

Appendix A

Extract from Quarter 1 Performance Report

Outcome: The Council will continue to have and demonstrate value for money services that residents are satisfied with

PI Ref	Indicator Description	Q1 2010/11	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	Year to date	Annual Target 2011/12	Responsible Officer	Expected Outcome	DoT	Q1 2011/12 Status
--------	-----------------------	------------	------------	------------	------------	------------	--------------	-----------------------	---------------------	------------------	-----	-------------------

R&B 007	Value of fraud identified by the fraud partnership	£202,958.08	£260,524.27	£125,000.00				£260,524.27	£500,000.00	Steve McGinnes	Target will be exceeded		
	The annual target was reduced to reflect the reduction in the number of benefit visiting officers within the new shared service structure. The fact that the service has exceeded the target for the first quarter is encouraging.												
BIM 001	Savings delivered through reviews (New)		£000.00	N/A				£000.00	N/A	Georgia Hawkes	N/A		
	Savings for Maidstone for shared services in 2011/12 will be confirmed later in the year. There will be significant savings from the shared Revenues and Benefits service with Tunbridge Wells. There are currently no Best Value reviews being undertaken and Overview and Scrutiny reviews for this year have not yet started. Savings in the region of £21K from the Waste and Recycling Best Value review undertaken in 2009/10 are likely to be delivered in 2011/12, but these have not yet been confirmed.												

Appendix A

Extract from Quarter 1 Complaints Report

1.1.1 The services with the highest numbers of complaints were;

- Council tax/business rates with 13, six of which related to the withdrawal of payment slip.

