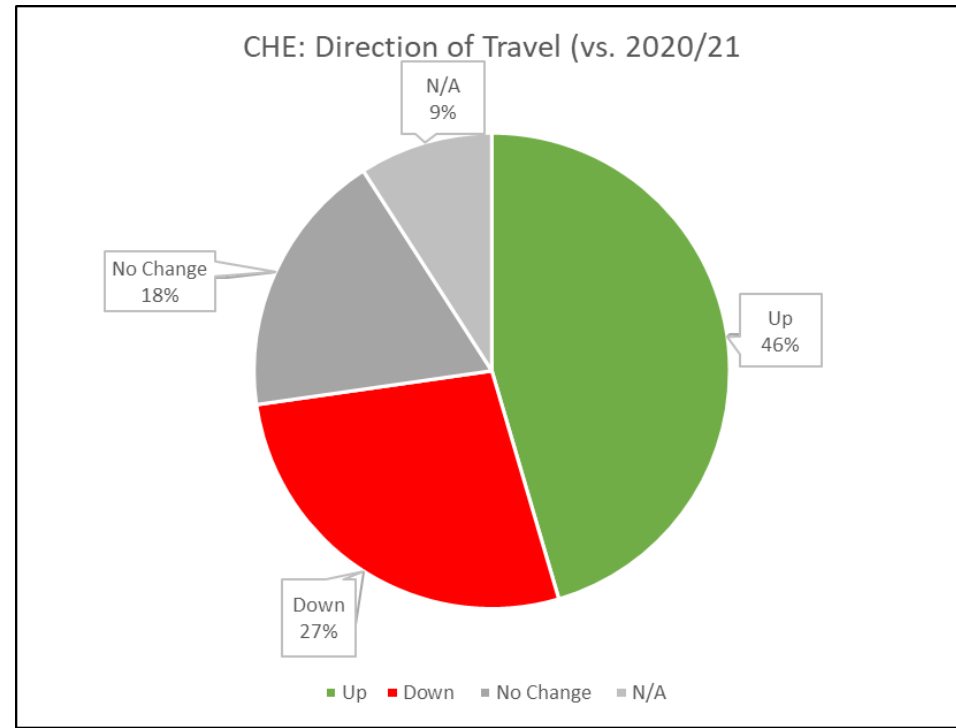
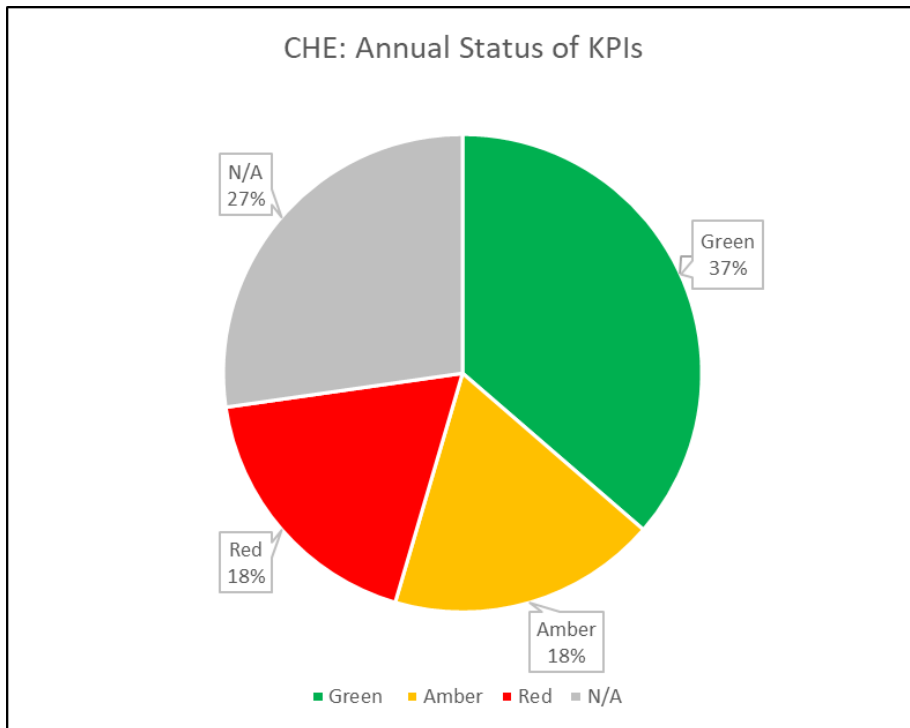


























CHE: Part B – 2021/2022 End of Year Outturn

Safe, Clean & Green

Annual Performance of KPIs



Indicator	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Annual 2021/22	Annual Target 2021/22	Annual Status	Direction of travel (Last Year)
Percentage of unauthorised encampments on Council owned land removed within 5 working days	100%	100%	100%	100%	100%	100%		
The percentage of relevant land and highways that is assessed as having acceptable levels of detritus	93.06%	N/A	93.90%	96.33%	94.43%	95%		
Percentage of fly tips with evidential value resulting in enforcement action	146.4%	143.2%	100%	100%	127.4%	87%		
Percentage of fly tips assessed within 2 working days	78.96%	81.27%	85.47%	87.25%	83.22%	94%		
Percentage of household waste sent for reuse, recycling and composting	55.27%	54.60%	49.92%	51.23%	53.14%	52.00%		
The percentage of relevant land and highways that is assessed as having acceptable levels of litter	95.14%	N/A	96.18%	97.22%	97.22%	98%		

Indicator	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Annual 2021/22	Annual Target 2021/22	Annual Status	Direction of travel (Last Year)
Contamination: Tonnage per month rejected**	366.08	309.18	349.31	325.42	1349.99	1150.00		
Actual Spend of Section 106 money	Annual KPI				£412283.00			
Maintenance per Hectare Spent on Parks and open Spaces	Annual KPI				£6020			
Percentage of People using Parks and Open spaces at least once a week	Annual KPI				N/A			N/A
Number of Green Flag Parks	Annual KPI				4	4		

Notes

- Direction of travel for targeted performance indicators shows if performance has improved or declined. For data only performance indicators direction of travel shows if there has been an increase or decrease in volume.
- As per the DEFRA guidance, the '**The percentage of land and highways with acceptable levels of litter**' and the '**The percentage of land and highways with acceptable levels of detritus**' KPIs are measured three times per year, hence the Q2 2021/22 figures are 'N/A'.
- The '**Percentage of People using Parks and Open spaces at least once a week**' does not have a figure for 2021/22 because we did not ask this question in our annual residents' survey this year.

Summary of 2021/22 year

Street Scene Operational Manager Comments:

During 2021/22, Street Cleansing have seen an increase in reports of fly tipping. This has been attributed to changes to the public reporting processes and the method of capturing data from the workforce removing the waste. We believe that this far more accurate than previous years therefore providing truer reflection of the state of fly tipping in the Borough. As a result, we have increased the resources and amended working methods available to respond to these reports.

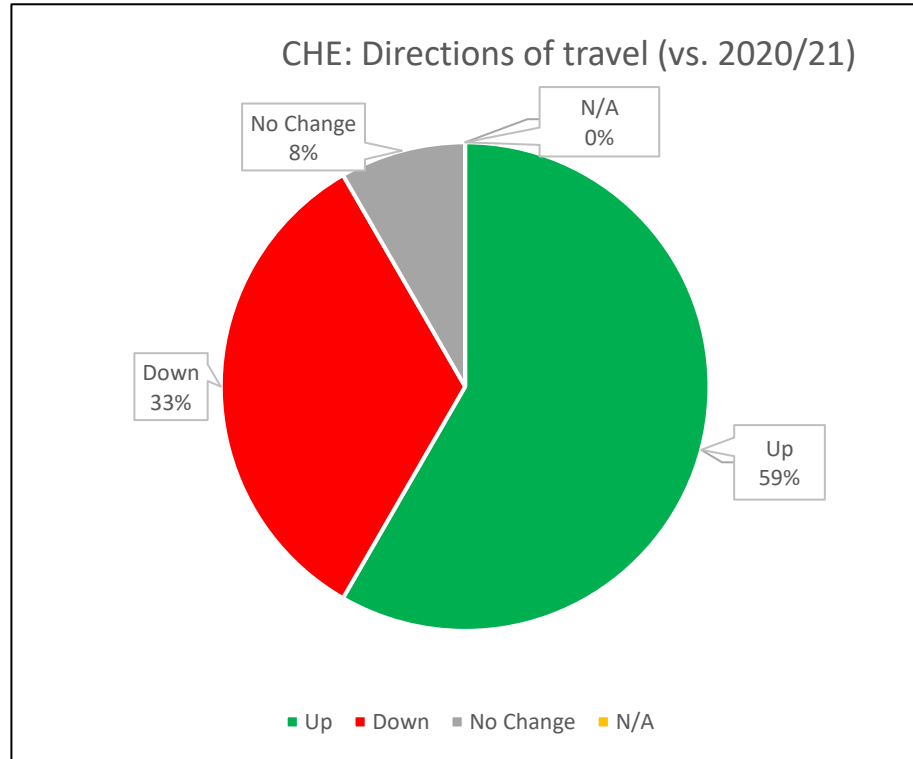
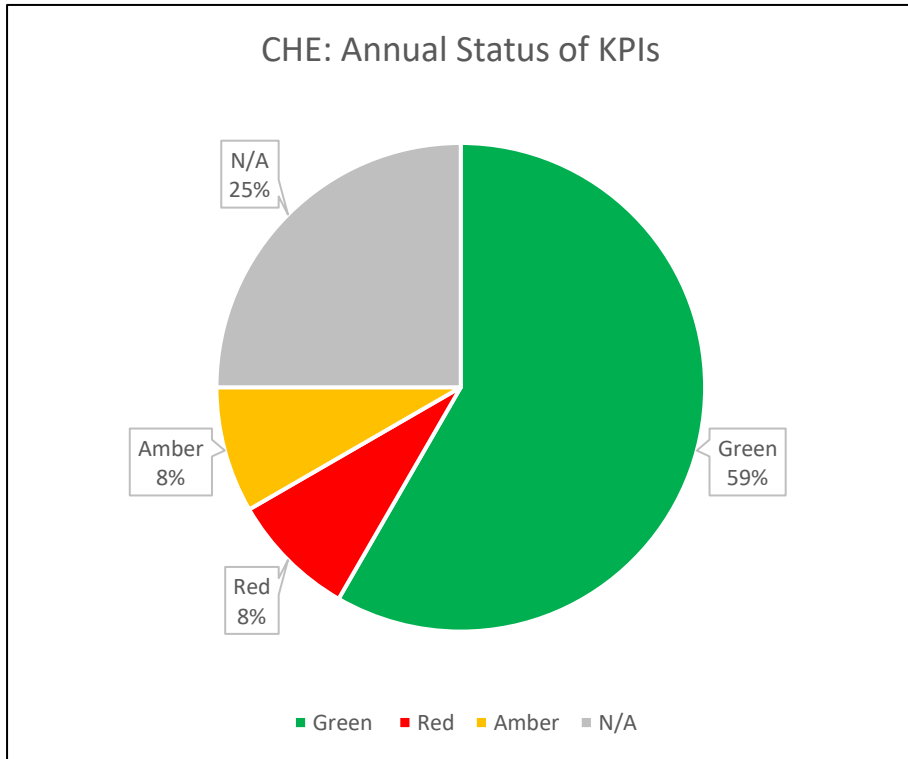
Waste Services Manager Comments:

















The target for indicator "Contamination: Tonnage per month rejected" has reduced and our MRF contamination rate has shown steady improvement throughout the year; with the figure for March 2022 being recorded at 8.12% one of the best results so far. This rate is considerably better than the industry average and other Mid-Kent partners. The team intends to continue promoting the five-step approach to recycling, as this will reduce contamination and increase more sustainable methods of waste management.












The yearly figure for "Percentage of household waste sent for reuse, recycling and composting" is initially calculated at 51.7%. This result shows the value of maintaining the garden waste collections when there was a driver shortage in the autumn of 2021. During the year the calculated monthly outturn does vary quite markedly due to seasonal variation in the weight of materials collected. This has the greatest impact on the garden waste tonnage which is obviously much less in the winter months in comparison to the main growing season. As a result of seasonal variations, the monthly figure varied between the highest of 60% and the lowest at 44%. A result of almost 52% is a satisfactory result putting the Authority near the top performers in Kent.

Homes & Communities

Annual Performance of KPIs



Indicator	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Annual 2021/22	Annual Target 2021/22	Annual Status	Direction of travel
Percentage spend and allocation of Disabled Facilities Grant Budget (YTD)	75.9%	97.7%	103.8%	111.3%	97.2%	75.00%		
Number of households living in temporary accommodation last night of the month (NI 156 & SDL 009-00)	121	130	149	165	141			
Number of households living in nightly paid temporary accommodation last night of the month	27	33	54	71	46			
Number of households housed through the housing register	221	145	195	152	713	600		
Number of households prevented or relieved from becoming homeless	135	112	141	104	492	450		
Percentage of successful Prevention Duty outcomes	75.76%	78.89%	71.67%	74.58%	75.06%	60%		
Percentage of successful Relief Duty outcomes	38.04%	56.16%	58.51%	37.74%	47.61%	60%		

Indicator	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Annual 2021/22	Annual Target 2021/22	Annual Status	Direction of travel
Percentage of gas safety certificates in place on all residential properties	100%	98.78%	100%	100%	99.64%	100%		
Percentage of all electrical safety certificates on all residential properties	98.39%	100.00%	100%	100%	100%	100%		
Percentage of Fire Risk Assessments in place for residential properties where this is a requirement under the Fire Safety Order (2005)	100%	100%	100%	100%	100%	100%		
Number of houses of multiple occupation brought to compliance by private rented sector licensing (Biannual KPI)	19		25		22	15		
Number of completed housing assistances	Annual KPI				266			

Notes

- Direction of travel for targeted performance indicators shows if performance has improved or declined. For data only performance indicators direction of travel shows if there has been an increase or decrease in volume.

Summary of 2021/22 year

Head of Housing & Communities Comments:

The Housing Service received over 3,000 applications to join the Housing Register during 2021/22, a three-year high and the largest number received compared to other districts in Kent. This reflects the difficulties households are facing in terms of acquiring and retaining affordable housing. The Housing Register now has over 900 applicants who are able to bid on vacant affordable housing advertised by our housing association partners. The HomeChoice Team were also kept busy enabling the letting of 713 households during the year, representing the highest number of families provided with a new home over the last 10 years.

Our Housing Advice Team performed within the national top-quartile in preventing homelessness, the number of people helped has increased each year to nearly 500. Over 70% of those assisted had a positive outcome and did not need to go onto to make a full homeless application. Our national award winning OneView initiative that utilises data analytics to prevent homelessness contributed to a reduction in the number of persons needing to make a homeless application. As a result, approaches for housing advice had fallen from 1,354 in 2019/20 to 1,104 in 2021/22. Domestic abuse featured more prominently during 2021/22 (188 cases) with the introduction of the Domestic Act 2021. This was to be expected and we are working closely with support agencies and Police to be able to intervene at an early stage to assist survivors of domestic abuse.

The work of the Outreach Team in maintaining low instances of street homelessness continued throughout the year. There are currently no entrenched rough sleepers in Maidstone and rapid interventions has meant that those new to street homelessness were assisted quickly before the more harmful effects of rough sleeping became normalised. Emergency accommodation was provided throughout periods of extreme weather, such as when the temperature dropped to near freezing, and this afforded the team the opportunity to work with those individuals. The Outreach Service is now transitioning towards one of providing support to households to sustain tenancies and integration back into the community. This role will be further enhanced with the introduction of the facilities at Trinity in the Town Centre.

Housing standards remains a key priority for the Housing Service, with the Housing & Health Team continuing to maintain progress with licensed houses in multiple occupation. Work around disabled facilities grant (DFG) have continued with over

97% of the budget committed. Challenges remain within the industry in relation to a national shortage in building supplies and specialist builders that are able and willing to carry out this particular area of work. The Council will be engaging with the government funded advice agency during 2022 to help review our current processes and to identify areas where we can improve on the customer's experience when applying for a DFG.