

REF	Indicator	Frequency	Details
Outcome: By 2015 Maidstone has a transport network that supports the local economy			
PKG 001	Percentage of parking spaces used (NEW)	Annual	To ensure the provision of off street parking spaces effectively meets customer demand. Surveys will be conducted within each pay and display car park to record the number of vehicles occupying parking spaces during both morning and afternoon peak periods. Car park occupancy will be defined as a percentage against the number of parking spaces available.
SPT 001	Percentage change in bus usage on services from Maidstone depot (NEW)	Annual	This data is provided by Arriva and is the change in the number of ticket sales compared to the previous year. It is reported as a percentage change due to commercial sensitivity.
KCC 001	Average journey time per mile for key routes (Congestion)	Annual	To monitor the level of congestion during morning peak times. Congestion impacts on people's quality of life, imposes significant and increasing economic costs as identified in the Eddington Report, and relates to other important priorities including air quality and climate change. The indicator contributes to the evidence about how well the authority is performing its network management duties.
SPT 002	Number of Park and Ride transactions	Quarterly	The Indicator compares the on bus transaction figure (these are the cash sales to passengers boarding buses) on Park and Ride with the same period of the previous year. The Council receives electronic copies of daily print outs from Its Park and Ride contractor (currently Arriva) on a monthly basis. These show the number of on bus transactions on each of the three services by ticket type. Allowances are made for the use of free bus passes (OAP tickets /2 and ten trip tickets *5).
PKG 002	Income from pay and display car parks per parking space (NEW)	Quarterly	This indicator is designed to assess income efficiency and usage. Pay and Display income is monitored closely - data is collated daily and will be used to calculate the income per parking space at each quarter of the financial year. Parking monitoring systems are used to monitor Income and reconciled against cash counted.
Outcome: By 2015 Maidstone has a growing economy with rising employment, catering for a range of skill sets to meet the demands of the local economy.			
LEV 001	Number of business enquires to locate in Kent (NEW)	Quarterly	This is a measure of the attractiveness of the Borough as a business location. Locate in Kent is the investment agency for Kent and Medway. It receives corporate relocation enquiries directly and through referrals from Government sources.
DCV 001	Percentage of commercial planning applications processed within statutory timescales (NEW)	Quarterly	To ensure that local planning authorities determine planning applications in a timely manner. This indicator measures the processing of commercial applications across all types of application (major, minors, others)
LEV 002	Number people claiming Job Seekers Allowance (KPI 006)	Quarterly	This indicator measures the health of the local economy. JSA Claimant Count records the number of people claiming Jobseekers Allowance (JSA) and National Insurance credits at Jobcentre Plus local offices.
LEV 003	Percentage of vacant units within the town centre (NEW)	Quarterly	Maidstone is a shopping centre of regional significance. Its continued attractiveness for businesses, visitors and shoppers is important to the prosperity of the Borough. Economic Development Services subscribes to Co-star, a recognised provider of commercial property information which has a GIS facility. A search on a defined area can be set up which identifies all the retail units on the market in a given area. This will be set up to mirror the Town Centre boundary proposed by the Planning Policy section of the Council.
LEV 004	Unemployment rate (model based) (NEW)	Quarterly	This indicator measures unemployment. The model-based estimate improves on the APS estimate by borrowing strength from the claimant count to produce an estimate that is more precise (i.e. has a smaller confidence interval). The claimant count is not itself a measure of unemployment but is strongly correlated with unemployment, and, as it is an administrative count, is known without sampling error. The gain in precision is greatest for areas with smaller sample sizes.
LEV 005	Percentage of economically active people in Maidstone	Annual	This indicator measures the level of worklessness in the Borough Economically active: People who are either in employment or unemployed aged 16-64.
LEV 006a	Completions of business space gained a) Office (NEW)	Annual	To show the amount and type of completed employments floor space (net). Net additional employment floor space is calculated as new floor space completions, minus permitted losses e.g. change of use, conversions etc.

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LEV 006b	Supply of ready to occupy completions b) Industrial (NEW)	Annual	completions, minus permitted losses e.g. change of use, conversions etc. Floor space must be available for use and includes extensions made to existing floor space, where identified through development management process and surveys. Employment floor space type is defined by Use Class Orders B1 (a) B1 (b) B1 (c) and B2 and B8 - simplified for reporting to Office, Industrial, Logistics.
LEV 006c	Supply of ready to occupy completions c) Logistics (NEW)	Annual	
R&B 001	Cost of Revenues & Benefits Service (NEW)	Annual	This is a key measure of the council's performance in relation to the objective of corporate and customer excellence, providing a baseline against which value for money can be monitored. The total gross cost of the revenues and benefits service (council tax, business rates, benefit fraud and benefit administration) divided by the population, as provided by the ONS mid- year estimate.
R&B 002	Value of business rateable floor space (NEW)	Annual	The Valuation Office Agency (VOA) is an executive Agency of HM Revenues and Customs (HMRC). The work of the VOA includes compiling and maintaining lists of rateable values of the non-domestic properties in England to support the collection of business rates.
R&B 003	Supply of business rateable floor space (NEW)	Annual	The rateable value represents the open market annual rental value of a business/non-domestic property. This means the rent the property would let for on the valuation date, if it was being offered on the open market. It is the combined value of that rateable value that will be reported as part of
DCV 002	a) Percentage of major business planning applications taking-up pre-application advice b) Percentage of those taking pre-application advice where the applications were approved (NEW)	Bi-annual	These indicators measure the take-up and quality of pre-application advice. Pre-application advice is being promoted by the team and is a measure in ensuring that developments are high quality and well designed.
Outcome: By 2015 Maidstone has decent, affordable housing in the right places across a range of tenures			
SPT 003a	Percentage of residential planning applications granted a) Urban area (NEW)	Quarterly	Maidstone Borough is divided in terms of rural and urban communities. These indicators provide contextual information on where new residential homes are being built. Allowing the urban rural split to be assessed.
SPT 003b	Percentage of residential planning applications granted a) Rural area (NEW)	Quarterly	
DCV 003	Percentage of residential planning applications processed within statutory timescales (NEW)	Quarterly	To ensure that local planning authorities determine planning applications in a timely manner. This indicator measures the processing of residential applications across all types of application (major, minors, others)
DCV 004	Percentage of planning applications determined within statutory timescales a) Majors	Quarterly	To ensure local planning authorities determine planning applications in a timely manner.
DCV 005	Percentage of planning applications determined within statutory timescales b) Minors	Quarterly	This indicator measures the percentage of planning applications dealt with in a timely manner. Averaging out performance across very different types of application would render any target as meaningless. Therefore it has been broken down into three broad categories: major, minor and other
DCV 006	Percentage of planning applications determined within statutory timescales c) Others	Quarterly	
HSG 001	Number of affordable homes delivered	Quarterly	To promote an increase in the number of affordable homes. Affordable housing is as set out in PPS3 (Planning Policy Statement 3), "The Government defines affordable housing as including social-rented and intermediate housing". Note this can include pitches on Gypsy and Traveller sites owned and managed by local authorities or registered social landlords.
HSG 002	Number of homes occupied by vulnerable people made decent	Quarterly	This is the number of homes occupied by vulnerable persons that have been made decent by various means throughout the year. The means are: (A) Our own Home Repair Grants (HRA'S). (B) By the national "Warmfront" scheme. (C) Our own Energy Efficiency grants administered by Creative Environmental Networks (CEN) on our behalf. (D) Homes made decent by enforcement action/negotiation.
SPT 004	Percentage of new homes built on previously developed land	Annual	To encourage the provision of additional housing on previously developed land and through conversions of existing buildings in order to minimise development on green fields.
HSG 003	Average grant per MBC funded affordable home unit (NEW)	Annual	This indicator covers the supply of all affordable dwelling completions built or acquired by RSLs (or other bodies) with financial support (grant) directly from the Council. This indicator is the figures that MBC contributes in grant form for the development of affordable homes.
DCV 007	Cost of planning per application (NEW)	Annual	This indicator is to assess value for money in the planning processing expressed per application. Costs will exclude enforcement work.

REF	Indicator	Frequency	Details
Outcome: By 2015 Maidstone continues to be a clean and attractive environment for people who live in and visit the Borough			
HLD 001	Number of listed building consents granted (NEW)	Annual	This indicator shows the number of listed building consents that have been granted within the year and allows us to assess the amount of development to older/historic properties.
WCN 001	Percentage of waste recycled (NI 192)	Quarterly	The indicator measures percentage of household waste arising which have been sent by the Authority for reuse, recycling, composting or anaerobic digestion. This is a key measure of local authorities' progress in moving management of household waste up the hierarchy, consistent with the Government's national strategy for waste management.
MUS 001	Visits/Uses of the Museum per 1,000 population	Quarterly	This includes Number of in-person visits; unique user visits to the museums' website; the number of schoolchild visits, the number of schoolchildren visited in outreach sessions; the number of schoolchildren using museum objects outside the museums; the number of adult, community and business groups visited outside the museums; the number of users reached by video-conferencing; the number of people engaged at outside exhibitions and events; the number of enquiries.
HLD 002	Number of Tree Preservation Orders granted (NEW)	Quarterly	This indicator is contextual data showing how many tree preservation orders have been granted.
DEP 001	Percentage of relevant land assessed with unacceptable levels of a) litter	Annual	This is reported as the percentage of relevant land and highways that is assessed as having deposits of litter and detritus that fall below an acceptable level. The Street Cleansing indicator (bespoke Ni195) is reported as two parts, one for each element of environmental and street cleanliness: (a) Litter, (b) Detritus, This indicator was previously collected as BVPI 199 in 2007/08.
DEP 002	Percentage of relevant land assessed with unacceptable levels of b) detritus		
EEF 001	Percentage of fly-tipping reports responded to within 1 working day (NEW)	Quarterly	Fly-tipping is the common term used to describe waste illegally deposited on land as described under Section 33 of the Environment Protection Act 1990. The removal of illegal dumping of waste on relevant land and highways should be removed the next working day following the report.
PKS 001	Cost of maintaining the Borough's parks & green spaces per hectare (NEW)	Annual	This indicator measures the cost of maintaining the boroughs parks and green spaces enabling the authority to assess value for money.
WCN 002	Cost of waste collection (per household)	Annual	To monitor cost of municipal waste disposal, to ensure that good value for money is achieved while delivering a high quality service.
DEP 003	Cost of street cleaning per head of population (NEW)	Annual	The cost of street cleansing per head of the residents of Maidstone is an accurate indicator to show any changes in the cost of street cleansing. The population count to be used is the ONS mid-year estimate.
CMP 001	Percentage reductions in CO2 emissions from local authority operations (Tonnes)	Annual	The aim of this indicator is to measure the reduction of CO2 emissions from the relevant buildings and transport used to deliver its functions and to encourage them to demonstrate leadership on tackling climate change. This indicator is part of the carbon reduction action plan.
Outcome: By 2015 residents in Maidstone are not disadvantaged because of where they live or who they are, vulnerable people are assisted and the level of deprivation is reduced			
INT 001	Percentage of the Borough covered by Broadband (NEW)	Annual	This indicator assesses the percentage of the borough covered by broadband with a speed of 2 megabytes or higher.
HSG 004	Average time taken to process and notify applicants on housing register	Quarterly	Average time taken to process and notify housing register applicants per month, is measured using the date the application is processed, minus the date the application is received. A letter of notification is automatically sent on date of processing the production of which is included in this indicator. Only working days are counted.
CDP 001	Number of individual volunteers registered on the Voluntary Action Maidstone Database of volunteers	Annual	The data for these indicators is provided by Volunteer Action Maidstone (VAM). They assess the level of volunteering in the borough and the growth of third sector (voluntary) organisations.
CDP 002	Number of volunteer organisations registered with VAM	Annual	
CDP 003	Number of residents participating in Neighbourhood planning as a percentage of the ward population	Annual	This indicator measure the level of community involvement in the Neighbourhood Planning process which helps communities identify and resolve local issues through Neighbourhood action Plans.
R&B 004	Average time taken to process new benefit claims and changes of circumstances (NI 181)	Quarterly	HB/CTB of £19bn is paid to over 5 million low income households. Delays in the administration of these benefits can impact on some of the most vulnerable people in our society by. This indicator measures the average time taken to process these elements calendar days.
HSG 005	Number of households presented from becoming homeless through intervention	Quarterly	This number of households who considered themselves as homeless, who approached the local authority's housing advice service, housing advice casework intervention resolved their situation.

REF	Indicator	Frequency	Details
LEV 007	Gap between median wage of employee (residents) and the median wage of employees (workplace) (salary differences)	Annual	This indicator measures increases in standard of living but also is a measure of economic competitiveness with knowledge driven industries requiring higher skilled labour force and able to pay higher wages. Resident based wage levels in Maidstone are higher than the workplace based levels suggesting lower skilled and lower wage level local economy.
Outcome: By 2015 the Council will continue to have and demonstrate value for money services that residents are satisfied with			
COM 001	Satisfaction with the way the Council runs things (bi-annual survey)	Biennial	All of these indicators will be gathered through a resident based survey to be carried out in the third quarter. The methodology will be comparable to the Place Survey but has yet to be confirmed.
WCN 003	Satisfaction with Council's recycling service (bi-annual survey)	Biennial	
WCN 004	Satisfactions with Council's refuse collection service (bi-annual survey)	Biennial	
PKS 002	Satisfaction with Council's parks and open spaces (bi-annual survey)	Biennial	
DEP 004	Satisfaction with Street Cleansing (bi-annual survey)	Biennial	
PKS 003	Satisfaction with the Leisure Centre (bi-annual survey)	Biennial	
R&B 004	Percentage of business rates collected	Quarterly	These two indicator monitor the collection of Council Tax and NDNR against the target.
R&B 005	Percentage of Council tax collected	Quarterly	
C&S 001	Savings delivered through reviews (Value for Money)	Quarterly	This indicator demonstrates the levels of savings that's has been agreed and shows progress towards overall savings targets. Reviews include: Best Value Reviews, Business Transformation Reviews (savings achieved for Maidstone only), Overview & Scrutiny Reviews (of Maidstone Services) and service specific reviews.
R&B 006	Value of fraud identified (Housing benefits)	Quarterly	To demonstrate the efficiency of the Revenues and Benefits team in identifying fraud.