

Appendix 1

Key Performance Indicators 2020-2021

Status	Head of Service	Performance Measures	Frequency	Good Performance	2019/20 Target	2019/20 Outturn	2020/21 Target
Embracing Growth and Enabling Infrastructure							
Existing	Rob Jarman	Percentage of priority 1 enforcement cases dealt with in time	Quarterly	Aim to Maximise	N/A	100%	95%
Existing	Rob Jarman	Percentage of Priority 2 enforcement cases dealt with in time	Quarterly	Aim to Maximise	N/A	95%	90%
Existing	Rob Jarman	Number of enforcement complaints received	Quarterly	Aim to Maximise	Information Only	566	Information Only
Existing	Rob Jarman	Number of affordable homes delivered (Gross)	Quarterly	Aim to Maximise	180	325	TBC
Existing	Rob Jarman	Affordable homes as a percentage of all new homes	Annual	Aim to Maximise	N/A	TBC	TBC
Existing	Rob Jarman	Net additional homes provided (NI 154)	Annual	Aim to Maximise	N/A	TBC	TBC
Existing	Rob Jarman	Processing of planning applications: Major applications (NI 157a)	Quarterly	Aim to Maximise	88.0%	91.3%	92.0%
Existing	Rob Jarman	Processing of planning applications: Minor applications (NI 157b)	Quarterly	Aim to Maximise	85.0%	98.6%	99.0%
Existing	Rob Jarman	Processing of planning applications: Other applications (NI 157c)	Quarterly	Aim to Maximise	92.0%	99.2%	99.0%

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Homes and Communities							
Existing	John Littlemore	Number of houses of multiple occupation brought to compliance by private rented sector licensing	Quarterly	Aim to Maximise	N/A	31	30
New	John Littlemore	Percentage of gas safety certificates in place on all residential properties	Quarterly	Aim to Maximise	N/A	N/A	100%
New	John Littlemore	Percentage of all electrical safety certificates on all residential properties	Quarterly	Aim to Maximise	N/A	N/A	100%
New	John Littlemore	No of high priority fire safety certificates on all residential properties	Quarterly	Aim to Maximise	N/A	N/A	100%
Existing	John Littlemore	Number of completed housing assistances	Quarterly	Aim to Maximise	Information Only	471	Information Only
Existing	John Littlemore	Percentage of approved spend for disabled facilities grant	Quarterly	Aim to Maximise	100%	130.4%	75%
Existing	John Littlemore	Number of households prevented or relieved from becoming homeless	Quarterly	Aim to Maximise	300	571	450
Existing	John Littlemore	Percentage of successful housing prevention and relief cases	Quarterly	Aim to Maximise	60.0%	56.6%	60%
Existing	John Littlemore	Percentage of successful Prevention Duty outcomes	Quarterly	Aim to Maximise	62.4%	60%	60%
Existing	John Littlemore	Number of households housed through the housing register	Quarterly	Aim to Maximise	600	576	450

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Existing	John Littlemore	Number of households living in nightly paid temporary accommodation last night of the month	Quarterly	Aim to Minimise	Information Only	36	Information Only
Existing	John Littlemore	Number of households in temporary accommodation	Quarterly	Aim to Minimise	Information Only	36	Information Only
Safe, Clean and Green							
Existing	John Littlemore	Percentage of unauthorised encampments removed within 5 working days	Quarterly	Aim to Maximise	90.0%	100%	100%
Existing	Jen Shepherd	The percentage of relevant land and highways that is assessed as having acceptable levels of litter	4-monthly	Aim to Maximise	98.0%	98.18%	98%
Existing	Jen Shepherd	The percentage of relevant land and highways that is assessed as having acceptable levels of detritus	4-monthly	Aim to Maximise	95.0%	94.9%	95%
Existing	Jen Shepherd	The average weight of fly tipped material collected	Quarterly	Aim to Maximise	Information Only	92.8kg	Information Only
Existing	Jen Shepherd	Percentage of fly tips assessed within 2 working days	Quarterly	Aim to Maximise	94.0%	96.4%	94.0%
Existing	Jen Shepherd	Percentage of fly tips with evidential value resulting in enforcement action	Quarterly	Aim to Maximise	80.0%	87.0%	87.0%
Existing	Jen Shepherd	Percentage of household waste sent for reuse, recycling, composting	Quarterly	Aim to Maximise	52.0%	49.1%	52.0%
Existing	Jen Shepherd	Contamination: Tonnage per month rejected	Quarterly	Aim to Minimise	N/A	N/A	25

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Existing	Jen Shepherd	Actual Spend of Section 106 money	Quarterly	Aim to Maximise	Information Only	£6,016	Information Only
Existing	Jen Shepherd	Maintenance per Hectare Spent on Parks and open Spaces	Annual	Aim to Maximise	Information Only	£4,953,335.00	Information Only
Existing	Jen Shepherd	Percentage of People using Parks and Open spaces	Annual	Aim to Maximise	Information Only	No Data Available	50.0%
Existing	Jen Shepherd	Number of Green Flag Parks	Annual	Aim to Maintain	5	3	3
Thriving Place							
Existing	John Foster	Number of students benefitting from the museums educational service	Quarterly	Aim to Maximise	8,378	8,884	TBC
Existing	John Foster	Footfall at the Museum and Visitor Information Centre	Quarterly	Aim to Maximise	65,000	98,314	TBC
Existing	John Foster	Number of users at the Leisure Centre	Quarterly	Aim to Maximise	805,257	758,290	TBC
New	John Foster	User Satisfaction with Hazlitt	Quarterly	Aim to Maximise	N/A	N/A	75%
Existing	John Foster	Percentage of Vacant Retail units in the town centre	Annual	Aim to Minimise	11%	N/A	TBC
Existing	John Foster	Footfall in the town centre	Quarterly	Aim to Maximise	11,836,415	10,994,050	TBC
Existing	Sheila Coburn	Business Rates income from the town centre	Annual	Aim to Maximise	Information Only	£21,720,949	Information Only
Existing	Mark Green	Total value of business ratable properties	Annual	Aim to Maximise	Information Only	£147,123,115.00	Information Only
Existing	John Foster	Number of visits per month to visit Maidstone.com	Quarterly	Aim to Maximise	367,535	334,556	TBC