

2016/17

# Quarter 2 Performance Update



For further information about Performance Management at Maidstone Council, please contact Alex Munden, Performance and Business Information Officer.

**OUR VISION**

That our residents live in decent homes, enjoy good health and a pleasant environment, with a successful economy that is supported by reliable transport networks.

**OUR MISSION**

Putting People First.

**OUR PRIORITIES**

Keeping Maidstone Borough an attractive place for all

Securing a successful economy for Maidstone Borough



**ACTION AREAS**

Providing a clean and safe environment

Encouraging good health and wellbeing

Respecting the character and heritage of our Borough

Ensuring there are good leisure and cultural attractions

Enhancing the appeal of the town centre for everyone

Securing improvements to the transport infrastructure of our Borough

Promoting a range of employment opportunities and skills required across our Borough

Planning for sufficient homes to meet our Borough's needs

**OUR VALUES**

**Service**



Everything we do impacts on our customers, both internal and external. We will listen to and understand their needs, then take action to provide the right service in a positive and professional manner.

**Teamwork**



Working together to achieve our objectives and goals in a way that utilises the talents and creativity of everyone in our organisation.

**Responsibility**



We work in an environment that encourages us to take ownership for our actions. Making the right choices and decisions that lead to a satisfactory outcome for all.

**Integrity**



We have the courage to act on our convictions to build trust and honesty. We work with our partners and customers to create a feeling of openness and transparency in everything we do.

**Value**



Taking care and weighing up our options, aiming to get the maximum effect for every penny of public money we spend.

**Equality**



Valuing our differences and understanding how they can contribute to a better working environment and services that are fair and easy to access.






# Understanding Performance





## Key to performance ratings

Performance indicators are judged in two ways; firstly on whether performance has improved, been sustained or declined, compared to the same period in the previous year. For example, 2016/17 annual performance will be compared against 2015/16 annual performance. This is known as direction. Where there is no previous data, no assessment of direction can be made.

The second way in which performance is assessed looks at whether an indicator has achieved the target set and is known as PI status. Some indicators may show an asterisk (\*) after the figure, these are provisional figures that are awaiting confirmation.

Data Only indicators are not targeted but are given a direction. Indicators that are not due to be reported or where there is a delay in data collection are not rated against targets or given a direction.

RAG Rating	
	Target not achieved
	Target missed (within 10%)
	Target met
	No target to measure performance against
	Data Only

Direction	
	Performance has improved
	Performance has not changed / been sustained
	Performance has declined
	No previous performance to judge against

Strategic Actions have also been rated using the RAG Status (Red, Amber or Green). The ratings are there to provide an assessment of how well the strategy or plan is progressing.

## Performance Summary

This is the annual update on Maidstone Borough Council’s Strategic Plan 2015-20. It sets out how we are performing against the Key Performance Indicators and Strategic actions that directly contribute to the achievement of our priorities: Keeping Maidstone an attractive place for all and securing a successful economy for Maidstone Borough.

Outlined below is a summary of the ratings and direction that have been given for the annual results.

RAG Rating	Green	Amber	Red	N/A	Total
KPIs	2	0	0	2	4
Strategic Actions	1	1	0		2
Direction	Up	Across	Down	N/A	Total
KPIs	2	0	0	2	4

# Priority 1: Keeping Maidstone an attractive place for all






## Respecting the Character of our Borough

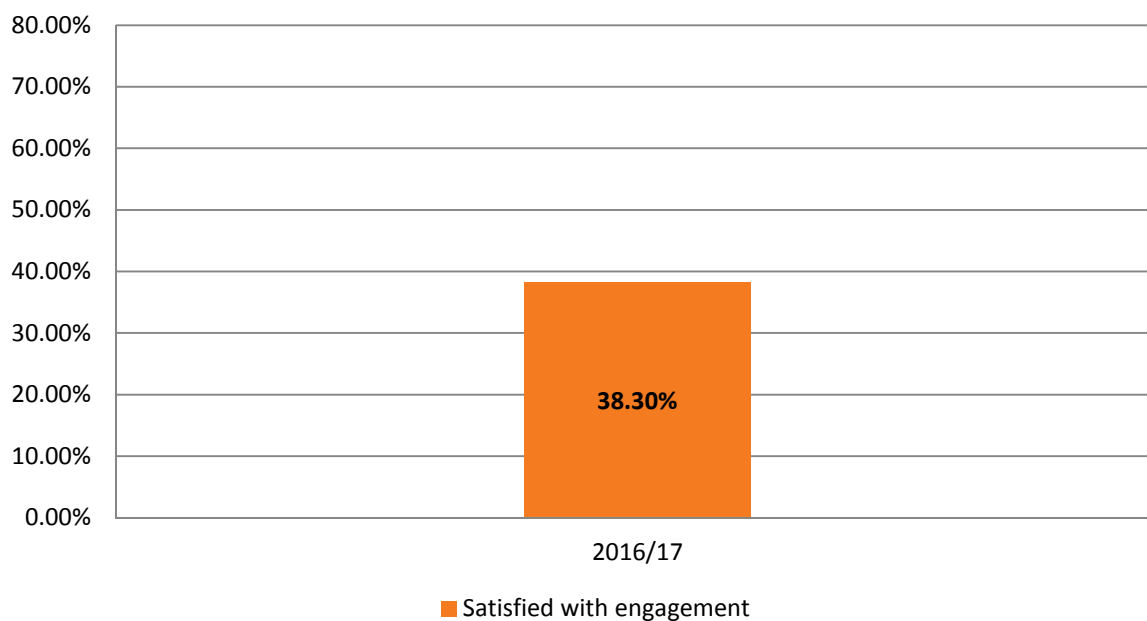
Maidstone is the County town of Kent. In terms of its geography, it is largely rural and the countryside offers high quality landscape and biodiversity. Approximately 50% of the borough population live in a parished area. We are focused on achieving economic prosperity, whilst at the same time balancing protecting the environment and landscape that makes the borough of Maidstone a great place to live, work in and visit.

NB: Parish charter developed in consultation with parishes and KALC

### Percentage of parishes satisfied with the level of communication and engagement they have with Maidstone Borough Council (Parish Survey)

The parish council survey was open from 18th July until 2nd October.

Current Performance	Q2 Target	Value Vs Target	Direction	Status	Expected Outcome
38.3%					



**Performance Comment:** A total of 62 responses were received from Parish Councillors and Clerks. While the greatest proportion of respondents were satisfied with the level of communication and engagement from MBC, almost a third (32%) were neither satisfied nor dissatisfied. Comments around this question concerned queries to Officers going unanswered, however there were several positive comments about the Parish Liaison Officer role.

## Priority 2: Securing a successful economy for Maidstone Borough

### Securing Improvements to the Transport Infrastructure for our Borough

Maidstone is strategically situated between London and the channel ports and is serviced by two motorway networks, the M20 and M2, with rail connections to central London. With regard to travelling in and around the Borough by car, congestion is an issue particularly at peak time in the town centre. The bus transport network serving Maidstone town is relatively strong whilst rural transport presents distinct challenges

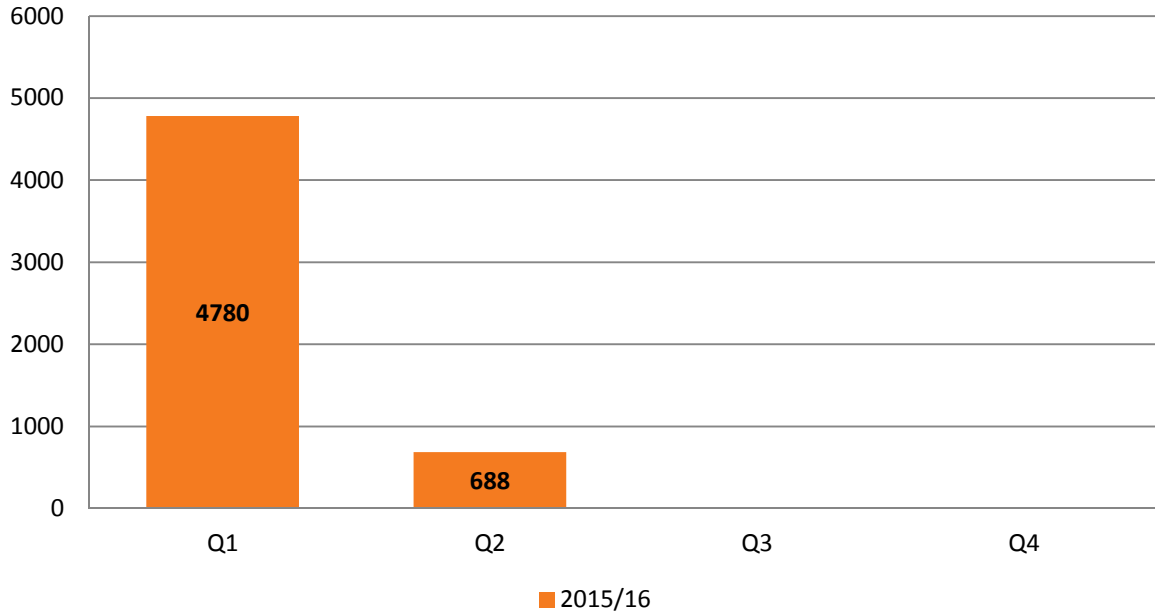
#### Integrated Transport Strategy (ITS) Update

Following the request for minor changes to the documents by the Strategic Planning Sustainability and Transportation Committee on 6th July the revised Integrated Transport Strategy and the Walking and Cycling Strategy were adopted by the Strategic Planning Sustainability and Transportation Committee on 13th September. However, as a result of continuing discussions with KCC the latest revised documents were not subsequently reviewed by the Joint Transportation Board on 13 July 2016 as envisaged. Instead a joint report was presented by the KCC Head of Transportation and the MBC Head of Planning and Development which updated Members with respect to the 7 December 2015 resolution. Further to the JTB resolution of 13 July 2016, MBC will continue to work with KCC towards its joint adoption.

### Number of school journeys undertaken without a car as part of borough wide schemes

Figures for this are published by KM Charity Team. This reflects the objectives set out in the Integrated Transport Strategy in reducing the use of unsustainable transport.

Current Value	Q2 Target	Value Vs Target	Direction	Status	Expected Outcome
688					



**Performance Comment:** As this is only the second quarter of monitoring this data we do not have a baseline. There has been a reduction in the numbers from last quarter; however the data still demonstrates a positive modal shift. The reduction in Quarter 2 may be due to the impact of the Summer holidays and new intake of pupils into the schools. The data includes schemes such as walking bus, Active Bug, Green footsteps, and Walk-Once-a-Week.

## Planning for Sufficient Homes to meet our Borough's Needs

Over the last five years, the supply of new, affordable housing within the borough has been greater than in neighbouring authorities, although still less than historic levels. 189 new affordable homes were built in the borough in 2013/14 and 163 in 2014/15. In total 413 new homes were delivered in 2014/15, of these new homes over 75% were built on land that had previously been developed.

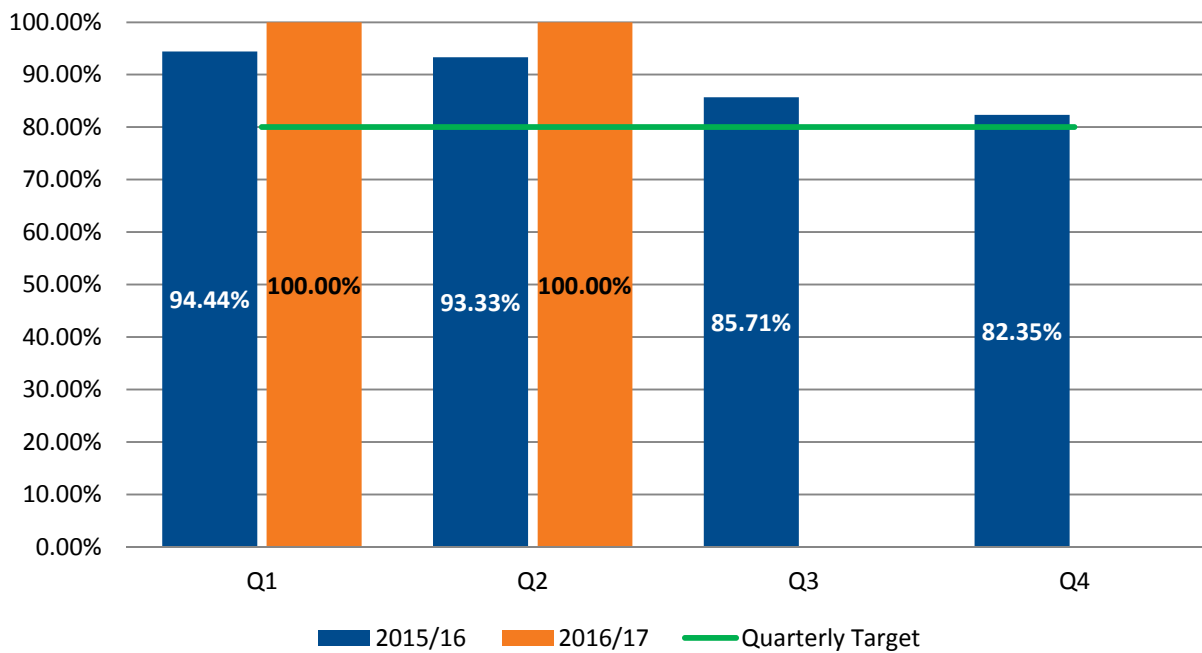
### Local Plan Update

The Maidstone Borough Local Plan examination hearings commenced on 4th October. It is anticipated that the examination hearings will run until December. There are fifteen scheduled hearing days with two additional full days and two additional half-days held as reserve dates. The Government appointed Inspector is Mr Robert Mellor. The Inspector has given detailed consideration to the representations made during the publication consultation in February and March 2016, as well as reviewing the evidence base, and has used these to produce a list of attendees for each session. Matters, Issues and Questions from the Examiner were dealt with by officers and published on 15th September. The remaining Matters, Issues and Questions (relating to the later scheduled hearings) continue to be dealt with by officers and will be sent to the Inspector by 20th October.

### Processing of major planning applications in 13 weeks

This indicator measures the percentage of major planning applications processed within the statutory timescale of 13 weeks, or within timescales agreed with the developer. This has increased importance to central government. Major developments are classified as those providing 10 or more dwellings, or on an area of 0.5 hectares or more where the number of dwellings is unknown. Major applications also include building(s) where floor space is 1000 square metres or more, or the site has an area of one hectare or more.

Current Value	Q2 Target	Value Vs Target	Direction	Status	Expected Outcome
100%	80%	+20%	↑	✔	Target will be achieved



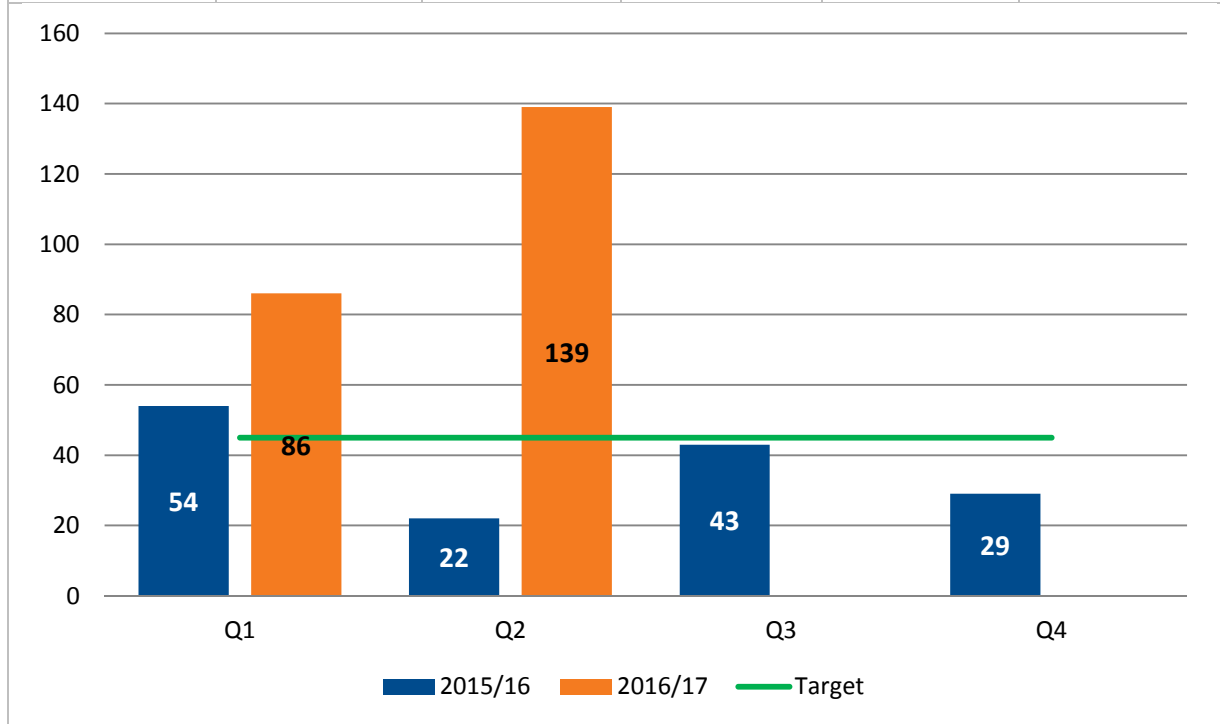
**Performance Comment:** Performance on major applications remains very strong. Q2 has achieved 100% with 28 applications being recorded within agreed timescales. Of these 6 have been determined within the 13 week period and 22 have been determined within an agreed timeframe. The majority of the 22 have been major housing applications which require complex S106 agreements to be negotiated and signed. The figures show how effective officers have been in negotiating and securing extension of time agreements which the developers are willing to sign up to. As a comparison to our neighbouring authority - Swale Borough Council have determined 15 major applications, 14 of which have been within agreed timescales (94%). Again this shows the throughput of major applications with MBC achieving almost double that of its neighbouring authority.



### Number of affordable homes delivered

Housing supply has not kept pace with demand. Many families are locked out of the housing market by unaffordable prices and unobtainable mortgages. Affordable dwellings include social-rented housing and intermediate housing. These can be new build or acquisitions; the figure does not take into account any losses.

Current Performance	Q2 Target	Value Vs Target	Direction	Status	Expected Outcome
139	45	+94	↑	✔	Target will be achieved



**Performance Comment:** The affordable housing programme for 2016/17 is maintaining a strong supply of newbuild affordable units with several schemes running to forecasted schedules. Performance has been excellent and the annual target has already been exceeded by 45 affordable dwellings at the mid point of the year, with 225 completed so far. According to latest schedules, there are in excess of 300 affordable dwellings forecast for completion by year end.