

**Third Quarter Performance Monitoring  
2020/21**

## 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

## Performance Summary

RAG Rating	Green	Amber	Red	N/A <sup>1</sup>	Total
KPIs	7	4	4	3	18
Direction	Up	No Change	Down	N/A	Total
Last Quarter	8	1	9	0	18
Last Year	6	0	6	6	18

- 46.7% (7) of 15 targetable quarterly key performance indicators (KPIs) reportable to the Communities, Housing and Environment Committee achieved the Quarter 3 (Q3) target<sup>1</sup>.
- Compared to last quarter (Q2 2020/21), performance for 44.4% (8) of 18 KPIs has improved, 5.6% (1) of 18 KPIs has been sustained, and for 50.0% (9) of 18 KPIs has declined<sup>1</sup>.
- Compared to last year (Q3 2019/20), performance for 50.0% (6) of 12 KPIs has improved, and for 50.0% (6) of 12 KPIs has declined<sup>1</sup>.

## Safe, Clean & Green

Performance Indicator	Q3 2020/21				
	Value	Target	Status	Short Trend (Last Quarter)	Long Trend (Last Year)
Percentage of unauthorised encampments on Council owned land removed within 5 working days	0%	100%			N/A
The percentage of relevant land and highways that is assessed as having acceptable levels of detritus	95.59%	95.00%			
Percentage of fly tips with evidential value resulting in enforcement action	76.2%	87.0%			
Percentage of fly tips assessed within 2 working days	84.44%	94.00%			N/A
The average weight of fly tipped material collected	61.36kg				

<sup>1</sup> PIs rated N/A are not included in the summary calculations

\* Indicates data that has not been authorised

Performance Indicator	Q3 2020/21				
	Value	Target	Status	Short Trend (Last Quarter)	Long Trend (Last Year)
Percentage of household waste sent for reuse, recycling and composting**	49.97%	52.00%			
The percentage of relevant land and highways that is assessed as having acceptable levels of litter	97.17%	98.00%			
Contamination: Tonnage per month rejected**	127.21	287.50			N/A
Actual Spend of Section 106 money	Annual KPI				
Maintenance per Hectare Spent on Parks and open Spaces	Annual KPI				
Percentage of People using Parks and Open spaces at least once a week	Annual KPI				
Number of Green Flag Parks	Annual KPI				

\*\*Please note that data for two KPIs do not include data for November and December as this data is yet to be provided from Kent County Council. Updated figures for Q3 2020/21 will be shared in the next quarterly report.

Considering the data that Maidstone Borough Council currently has access to, under 'Safe, Clean & Green', five KPIs missed their targets in Q3, where three were missed by more than 10%. One KPI is information-only. Two KPIs are new for 2020/21 and hence it is not possible to compare performance against previous years. The '**Percentage of unauthorised encampments on Council owned land removed within 5 working days**' does not have data for last year and hence it is not possible to compare performance against last year.

When we compare the KPIs to the last quarter (Q2 2020/21), four saw an improvement and four declined. Compared to the same quarter last year, two improved, and three declined.

As above, the data for the '**Percentage of household waste sent for reuse, recycling and composting**' KPI is only provided for October 2020. So, whilst it appears to have missed its Q3 target (within 10%), there are two months' worth of data missing. The Waste team state that the Q3 figure has been affected by seasonal variations in the waste process; for example, the team expected a slight reduction in this figure due to a reduction in garden waste tonnage over the winter months. In October 2020, 5315.31 tonnes of household waste were collected, and 2655.99 tonnes of household waste were sent for reuse, recycling or composting.

The second KPI which missed its quarterly target within 10% is the '**The percentage of relevant land and highways that is assessed as having acceptable levels of litter**' KPI. The target was missed by 0.83 percentage points. The Street Cleansing team highlight that the quarterly target is challenging, and it appears that the highway surveyed this quarter had been a victim of littering in between its scheduled cleanses.

The '**Percentage of unauthorised encampments on Council owned land removed within 5 working days**' was 0%. Whilst this result appears drastic, it is worth noting that there was just one unauthorised encampment on Council owned land in this quarter. This encampment was not removed within 5 working days and still remains in situ (as of 4

January 2021). Officers attended the encampment at Bircholt Road and welfare checks were made. As there were no reports of criminality or anti-social behaviour, there were not any powers to remove the unauthorised encampment expediently. Under the current COVID-19 guidelines, the people involved were permitted to stay and are currently regularly monitored. So far, there have been no issues.

The '**Percentage of fly tips with evidential value resulting in enforcement action**' KPI missed its Q3 target by 10.8 percentage points. There were 42 fly-tips with evidential value and 32 enforcement actions against these offenders during the quarter. Last quarter, this was 93.1%, whereas the same quarter last year was 82.1%. This target was missed due to staff shortages during the quarter. The staff shortages came about due to staff members needing to self-isolate or because they had tested positive for COVID-19. Of those 32 enforcement actions taken in the quarter 13 fixed penalty notices were issued, 10 warnings were handed out, 3 statutory notices were given, and 6 vehicles were seized. There were no prosecutions.

The '**Percentage of fly tips assessed within 2 working days**' KPI also missed its quarterly target by more than 10%; it achieved 84.44% compared to the target set of 94.00%. In this quarter, there were 752 fly-tips reported and 635 of these were assessed within 2 working days. The target was missed due to a peak workflow in December combined with low staff numbers to action the reports. A high number were self-isolating and had received a positive test for COVID-19. Of the 117 reports that did not get assessed within two working days, only 25 of these were not cleared within the two working day period.

## Homes & Communities

Performance Indicator	Q3 2020/21				
	Value	Target	Status	Short Trend (Last Quarter)	Long Trend (Last Year)
Percentage spend and allocation of Disabled Facilities Grant Budget (YTD)	92.6%	50.0%			
Number of households living in temporary accommodation last night of the month (NI 156 & SDL 009-00)	139				
Number of households living in nightly paid temporary accommodation last night of the month	37				
Number of households housed through the housing register	189	112.5			
Number of households prevented or relieved from becoming homeless	194	112.5			
Percentage of successful Prevention Duty outcomes	74.88%	60%			
Percentage of successful Relief Duty outcomes	35.29%	60%			
Percentage of gas safety certificates in place on all residential properties	95.95%	100.00%			N/A
Percentage of all electrical safety certificates on all residential properties	92.41%	100.00%			N/A

Performance Indicator	Q3 2020/21				
	Value	Target	Status	Short Trend (Last Quarter)	Long Trend (Last Year)
Percentage of high priority fire safety certificates on all residential properties	100.00%	100.00%			N/A
Number of houses of multiple occupation brought to compliance by private rented sector licensing	Bi-annual KPI				
Number of completed housing assistances	Annual KPI				

Under 'Homes & Communities', of the eight KPIs with targets, five met these, two missed these within 10%, and one missed this by more than 10%. Two KPIs are for information-only purposes. Three KPIs are new KPIs for 2020/21, and so previous performance data is unavailable.

The '**Percentage of successful Relief Duty outcomes**' KPI missed its target by more than 10% in Q3; the figure achieved was 35.29% and the target was 60%. Last quarter this figure was 57.48% and last year it was 69.29%. In Q3, there were 119 applicants whose relief duty had ended and there were 42 applications where relief duty had ended because the applicant had suitable accommodation for at least 6 months. The Housing Advice team state that the target is ambitious and much higher than the national figures on the percentage of successful relief duty outcomes. Nationally, from the latest published homelessness statistics for the quarter Jan - March 2020, the percentage of successful relief duty outcomes was 39.7%; and for the quarter April - June 2020 this percentage is 37.6%.

A change in approach to provide earlier intervention and focus on homelessness prevention, including moving away from direct letting of social housing to homeless households, and prioritising those at risk of homelessness, will have impacted on the number of households whose homelessness has been relieved in this quarter.

There has also been additional focus during the quarter on open cases, but where contact was lost with the applicant. This resulted in 24% of the relief duties in this quarter being ended due to the applicant withdrawing their application or due to lost contact. Additionally, if the Council is unable to relieve homelessness within the 56-day Relief duty period, applicants who are in priority need and unintentionally homeless, proceed to be owed the main housing duty by the Authority from day 57 and whilst these applicants are subsequently secured settled accommodation, these outcomes are not able to be recorded as a successful relief of homelessness. In this quarter 29% of applicants whose relief duty was ended after day 56 were owed the main housing duty.

The '**Percentage of gas safety certificates in place on all residential properties**' KPI missed its quarterly target by just over 4 percentage points. This was equivalent to three residential properties. Figures for last year are unavailable as this is a new KPI for 2020/21. Similarly, another new KPI for 2020/21 missed its quarterly target by 7.59 percentage points: '**Percentage of all electrical safety certificates on all residential properties**'. This was equivalent to 6 residential properties out of 79. Both KPIs have missed their Q3 targets due to COVID-19. Appointments had been booked for contractors to attend the properties, however the occupants would not allow access due to them shielding, as they were clinically extremely vulnerable individuals. The team are currently working on rebooking the tests, and some have already been completed in January.