








Performance Summary

This is the quarter 4 performance update on indicators set against Maidstone Borough Council's Strategic Plan 2015-20. It sets out how we are performing against Key Performance Indicators that directly contribute to the achievement of those priorities. Performance indicators are judged in two ways; firstly, whether an indicator has achieved the target set, known as PI status. Secondly, we assess whether performance has improved, been sustained or declined, compared to the same period in the previous year, known as direction.

Key to performance ratings

RAG Rating	
	Target not achieved
	Target slightly missed (within 10%)
	Target met
	Data Only

Direction	
	Performance has improved
	Performance has been sustained
	Performance has declined
N/A	No previous data to compare

RAG Rating	Green	Amber	Red	N/A	Total
KPIs	9	1	3	3	16
Direction	Up	No Change	Down	N/A	Total
Last Year	5	0	8	3	16
Last Quarter	9	0	7	0	16

Providing a Clean, Safe and Green Environment

Performance Indicator	Q4 2018/19				
	Value	Target	Status	Last Year	Last Quarter
The percentage of land and highways with acceptable levels of litter	98.17%	94.00%			
The percentage of land and highways with acceptable levels of detritus	95.25%	94.00%			
Percentage of reports of littering attended to	37.2%			N/A	
Percentage of fly tips resulting in enforcement action	81.5%	50.0%			
Percentage of fly-tips cleared or assessed within 2 working days	94.68%	89.00%			
Percentage of fly-tips clear or assessed within 4 working days	99%	94%		N/A	
Percentage of household waste sent for reuse, recycling and composting (NI 192)	48.04%*	52.50%			











* Awaiting tonnage data for February & March 2019

Regenerating the Town Centre

Performance Indicator	Q4 2018/19				
	Value	Target	Status	Long Year	Last Quarter
Footfall on the High Street	2,556,547	3,000,000			

A Home for Everyone

Performance Indicator	Q4 2018/19				
	Value	Target	Status	Long Year	Last Quarter
Processing of planning applications: Major applications (NI 157a)	95.45%	88.00%			
Processing of planning applications: Minor applications (NI 157b)	91.89%	80.00%			
Processing of planning applications: Other applications (NI 157c)	99.58%	90.00%			
Number of affordable homes delivered (gross)	53	45			

Performance Indicator	Q4 2018/19				
	Value	Target	Status	Long Year	Last Quarter
Number of households living in temporary accommodation last night of the month (NI 156 & SDL 009-00)	113				
Number of households living in nightly paid temporary accommodation last night of the month	58				
Number of applications where Prevention Duty has ended as applicant has suitable accommodation for at least 6 months	54	75		N/A	
Number of households housed through housing register	128	150	