

Agenda Item No:

Report To: Overview and Scrutiny Committee
Cabinet



Date of Meeting: Tuesday 24th February 2026
Thursday 12th March 2026

Report Title: Performance Report, Quarter 3 2025/26

Report Author: Natalie Sloan
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Portfolio Holder: Cllr. Heather Hayward
Portfolio Holder for: Performance and Direction

Summary: This report summarises performance against the council's suite of Key Performance Indicators (KPIs) set out in the Borough Plan 2024-28, for the Quarter 3 period 2025/26.

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

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

Key Decision: No

Significantly Affected Wards: None

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

- I. **Consider the performance data for Quarter 3 2025/26**

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

This quarterly Performance Report acts as an opportunity to monitor the progress made by the council against the Borough Plan.

Financial Implications: None

Legal Implications:	None
Equalities Impact Assessment:	Not required as the report presents information on past council performance and does not recommend any change to council policy or new action.
Data Protection Impact Assessment:	Not required
Risk Assessment (Risk Appetite Statement):	Not required
Sustainability Implications:	None
Other Material Implications:	None
Exempt from Publication:	No
Background Papers:	The Borough Plan 2024 – 2028
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Report Title: Performance Report, Quarter 3 2025/26

Introduction and Background

1. This is the third quarterly performance report of 2025/2026, summarising performance against our Key Performance Indicators set out in Our Plan for the Borough (known as the Borough Plan) 2024 – 2028.
2. A number of measures continue to undergo revision and as such there may be some changes to the measures in future quarterly performance reports.
3. This report presents an update to KPI.PEOPLE.019, formerly titled Support to 'vulnerable' groups through leisure activity. This KPI has been revised and divided into two KPIs to provide a measure of social value impact:

KPI.PEOPLE.019 Leisure Social Value - Number of Risk Groups Impacted Via Leisure Centre Programmes, quantifies the outreach and impact of programmes delivered by our leisure centre operator.

KPI.PEOPLE.019b Leisure Social Value (£), measures the social value generated through delivery of the programme, reflecting the estimated health-savings associated with individuals participating in health-based activities.

4. The management team review the performance report on a quarterly basis in advance of cabinet and keep the measures under close review. They have recommended that the council affordable housing new build (KPI.PEOPLE.006) and on-street purchases (KPI.PEOPLE.007) KPIs are removed from the report moving forward.

Due to the nature of these KPIs, reporting on them quarterly is not meaningful as it depends on the timing of homes coming through or purchases being made. In light of this, it is recommended that in future information relating to these are picked up through the narrative section of the performance reports.

5. Management team have also reviewed the tolerances against targets, to show that not meeting targets will be indicated as either red or amber.
6. Any further changes will be highlighted in any following reports for transparency purposes.

Current Position

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

8. The vision of the Borough Plan: To make Ashford a place where people, business and nature can collectively thrive, is supported by three pillars, those of: Planet, People and Place. Further information about Ashford Borough Council's Borough Plan can be found on our [website](#).
9. These quarterly performance reports seek to provide an opportunity to monitor the council's performance as reflected by these themes.
10. Highlights from the respective themes are summarised below with the **full quarterly Key Performance Indicator suite set out in Appendix A**.

Planet

Highlights from the Quarter

11. **First free septic tank installation completed under Stour Environmental Credits Ltd nutrient mitigation scheme**

The National Rivers Consortium (NRC) commenced its free septic tank upgrades as part of its expanding nutrient mitigation programme, marking a milestone in helping to restore river health and unlock stalled housing development across Kent.

The installation at each location of a new, modern treatment plant marks the first upgrades delivered under the Consortium's agreement with Stour Environmental Credits Ltd (SEC), a joint venture company created by Ashford Borough Council and Canterbury City Council.

The installations at Charing Heath and Bilting are the first of a planned series of hundreds of septic tank upgrades across the Stour River catchment, where phosphorus and nitrogen concentrations have been a limiting factor for planning departments. By tackling the source of nutrient pollution directly, the NRC programme supports both environmental recovery and local authority housing strategies.

For homeowners, the scheme provides upgraded wastewater treatment at no personal cost. The modern replacement systems offer higher performance, lower operational risk and full regulatory compliance. Participation is voluntary and the scheme is carried out with the support and co-operation of Stour Environmental Credits Ltd and local planning authority.

The nutrient mitigation framework underpinning the programme is fully aligned with Natural England's guidance and broader government ambitions for improved water quality, biodiversity recovery and sustainable development. By reducing nutrient loads at source, these interventions build long-term resilience into river catchments and help local authorities meet statutory environmental responsibilities.

People

Highlights from the Quarter

12. **Local champions announced at Ashford Community Awards**

Inspiring local champions were honoured at the Ashford Community Awards 2025.

The awards were launched by Ashford Borough Council to celebrate local champions, inspiring individuals who make a significant contribution to their communities. The awards align with the council's Borough Plan priorities — and the organisers were delighted to receive a large number of nominations from the public.

The awards were presented to the worthy winners by Mayor of Ashford, Cllr Lyn Suddards and Council Chief Executive Tracey Kerly at a ceremony at The Ashford Cinema at Elwick Place on 6th October.

13. **Work starts to create 59 high-quality homes for older people and adults with learning disabilities at Oakleigh House**

Work has started on creating 59 high-quality homes for older people and adults with learning disabilities on the site of a former sheltered housing scheme in South Ashford.

The development is an early sign of our newly announced commitment to build 1,000 new homes over the next five to seven years. We are working with Folkestone-based main contractor Jenner on the £18m scheme.

It is also part of the Council's drive to prepare for the needs of an ageing population by building and remodelling housing for older people to live more independently in homes that are the right size for their needs.

The independent living scheme for older people at Oakleigh House will comprise 54 flats with a communal lounge area, a covered terrace with views into the courtyard, a hair salon, a meeting room, mobility scooter parking, and an office. It will be built to HAPPI standards, combating isolation in older people and enabling them to meet and form their own community.

The housing for adults with learning disabilities consists of five apartments. The developments will be arranged around two open courtyards with the main entrances located near to the junction of Watercress Lane, Cross Stile and on Beaver Lane.

The scheme addresses local demand for affordable retirement living and supported housing for residents with learning disabilities. It will be non-institutional, creating a domestic character within a building of architectural distinction, while its sustainable design means Oakleigh House will aim to achieve zero carbon in operation.

Place

Highlights from the Quarter

14. **Work set to start on building in Ashford town centre that has stood unoccupied for more than 20 years as regeneration of the town centre begins**

A building in Ashford town centre which has stood unoccupied for more than 20 years is about to be demolished to make way for high-quality apartments located a short walk from Ashford International Station, with its 38-minute fast rail connection to central London.

Swanton House – next to Ashford College in Elwick Road and backing onto the Memorial Gardens – will be replaced by 34 apartments for rent as part of Ashford Borough Council’s ‘brownfield first’ programme.

The Swanton House apartments will include a mix of six three-bedroom flats, 24 two-bedroom flats and four one-bedroom flats, all with private balconies and built to a very high specification. 25 of the 27 car parking spaces will be fitted with electric vehicle charging points.

Inside the building a panel will acknowledge the local history of the site, which served as an auxiliary military hospital in the First World War and was later used by Kent County Council Social Services.

After years of delay due to Stodmarsh, the project is now on the verge of starting with hoardings due to be erected around the Elwick Road site in October and demolition of the building scheduled to start soon.

15. **Ashford Borough Council Launches WalkSafe App to Empower Community Safety**

We proudly launched WalkSafe, a free personal safety mobile app designed to help residents and visitors feel safer while moving around the borough.

Many people worry about walking alone at night, especially women and vulnerable groups. WalkSafe can help to improve self-confidence and support users when out and about or walking home by providing real-time journey sharing, a national Safe Space map, and instant SOS alerts. WalkSafe allows residents to plan safer routes and stay connected with trusted friends and family.

Users are able to report local safety concerns, such as poor lighting or crowded areas, to help others stay informed while WalkSafe also uses up-to-date police crime statistics to highlight hotspots and guide safer travel decisions.

The launch has been supported by funding from the Kent Police and Crime Commissioner.

16. **Thousands of Ashford residents line the streets of the Town Centre to enjoy festive fun at Carnival of the Baubles**

Ashford’s Carnival of the Baubles returned to the Town Centre on Saturday 22 November 2025, with businesses, schools, and community groups making

their way from the Lower High Street to Elwick Place carrying giant, illuminated baubles.

The day was packed with activities from beginning to end, featuring craft workshops and a range of performances to keep visitors entertained.

Despite the weather conditions, spirits remained high as participants danced, sang and cheered as they made their way through the streets of Ashford to Elwick Place. The grand finale featured drumming performances, lively disco music, and an electric atmosphere.

This year's event was sponsored by the Designer Outlet. The event was organised in partnership Emergency Exit Arts with Made in Ashford and supported by town centre businesses and a host of talented local artists.

Underlying Principles

Highlights from the Quarter

17. A Platform for Growth – launching the Ashford International Station Prospectus

The Ashford International Station Prospectus, has been jointly commissioned by ABC, London St Pancras and Kent County Council.

The Ashford International Station Prospectus is available [on our website](#).

In an area of growth, Ashford International Station with the capacity to process 850 to 900 passengers per train, with 1,800 parking spaces, and having attracted over 600,000 passengers a year previously, represents existing investment that has the great potential to service the increasing demand for sustainable international rail services.

The Prospectus showcases the existing opportunities and demand for inbound and outbound business and leisure travel, expanding the number of passengers through this regional transport hub, which is already within the top 6% of busiest stations in the country.

Following on from the successful Grow In Kent event held at Ashford and Ebbsfleet International Stations in September, this brochure is the next part of an ongoing campaign.

18. Ashford sees strong increase in broadband connectivity across the borough

The Ashford borough is becoming more connected than ever, with Ashford experiencing a 44% rise in full-fibre coverage (FTTP) connectivity over the past three years. This increase is notably higher than the Kent district average of 38% and the UK average of 41%, highlighting that Ashford is very much leading the way when it comes to ensuring residents are better connected.

Over the past year, FTTP in the Ashford borough has increased by 17%, which is mainly down to Openreach and Netomnia undertaking a FTTP rollout across the Ashford urban area.

Ashford Borough Council is supporting this rollout by ensuring council-owned housing can be connected more efficiently. The council has signed flexible wayleaves for its social housing stock with broadband providers, which is enabling 450 households to gain FTTP connections, with another 470 due to be connected in the near future.

In addition, as part of the UK Government's Project Gigabit scheme, an approximate 6,800 homes and businesses in the Ashford borough will, in the coming years, have access to lightning-fast, gigabit-capable broadband.

Over the years, Ashford Borough Council has been very proactive in ensuring that fibre broadband is available for residents, to the point it was recognised by providers as one of the best-case studies for how local government can support broadband improvements. In addition, Ashford Borough Council has been asked by other authorities taking charge on broadband improvement to share their experiences and knowledge in this field.

However, Ashford faces its own challenges when it comes to broadband due to the rural nature of the borough, but work is being done to continue supporting improvements of digital connectivity. Despite the challenges faced, Ashford Borough Council remains firmly committed to ensuring connectivity is achieved across the entire borough.

Conclusion

19. The suite of Key Performance Indicators included at Appendix A in this report have been pulled from across services to give a view of the council's current performance reflected in the themes of the Borough Plan.
20. The Performance Indicators will be presented again in the Annual performance report where a further update will be provided on current performance and any notable changes.

Contact and Email




Natalie Sloan – Natalie.sloan@ashford.gov.uk **Appendix A**







Performance Report – Quarter 3 2025 – 2026

Borough Plan Themes and Key Performance Measures

Planet

Key Performance Measures - Reported Quarterly

Code & Short Name	Description	Q1 2025/2026			Q2 2025/2026			Q3 2025/2026			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
KPI.PLANET.010 Number of organisations committed to active travel plans cycling/walking	Number of organisations committed to travel plans cycling/ walking	To access the Q1 notes for this measure, please refer to the respective performance reports available on our website			Forecasted number of organisations committed to active travel plans cycling/walking: 2 (Cycle Circle Charity Group, The Hub)			Forecasted number of organisations committed to active travel plans cycling/walking: 5			With the launch of the new ABC Cycle Ashford website and interactive route planners, we will be measuring the number of downloaded trips to assess the utilisation of these tools by local cyclists. We have reached a milestone in January 2026, with our 500th trip downloaded. More information on the Cycle Ashford campaign can be found on the website: Cycle Ashford - Interactive Route Planner - Suggested Cycle Routes
KPI.PLANET.011 Recycling Rate	% of borough waste recycled or composted	50.2% (June)	50%		50% (Sept)	50%		49% (Nov)	50%		The decrease in recycling rates during Q3 is in line with similar downward trends observed countywide and nationally. We are addressing this at a local and county level.

Code & Short Name	Description	Q1 2025/2026			Q2 2025/2026			Q3 2025/2026			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
KPI.PLANET.012 Refuse Collection Success Rate	% of successful refuse collections per 100,000 refuse collections made.	99.94%	99.96%		99.94%	99.96%		99.94%	99.96%		Waste data from UK local authorities is reported to WasteDataFlow with statistics available at the following links. WasteDataFlow Waste and recycling statistics
KPI.PLANET.013 Digital uptake - Increase transactions completed electronically	Digital uptake - % of total council /% Increase transactions completed electronically	89.76%	80%		87.48%	80%		89.2%	80%		

Month	Digital Transactions	Calls	Digital Uptake %
Oct-25	44824	6814	86.80%
Nov-25	39887	5595	87.70%
Dec-25	55921	4541	92.49%

Code & Short Name	Description	Q1 2025/2026			Q2 2025/2026			Q3 2025/2026			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
KPI.PLANET. 014 EVCP usage - number of sessions		Q1 Total – 865			Q2 Total – 965			Q3 Total – 1197			We have a target set for 500 EVCP sessions per month.
		June 268			September 324			December 430			
		May 294			August 329			November 398			
		April 301			July 312			October 369			

People




Key Performance measures - Reported Quarterly

Code & Short Name	Description	Q1 2025/2026			Q2 2025/2026			Q3 2025/2026			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
KPI.PEOPLE.008 Homelessness - New Triage Cases	No. of new triage cases	393 April (124) May (133) June (136)			516 July (184) August (166) September (166)			441 October (171) November (152) December (118)			
KPI.PEOPLE.009 Homelessness Preventions (still in accommodation)	No. of households where homelessness was prevented	88 April (45) May (23) June (20)			62 July (27) August (14) September (21)			56 October (13) November (24) December (19)			

Demand for the service remains consistently high. All clients are initially triaged to establish the facts and whether there is reason to believe someone is homeless or threatened with homelessness.

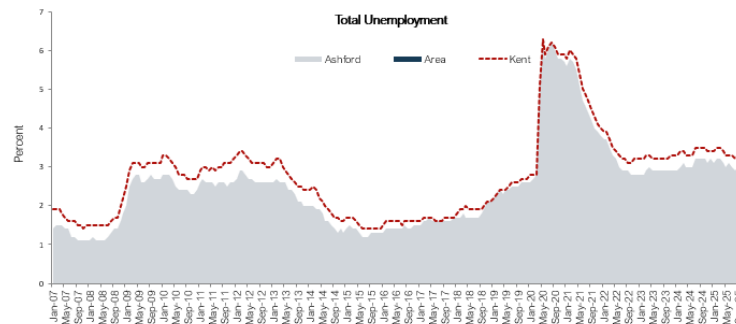
We are currently recruiting to a vacant post, to bring us to four FTE equivalent officers. We have a full complement of six housing options officers and two senior housing options officers. Once the team is fully established and trained, this will help strengthen our ability to engage with households as soon as they present to the service, improving our chances of preventing homelessness and providing timely assistance to those in need.

Code & Short Name	Description	Q1 2025/2026			Q2 2025/2026			Q3 2025/2026			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
KPI.PEOPLE.010 Number of families in temporary accommodation six week on		1			0			0			<p>Data represents the number of families who have been in B&B accommodation for over 6 weeks at the end of each respective quarterly period</p> <p>The team have managed to keep the number of families in B&B over 6 weeks under the MHCLG target of 6. In order to achieve this, requires close monitoring and manging to create a chain lettings approach.</p>
KPI.PEOPLE.011 Housing arrears	Housing arrears as a percentage of rent collectable	1.66%			1.82%			2.19%			<p>Arrears at the end of Q3 – week 39, Sunday 4th January 2026 - £703,600.60</p> <p>The 2025/26 estimated rent debit is £32,179,910.88 Based upon the Q1 £8,031,690.75 debit multiplied by 4</p> <p>The current true arrears for Q3 is calculated at 2.19%</p>

Code & Short Name	Description	Q1 2025/2026			Q2 2025/2026			Q3 2025/2026			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
KPI.PEOPLE.012 Housing voids – average void time (excluding major voids)	Average void time	44	21		63.62	21		47.5	21		Current voids are being managed through a mix of major (L3) and medium (L2) works, with contractors such as Balls, DLO and DDC Kent handling high volumes and delays linked to asbestos testing, certification, and increased property turnover. The service has faced significant pressure from a 22% rise in void numbers and operational strain caused by the departure of both the Voids Manager and Voids Supervisor in recent months, reducing capacity and slowing turnaround times. Backlogs, contractor hand backs, and workforce gaps continue to impact efficiency and overall voids performance. However, we have a detailed plan & a workgroup being formed to turn this around.
KPI.PEOPLE.013 Number of adaptations completed against number waiting (HRA)		57/97			42/82			38/87			The number completed 1st October 2025 – 30th December 2025 (42) against the number received 1st October 2025 – 30th December 2025 (87). This covers both minor and major adaptations.

Code & Short Name	Description	Q1 2025/2026			Q2 2025/2026			Q3 2025/2026			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
KPI.PEOPLE.014 Number of adaptations completed against number waiting (DFG)		18			12			23			We do not have an active waiting list, and all referrals are passed to our agents to process with immediate effect. This has been the process for many years now.
KPI.PEOPLE.015 Disabled Facilities Grants Completed	No. of disabled facilities grants administered by the council	18			11			17			Data reflects the number of referrals received and administered within the quarter.
KPI.PEOPLE.016 Disabled Facilities Grant Spend	Actual spend per month for disabled facility grants	£245,408.45			£194,106.07			£277,318.72			In November many cases concluded at high value, accounting for £134,736.52 of the spend for the quarter.

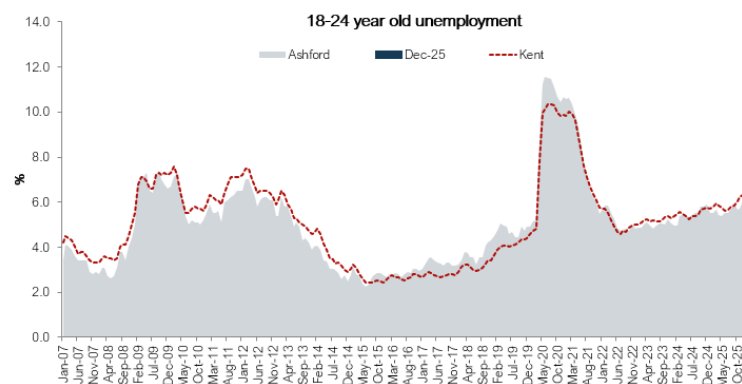
Code & Short Name	Description	Q1 2025/2026			Q2 2025/2026			Q3 2025/2026			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
KPI.PEOPLE.017 Unemployment	Unemployment figures taken monthly from Kent County Councils Economy and employment data.	3.1%	3%		3.1%	3%		3%	3%		December 2025 data set More information available within Economy and Employment Data - Kent County Council (kent.gov.uk)



December 2025

Area	Number	Rate	Number change since last month	Percentage change since last month	Number change since last year	Percentage change since last year
Ashford	2,535	3.0%	+70	+2.8%	-120	-4.5%
Kent	32,785	3.4%	+555	+1.7%	-385	-1.2%

Code & Short Name	Description	Q1 2025/2026			Q2 2025/2026			Q3 2025/2026			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
KPI.PEOPLE.018 Unemployment 18-24yr olds	Unemployment 18-24yr olds taken monthly from the Kent County Council economy and employment data	5.8%	4.5%		6.1%	4.5%		6.1%	4.5%		December 2025 data set More information available within Economy and Employment Data - Kent County Council (kent.gov.uk)



18-24 unemployment

Area	Number	Rate	Number change since last month	Percentage change since last month	Number change since last year	Percentage change since last year
Ashford	540	6.1%	+30	+5.9%	+15	+2.9%
Kent	7,075	6.3%	+110	+1.6%	+625	+9.7%

Code & Short Name	Description	Q1 2025/2026			Q2 2025/2026			Q3 2025/2026			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
KPI.PEOPLE.019 Leisure Social Value - Number of Risk Groups Impacted Via Leisure Centre Programmes	<p>This KPI has been revised, having been previously titled ‘Support to ‘vulnerable’ groups through leisure centre activity’.</p> <p>To access the notes from previous quarters for this measure, please refer to the respective performance reports available on our website.</p> <p>Q3 2025/2026</p> <p>Number of risk groups impacted via leisure centre programmes: 20 (across multiple programmes)</p> <p>Healthy Communities – November 2025 update</p> <p>Step Into the Ring funded programme continued at the Julie Rose Stadium, engaging young people in boxing and self-defence sessions</p> <p>Sport and recreation funded memberships were introduced for refugees in the local area, supporting community integration and ensuring everyone has access to health and wellbeing opportunities.</p> <p>GP Referral Scheme launched, supporting residents with long-term health conditions to engage in safe, tailored exercise programmed that improve physical and mental wellbeing.</p> <p>Restart a Heart Day was successfully delivered across the area, with over 300 participants taking part in CPR and emergency response training throughout the day</p> <p>Positive press received for our partnership with Parkinson’s UK, highlighting the ongoing success of our exercise sessions that enhance mobility, confidence and quality of life for participants.</p>										
KPI.PEOPLE.019b Leisure Social Value (£)		New Measure			New Measure			£3,018,018.14			Figure attained from Sport England Social Value calculator and the leisure centre contract programmes.

Place

Key Performance Measures - Reported Quarterly

Code & Short Name	Description	Q1 2025/2026			Q2 2025/2026			Q3 2025/2026			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
KPI.PLACE.003 Food Hygiene Rating	% of businesses in the borough with a food hygiene rating above 3	98.4%	98.5%		98.4%	98.5%		98.9%	98.5%		

Food Hygiene Rating System

Distribution of FHRS ratings over time for Ashford at 21/01/26 01:42



Number of establishments in each rating










FHRS Rating	May - 25	Jun - 25	Jul - 25	Aug - 25	Sep - 25	Oct - 25	Nov - 25	Dec - 25	Jan - 26
5 - Very good	983	986	990	984	999	1020	1025	1041	1043
4 - Good	95	95	94	95	96	90	93	95	89
3 - Generally satisfactory	32	31	29	30	30	30	28	29	30
2 - Improvement required	12	13	14	13	14	11	11	11	11
1 - Major improvement required	3	3	3	6	4	4	3	2	2
0 - Urgent improvement required	2	2	1	0	0	0	0	0	0
Total rated establishments	1127	1130	1131	1128	1143	1155	1160	1178	1175
Establishments with rating of 3 or better	1110	1112	1113	1109	1125	1140	1146	1165	1162
Awaiting inspection	77	91	105	106	93	87	87	69	66
Exempt	44	44	43	43	43	40	40	40	39
Sensitive	55	55	54	54	54	52	52	52	52
Excluded	68	69	69	67	69	67	70	72	72
Total establishments	1371	1389	1402	1398	1402	1401	1409	1411	1404

During the presentation of the Q3 2024/25 Performance report a Member raised that they felt that a number of premises, where they had been downgraded, continued to show and or advertise their previous food hygiene rating.

Trading Standards (KCC) are responsible for enforcing the legislation that covers display of an incorrect rating. The scheme as it operates does not allow ABC to remove a hygiene rating sticker, as the business has 3 weeks from being notified of the score to lodge an appeal. There is also no requirement for a rating to be displayed at the premises. When we write to a business following an inspection, we do inform them of their responsibility to remove the old sticker.

This is something we can check when a revisit is completed, however a revisit would normally be undertaken within the appeal / notification period, so still time for an appeal to be lodged. We would inform a business if the wrong rating is being displayed during a visit, and where practical remove a rating if it is outside of any appeal period.










KPI.PLACE.0	Current Vacancy	11.26%	11.49%	10.82%	5,425 premises in the borough
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Code & Short Name	Description	Q1 2025/2026			Q2 2025/2026			Q3 2025/2026			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
KPI.PLACE.009 Planning decision quality – Major	Measured by the proportion of decisions on applications that are subsequently overturned at appeal	6.3%	10%		6.8%	10%		7%	10%		Latest available data reflecting 24 months to end of December 24. This KPI will be reviewed moving forward to reflect the current position for the designation period.
KPI.PLACE.009b Planning decision quality – Non-Major	Measured by the proportion of decisions on applications that are subsequently overturned at appeal	0.4%	10%		0.5%	10%		0.5%	10%		Latest available data reflecting 24 months to end of December 24. This KPI will be reviewed moving forward to reflect the current position for the designation period.
<p>Reported with lag time (normally 9 months) allowing for appeals to process.</p> <p>The quality of decisions made by local planning authorities for applications for major and non-major development, measured by the proportion of decisions on applications that are subsequently overturned at appeal (including those arising from a 'deemed refusal' where an application has not been determined within the statutory period).</p> <p>Planning Decision Quality measures replace previous Planning Application Approvals measure. Planning application approval information is available within the statistical return nationally reported available at Live tables on planning application statistics data tables P152 & P154</p>											
KPI.PLACE.010 Speed of	% of major planning applications determined	100%	65%		90%	65%		100%	65%		

Code & Short Name	Description	Q1 2025/2026			Q2 2025/2026			Q3 2025/2026			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
Major Planning Application Decisions	within 13 weeks (or within such extended period as agreed in writing between the applicant and the local authority)										
KPI.PLACE.011	% of major planning applications determined within 13 weeks	91% (24 rolling month)	75%		97%	75%		97%	75%		
	% of major planning applications determined within 13 weeks amended to reflect 12 rolling months	100% (12 rolling month)									
<p>The latest data tables on local government Planning including Ashford Borough Council, covering the speed and quality of planning decisions are available at the following link: Live tables on planning application statistics</p>											
KPI.PLACE.012	% of minor and other planning applications determined	99%	75%		95%	75%		95%	75%		
Speed of											

Code & Short Name	Description	Q1 2025/2026			Q2 2025/2026			Q3 2025/2026			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
Non-Major Planning Application Decisions	within 8 weeks (or within such extended period as has been agreed in writing between the applicant and the council).										
KPI.PLACE.013	% of non-majors determined within 8 weeks	91% (24 rolling month)	80%		96%	80%		96%	80%		
	% of non-majors amended to reflect 12 rolling months	95% (12 rolling month)									
	% of non-majors determined within 8 weeks amended to reflect 12 rolling months										
KPI.PLACE.014	Number includes all conditions applications, pre-app cases, as well as	589	550		594	550		565	550		It remains the position that, once the number of cases restricted from a decision being made due to nutrient neutrality (Stodmarsh) is accounted for, this indicator
Number of live planning		(400)			(406)			(376)			

Code & Short Name	Description	Q1 2025/2026			Q2 2025/2026			Q3 2025/2026			Latest Note																																		
		Value	Target	Status	Value	Target	Status	Value	Target	Status																																			
casework reducing backlog	applications for outline, full or reserved matters consent. Reducing backlog with a capacity set at 550 open cases										still lies well below the 550-case target figure. It is expected that the availability of off-site nutrient credits provided by Stour Environmental Credits and manage nutrient mitigation credits and other private mitigation providers will help to unlock some of these cases in the near future and should allow the gross caseload figure to fall back below the target figure.																																		
KPI.PLACE.025 Revenue generated through the Border Control Post (Port Health)	Potential income against actual collected %	Potential income for Q1 2025 £6,124,679, actual income achieved £4,287,285 , 70% of income recovered.			Potential income for Q2 £5,253,007, actual income received £3,632,607 , 69% of income recovered.			Potential income for Q3 £5,925,325, actual income received £4,353,433 , 73% of income recovered.																																					
		<table border="1"> <thead> <tr> <th>Q1 2025/2026</th> <th>Achieved Income</th> <th>Est Available Income</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>1,467,858</td> <td>2,096,940</td> </tr> <tr> <td>May</td> <td>1,428,020</td> <td>2,040,029</td> </tr> <tr> <td>June</td> <td>1,391,397</td> <td>1,987,710</td> </tr> </tbody> </table>	Q1 2025/2026	Achieved Income	Est Available Income	April	1,467,858	2,096,940	May	1,428,020	2,040,029	June	1,391,397	1,987,710			<table border="1"> <thead> <tr> <th>Q2 2025/2026</th> <th>Achieved Income</th> <th>Est Available Income</th> </tr> </thead> <tbody> <tr> <td>July</td> <td>1,304,751</td> <td>1,693,321</td> </tr> <tr> <td>Aug</td> <td>1,054,064</td> <td>1,689,579</td> </tr> <tr> <td>Sep</td> <td>1,273,792</td> <td>1,870,107</td> </tr> </tbody> </table>	Q2 2025/2026	Achieved Income	Est Available Income	July	1,304,751	1,693,321	Aug	1,054,064	1,689,579	Sep	1,273,792	1,870,107			<table border="1"> <thead> <tr> <th>Q3 2025/2026</th> <th>Achieved Income</th> <th>Est Available Income</th> </tr> </thead> <tbody> <tr> <td>Oct</td> <td>1,433,659</td> <td>2,009,599</td> </tr> <tr> <td>Nov</td> <td>1,396,596</td> <td>2,038,547</td> </tr> <tr> <td>Dec</td> <td>1,523,178</td> <td>1,877,179</td> </tr> </tbody> </table>	Q3 2025/2026	Achieved Income	Est Available Income	Oct	1,433,659	2,009,599	Nov	1,396,596	2,038,547	Dec	1,523,178	1,877,179	
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		Value	Target	Status	Value	Target	Status	Value	Target	Status	
KPI.PLACE.016 Parking usage	Parking usage Ashford and Tenterden	275,090			272,446			257,619			Made up of 163,265 from Ashford town centre car parks & 94,354 from Tenterden car parks
KPI.PLACE.026 Percentage of parking transactions that are cashless (Ashford)	Percentage of parking transactions that are cashless (Ashford)	82.9%	85%		89.24%	85%		89.41%	85%		The two measures on cashless parking transactions are part of our broader aim to better understand and support the shift towards digital payment methods across our parking services. These measures will help us monitor uptake, identify trends, and assess accessibility and user experience for residents and visitors. Ultimately, we're looking to use this data to inform future improvements, ensure inclusivity, and support the Council's wider digital transformation goals.
KPI.PLACE.027 Percentage of parking transactions that are cashless (Tenterden)	Percentage of parking transactions that are cashless (Tenterden)	76.8%	80%		78.65%	80%		79.15%	80%		
KPI.PLACE.028 Commercial Property - Invoiced vs Budget	Commercial Property - Invoiced vs Budget	95.59%	100%		95.41%	100%		99.5%	100%		







Code & Short Name	Description	Q1 2025/2026			Q2 2025/2026			Q3 2025/2026			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
KPI.PLACE.029 Commercial Property - Collected Against Invoiced	Commercial Property - Income Collected Against Invoiced	95.25%	100%		97.68%	100%		97.7%	100%		




Underlying Principles

Key Performance Indicators - Reported Quarterly
Quarterly Measures

Code & Short Name	Description	Q1 2025/2026			Q2 2025/2026			Q3 2025/2026			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
KPI.UP.004 Number of Stage 1 complaints		219			225			286			The council is working to the ombudsman's complaint handling code, which has seen a reduction in the complaint handling time from 15 to 10 days.
KPI.UP.005 % Stage 1 complaints resolved in 10 days		70%			71%			58%			Overall, the council is compliant with the code and there has been training and new policies to support implementation. Complaints in the housing service make up the majority of all complaints and this is the area where time-scale extensions are being used when resolving complaints. A review is underway in the service to ensure resources are optimally deployed to deal with complaints swiftly and effectively.
KPI.UP.006 Number of Stage 2 complaints		61			47			56			
KPI.UP.007 % Stage 2 complaints resolved in 20 days		49%			63%			81%			

Code & Short Name	Description	Q1 2025/2026			Q2 2025/2026			Q3 2025/2026			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
KPI.UP.008 Benefit Change of Circumstance Processing	Average time taken to process a benefit change of circumstance in no. days	2.27	10		2.12	10		2.19	10		
KPI.UP.009 Benefit New Claim Processing Time	Average time taken to process a new benefit payment claim in no. days	22.82	28		23.52	28		26.61	28		
KPI.UP.010 FOI Response Rate	% of freedom of information requests responded to within 20 working days	100%	95%		99%	95%		100%	95%		In the quarter 3 period, the council received 207 freedom of information or environmental information regulation requests. No requests were answered outside the 20-working day window.
KPI.UP.011 Business Rates Collection	% of national non-domestic rates collected by the council - cumulative figure per month	28.8%	24.75%		57.97%	49.5%		81.68%	74.25%		Government finance including Ashford Borough Council, covering borrowing and investment, capital payments and receipts, local Council Tax support, quarterly revenue outturn and receipts of Council Taxes and national non-domestic rates are available here . Compares to 82.57% at same stage last year

Code & Short Name	Description	Q1 2025/2026			Q2 2025/2026			Q3 2025/2026			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
KPI.UP.012 Council Tax Collection Rate	Percentage of council tax collected - cumulative figure per month	29.59%	24.57%		57.02%	49.14%		84.25%	73.71%		Compares to 84.92% at same stage last year
KPI.UP.013 Compliance - Gas Safety Certificates	% of ABC properties with up-to-date gas safety certificates	99.95%	100%		100%	100%		99.85%	100%		Due to a data error which occurred last year during the transfer of our gas servicing and repairs service between suppliers, a small number of gas certificates expired in Q3 before the LGSR (Landlord Gas Safety Record) could be completed. These were acted on as soon as the error was realised and we are now back at 100% compliance.
KPI.UP.014 Number of days sickness per full time equivalent		9.14 days (annualised) per FTE Based on the total FTE, as at 31 st March 2025			Number of days sickness per FTE as at 30.09.25 (based on data for the 12 months up to 30.09.25) = 8.77 (actual rather than annualised data) Target: 9 days			Number of days sickness per FTE as at 31.12.25 (based on data for the 12 months up to 31.12.25) = 8.71 (actual rather than annualised data) Target: 9 days			Includes the three-month period Oct to Dec when we ran our Block and Boost campaign with employees – this was a proactive campaign to reduce respiratory related sickness and included onsite flu vaccinations, communication on reducing the spread of germs, increased cleaning of regular touch points and a healthy eating for immunity campaign.

Code & Short Name	Description	Q1 2025/2026			Q2 2025/2026			Q3 2025/2026			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
KPI.UP.015 Average Speed of Customer Service Calls Answered	Average wait time for customer service calls - to be benchmarked with results across Kent	0h 01m 54s	0h 01m 38s		0h 01m 21s	0h 01m 38s		0h 01m 29s	0h 01m 38s		
KPI.UP.016 Number of ongoing litigation/ court proceedings	Number of ongoing litigation/court proceedings	Number of ongoing matters = 208 Number of cases where costs have been awarded against ABC or settled with costs = 5			Number of ongoing matters = 174 Number of cases where costs have been awarded against ABC or settled with costs = 5			Number of ongoing matters = 190 Number of cases where costs have been awarded against ABC or settled with costs = 5			

Code & Short Name	Description	Q1 2025/2026			Q2 2025/2026			Q3 2025/2026			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	
KPI.UP.018 Social media engagement	Social media engagement	<u>Q1 (Apr – Jun)</u> Impressions Facebook: 637,338 X (Twitter): 3,022 Nextdoor: 77,529 Instagram: 9,230 Followers Facebook: 12,616 X (Twitter): 8,670 Nextdoor: 32,837 Instagram: 3,115			<u>Q2 (Jul – Sep)</u> Impressions Facebook: 938,756 X (Twitter): 1,135 Nextdoor: 40,098 Instagram: 30,679 Followers Facebook: 13,148 X (Twitter): 8,656 Nextdoor: 33,351 Instagram: 3,177			<u>Q3 (Oct - Dec)</u> Impressions Facebook: 1,086,923 X (Twitter): 629 Nextdoor: 51,532 Instagram: 29,401 Followers Facebook: 13,426 X (Twitter): 8,617 Nextdoor: 33,747 Instagram: 3,220			The number of impressions in Q2 and Q3 for X (Twitter) is lower than previous quarters as the strategy for this platform is under review.

Ashford Borough Council's Communications team is responsible for managing the council's social media accounts. Our most active platforms that residents can engage with the council on, include Facebook, X (Twitter), Nextdoor and Instagram.

The data will allow the Council to better understand the needs of our residents and ensure that our social media strategy is shaped by the results of the data.

With circa 59,000 combined total followers across all ABC social platforms, the Communications Team are also actively exploring methods to further grow each platform through various digital tools so that they can effectively reach more residents across the borough, including those in rural areas.

KPI.UP.019 Garages Vacancy Rate	% of lettable garages	40%	40%	37%	
KPI.UP.020 Allotment vacancy rate	% of lettable allotments	7%	1%	2%	

