










Quarterly SCS Performance Indicators

PI Ref	Indicator Description	2008/09 Out-turn	Top Quartile	Q1 Actual	Q2 Actual	Q3 Actual	Q4 Actual	Year to Date Target	Year to Date Actual	Target 2009/10	Projection 2009/10	Responsible Officer	Rating & DoT
<b>Economy and prosperity</b>													
<b>SCS 3</b>	Number of Neighbourhood Action Plans (NAPs) in place	0		0	0	0		0	0	1	1	Jim Boot	
<b>P 6</b>	Unemployment rate	2.7		2.7	2.8	2.8		4	2.8	5	2.8	John Foster	
The quarter 3 figure does not include December, these figures are yet to be released. Early indications shows the unemployment rate is remaining steady at 2.8%													
<b>Sustainable and integrated transport</b>													
<b>SCS 4</b>	Number of schools in the borough with school travel plans	7								7 (amounting to 90% of	7	Jim Boot	
<b>C 13</b>	Number of on board Park & Ride transactions	517,000		106,305	106,960	127,022		337,500	340,287	450,000	440,000	Clive Cheeseman	
This is the busiest quarter of the year for Park and Ride with pre Christmas traffic which resulted in the achievement of the quarter 3 target. The service has suffered during the year from the effect of the economic recession. In the fortnight before Christmas adverse weather (snow) caused serious disruption and loss of service on three key shopping days. An action plan is in place for this indicator however, it is not expected to achieve the annual target.													
<b>SCS 5</b>	Number of LSP members with travel plans	3		0	0	0		Target to be set	0	To be set		Jim Boot	
<b>Crime, confidence and safety</b>													
<b>S 2</b>	Reduction in all recorded crime in the Borough (compared to previous year)	10,438 (-7.8%)		-7.4%	-10.8%	-14.50%		2% Reduction	-11.80%	2% Reduction (10,229)	5% Reduction	David Hewetson	
<b>SCS 8</b>	Percentage of public with a high level of perceived ASB in their local area (rolling year)	4%		4%	4%	6%		Target to be set	6%	To be set		David Hewetson	
This indicator is collected through the Kent Crime and Victimization Survey for all districts in Kent and is reported as a rolling figure. Maidstone is currently 10th out the twelve districts.													
<b>S 3</b>	Percentage of residents feeling safe walking in the area where they live after dark (rolling year)	72%		75%	76%	73%		74%	73%	74%	74%	David Hewetson	
<b>S 4</b>	Percentage of residents feeling safe walking in the area where they live during the day (rolling	98%		99%	99%	99%		98%	99%	98%	98%	David Hewetson	

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<b>SCS 9</b>	Number of violent crimes recorded compared to previous year			619	479	468		Target to be set	<b>1566 (-8.3%)</b>	To be set		David Hewetson	
The wards below have the highest numbers of recorded crimes in the borough over a number of years. The targets and indicators below are to be developed with other indicators as part of the Neighbourhood Action Planning process. Fant is included for crime as it currently has the second highest number of crimes per ward in the borough.													
<b>SCS 12</b>	Percentage change in all recorded crimes in Fant											David Hewetson	
<b>SCS 11</b>	Percentage change in all recorded crimes in High Street											David Hewetson	
	Percentage change in all recorded crimes in Park Wood											David Hewetson	
	Percentage change in all recorded crimes in Shepway North											David Hewetson	
	Percentage change in all recorded crimes in Shepway South											David Hewetson	
<b>SCS 15</b>	Number of drug offences per 1,000 population											David Hewetson	
<b>Health and older people</b>													
<b>C 32</b>	Clients not in residential care (KCC, Adult Services)												
	West Kent NHS (PCT) Care Quality Commission- quality of	Fair								Good	Good	Jim Boot	

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<p>the Care Quality Commission is in the process of implementing a number of changes with regard to monitoring PCTs against the annual health check. The first was the requirement for PCTs to be assessed for both quality of commissioning and quality of services, where PCTs retain a service provision function. The methodology for assessment for 2009/10 is still not entirely clear as the Care Quality Commission has yet to release guidance; but it is expected that the commissioning function of the PCT will be assessed via the World Class Commissioning Assessment, while the provider function will be assessed against the existing core standards / new registration standards.</p> <p>The PCT expects to see an improvement on the PCTs annual health check score (from fair in 08/09 to good in 09/10) - which it says are supported by improvements seen during in year monitoring of relevant KPIs; - until the Care Quality Commission release the scoring methodology this aspiration may still be subject to change.</p>													
<b>SCS 16</b>	Maidstone Hospital - Care Quality Commission- quality of care to	Weak	Good					Fair	Fair	Fair	Fair	Jim Boot	
<b>SCS 17</b>	Infectious diseases measure	Not compliant	Compliant	Compliant	Compliant	Compliant		Compliant	Compliant	Compliant	Compliant	Jim Boot	
<p>The Quality of Care assessment from the CQC is about to change which will mean a different measure will be used at the year end. The quality of care measure consists of two elements (i) compliance with core standards of care which the hospital reports that they do meet (ie. good) and (ii) meeting 'national targets' which the hospital reports as not yet fully there on which</p>													
<b>Homes and communities</b>													
<b>L 2, NI 155</b>	Number of affordable homes delivered (gross)	380		39	102	173		112	314	150	379	John Littlemore	
<p>Due to the downturn in the housing market a significant number of new affordable homes and site opportunities have been acquired from developers in addition to existing s106 contributions, thereby increasing the delivery of affordable housing during the course of the year. The council have also taken a pro-active partnership approach in providing a targeted funding boost to the housing sector, by funding affordable homes directly from it's own capital, as well as attracting high levels of investment towards affordable housing from the Homes</p>													
<b>SCS 19</b>	Number of life time homes built	At present these aren't recorded. A way of recording these is currently being explored.										John Littlemore	
<b>SCS 20</b>	Rural needs homes built	0		0	0			5	0	5	5	John Littlemore	
<b>SCS 21</b>	Number of disabled facilities grants completed	116		8	11	32			51			Stuart White	
<b>S 5</b>	Number of people helped through the Staying Put Partnership	874		196	356	271		412	823	550	950	John Littlemore	
<p>The number of customers assisted this year has increased as a result of expanding the service with the addition of an extra 'Handy Person' at In Touch. The service includes gardening and decorating services. A new approach has been adopted for disabled adaptations that now to enable Maidstone Housing Trust's tenants to use the services of In Touch.</p>													

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<b>L8</b>	Number of households prevented from becoming homeless through housing advice	376		144	103	152		225	399	300	500	John Littlemore	
There are a range of contributory factors that have resulted in the exceptional performance in homelessness prevention. Staff are assisting more clients as a result of the recession but this													
<b>C4</b>	Number of Kent Energy efficiency surveys	1365		3193	106	63		750	3,362	1000	3500	John Littlemore	
The variance in out-turn compared to target is due to additional funds being available at the end of last year. This was used for a bulk mailing which resulted in a large number of energy checks being done in the first quarter (3193).													
<b>L4</b>	Number of private sector vacant dwellings that are returned to occupation or demolished as a result of local authority action	63		24	18	19		38	53	50	60	John Littlemore	
<b>L5</b>	Number of homes occupied by vulnerable people made decent	247		57	42	56		117	155	155	175	John Littlemore	
There have been a greater number of landlords taking up grants this year which in turn has impacted on the number of tenanted properties made decent, possibly due to better publicity and promotion of the grant scheme.													
<b>L6</b>	Percentage of licensed houses in multiple occupation (HMO) properties that comply with HMO			81%	81%	81%		Establish Baseline	81%	Establish Baseline	81%	John Littlemore	
Environmental excellence and climate change													
<b>NI 191</b>	Residual household waste per household	675kg	507kg	152.57	142.28	139.3		435	434.23	580kg	559kg	Steve Goulette	
<b>C 12, NI 192</b>	Percentage of household waste sent for reuse, recycling or composting	27.47%		32.74%	34.67%	33.31%		34%	33.57%	34%	34%	Jennifer Gosling	
Performance for this indicator in the third usually see a small decline due to the Christmas period. This indicator was also affected by the bad weather just before Christmas. There has also been an increase in the number of contaminated bins where the wrong items have in the bin, a working group has been set up to reduce the levels of contamination.													
<b>SCS 22</b>	Local indicator on air quality	A PI relating to the actions completed in the Air Quality Management Action Plans is being developed.											
<b>C4</b>	Number of Kent Energy efficiency surveys	See Homes and Communities section above.											

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<b>SCS 23</b>	Code for sustainable homes	It is anticipated that there will be a requirement in the LDF to build to code level 4 (44% reduction in CO2) from 2012.											
<b>C1</b>	Improvements to the accessibility of parks, gardens, recreation grounds and other open spaces as measured by footfall (compared to previous year).	9.30%		65% (6483)	50% (5485)	5% (1967)		5% increase	48% (13935)	5% increase	30%	Jason Taylor	