
















## 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





## Communities

Performance Indicator	Q3 2022/23				
	Value	Target	Status	Short Trend (Last Quarter)	Long Trend (Last Year)
Number of new Council Tax Support (CTS) applications received	598				
Total number of live Council Tax Support (CTS) cases as of the end of the quarter	9,555				

## The Council's Financial position

Performance Indicator	Q3 2022/23				
	Value	Target	Status	Short Trend (Last Quarter)	Long Trend (Last Year)
Percentage of Non-domestic Rates Collected (BV 010)	82.61%	81.03%			
Percentage of Council Tax collected (BV 009) (average is taken October – December 2022)	73.03%	73.31%			

## The Way We Work

Performance Indicator	Q3 2022/23				
	Value	Target	Status	Short Trend (Last Quarter)	Long Trend (Last Year)
Total running costs of Maidstone House in the period	£772,799.00				

KPI “**Total running costs of Maidstone House in the period**” is £58,622 higher than Q2 2022/23, owing to large electricity bills.

**Q3 2022/23 KPIs across service Committees that were missed by more than 10%**

Performance Indicator	Q3 2022/23				
	Value	Target	Status	Short Trend (Last Quarter)	Long Trend (Last Year)
Percentage of successful Relief Duty outcomes	45.79%	60%			
Percentage of unemployed people in Maidstone (out-of-work benefits) [NOMIS]	2.9%	2.0%			
Number of youths unemployed (18-24)	550	373			

We have created a dashboard to facilitate access to this data live from the Office of National Statics here: <https://maidstone.gov.uk/home/primary-services/council-and-democracy/primary-areas/information-and-data/tier-3-primary-areas/performance-And-stats/tier-3-primary-areas/dashboards/dashboards/out-of-work-benefits-and-average-property-prices-data>

**Economy**

The “**Number of youths unemployed (18-24)**” KPI achieved a figure of 550 against a target of 373 as an average for Q3 2022/23. The target of 373 is taken from the average monthly number of youths employed in 2019/20 (pre-pandemic). Unemployment among youth figure slightly increased in October 2022 (535) against the September 2022 figure (525). The number of youths unemployed in Q3 2022/23 (1650) is greater than in Q2 2022/23 (1550). However, it is still significantly higher by 39.2% than the pre-pandemic figure of 1185 for Q3 2018/19.

“**Percentage of unemployed people in Maidstone (out of work benefits)**” KPI achieved a figure of 2.9% for October – December 2022 against an average target of 2.0%. Unemployment rates in Maidstone have stayed consistent in October 2022 at a volume of 2.8%. In November 2022 the figure slightly shifted and increased by 0.1%. Figures are still higher than pre-pandemic figures of 2% (Q3 2018/19).

**Communities**

The “**Percentage of successful Relief Duty outcomes**” indicator outcome achieved a result of 45.79% which has grown against last quarter (42.17%), however, declined against Q3 2021/22 (58.51%). An indicator missed its target by 14.2%.

The performance of 45.79% of homelessness relieved in the quarter demonstrates average performance and is much higher than the national average of homelessness relieved for the quarter of 38.2%, taken from the detailed LA tables for statutory homelessness Jan-Mar 22. It is also much higher than the Kent average of 33.8%, also taken from the LA tables for statutory homelessness.

It is recognised that relieving homelessness is more difficult than preventing homelessness, in particular with restricted access to the Private Rented Sector as a result of unaffordable market rents and an increase in demand for privately rented accommodation from those who are not economically disadvantaged.

Additionally, applicants who are in priority need and unintentionally homeless can only be owed the relief duty of 56 days, before they become owed the main housing duty, giving only a short window of opportunity to relieve homelessness.