Status	Indicator	Reason for Inclusion	Frequency	Good Performance	2015/16 Performance	2016/17 Target	2017/18 Target	2018/19 Target	Responsible Officer	Responsible Head of Service
Existing	Satisfaction with Street cleansing	Only keep if including levels of litter and detritus Not good indicator on its own	Bi-ennial	Aim to maximise	58%	N/A	60%	N/A	Anna Collier	Jennifer Shepherd
NEW	The percentage of relevant land and highways that is assessed as having deposits of litter that fall below an acceptable level	only keep if keeping satisfaction with st cleansing	4 monthly	Aim to reduce	N/A	6.50%	6.00%	5.50%	John Edwards	Jennifer Shepherd
NEW	The percentage of relevant land and highways that is assessed as having deposits of detritus that fall below an acceptable level	only keep if keeping satisfaction with st cleansing	4 monthly	Aim to reduce	N/A	18.00%	17.00%	16.00%	John Edwards	Jennifer Shepherd
NEW	Total income derived from environment and public realm projects	Reflects work being undertaken to relieve Council funding pressures	TBC	Aim to maximise	N/A	£40,000.00	Future targets will be budget dependent		George Gray	Jennifer Shepherd
NEW	Number of incidences of fly-tipping	Gives a wider view of the issues in waste beyond st cleansing	Quarterly	Aim to minimise	N/A	1200	1140	1083	Martyn Jeynes	Jennifer Shepherd
Existing	Percentage of household waste sent for reuse, recycling and composting (NI 192)	Long standing indicator should be retained	Quarterly	Aim to maximise	TBC	52.5%	55.0%	57.5%	Elizabeth Hazell	Jennifer Shepherd
Existing	Percentage change in number of victim based crimes / in all recorded crime	important context provider	Quarterly	Aim to minimise	TBC	Information only		TBC		John Littlemore
NEW	Number of safeguarding practitioners trained	Important and has a national profile	TBC	Aim to maximise	N/A	200	200	200	TBC	John Littlemore
NEW	Data capture of O2 Measure	Measure still to be defined	TBC	TBC	N/A	Measure still to be defined			Tracey Beattie	John Littlemore

Respecting the character and heritage of our borough										
Status	Indicator	Reason for Inclusion	Frequency	Good Performance	2015/16 Performance	2016/17 Target	2017/18 Target	2018/19 Target	Responsible Officer	Responsible Head of Service
NEW	Extent to which Maidstone is making the area a better place to live	Replaces Satisfaction with local area as a place to live (Residents Survey) as it directly reflects perception of Maidstone working for the borough	Bi-ennial	Aim to Maximise	56%	N/A	58%	N/A	Anna Collier	Angela Woodhouse
Existing	Percentage of residents that agree they can influence decisions affecting their local area (Residents Survey)		Bi-ennial	Aim to Maximise	31%	N/A	35%	N/A	Anna Collier	Angela Woodhouse
Existing	Percentage of parishes that are satisfied with the level of communication and engagement they have with MBC (Parish Survey)		Annual	Aim to Maximise	N/A	Establish Baseline	N/A	N/A	Yasmine Gordine	John Littlemore

					Encouraging Good Health and Wellbeing					
Status	**Indicator**	**Reason for Inclusion**	**Frequency**	**Good Performance**	**2015/16 Performance**	**2016/17 Target**	**2017/18 Target**	**2018/19 Target**	**Responsible Officer**	**Responsible Head of Service**
Existing	Percentage of residents that consider themselves in good or very good health (Resident Survey)	To give context of borough perception	Bi-ennial	Aim to Maximise	81%	N/A	83%	N/A	Anna Collier	John Littlemore
New	Number of completed disabled facilities grants	Replaces average time taken to process disabled facilities grants (Days) as it is a better measure	Quarterly	Aim to Maximise	93	100	105	110	Ellie Kershaw	John Littlemore
Existing	User satisfaction at Leisure Centre	Long standing indicator should be retained	Quarterly	Aim to Maximise	79.75%	82%	84%	85%	Jason Taylor	Dawn Hudd
New	No of people successfully completing a course at the leisure centre following referral by GP	Indicated the key work that is being completed at the leisure centre around health. Not reflected in satisfaction	Quarterly	Aim to Maximise	Information Only				Jason Taylor	Dawn Hudd
New	Older isolated people prevented from social isolation through museum projects	Unique sector leading project, which is currently funded but will look to continue without funding which seeks to engage older people in learning in a community group to prevent social isolation	Quarterly	Aim to Maximise	Information Only				Musuem Director	Dawn Hudd
					Ensuring there are good Leisure and Culture attractions					
Status	**Indicator**	**Reason for Inclusion**	**Frequency**	**Good Performance**	**2015/16 Performance**	**2016/17 Target**	**2017/18 Target**	**2018/19 Target**	**Responsible Officer**	**Responsible Head of Service**
Existing	Net contribution generated from commercial activities	Reflects work being undertaken to relieve Council funding pressures	Quarterly	Aim to maximise	£200k	TBC	TBC	TBC	TBC	Paul Riley
NEW	Footfall at the museum	This indicator reflects the investment the Council has made to ensure that an important cultural provision	Quarterly	Aim to maximise	N/A	TBC	TBC	TBC	Musuem Director	Dawn Hudd
NEW	Number of children taking part is formal educational activities on and off site.	This indicator reflects the investment the Council has made to ensuring that an important cultural provision and a major draw to the Town Centre is maintained. The target is reflective of a reduction in investment	Quarterly	Aim to maximise	N/A	TBC	TBC	TBC	Musuem Director	Dawn Hudd
					Enhancing the appeal of the Town Centre					
Status	**Indicator**	**Reason for Inclusion**	**Frequency**	**Good Performance**	**2015/16 Performance**	**2016/17 Target**	**2017/18 Target**	**2018/19 Target**	**Responsible Officer**	**Responsible Head of Service**
Existing	Percentage of vacant retail units in town centre	Long standing indicator should be retained	Quarterly	Aim to Minimise	TBC	TBC	TBC	TBC	John Foster	Dawn Hudd

Status	Indicator	Reason for Inclusion	Frequency	Good Performance	2015/16 Performance	2016/17 Target	2017/18 Target	2018/19 Target	Responsible Officer	Responsible Head of Service
New	Footfall in the town centre	Provides a better balance with vitality satisfaction	Quarterly	Aim to maximise	TBC	TBC	TBC	TBC	John Foster	Dawn Hudd
New	Number businesses benefiting from information advice and guidance	Replaces Desk space in enterprise hub Provides a more strategic view of the enterprise hub	Quarterly	Aim to maximise	TBC	TBC	TBC	TBC	Karen Franek	Dawn Hudd
Securing improvements to the transport infrastructure of our borough										
Status	**Indicator**	**Reason for Inclusion**	**Frequency**	**Good Performance**	**2015/16 Performance**	**2016/17 Target**	**2017/18 Target**	**2018/19 Target**	**Responsible Officer**	**Responsible Head of Service**
NEW	The number of non car journeys made in Maidstone - Percentage of Maidstone journeys made using sustainable tranpost (bus, bikes)	Replaces Number of perople signed up to Kent journeyshare - kent journey share is old hat and of reduced Importance, it is not representative of the objectiv. This indicator reflects the objectives in the ITS	Quarterly	Aim to maximise	N/A	Information Only			Tay Arnold	Rob Jarman
NEW	Number of school visits undertaken without a car as part of borough wide schemes	This indicator reflects the objectives in the ITS	TBC	Aim to maximise	N/A	Information Only			Tay Arnold	Rob Jarman
Promoting a range of employment opportunities and skills required across the borough										
Status	**Indicator**	**Reason for Inclusion**	**Frequency**	**Good Performance**	**2015/16 Performance**	**2016/17 Target**	**2017/18 Target**	**2018/19 Target**	**Responsible Officer**	**Responsible Head of Service**
NEW	Percentage change in employee jobs (NOMIS)	Proposed to be removed - alternative measures being looked at	Quarterly	Positive growth	TBC	TBC	TBC	TBC	John Foster	Dawn Hudd
NEW	Percentage of people claiming Job Seekers Allowance	Proposed to be removed - alternative measures being looked at	Quarterly	Aim to minimise	TBC	TBC	TBC	TBC	John Foster	Dawn Hudd
Existing	Percentage of 16 to 18 year olds who are not in education, employment or training (NEETs)	Long standing indicator should be retained	Quarterly	Aim to minimise	Information only				John Foster	Dawn Hudd
Planning sufficient home to meet our borough's need										
Status	**Indicator**	**Reason for Inclusion**	**Frequency**	**Good Performance**	**2015/16 Performance**	**2016/17 Target**	**2017/18 Target**	**2018/19 Target**	**Responsible Officer**	**Responsible Head of Service**
NEW	Processing of Major planning applications in 13 weeks	Increased importance to central government	Quarterly	Aim to maximise	N/A	80	85	87	Tay Arnold	Rob Jarman
Existing	Net additional homes provided (NI 154)	Long standing indicator should be retained	Annual	Aim to maximise	TBC	560	600	650	Tay Arnold	Rob Jarman
Existing	Number of affordable homes delivered (gross)	Long standing indicator should be retained	Quarterly	Aim to maximise	139	180	200	220	Andrew Connors	John Littlemore
Existing	Number of households prevented from becoming homeless through the intervention of housing advice	Long standing indicator should be retained	Quarterly	Aim to maximise	194	300 (reduced)	TBC	TBC	Ellie Kershaw	John Littlemore
NEW	Number of households housed through housing register		Quarterly	Aim to maximise	TBC	600	610	620	Andrew Connors	John Littlemore