

PI Ref No	PI Description	Out-turn 2007/08	Target 2008/09	Mid Year Target	Mid Year Out-turn	Traffic Light	Comment
Prosperity							
KPI 22	Implementation of the Integrated Transport Strategy Action Plan.	Update provided	95%	48%		GREEN	As part of the work on collating the evidence base for the Core Strategy work is being done on traffic modelling which will be used to educate the Core Strategy and future Local Transport Plan . In addition discussions continue with KCC on bringing forward the transport proposals in the LTP .
KPI 23	The percentage of relevant actions from the High Street Ward Regeneration Strategy delivered.	95%	95%	48%	24%		The decision to commission the design of the All Saints Link Road has been delayed following a request from the Regeneration and Sustainable Communities Scrutiny committee for more information on funding. A report on this will be presented in December to Cabinet.
KPI 24	In partnership with Kent County Council the developers and Highways Agency gain approval and funds for preventing gridlock and easing congestion.	Update provided	Progress project	Progress project	Project progressed	GREEN	Work with KCC continues with to bring forward proposals to reduce congestion in the Town as part of the LDF work and on specific schemes . In addition the Park and Ride contract has been re-tendered and the results will be reported to the Cabinet Member in the near future .Park and Ride is the primary means of tackling congestion in the town at present .
KPI 27	Lobby the Government and train operator to secure improved rail services for Maidstone.	Update provided	Seek improved services	Seek improved services	Discussions continuing	GREEN	The Council with KCC continues to lobby Government on the 2009 timetable and on rail service generally through the Rail Utilization Strategy .
KPI 54	Percentage of actions implemented in the Economic Development Strategy.	65%	65%	65%	N/A		The consultation period ended on the 26th September. A final Economic Development Strategy will be presented to Management Team and the Cabinet Member for Regeneration in November. The first actions are due to begin in January. This indicator will be revised in March to align with the new strategy.
KPI 55	Valuation of new development in the borough. Has baseline been established?	Update provided	baseline TBE				Accurate data regarding the valuation of new development in the borough has been unobtainable. This target will be revised as part of the strategic planning process in order to align with the actions within the approved strategy.
Prosperity and A Healthy Environment							
KPI 44	Implementation of the agreed milestones in the LDS to ensure the timely formulation of the Local Development Document covering the period 2006-2011.	33%	95%	95%	N/A		We aim to meet requirement to set new LDS by March 2009. LDDAG and Cabinet agreed priorities in October and we are now in further discussions with GOSE.
A Healthy Environment							
KPI 51	Development of a healthier communities plan with Primary Care Trust.	Draft Produced	progress project	progress project	progress made	GREEN	A Healthy Lifestyles Coordinator has now been appointed and due to start 1/1/09. As part of this role the post holder will have the responsibility of developing the plan.
A Healthy Environment and Life Long Learning							
KPI 48b	Assess the effectiveness of the Teenage Pregnancy out-reach worker project.	Action Plan in place	improve actions	improve actions	actions progressing	GREEN	A new teenage pregnancy action plan is now place. The Outreach worker's extensive work plan is available and is being monitored by WKPCT/HAT. This includes working with vulnerable young people in local schools.
Life long learning							
KPI 57	Establish an action plan, with key partners, designed to close the skills gap.	Draft Produced	consult on plan	consult on plan	consultation complete	GREEN	The consultation period closed on the 26th September. The strategy recommends a number of actions concerning skills and education. These will be pursued from November and include the following: Maximise the take up and impact of national skills programmes including: Train to Gain, the Skills Pledge and other mainstream initiatives. Support the work of the Local Education Authority and education providers in preparing for the new Diploma. Ensure that actions to address NEETS in Shepway and Park Wood are fully embedded in the Community Strategy. Maximise the regeneration benefits of the eventual roll out of the Building Schools for the Future programme in Maidstone. Continue to work to expand higher education provision in the Borough and seek to ensure the consolidation of both UCCA and Mid Kent College. Work with Kent County Council to support improvement in schools performance at GCSE and A-level.
KPI 47	Total number of students receiving the museum education service	8531	9000	4500	3755	RED	Although the half year actual figure is below target over 60% of schoolchild visits occur in the second half of the year. The target of 9,000 schoolchild visits is achievable.
Quality Living							
KPI 56	Improve the Council's planning enforcement systems.		establish baseline	establish baseline	baseline in place	GREEN	An action plan and performance measures are in place for this indicator. All of the actions within the plan have commenced. One has been completed. The performance measures are a combination of High Priority Enforcement Notices and Outstanding prosecutions due to be complete by December. To date 41% of these orders have been completed.

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KPI 33	Reduction in all recorded crime in the Borough.	-10%	-2%	-2%			These figures come from the Kent Crime and Victimisation Survey they are due for September but have not yet been received.
KPI 35	Number of anti-social behaviour interventions by MBC	380	340	170	191	GREEN	
KPI 29	The proportion of relevant land and highways assessed as having combined deposits of litter and detritus across four categories of cleanliness	7.69%	10%	10%	0.17%	↑	The figure entered is for litter only as with the new indicator (NI195) litter and detritus are measured separately, as the NI is a statutory requirement the definition and formula for this indicator are now being followed. For information the detritus figure is 12.5%.
KPI 30	Percentage of household waste recycled or composted	23.72%	27%	27%	30.67%	↑	The first half of the year traditionally achieves a higher performance than the second, mainly due to the higher levels of garden waste collected for composting. However, performance is still projected to be above target despite the 2nd phase of the new recycling service being deferred from October until March 2009.
KPI 43	Improvements to the accessibility of parks, gardens, recreation grounds and other open spaces as measured by footfall.	10%	2% increase	2% increase	-11%	↓	The footfall in parks has decreased by 11% compared to the same three months (July - September) in 2007. However overall there has been an increase of 30% for the first nine months of this year compared to last. This decrease for July to September could be caused by the weather not being as good as last year.
KPI 38	Percentage of all Planning applications determined within 8 weeks.	96%	88%	88%	93.96%	↓	
Sustainable Communities							
KPI 49	Number of members registered with volunteer centres.	2198	2308				This data is collected annually.
KPI 5	Percentage of citizens satisfied with the overall service provided by the authority.	62.58%	64%	64%	N/A		The place survey has been sent to 5,000 residents. It includes a question on overall satisfaction with the council. Interim results will be known early in 2009.
KPI 17	Average time for processing new benefit claims (days) (BVPI 78a)	10.48 days	11 days	11 days	10.4 days	↑	
KPI 2	Percentage of those making complaints satisfied with the handling of them	48.65%	54%	54%	33%	↓	Whilst we have not met the target for satisfaction with complaints, it is encouraging that 50% of respondents were happy with the complaints process. Historically we have telephoned complainants to carry out a complaints satisfaction survey. For quarter 2 (June to September) we sent written surveys to try to generate a greater number of responses, but only 12 responses were received. This is a poor level of response and we are considering ways to improve the response rate in the next quarter this e.g. sending out reminders to those who do not respond and writing to all complainants. The vast majority of the complaints we receive are about parking and planning, which are also the areas people are most likely to be dissatisfied with after complaining.
KPI 3	Percentage of complaints resolved within the specified timescale	94%	97.50%	97.50%	95%	↑	Performance has improved slightly in the first half of 2008/09 with only eight complaints going over time.
KPI 10	Average wait time of calls (into Contact Centre)	48 secs	50 secs	50 secs	52 secs	↓	During the last quarter, July to September 2008, the Telephone Team have been getting used to the new telephony system and there were a few problems resulting in the system not being available at times. In addition there has been an increase of 3,700 calls in the quarter over the same period last year. Together with the huge increase of calls in the first quarter of the year, these issues all contribute to the overall wait time. A report on call statistics will be going to the IT steering group in November.
Quality, decent homes that people can afford							
KPI 21	Number of affordable homes	241	150	75	78	GREEN	
KPI 45	Decent Homes - to make 70% of homes occupied by vulnerable households decent by 2010 (600 homes in total).	221	145	73	84	GREEN	
KPI 46	Tackling Homelessness - The number of homeless cases prevented through the intervention of housing advice.	275	200	100	155	GREEN	The Housing Options team has responded positively to the current difficulties in the housing market. Staff are making more interventions whilst maintaining low use of B&B and we are on track to exceed the target.