Member for Planning</p> <p>James Freeman</p>

Item	Decision item and background information	Decision maker, date of meeting	Key Decision	Will the report be exempt or have any exempt appendices?	List of the documents submitted to the decision maker	Lead Member and Lead Officer
			be considered and decided by full Council.			
	Recommendations from the Swale Joint Transportation Board meeting held on 1 March 2021	Cabinet 17 March 2021	Non-Key This is not a key decision because is it not likely to result in the local authority incurring expenditure or savings in excess of £100,000 or to be significant in terms of its effects on communities living or working in an area comprising two or more wards or electoral divisions in the area of the local authority.	Open		

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