

2023/24 Key Performance Indicators



Indicator	New or Existing	Frequency	Target	Head of Service	PAC
Lead Member for Communities, Leisure & Arts					
Footfall at the Museum and Visitors Information Centre	New	Quarterly	12,500	Mark Green	CLA
Number of users at the Leisure Centre	New	Quarterly	126,033	Katie Exon	CLA
Number of outreach projects/work undertaken by the Hazlitt	New	Quarterly	Information Only	Katie Exon	CLA
Percentage of tickets sold at the Hazlitt	New	Quarterly	50%	Katie Exon	CLA
Percentage change in Utility costs for public use leisure assets	New	Half-Yearly	TBC	Katie Exon	CLA
Extra visits to the Borough for Events (HUQ)	New	Annual	Information Only	Julie Maddocks	CLA
Number of households at risk of (or in) financial crisis (LIFT data)	New	Quarterly	Information Only	Zoe Oldfield	CLA
Lead Member for Corporate Services					
Percentage of households receiving Council Tax Support (CTS)	New	Quarterly	Information Only	Zoe Kent	CS
Percentage of Non-domestic rates collected	Existing	Quarterly	Incremental target throughout the year	Zoe Kent	CS
Percentage of Council Tax collected	Existing	Quarterly	Incremental target throughout the year	Zoe Kent	CS
Percentage of vacant commercial space (excluding property for development)	New	TBC	30%	Katie Exon	CS

Indicator	New or Existing	Frequency	Target	Head of Service	PAC
Percentage Change of Carbon Emissions from MBC Buildings/Fleet (Scope 1 and 2)	New	Annual	TBC	Katie Exon	CS
Lead Member for Housing & Health					
Housing					
Number of households living in temporary accommodation last night of the month (NI 156 & SDL 009-00)	Existing	Quarterly	Information Only	John Littlemore	HHE
Number of households living in nightly paid temporary accommodation last night of the month	Existing	Quarterly	Information Only	John Littlemore	HHE
Number of Rough Sleepers accommodated by the Council on the last night of the month	Existing	Quarterly	Information Only	John Littlemore	HHE
Percentage of successful Prevention Duty outcomes	Existing	Quarterly	65%	John Littlemore	HHE
Number of households prevented or relieved from becoming homeless	Existing	Quarterly	125	John Littlemore	HHE
Percentage of successful Relief Duty outcomes	Existing	Quarterly	40%	John Littlemore	HHE
Number of homeless cases where the cause of homelessness is domestic abuse	Existing	Quarterly	Information Only	John Littlemore	HHE
Private Sector Housing					
Number of completed Disabled Facilities Grants	New	Quarterly	Information Only	John Littlemore	HHE
Number of private sector homes improved through PSH interventions	New	Quarterly	Information Only	John Littlemore	HHE
Number of completed Home Assistances	New	Annual	Information Only	John Littlemore	HHE
Housing Allocation & Strategy					
Number of affordable homes delivered (Gross)	Existing	Quarterly	50	John Littlemore	HHE
Affordable homes as a percentage of all new homes	Existing	Annual	20%	John Littlemore	HHE
Community Safety					

Indicator	New or Existing	Frequency	Target	Head of Service	PAC
Percentage of CPWs to CPNs in period (CPT/SMP)	Existing	Quarterly	Information Only	John Littlemore	HHE
Number of Community Protection Warnings (CPWs) in period	Existing	Quarterly	Information Only	John Littlemore	HHE
Number of Community Protection Notices (CPNs) in period	Existing	Quarterly	Information Only	John Littlemore	HHE
Health, Biodiversity & Climate Change					
Improvement in Air Quality	New	Annual	TBC	John Littlemore	HHE
Borough wide carbon emissions reduction (Gov Data)	New	Annual	TBC	Anna Collier	HHE
Lead Member for Environmental Services					
The percentage of relevant land and highways that is assessed as having acceptable levels of litter	New	Quarterly	98%	Jennifer Stevens	HHE
The percentage of relevant land and highways that is assessed as having acceptable levels of detritus	New	Quarterly	95%	Jennifer Stevens	HHE
Missed bins per 100,000 collections	New	Quarterly	35	Jennifer Stevens	HHE
Tonnage of household waste produced per household	New	Quarterly	Information Only	Jennifer Stevens	HHE
Percentage of household waste sent for reuse, recycling and composting	New	Quarterly	53%	Jennifer Stevens	HHE
Contaminated tonnage (rejected) as a percentage of tonnage of household waste sent for reuse, recycling or composting	New	Quarterly	6%	Jennifer Stevens	HHE
Number of trees planted/size of area rewilded	New	Annual	TBC	Anna Collier	HHE
Lead Member for Planning, Infrastructure & Economic Development					
Percentage of priority 1 enforcement cases dealt with in time	Existing	Quarterly	98%	Rob Jarman	PIED

Indicator	New or Existing	Frequency	Target	Head of Service	PAC
Percentage of Priority 2 enforcement cases dealt with in time	Existing	Quarterly	92%	Rob Jarman	PIED
Number of enforcement complaints received	Existing	Quarterly	Data	Rob Jarman	PIED
Open planning enforcement cases (as at start of month)	Existing	Quarterly	Data	Rob Jarman	PIED
Number of enforcement cases closed	New	Quarterly	Data	Rob Jarman	PIED
Processing of planning applications: Major applications (NI 157a)	Existing	Quarterly	90%	Rob Jarman	PIED
Processing of planning applications: Minor applications (NI 157b)	Existing	Quarterly	95%	Rob Jarman	PIED
Processing of planning applications: Other applications (NI 157c)	Existing	Quarterly	98%	Rob Jarman	PIED
Percentage of planning applications meeting Biodiversity Net Gain 20% adopted standard <i>*Not in place until November 2023</i>	New	TBC	TBC	Rob Jarman	PIED
MBC Success rate at planning appeals within a rolling 12-month period	New	Quarterly	76%	Rob Jarman	PIED
New additional homes provided (NI 154)	Existing	Annual	1,157	Karen Britton	PIED
Percentage of onsite renewable energy generation in new developments 10% adopted standard	New	TBC	TBC	Karen Britton	PIED
Footfall in the Town Centre	Existing	Quarterly	468,658	Karen Britton	PIED
Percentage of vacant retail units in the town centre	Existing	Annual	11%	Karen Britton	PIED
Percentage of unemployed people in Maidstone	Existing	Quarterly	Data	Karen Britton	PIED
Number of youths unemployed (18 - 24)	Existing	Quarterly	Data	Karen Britton	PIED
Number of Electric Vehicle Charging Points Installed	New	Annual	TBC	Anna Collier	