

DARTFORD BOROUGH COUNCIL – CORPORATE PLAN 2017-20

Key Actions Monitoring Report – Q3 2019/20

1. ECONOMIC DEVELOPMENT AND REGENERATION

Strategic Aim: To ensure that regeneration in Dartford is sustainable and of benefit to all of our communities

Key Action	Q3 Update
Work with landowners and developers to bring forward the next phases of development on Lowfield Street, which includes community space and housing	<p>Full permission on Phases 1 and 3b now secured and construction is progressing on-site. Marketing suite opened end of January and sales have commenced on first phase.</p> <p>Phases 2 and 3a approved in principle at DC Board in November 2019, subject to a S106 Agreement.</p> <p>Planning application for the Vauxhall Farm approved in principle at DC Board in November 2019, subject to a S106 Agreement.</p>
Appoint and work with a developer to redevelop the Co-op site	Regular meetings continue to take place with the developer. The planning application is expected to be submitted in March 2020.
Design and implement a Town Centre improvement scheme which will include an improved public realm and improved access into and around the Town Centre, particularly for those on foot	Works on Market St commenced in May and are well progressed with change-over to work on northern side of street expected February. There has been some delay to completion due to Thames Water works, with completion now expected in June 2020. High St scheme designed. Construction to commence May/June 2020 with completion in October 2020. Phase 2 of the project covering junctions at Lowfield St/Instone Rd, Instone Rd/Highfield Rd, Highfield Rd/West Hill to commence in September 2020. Improvements to Hythe St/Westgate Rd junction and East Hill/ Home Gardens are currently planned to commence in March 2021. This will be followed by commencement of works on Hythe St, planned to commence in July 2021.
Create an enhanced space in Market Street which links the town to the Park and enhances the setting of the Library and Museum with room to expand the market space and provide a public square	Works on Market St commenced in May 2019. Work is to be carried out in two parts on the highway, with a permanent new road almost completed on the south side whilst a temporary road has been constructed on the other half and this is now in use. There has been some delay due to Thames Water works. The scheme is now expected to be complete by June 2020.
Work with developers and the Ebbsfleet Development Corporation to deliver 6,000 homes	1,088 homes delivered in Dartford part of EDC area to April 2019. A further 6,436 homes have outline or reserved matters consent, 5,511 at Eastern Quarry, 602 at Ebbsfleet Green, 103 at Craylands Lane and 220 at the Croxton and Garry site. There is also an outline planning consent for up to 2,320 homes at Ebbsfleet Central - this is likely to be revisited.

Work with developers, Kent County Council and Ebbsfleet Development Corporation to plan for the improvement of the Fastrack system and its extension to the new developments	<p>Eastern route out of Ingress Park now operational, providing full access to the service through the development. Funding secured for Fastrack tunnel link to Bluewater. Works to commence in spring 2020 and complete in 2021, to tie in with link from Ebbsfleet, through Eastern Quarry to Bluewater which is due to open in September 2021.</p> <p>London Rd/St Clements Way new dedicated Fastrack lane completed Spring 2019. A Fastrack Advisory Board has been set up with a view to supporting the ongoing improvement and delivery of the Fastrack service.</p>
Rejuvenate the Acacia Hall site by providing a new entrance into Market Street, removing unsuitable buildings, improving the riverbank and increasing the number of car parking spaces	River works commenced following approvals from EA. Associated river channel works in Central Park almost complete with a new weir to follow shortly. Acacia demolitions well advanced with only the ballroom left (delayed through EA approval process) but should commence in the next month. Still awaiting S278 approval from KCC but main car park works commencing in January.
Set up a business advice website which will provide information and useful links for businesses in the area or looking to relocate to Dartford	We have revised the website for the Dartford Business Awards and continue to work with Kent Growth Hub who are also promoting business opportunities in Dartford.
Introduce a new Dartford Business Awards competition	We have started planning for the 2020 Business Awards.
Continue to develop the quality of the Town Centre appeal, attractiveness and ambience	We continue to work with Planning to support the implementation of the town centre regeneration works. We have submitted a draft bid to the Future High Street Fund and are awaiting feedback.

2. HEALTH AND WELLBEING

Strategic Aim: To reduce overall health inequality in Dartford and to provide for a rich and varied quality of life

Key Action	Q3 Update
Develop a new rugby facility on the Stone Lodge site, in conjunction with related green space, including formal and informal recreational facilities	The rugby facility is now open. Detailed brief and funding required for open space provision based on the agreed master plan.
Continue to deliver public health initiatives across the Borough, including Healthy Weight, Dementia Awareness, Don't Sit Get Fit, Health Walks and Healthy Workplaces	Community Postural Stability classes are gentle exercise classes for older people at risk of falls. In quarter 3, 20 sessions ran. The number of attendances were 176. Attendees were 74.

	<p>There are currently 7 Health Walks in the Borough. In quarter 3, 81 Health Walk sessions ran. The number of attendances were 641. Attendees were 285. There were 9 new people that joined the walks.</p> <p>Get Active's aim is to promote low cost physical activity opportunities across the Borough. In quarter 3, 26 sessions ran and the number of attendances were 293. Attendees were 120.</p> <p>Why Weight is a free 12 week adult weight management programme designed for residents with a BMI of 28+. In quarter 3, 34 people engaged on the programme. 20 people completed the course and 3 of these achieved a weight loss of >5%.</p> <p>Don't Sit Get Fit consists of providing support to targeted schools throughout the year in relation to the Health Weight Agenda. The new Pilot programme works in partnership with KCHFT and Public Health School nursing team. Across 3 primary schools, 42 adults and 69 children were on the programme.</p> <p>In terms of Dementia Awareness, the Healthy Lifestyles Coordinator continues to attend local meetings and events.</p> <p>Healthy Workplaces is run in partnership with The Grand, Gravesend. In quarter 3:</p> <ul style="list-style-type: none"> • 2 businesses engaged on the workplace Health • 0 businesses have set 3 pledges for small changes, including number of those defined as Routine and Manual and Micro Businesses • 0 businesses have made the changes as set out in their 3 pledges, including number of those defined as Routine and Manual and Micro Businesses
Continue to grant fund organisations which support better physical and mental health outcomes	There has been one Salute to Youth application received and awarded in quarter 3. With a number of changes having taken place within the team, the Community Grants are yet to be promoted, but a number of enquiries have been captured and will receive the funding application information once ready.
Work with Places for People to develop the Council's leisure offer	There is continued collaboration between the Council and Places Leisure to bring forward the expansion of the Fairfield car park.
Work with commercial and community groups to widen residents' access to culture and arts in the Town Centre	<p>Exhibitions by Ebbsfleet Academy and Kent Potters Association has taken place in the Sir Peter Blake Gallery. North Kent College will be exhibiting in February.</p> <p>A Service Level Agreement is being developed with What If (Community) Ltd for the development of arts projects across the Borough.</p>

	<p>Discussions have taken place with the Arts Council about Dartford's role in the Thames Gateway Production Corridor.</p> <p>Discussions have taken place with the Ashmolean about an exhibition of Samuel Parkers works in the town.</p>
Deliver a range of free and paid for events throughout the year	<p>Dartford Festival was extremely successful with over 30,000 people attending over the weekend.</p> <p>All three Cinema in the Park events have taken place and were extremely well attended.</p> <p>All three Theatre in the Park events have now taken place, with over 400 people attending each performance.</p>
Continue to deliver green space as part of residential and business developments	<p>Ongoing provision of new green spaces as part of build out of major sites, including Eastern Quarry, Ebbsfleet Green, The Bridge, St Clements Lakes, Northern Gateway East and Mill Pond. Laying out of open space at top end of Phoenix Quarter (Temple Hill Road) has been completed and is now open. Stone Lodge to provide improved and more useable green space.</p> <p>Further green space provision will be planned as new planning applications come forward.</p>
Work with Dartford, Gravesham and Swanley Clinical Commissioning Group to bring forward plans for a health hub on the Co-op site	<p>The developer and the CCG are currently finalising the designs for the health hub. The planning application for the whole Co-op site, including the health hub, is expected to be submitted in March 2020.</p>

3. SAFER COMMUNITIES

Strategic Aim: To create a safer borough in which to live, work and socialise

Key Action	Q3 Update
Continue to utilise measures such as Community Protection Warnings/ Notices, Public Space Protection Orders, and Acceptable Behaviour Agreements to modify behaviour that impacts negatively on others	This initiative continues and the CSU, Housing and EH utilise these tools to good effect. In the year 2018/19, 316 Community Protection Warning letters were issued and 67 Community Protection Notices were issued.
Work with partners to deliver programmes designed to reduce anti-social behaviour	Successful funding bids have been granted by the PCC to bolster CCTV capability and DTAC towards reducing ASB. Community Protection Warning letters are still being used to ban trouble makers and shoplifters from the town centre. In partnership

	with Kent Crimestoppers, the 'Kent's Most Wanted', initiative was launched on 2 digital screens in the Orchard and Priory Shopping Centres. This shows images of Kent's most wanted criminals amongst normal advertisements. This project is the first of it's kind in the UK. Further training about the use of CPW/N's took place at DBC in September 2019.
Ensure that businesses are meeting their regulatory safety duties in relation to food hygiene and employee/public health and safety	96% of businesses in Dartford are broadly compliant with food hygiene regulation (rating of 3 or above).
Continue joint Police and Council Licensing Team visits to licensed premises in Dartford to ensure adherence to licensing conditions and to ensure the responsible sale of alcohol	The excellent relationship with DBC licensing officers and Kent Police continues to flourish and there have been some very good results in terms of joint advice and enforcement activity in the town's pubs and clubs; one kebab restaurant had its licence revoked in August 2019. There has also been very innovative and ground breaking training in safeguarding and counter terrorism for taxi and private hire drivers which has stimulated interest from other councils across the country.
Continue to develop the Better Cars and Better Cabs accreditation scheme in Dartford	The excellent relationship with DBC licensing officers and Kent Police continues to flourish and there have been some very good results in terms of joint advice and enforcement activity in the town's pubs and clubs. There has also been very innovative and ground breaking training in safeguarding and counter terrorism for taxi and private hire drivers which has stimulated interest from other councils across the country.
Continue to work with partners to reduce crime and anti-social behaviour in Borough businesses and public open spaces, providing vital intelligence and assistance to the Police and reassurance to both day and night time economy businesses and the public	DTAC is recognised as being one of the best business crime partnerships in the country. The initiative to introduce Community Protection Warnings instead of banning notices has been successful and the implementation of a Public Spaces Protection Order in the Town and Central Park areas seeks to reduce ASB particularly excess drinking in public places. The 'Kent's Most Wanted' initiative in the Orchard Centre and Priory Centre in partnership with Kent Crimestoppers is proving very successful. In 2020 a scheme to tackle low level juvenile offending will ensue with retailers and the Police in order to divert offenders from criminal behaviour.

4. ENVIRONMENT AND SUSTAINABILITY

Strategic Aim: To promote an environment which is attractive, with improved air quality and which provides a realistic choice of travel

Key Action	Q3 Update
Procure a new waste collection contract	New contractor (Urbaser) took over from Amey on 1 July 2019.
Enforcement Officers will continue to appropriately enforce legal requirements in respect of littering, dog fouling, fly tipping, and parking	Under contract, DBC instructed Kingdom Security (now known as LA Support Ltd) to act as our enforcement capability for litter and dog fouling in January 2016. Since then and up until the end of August 2019, 11,435 fixed penalty notices (FPN) have been issued to offenders in the borough. DBC, having led on the introduction of the new £400 Fly Tip FPN, still remain one of very few LA's within Kent to have introduced this. Following a report, Cabinet have approved the powers of LA Support officers to include offences of fly tipping, fly posting, graffiti, commercial (trade) waste and breaches of the Public Space Protection order for the town, to commence on 25th January 2020.
A scheme to actively involve communities in helping to keep their local area clean will be implemented	Volunteer litter picking scheme is now up and running.
Work with developers to agree standards of design, layout and energy efficiency on proposed developments	Energy efficiency standards are now incorporated in national building regulation standards. Standards for design and layout have been agreed through the Development Policies Plan Document, adopted in July 2017.
Work with partners to ensure that the Lower Thames Crossing, east of Gravesend, is expedited at the earliest possible opportunity	East of Gravesend option (Option C) has been selected. Detailed changes to the design and route of the scheme are being consulted on until 25 March. It is proposed to submit the application for public examination in summer 2020. Expected opening date 2027-8.
Produce a scheme for the repair of the Civic Centre, which will include energy efficiency measures	Completed.
Monitor air quality in the Borough in accordance with national requirements and seek to identify and implement measures within our control which have a positive impact upon air quality and/or reduce the potential health impact of pollution incidents	Monitoring has been undertaken in accordance with national requirements. Data capture at all locations above 90%. The Council has engaged a specialist contractor to identify measures within our control which will have a positive impact upon Air Quality.

5. HOUSING AND STRONGER COMMUNITIES

Strategic Aim: To facilitate quality choice and diversity in the housing market, assist in meeting housing need in Dartford and deliver high quality services to service users

Key Action	Q3 Update
Encourage, facilitate and enable all types of housing to be built, which will meet the various types of need in the Borough. This will include the Council's own build programme	Target achieved for delivery of affordable homes in the Borough for 2017/18. Council new build programme progressing well on time and within budget. Phase 2 of the Council new build programme close to being finalised for approval.
Work with developers and registered providers to deliver 120 affordable homes during 2017-18	Delivery target achieved.
Include community facilities as part of major new developments	<p>First primary school on Eastern Quarry at Castle Hill now open. Proposals for secondary school and primary school at Alkerden, Eastern Quarry being progressed.</p> <p>Proposals for a primary school at Ebbsfleet Green being progressed.</p> <p>Construction has started on a new primary school in the Northern Gateway (Central Rd). Temporary school opened in September 2019 with permanent school in September 2020.</p> <p>Application on Stone Lodge incorporating a secondary school has been approved. A temporary school opened in September 2019. The permanent secondary school is expected to open in September 2021.</p> <p>Plans are being progressed for a health hub on the former Co-op site as part of Muse development.</p> <p>CCG is working on proposals to bring forward a GP hub in the Stone/Greenhithe area, with funding support from CIL.</p> <p>Discussions are underway to secure a site for a further primary school in Stone.</p>
Provide grants to communities and individuals through the Community Grant and Salute to Youth Schemes	There has been one Salute to Youth application received and awarded in quarter 3. With a number of changes having taken place within the team, the Community Grants are yet to be promoted, but a number of enquiries have been captured and will receive the funding application information once ready.
Deliver or support events such as Dartford Festival, St Georges Day	Dartford Festival was extremely successful with over 30,000 people attending over

and the Festival of Light	<p>the weekend.</p> <p>All three Cinema in the Park events have taken place and were extremely well attended.</p> <p>All three Theatre in the Park events have now taken place, with over 400 people attending each performance.</p> <p>Santa's House was also a success as was the Santa's tour.</p>
Submit a bid to the Heritage Lottery Fund for the refurbishment of Dartford Museum	Owing to changes in the way in which funding is provided by the HLA, the Council may need to look again at the future development of the Museum.
Maximise the number of people registered to vote	No update provided.

6. A COUNCIL PERFORMING STRONGLY





Strategic Aim: To provide high quality services that reflect public aspirations and demonstrate improvement

Key Action	Q3 Update
Deliver a Channel Shift programme providing excellent service to customers, where, how and when they want it and delivering value for money	Much work has been completed to provide responsive and intelligent online access to information relating to the Refuse & Recycling service since the service provider changed from Amey to Urbaser. In essence, the enhanced online services available to the public means that all the calls currently taken by the Contact Centre relating to the Refuse & Recycling service could be handled online. As calls relating to Refuse & Recycling represent over half all calls received by the Contact Centre, there are very significant efficiency gains to be had if a greater proportion of these calls were to be made online.
Deliver a Flexible Working Scheme to reduce the running costs of the Council	Agile working has been rolled out to all users who have the ability to work from home
Undertake a continuing review of budgets and processes to ensure maximum value for money and ensuring a balanced budget	Budget Report in development. Balanced budget proposed.
Undertake a programme of repairs to the Civic Centre which will reduce running costs	2018/19 element of programme delivered on time and within budget. 2019/20 programme has commenced.
Work with other Local Authorities in Kent, the Local Government	Additional 75% retention scheme delayed until 2021/22. Also delays reset of growth

Association and Government to introduce 100% retention of Business Rates	to date by a year. Most exiting pilot schemes cancelled for 2020/21. No new schemes proposed.
Work with the Boundary Commission to review warding arrangements in the Borough and introduce any changes by May 2019	Project now complete.




DARTFORD BOROUGH COUNCIL – CORPORATE PLAN 2017-20

Performance Indicators Monitoring Report – Q3 2019/20













Performance Indicator Status	
	Alert
	Warning
	OK
	Data Only Indicator (no target)

1. ECONOMIC DEVELOPMENT AND REGENERATION

Council Performance Indicators













Performance Indicator	2017/18		2018/19		Q1 2019/20	Q2 2019/20	Q3 2019/20	2019/20		Target	Note
	Value	Status	Value	Status	Value	Value	Value	Value	Status		
Community Infrastructure Levy income	£794,057		£2,075,404		£1,517,737	£870,903	£2,874,585	£5,263,225			The Community Infrastructure Levy (CIL) has been applied to eligible development since April 2014. During quarter 3 of 2019/20, 14 payments have been made. Payments can rise or fall from quarter to quarter, as CIL is only triggered upon commencement of consented development. 15% of the revenue generated from CIL liable developments in a local area, will be passed to town/parish councils and applied to projects in local neighbourhoods, and up to 5% of the total CIL revenue may be used for administrative costs. In December 2019 Cabinet agreed an indicative 5 Year programme of CIL projects. It is likely CIL allocations will be made towards health/GP provision during the 2020/21 financial year, subject to details being confirmed by the CCG.







Overall Borough Indicators

Performance Indicator	2017/18		2018/19		Q1 2019/20	Q2 2019/20	Q3 2019/20	2019/20		Target	Note
	Value	Status	Value	Status	Value	Value	Value	Value	Status		
Overall business birth rate	660		705		Not measured for Quarters			N/A			The Business Demography data set refers to new business registrations as business births. Latest available figures show that there were 705 business births in 2018, which is up 6.82% from the previous year. In Kent overall (KCC area), the business birth rate in 2018 was 7,900. This is an annual indicator and the next update for 2019 is due at the end of November 2020.
Overall business death rate	640		575		Not measured for Quarters			N/A			The Business Demography data set refers to businesses that have ceased to trade (identified through de-registration of the administrative units, that is, VAT and PAYE) as business deaths. Latest available figures show that there were 575 business deaths in 2018, which is down 10.16% from the previous year. In Kent overall (KCC area), the business death rate in 2018 was 6,695. This is an annual indicator and the next update is due at the end of November 2020.
District wide unemployment rate	1.3%		1.7%		1.9%	2.1%	2.1%	2.1%			There were 1,495 unemployed people in the Borough in December 2019, which represents an unemployment rate of 2.1%. This has increased by 1.0% since the previous month (15 more unemployed people in December than in November), and has increased by 62.5% from the same time last year (575 more unemployed people in December 2019 than in December 2018). In Kent overall (KCC area), the unemployment rate in December 2019 was 2.7%.
Number of new homes completed (April-March)	1,031		1,010		Not measured for Quarters			N/A			Another year of strong house delivery across the Borough, which is expected to continue over 2019/20, taking into account the number of homes under construction in April 2019. Delivery at Ebbsfleet Garden City represented 13% of the overall figure. The proportion of housing delivered in Ebbsfleet Garden City is expected to rise in future year, as delivery levels at other sites across the Borough decrease, due to many of them of them reaching completion or final phases of development.

2. HEALTH AND WELLBEING










Council Performance Indicators




Performance Indicator	2017/18		2018/19		Q1 2019/20	Q2 2019/20	Q3 2019/20	2019/20		Target	Note
	Value	Status	Value	Status	Value	Value	Value	Value	Status		
Usage of DBC Sports Facilities: Total Fairfield Centre Visits	504,916		526,563		147,831	141,152	123,600	412,583			<p>Quarter 3 as usual has been the quietest period of the year, however, looking back at the previous year most areas are continuing to grow. Fitness activities continue to drive high use with more people staying in exercise in the lead up to Christmas. One of the most significant areas of growth from previous years is parties. Fairfield have opened booking capacity to allow for the increase in demand for their active parties being driven by the inflatable and gymnastic/soft play parties in the sports hall resulting in use doubling from the previous year.</p> <p>As always there was plenty going on outside the “business as usual” activities, such as wellbeing workshops for World Mental Health day, charity days for Children In Need and the Santa Toy Appeal to raise toy donations for Darent Valley hospital children’s ward.</p> <p>The quarterly customer survey was carried out and results came in with an 11.4% positive score. The sample section of customers that responded was 158 of which only 8 detractor comments were received in comparison to 44 promoters. This is a small decline in score and number of responses from the previous quarter, which is typical for the time of year.</p>
Usage of DBC Sports Facilities: Average Number of Park Run Users	161		266		272	271	268	270			<p>Dartford Central Park park run: average 176.5 participants per week.</p> <p>Dartford Heath park run average: 91.4 participants per week.</p>
Usage of DBC Sports Facilities: Average Number of Junior Park Run Users	35		41		40	40	40	40			Numbers attending the junior park run remain consistent.
Number of local groups supported	38		40		2	4	4	10			In quarter 3 there were 3 grants awarded under the

Performance Indicator	2017/18		2018/19		Q1 2019/20	Q2 2019/20	Q3 2019/20	2019/20		Target	Note
	Value	Status	Value	Status	Value	Value	Value	Value	Status		
through Community Grant and other grant schemes											DBC Community Fund. There has been one Salute to Youth application received and awarded in quarter 3. With a number of changes having taken place within the team, the Community Grants are yet to be promoted, but a number of enquiries have been captured and will receive the funding application information once ready.
Usage of DBC Sports Facilities: Princes Park Mini Pitch Users	191		159		36	35	53	124			<p>Income for this quarter is up compared to the last quarter due to it being the busiest time of the season for teams having a full schedule. There are also not many slots available with Monday and Friday 9pm until 10pm being the only one that is free. Compared to this quarter last year they are doing very well and this is due to carry on for the next quarter.</p> <p>There is a waiting list currently for the mini pitches as they are fully booked during the key days Tuesday, Wednesday and Fridays but will ensure if any become available they will be filled almost straight away.</p> <p>The next quarter will see another busy period with only one half term in February and these three months will be the end of the football season so all teams will still be training.</p> <p>Housekeeping on the mini pitch remains a good standard. All the holes that they were worried about last quarter have been fixed and will last until the new refurb in the summer. The new signs that were requested have been delivered and put up.</p>
Percentage attendance at the Orchard Theatre (% of total seats available which are used)	59.42%		62%		54%	31.33%	58.67%	48%			<p>At the start of December there was a mixture of comedy and musicals with Rhod Gilbert, Jimmy Carr and Frank Skinner bringing their comedy prowess to the Orchard along with a Whitney and Carole King tribute entertaining and serenading audiences.</p> <p>The theatre also hosted a multitude of Christmas parties including a Michael Bubl� tribute act, an Abba festive afternoon tea, a family fuelled event 'Christmas Cracker' and many more. These events helped put both staff and customers alike in the Christmas mood.</p> <p>A special Christmas show of That'll Be the Day joined</p>

Performance Indicator	2017/18		2018/19		Q1 2019/20	Q2 2019/20	Q3 2019/20	2019/20		Target	Note
	Value	Status	Value	Status	Value	Value	Value	Value	Status		
											<p>the theatre on 15 December. According to Time Out magazine this is the best Rock 'n' Roll show on the road and the audience got to celebrate the festive season with all of the Christmas classics from the 50's, 60's and 70's.</p> <p>The Magic of Christmas put on a special performance in aid of the Mind Charity on 19 December. The Belvedere Concert Band along with other guests brought the very best of music and songs from the classics, stage and big screen with plenty of Christmas favourites.</p> <p>The annual pantomime opened on 14 December. This year they welcomed Peter Pan to the theatre. Soap star Steve McFadden played the villainous Captain Hook alongside his hilarious shipmate Andy Ford as Mr Smee. Audiences with gripped as they followed the darlings on an adventure they will never forget, especially that ticking crocodile.</p>
















Overall Borough Indicators

Performance Indicator	2017/18		2018/19		Q1 2019/20	Q2 2019/20	Q3 2019/20	2019/20		Target	Note
	Value	Status	Value	Status	Value	Value	Value	Value	Status		
Life expectancy gap for men	N/A		N/A		Not measured for Quarters			N/A			Latest available figures for 2015-17 show that life expectancy is 7.5 years lower for men in the most deprived areas of Dartford than in the least deprived areas. In Kent overall (KCC area) life expectancy is 7.7 years lower for men. This is an annual indicator and the next update is due July 2020.
Life expectancy gap for women	N/A		N/A		Not measured for Quarters			N/A			Latest available figures for 2015-17 show that life expectancy is 4.8 years lower for women in the most deprived areas of Dartford than in the least deprived areas. In Kent overall (KCC area) life expectancy is 5.0 years lower for women. This is an annual indicator and the next update is due July 2020.
Percentage of obese children in Year 6	22.2%		23.4%		Not measured for Quarters			N/A			Latest available figures for 2018-19 show that 23.4% of children in the Borough in Year 6 (10-11 year olds) were classified as obese (including severe obese). This is higher than the previous year where 22.2% of children in Year 6 were classified as obese. In Kent

Performance Indicator	2017/18		2018/19		Q1 2019/20	Q2 2019/20	Q3 2019/20	2019/20		Target	Note
	Value	Status	Value	Status	Value	Value	Value	Value	Status		
											overall (KCC area) for 2018-19, the figure is 18.4%. This is an annual indicator and the next update is due at the end of 2020.
Percentage of adults achieving at least 150 minutes of physical exercise per week	71.5%		N/A		Not measured for Quarters			N/A			Latest available figures for 2017/18 show that 71.5% of adults were physically active in the Borough. This is up from the 2016/17 figure of 63.9%. This indicator is defined as the percentage of adults (aged 19+) that meet Chief Medical Officer recommendations for physical activity (150+ moderate intensity equivalent minutes per week).

3. SAFER COMMUNITIES

Council Performance Indicators

Performance Indicator	2017/18		2018/19		Q1 2019/20	Q2 2019/20	Q3 2019/20	2019/20		Target	Note
	Value	Status	Value	Status	Value	Value	Value	Value	Status		
Total number of arrests instigated by CCTV this month	78		76		21	23	17	61			Outcomes have increased slightly due to an increase and stability in staffing levels.
Total number of arrests supported by CCTV this month	58		81		13	35	17	65			Outcomes have remained stable.
Number of businesses supporting Dartford Town Against Crime (DTAC)	116		83		68	69	63	63			There has been some new take up from businesses but the overall figure remains slightly reduced compared to recent years due to business closures and financial constraints on some SME's. This remains a challenge. The DTAC Intelligence Manager is working hard to increase membership.
Number of Dartford Town Against Crime (DTAC) interventions against persistent offenders	14		10		10	11	9	30			We are continuing to use Community Protection Warnings (CPW) instead of DTAC exclusions which are non-enforceable. This is proving to be a far better and more strategic approach which has a legislative framework to support it.
Number of Community Protection Warnings issued	379		343		76	67	122	265			This continues to be a highly effective tool in tackling ASB across the district.

Performance Indicator	2017/18		2018/19		Q1	Q2	Q3	2019/20		Target	Note
	Value	Status	Value	Status	2019/20	2019/20	2019/20	Value	Status		
Number of Community Protection Notices issued	46		68		6	12	24	42			The lower numbers of CPN's (against CPW's) reflects the effectiveness of Community Protection Warnings.
Number of Public Space Protection Order Enforcement Notices issued	0		1		2	0	0	2			The performance reflects the vulnerability of the enforcement principally laying with another agency (Police).
Percentage of High risk (categories A & B) food hygiene inspections due and completed (cumulative)	100%		100%		83.33%	100%	100%	100%		100%	100% of Dartford high premises due have been inspected as of 5 th January 2020.













4. ENVIRONMENT AND SUSTAINABILITY

Council Performance Indicators											
Performance Indicator	2017/18		2018/19		Q1	Q2	Q3	2019/20		Target	Note
	Value	Status	Value	Status	2019/20	2019/20	2019/20	Value	Status		
The average results of Nitrogen Dioxide levels from all automatic air quality monitoring stations in the Borough (micrograms per m2)	43.1		40.2		35.3	29.7	37.1	34			Average NO2 levels within national objective levels at all Automatic Air Quality Monitoring Stations.
Number of households taking part in energy efficiency initiatives in the Borough	241		350		77	79	20	176			Positive outcomes so far this year with end numbers likely to be in line with 2018/19 out turn.
Number of households taking part in green bin (garden waste) service	5,740		6,011		6,067	6,233.67	6,217	6,172		6,000	Number of customers remains at slightly over 6,000.
Number of fly tipping incidents	2,560		2,670		823	706	544	2,073			Number of incidents has decreased.
Number of graffiti incidents	58		64		12	8	12	32			Number of reported incidents of graffiti remains very low.
Percentage of household waste going to landfill	0.6%		0.4%		1%	0.6%	0.6%	0.6%			Waste going to landfill remains under 1%.










5. HOUSING AND STRONGER COMMUNITIES

Council Performance Indicators

Performance Indicator	2017/18		2018/19		Q1 2019/20	Q2 2019/20	Q3 2019/20	2019/20		Target	Note
	Value	Status	Value	Status	Value	Value	Value	Value	Status		
No of households on the housing register	1,134		785		725	738	793	793			The number is fairly static compared to last 12 months.
No of households living in temporary accommodation	108		69		78	98	94	94			The number of families in TA has remained fairly static when compared to the last 2 quarters. The new processes introduced to meet the challenges of the Homelessness Reduction Act, the creation of the Homeless Hub and the successful prevention approach adopted will all assist in reducing the number of families in TA. Further operational and management changes are being introduced to further build on the successes and reduction in TA placement and expenditure.
Number of households where homelessness has been prevented	78		215		80	76	57	213			In this quarter delivering homeless preventions outcomes remain high following the introduction of the new working approaches in reaction to the introduction of the Homelessness Reduction Act. This is positive for applicants under the threat of homelessness.
Number of service requests completed for Private Sector Housing	234		313		183	57	82	322		187	PS actions have already greatly exceed the estimated target for year.
Percentage of repairs completed in time	87.62%		91.40%		94.11%	92.90%	93.35%	93.44%		98.00%	Performance is close to target.
Average time taken to re-let local authority housing (in calendar days) (EXCL major works).	21.02		23.58		18.96	16.07	23.46	19.3		20	The quarter 3 figure is above target due to large amount of voids that required extensive works encountered in quarter 3 2019/20, far above experience in previous years. Void rent loss however was within target and yearly average performance still below target of 20 days.

Overall Borough Indicators											
Performance Indicator	2017/18		2018/19		Q1 2019/20	Q2 2019/20	Q3 2019/20	2019/20		Target	Note
	Value	Status	Value	Status	Value	Value	Value	Value	Status		
Number of affordable homes delivered (gross)	173		237		50	0	49	99		90	Affordable Housing completions have already exceeded the target set for year and are likely to rise further.
Number of new homes completed (April-March)	1,031		1,010		Not measured for Quarters			N/A			Another year of strong house delivery across the Borough, which is expected to continue over 2019/20, taking into account the number of homes under construction in April 2019. Delivery at Ebbsfleet Garden City represented 13% of the overall figure. The proportion of housing delivered in Ebbsfleet Garden City is expected to rise in future year, as delivery levels at other sites across the Borough decrease, due to many of them of them reaching completion or final phases of development.
Number of service requests raised for Private Sector Housing	272		338		97	90	89	276			Service requests received this year are likely to exceed those received last year if current volumes continue.
No of private sector vacant dwellings that are returned into occupation or demolished	100		100		24	23	23	70		60	Annual target met already.

6. A COUNCIL PERFORMING STRONGLY

Council Performance Indicators											
Performance Indicator	2017/18		2018/19		Q1 2019/20	Q2 2019/20	Q3 2019/20	2019/20		Target	Note
	Value	Status	Value	Status	Value	Value	Value	Value	Status		
Percentage of in-year Business Rates collected	98.9%		99.3%		30.7%	56.4%	83.0%	83.0%		82.0%	Collection is running ahead of profiled monthly collection.
Percentage of in-year Council Tax collected	97%		96.8%		29.1%	56.5%	83.8%	83.8%		82.5%	Collection is running ahead of profiled monthly collection.
Average time taken to process a new claim for Housing Benefit (cumulative)	22		23		21	20	20	20		23	The average time to process a new claim for Housing Benefit remains at 20 days and within the target of 23 days.

Performance Indicator	2017/18		2018/19		Q1 2019/20	Q2 2019/20	Q3 2019/20	2019/20		Target	Note
	Value	Status	Value	Status	Value	Value	Value	Value	Status		
Number of phone calls received by the Council	518,358		502,241		122,406	120,517	108,368	351,291			Quarter 3 volume of calls significantly lower than same period last financial year and this years previous 2 quarters. Reduction attributed to ongoing self-serve and channel shift initiatives and greatly improved Contractor performance for Waste & Parks.
Average number of DBC working days lost due to short term (<4 weeks) illness per employee	3.18		4.69		0.76	0.98	1.51	3.25		3	Seasonal bugs responsible for increase in short term absence level.
Average number of DBC working days lost due to long term (>4 weeks) illness per employee	3.15		6.31		1.56	1.31	0.97	3.84		3.78	Wellbeing work to try and reduce absence continues and support systems to aid people to come back to work sooner, where possible, in place.
Percentage of supplier payments made within 30 days of receipt of invoice	99.35%		99.18%		97.87%	98.41%	99.83%	98.72%		99%	An excellent quarter with only a few late payments.
Rent Collection and Arrears Recovery - rents collected as a proportion of rents owed.	97.8%		97.29%		91.17%	94.66%	96.69%	96.69%		96%	On target to achieve cumulative target set for end of year and is positive despite increase in arrears levels. Management action has been introduced to further reduce arrears levels.
Number of visits to DBC website	829,677		895,982		200,973	N/A	N/A	200,973			<p>The Information Commissioner's Office (ICO) has clarified that the website cookie that Dartford (and every other Council) relies on to produce statistics on the number of visits to our website is not an essential cookie, and must therefore be turned off by default. We could offer the customer the opportunity to turn the cookie back on, but we would have no way of knowing the percentage of people who did decide to turn the cookie on, and this would likely be a relatively small proportion. Ultimately it is now impossible for us to comply with the ICO instruction and provide meaningful information on the number of visits to our website.</p> <p>Information can instead be provided on the number of website hits, which in quarter 3, there were a total of 984,646 website hits.</p>