








APPENDIX 2 – FIRST QUARTER PERFORMANCE MONITORING

Key to performance ratings

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









Direction	
	Performance has improved
	Previous data not captured
	Performance has declined
N/A	No previous data to compare

Performance Summary

RAG Rating	Green	Amber	Red	N/A ¹	Total
KPIs	2	0	0	3	5
Direction	Up	No Change	Down	N/A	Total
Last Quarter	0	0	2	3	5
Last Year	1	0	1	3	5

- 100% (2 of 2) the targetable quarterly key performance indicators (KPIs) reportable to this Committee achieved their Quarter 1 (Q1) target¹.
- Compared to last quarter (Q4 2022/23), performance for 0% (0 of 2) KPIs have improved, and for 100% (2 of 2) KPIs have declined¹.
- Compared to last year (Q1 2022/23), performance for 50% (1 of 2) KPIs have improved, and for 50% (1 of 2) KPIs have declined¹.

Corporate Services Q1 Performance

Performance Indicator	Q1 2023/24				
	Value	Target	Status	Short Trend (Last Quarter)	Long Trend (Last Year)
Percentage of households receiving Council Tax Support (CTS)	12.63%			N/A	N/A
Maidstone: Percentage of Non-domestic rates collected	31.28%	30.97%			
Maidstone: Percentage of Council Tax collected	28.16%	27.48%			
Percentage of vacant MBC - owned commercial space (excluding property for development)	Annual Indicator				

¹ PIs rated N/A are not included in the summary calculations.

Performance Indicator	Q1 2023/24				
	Value	Target	Status	Short Trend (Last Quarter)	Long Trend (Last Year)
Percentage Change of Carbon Emissions from MBC Buildings/Fleet (Scope 1 and 2)	Annual Indicator				