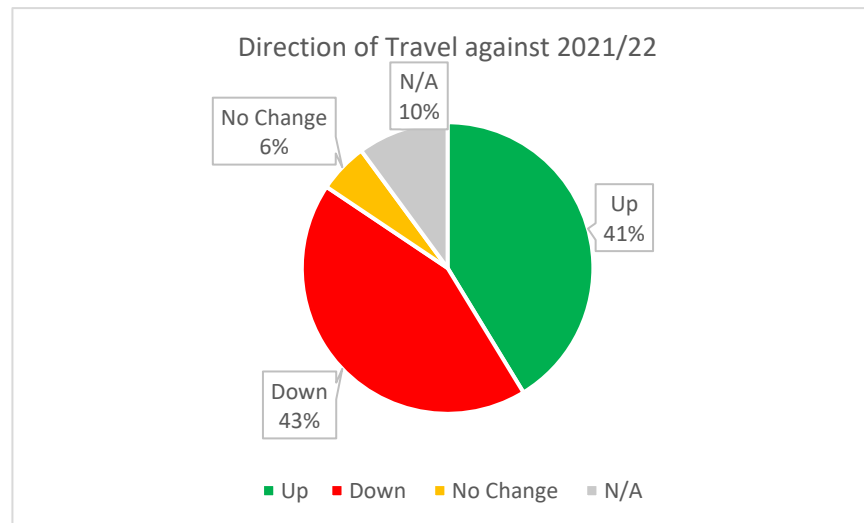
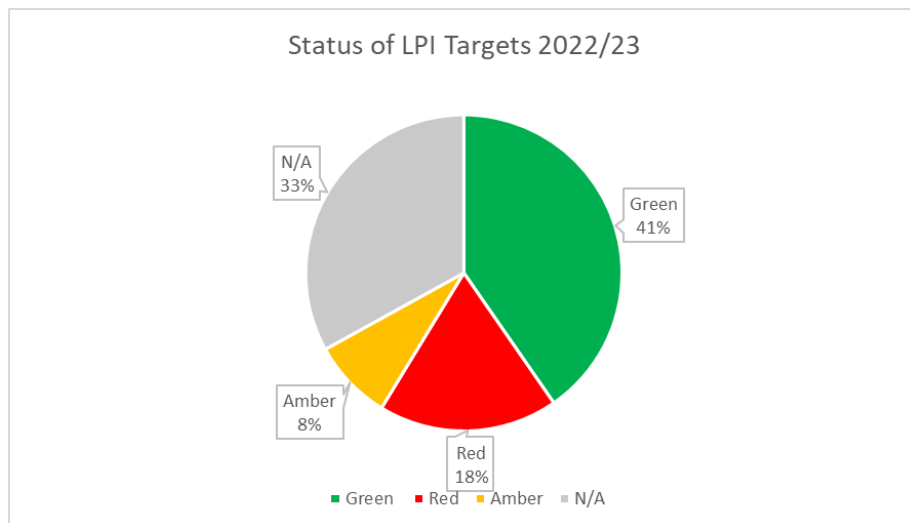


LPI – End of Year Outturn 2022/23

Summary Annual Performance of LPIs



- Status of LPIs
 - More than a third of PIs are on target for 2022/23 (41% of LPIs)
 - Just over a quarter of PIs are under target for 2022/23 (26% of LPIs)
 - The remaining PIs had no target to compare to (33% of LPIs)
- Direction of travel
 - Almost half the PIs declined in performance from 2021/22 (43% of LPIs)
 - Slightly less PIs improved in performance than declined from 2021/22 (41% of LPIs)
 - The remaining PIs either had no change or had no previous data to compare against (16% of LPIs)

Comments from Service Managers

Finance

Three out of the four indicators monitoring the service's performance were met for the year. The reason for missing the target monitoring account management was due to other pressures on the team, primarily around setting the budget and that needed to be prioritised. The external audit on the annual 21/22 Statement of Accounts was also delayed, which then had to be prioritised.

Other indicators occasionally slipped over the year, which was usually due to staff absences in the period (sickness and leave), but overall, performance was good, and the target was met.

Revenues & Benefits

Benefits

Housing Benefit debt has continued to reduce over the last year across the partnership. Maidstone's debt has reduced by £345,590 from April 2022 to March 2023, a reduction of over 10%. This shows that although we may continue to raise overpayments, we are reducing the overall debt year-on-year. With financial pressures, this is testament to the good work of the team that work with debtors to ensure this is affordable and have continued to use the ways possible for recovery.

Combined with this, we have had our end of year engagement call with the DWP. They class us as an 'exceeding and outstanding council' for both Maidstone and Tunbridge Wells, due to our performance metrics. In the words of our engagement partner, "at both boroughs you are flying".

Council Tax & NNDR

The continued impact of Covid over parts 2022-23 has only accelerated pre-existing trends in the increase in debt and dependency at both local and national level and this has now been exacerbated further by the advent of the Cost-of-Living crisis. Notwithstanding this, Council Tax and Business Rates collection continues to hold up remarkably well against target, a testament to the outstanding dedication and professionalism of the Revenues Team in the face of pressures such as resourcing, illness and absence, new legislation, NNDR Revaluation, software change and a recovering Recovery and Enforcement process.

Environment & The Public Realm

Bereavement Services

The service has performed well over the year, hitting all targets that were set. The number of deaths were still very high however, It is felt that this is the knock on effect of lockdown and that people that didn't get diagnosed or treated during the pandemic and the time delays in ambulances reaching emergency call outs, and back logs in A&E. We did see a great reduction in covid 19 deaths. We continue to try and ensure that we continuously review our memorial sales and introduce more choice and value for money to reflect the cost-of-living crisis. We have held renewal of memorial prices the same as continued business is equally important as new sales.

Public Realm

In summary, the two indicators monitoring fly tipping assessment times did not meet their targets due to a high number of fly tips requiring specialist equipment to remove them, therefore creating additional delays to response times. The regularly achieve the targets, we would need a greater investment in removal equipment and a higher level of resource to work weekends. The other indicators only slightly missed their targets, indicating that litter and detritus levels are still very low in Maidstone.

Waste Services

The service has provided a successful collection rate of over 99.7% in the last year, and whilst missed bins have increased, MBC officers continue to use the contract levers to maintain service standards across the Borough. The recycling rate has dropped this year, a trend seen across the Country. To try to maintain our level, we have recently highlighted recycling via the Spring Borough Insight and continue to advertise for more garden waste customers, via social media and the electronic newsletter.

Our contamination rate is on average with that of the industry, although we usually perform slightly better than average. We are investigating with KCC why this has risen recently and have asked for quicker notification of poor-quality loads preferably when the material is initially tipped from a vehicle. That will enable us to target leaflets / bin hangers at a round of approximately 400 houses, rather than relying on general district wide communications.

Parks

The service achieved its target of four green flag parks again this year, with all sites being thoroughly audited. Continuous improvements need to be shown to maintain these awards. Our indicator tracking the maintenance per hectare spend has been revised this year to include the whole MBC open spaces estates, not just formal parks.

S.106 spend of £160,854 was reduced during 22/23 as additional focus and officer time put on utilising Parks Capital funds, which amounted to a further capital investment project value of £196,116 of project spend. Therefore, the total Capital investment into Parks infrastructure from both these funding streams during 22/23 was £356,970.

Parking

Two out of the three indicators monitoring the service's performance were met this year. Car parks have performed consistently well against budget expectations, with good occupancy rates particularly in short-stay car parks. The CEO accuracy also continues to be high, above contractual performance levels. The deployment hours of CEOs have been impacted by recruitment over the last year, however this has now been resolved and performance maintained.

Building Control

No comments provided

Development Management

Another very strong year with regard to processing all types of planning applications. It is disappointing that the appeals performance is 7% below target but performance is improving with decisions made in 2022 becoming more prevalent.

Mid Kent Planning Support

The MKPS team have been working understaffed for all last year, and between resilience training and overtime to support this, have maintained a good level of achievement to keep within targets.

The team, following a consultation that run from January to March, have undergone a structural change to reflect the need to combine teams and train current staff to support the workload and knowledge and recruit at a lower level. Whilst there is still a lot of training to be carried out, and some lower-level posts to fill, achieving the KPI's have been in the forefront of our minds to maintain the good quality service, and this is reflected in the figures.

Spatial Planning & Economic Development

It has been a tough time for the retail and hospitality sector and highstreets nationally over the last financial year, with inflation rising to just over 10% and as peoples shopping patterns change to accommodate the national living crisis and squeeze on wages. Vacant units

surveyed by One Maidstone for April 2023 stood at 16.3%, a fall of 1.9% from April 2021 but a rise of 0.6% since January 2022 survey data.

Leisure

The customer satisfaction terminals were broken at the Leisure Centre at the start of the year. Since replacing them, levels have remained above target. The number of users at the Centre, however, continues to be much lower than pre-pandemic times, even though membership numbers are 19% higher. Figures will continue to be closely monitored over the next year.

The Hazlitt continues to see a lower number of shows being put on, as promoters and producers battle with the increased costs of running the shows. However, despite the reduced number of shows, the average audience size has increased. The theatre programme for 2023/24 is strong, which makes for promising numbers going into 2024.

We continue to see a good level of stalls at the Saturday Market, and have seen some new, good-quality traders take on pitches. However, Tuesday's market is still struggling to attract new traders. The indicator tracking the occupancy of the Market Hall has only looked at weekend bookings. From next year, this will be collected for all weekdays to give a truer reflection on occupancy.

Museum

No comments provided

Housing & Regulatory Service Community Protection

We have significantly reduced the number of UEs (unauthorised encampments) in the borough over the last 3 years, meaning the percentages are only looking at low numbers, usually only one. The legislation to remove UEs quickly relies on the existence of anti-social behaviour or criminality. The UE in Q4 was well behaved and tidy and left peacefully after a short stop. Other areas of the services' performance are for 'data-only' collection.

Environmental Health

The performance of the team has met target overall in the year. The service has been holding a Team Leader vacancy, which has impacted on our capacity to respond to planning applications at peak periods during the year, on top of seasonal holiday periods. We have now recruited to the vacancies and should manage peak service periods during the coming year better.

The Food Hygiene team has met their Food Standards Agency Recovery plan targets this year. Inspection of all high risk businesses has been completed and response to Emergency Hygiene Closure of a food business was successfully managed during the last weeks of the year.

Housing & Inclusion

No comments provided

Homechoice & Strategy

Out of four performance indicators, two have not been met this year. These were not met due to the increase in workload (new applications have increased 32% since 2020/21) and long-term sickness absence within the team. Additionally, the recruitment, training and resignation of 2 officers to cover other absences has also stretched resources. Over the past few months, resources are being concentrated on directly allocating vacant properties to households in temporary accommodation and therefore assessments of other housing needs are taking longer to complete

Housing Portfolio

No comments provided

Insight, Communities & Governance

A total of 907 FOI and EIR requests were received in 2022-2023. Of these 813 were sent on time. A total of 263 enquiries from MPs were received in 2022-2023. We are aware of 8 complaints referred to the LGO in 2022-2023, however we are still waiting to receive final decisions for four of these, and one is still under investigation. Waste – Household continues to be our highest department for stage 2 complaints, with 69 stage 2 assessments conducted, of which 47 were escalated to full stage 2 investigations.

Democratic & Electoral Services

Due to staff vacancies and long-term sickness absences in the team throughout the year the service has prioritised critical work above producing minutes within 5 working days. This means that Records of Decision have been published in time which are critical to ensure decisions are implemented. The knock-on effect of this prioritisation reflects in the performance figures as expected.

Marketing & Communications

Of the six indicators for the service, five hit their targets. It is positive to see the number of visits for visit-maidstone increasing over the years, as it reflects that residents and visitors are looking and finding things to do in the area. We have also seen an increase in the hits to “what’s on” pages, with more people looking for free events and places for low entrance fees. Media enquiries have decreased this year due to the demise of a local newspaper and the long-standing Editor and Deputy Editor of another leaving in Maidstone. There has also been an apparent ‘shift’ in the way that journalists are reporting which is more through digital and social media channels.

The increase in engagement events has been seen both externally and internally for Communications. And with the removal of one post within the design aspect of the Comms team, we only have one part-time member of staff and the project number has been reset to reflect that.

Customer Services

Customer Services have suffered with a high turnover of staff this year and have found it challenging to recruit to these vacancies. Staff shortages, along with some service failures causing contact to increase, has made it extremely challenging to be able to meet our target of answering 90% of calls. We have run multiple recruitment campaigns and trialled a change in approach to how we recruit but this still hasn’t always been successful. When vacancies are filled it can take months, sometimes years, to get a member of staff cross-trained in all 14 services that we deliver and so this also has an impact on our ability to answer calls.

In November 2022 webchat was rolled out on the website and this has proved popular with customers and so whilst we have continued to see a reduction in calls the contact has shifted to webchat and we now need at least 1 person dedicated full time to respond to them.

Performance ratings

NOTE: Direction of travel for targeted performance indicators shows if performance has improved or declined. For data only performance indicators direction of travel shows if there has been an increase or decrease in volume.

Finance

Indicator	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Annual 2022/23	Annual Target 2022/23	Annual Status	Direction of travel (Last Year)
Days taken to produce monthly management accounts	12.00	10.00	12.00	10.00	11.00	10.00	Target not met	Performance improved
Percentage of invoices paid on time (BV 08)	97.46%	97.43%	98.65%	98.52%	98.03%	98.00%	Target met	Performance declined
Credit Scoring of Council's Investments	4.5	3.33	3.43	1.0	3.1	4.2	Target met	Performance improved
Average number of days taken to produce sundry debts (rolling 12 months)	10	10	13	14	12	14	Target met	Performance sustained

Revenues & Benefits

Indicator	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Annual 2022/23	Annual Target 2022/23	Annual Status	Direction of travel (Last Year)
Percentage of Council Tax collected (BV 009)	19.03%	46.20%	73.03%	96.76%	58.8%	58.35%	Target met	Performance improved
Percentage of Non-domestic Rates Collected (BV 010)	35.80%	62.52%	82.61%	97.65%	63.8%	65.93%	Target met	Performance improved
Total value of outstanding Housing Benefit debt as at the end of the period	£2,748,395.13	£2,884,114.69	£2,707,336.65	£2,656,163.00	£2,656,163.00	Data only	Data only	Value decreased
New e-billing cases set up - Council Tax	1,313	917	2,961	1,968	7,159	1,200	Target met	Performance improved
New e-billing cases set up - Business Rates	211	49	127	303	690	200	Target met	Performance improved
Average number of days taken to process new housing benefit claims	17.18	19.19	17.24	21.62	18.81	30.00	Target met	Performance declined
Average number of days taken to process change of circumstances for council tax benefit and housing benefit	2.92	3.54	2.91	1.87	2.51	10.00	Target met	Performance improved

Environment & The Public Realm

Indicator	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Annual 2022/23	Annual Target 2022/23	Annual Status	Direction of travel (Last Year)
Bereavement Services								
Number of cremations	539	539	525	507	2,110	1,600	Target met	Performance improved
Achievement against income target (new memorial sales only)	£18,503.00	£25,518.00	£22,148.00	£24,161.00	£90,330.00	£70,000.00	Target met	Performance declined
Percentage of customers satisfied (Bereavement Services)	100%	100%	100%	100%	100%	100%	Target met	Performance improved
Public Realm								
Percentage of fly tips assessed within 2 working days	81.80%	76.50%	84.28%	75.10%	78.84%	94.00%	Target not met	Performance declined
Percentage of fly-tips clear or assessed within 4 working days	98.00%	91.00%	97.00%	87.00%	92.00%	96.00%	Target missed by under 10%	Performance sustained
The percentage of relevant land and highways that is assessed as having acceptable levels of litter	98.16%	98.28%	96.95%	97.22%	97.65%	98.00%	Target missed by under 10%	Performance improved
The percentage of relevant land and highways that is assessed	90.00%	95.01%	96.69%	96.11%	94.45%	95.00%	Target missed by under 10%	Performance declined

Indicator	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Annual 2022/23	Annual Target 2022/23	Annual Status	Direction of travel (Last Year)
as having acceptable levels of detritus								
Percentage of fly tips with evidential value resulting in enforcement action	112.5%	100.0%	100.0%	100.0%	101.4%	89.00%	Target met	Performance declined
Waste Services								
Missed bins per 100,000 collections	71.5	85.5	76.9	TBC	78*	30.00	Target not met	Performance improved
Contaminated tonnage (rejected) as a percentage of the tonnage of household waste sent for reuse, recycling or composting	6.50%	4.97%	5.35%	TBC	5.61%*	8.00%	Target met	Performance improved
Contamination: Tonnage per month rejected	545.95	351.80	360.77	450.00	1708.52	1150.00	Target not met	Performance declined
Percentage of household waste sent for reuse, recycling and composting	52.50%	49.44%	47.23%	TBC	49.72%*	52.00%	Target missed by under 10%	Performance declined
Parks								
Maintenance per Hectare Spent on	Annual Indicator				£5222	Data only	Data only	Value decreased

Indicator	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Annual 2022/23	Annual Target 2022/23	Annual Status	Direction of travel (Last Year)
Parks and open Spaces								
Number of Green Flag Parks	Annual Indicator				4	4	Target met	Performance sustained
Actual Spend of Section 106 money (parks)	Annual Indicator				£356,970	Data only	Data only	Value increased
Parking Services								
Pay & Display income as percentage of the combined budget	113.67%	106.57%	110.68%	117.14%	111.73%	100.00%	Target met	Performance improved
Accuracy Rate of Civil Enforcement Officers (CEO)	99.39%	99.98%	100.00%	100.00%	99.84%	99.00%	Target met	Performance improved
Amount of time Civil Enforcement Officers (CEO) are deployed (Hours)	4,892.8	5,018.36	4,403.87	4,597.31	18,912.34	20,000.00	Target missed by under 10%	Performance declined

Building Control

Indicator	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Annual 2022/23	Annual Target 2022/23	Annual Status	Direction of travel (Last Year)
Financial budgetary control- percentage excess over income target achieved (ytd)	121.10%	129.50%	110.20%	113.80%	118.65*	100.00%	Target met	Performance declined
Percentage of building regulation submissions checked within ten working days of receipt	88.24%	83.64%	79.17%	84.62%	83.91%	95.00%	Target not met	Performance declined

Development Management

Indicator	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Annual 2022/23	Annual Target 2022/23	Annual Status	Direction of travel (Last Year)
Planning								
Processing of planning applications: Major applications (NI 157a)	92.31%	91.30%	86.67%	93.33%	90.91%	90.00%	Target met	Performance improved

Indicator	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Annual 2022/23	Annual Target 2022/23	Annual Status	Direction of travel (Last Year)
Processing of planning applications: Minor applications (NI 157b)	99.05%	97.54%	94.12%	93.33%	96.08%	95.00%	Target met	Performance declined
Processing of planning applications: Other applications (NI 157c)	99.32%	98.11%	98.32%	97.38%	98.38%	98.00%	Target met	Performance declined
MBC success rate at planning appeals (rolling 6 months) (Bi- annual LPI)	57.14%		68.97%		64.00%	76.00%	Target not met	Performance declined
Heritage, Landscape & Design								
Percentage of major consultations dealt with within 28 days	47.06%	37.50%	TBC	TBC	TBC	85.00%	TBC	TBC
Percentage of minor and other DC consultations dealt with within agreed/target timescales	68.18%	80.51%	TBC	TBC	TBC	85.00%	TBC	TBC

Mid Kent Planning Support

Indicator	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Annual 2022/23	Annual Target 2022/23	Annual Status	Direction of travel (Last Year)
Maidstone: Average time taken to validate planning 3(working days)	4.00	3.09	3.31	3.31	3.47	5.00	Target met	Performance declined
Maidstone: Percentage of land searches completed within 10 working days	N/A	N/A	94.44%	100.00%	96.85%	90.00%	Target met	N/A

Business Transformation & Digital Services

Indicator	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Annual 2022/23	Annual Target 2022/23	Annual Status	Direction of travel (Last Year)
Percentage of Achieve online forms started that were completed	48.92%	59.18%	44.55%	42.10%	48.65%	40%	Target met	Performance improved
Number of website visits (DIG)	417,820	404,355	449,217	445,099	1,716,491	Data only	Data only	Value decreased

Housing & Regulatory Services

Indicator	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Annual 2022/23	Annual Target 2022/23	Annual Status	Direction of travel (Last Year)
Community Protection								
Percentage of unauthorised encampments on Council owned land removed within 5 working days	N/A	100%	N/A	0%	50%	100%	Target not met	Performance declined
Total number of unauthorised encampments on Council owned land	0	1	0	1	2	Data only	Data only	Value increased
Percentage of noise complaints followed up with diary sheets by a customer	20.1%	20.6%	21.3%	24.6%	22.4%	Data only	Data only	Value decreased
Percentage of Animal licensed establishments rated 4* or above	50.00%	72.7%	75.0%	100.0%	65.7%	Data only	Data only	Value decreased
Number of Fixed Penalty Notices (FPNs) issued for breaches of Public Space Protection Orders (PSPOs)	15	16	11	15	57	Data only	Data only	Value increased
Environmental Health								
Percentage of inspections due achieved	100.00%	100.00%	94.12%	98.33%	98.11%	80.00%	Target met	Performance improved

Indicator	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Annual 2022/23	Annual Target 2022/23	Annual Status	Direction of travel (Last Year)
Percentage of premises that received a FHRS score of 3 or above	97.76%	97.05%	97.08%	96.82%	97.18%	Data only	Data only	Value decreased
Percentage of planning consultations completed within target (21 working days)	93.26%	73.11%	94.94%	74.17%	83.87%	80.00%	Target met	Performance improved
Housing & Inclusion								
Number of Homeless Applications made	290	325	313	359	1,287	Data only	Data only	Value decreased
Percentage spent and allocation of Disabled Facilities Grant Budget (YTD)	108.9%	120.7%	107.6%	144.1%	120.3%*	100.0%	Target met	Performance improved
Number of completed housing assistances	Annual Indicator				356*	Data only	Data only	Value increased
Number of houses of multiple occupation brought to compliance by private rented sector licensing	17		14		31	30	Target met	Performance declined
Homechoice & Strategy								
Average Time Taken to process medical assessments (days)	69.14	49.76	39.34	41.15	52.34	25.00	Target not met	Performance declined

Indicator	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Annual 2022/23	Annual Target 2022/23	Annual Status	Direction of travel (Last Year)
Average time taken (week days, including bank holidays) to process housing register applications	22.3	42.6	68.1	60.7	51.1	30.0	Target not met	Performance declined
Number of households housed through the housing register	164	124	118	147	553	450	Target met	Performance declined
Number of affordable homes delivered	118	80	48	132	378	200	Target met	Performance declined
Housing Portfolio								
Percentage of gas safety certificates in place on residential properties managed by MBC's Accommodation Team	100%	100%	100%	100.00%	100.00%	100%	Target met	Performance improved
Percentage of electrical safety certificates on residential properties managed by MBC's Accommodation Team	100%	100%	100%	100.00%	100.00%	100%	Target met	Performance sustained

Indicator	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Annual 2022/23	Annual Target 2022/23	Annual Status	Direction of travel (Last Year)
Percentage of Fire Risk Assessments in place for residential properties where this is a requirement under the Fire Safety Order (2005)	100%	100%	100%	100.00%	100.00%	100%	Target met	Performance sustained
Licensing								
Premises compliance	54	34	58	36	182	Data only	Data only	Value decreased

Spatial Planning & Economic Development

Indicator	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Annual 2022/23	Annual Target 2022/23	Annual Status	Direction of travel (Last Year)
Number of Businesses/Start ups Receiving information, advice, and guidance	171	178	357	387	1093	1500	Target not met	Performance improved
Footfall in the Town Centre	2,417,464	428,180	351,489	356,574	3,553,707	4,128,349	Target not met	Performance improved
Percentage of vacant retail units in the town centre	Annual Indicator				16.3%	11%	Target not met	Performance declined
New additional homes provided (NI 154)	Annual Indicator				TBC	1001	TBC	TBC

Leisure

Indicator	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Annual 2022/23	Annual Target 2022/23	Annual Status	Direction of travel (Last Year)
User satisfaction with the leisure centre	N/A	88.35%	83.93%	82.01%	82.92%	85%	Target missed by under 10%	N/A
Number of users at the Leisure Centre	91,585	89,318	67,947	107,751	356,601	436,523	Target not met	Performance improved
Customer satisfaction with the Hazlitt	100.00%	100.00%	100.00%	100.00%	100.00%	75%	Target met	Performance sustained
Percentage of all available tickets sold at the Hazlitt	60.36%	58.69%	75.48%	74.79%	68.53%	50%	Target met	Performance improved
Number of Stalls Maidstone Market	512	494	621	491	2118	140	Target met	N/A
Market Hall Occupancy Percentage	65.38%	42.31%	59.26%	48%	53.74%	75%	Target not met	N/A

Museum

Indicator	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Annual 2022/23	Annual Target 2022/23	Annual Status	Direction of travel (Last Year)
Number of students benefitting from the museums educational service	4,303	4,303	2,461	3,176	14,239	16,000	Target not met	Performance improved

Indicator	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Annual 2022/23	Annual Target 2022/23	Annual Status	Direction of travel (Last Year)
Footfall at the Museum and Visitors Information Centre	8,857	11,859	6,442	6,258	33,416	48,000	Target not met	Performance improved
Number of attendees to informal events	400	404	375	324	1,503	Data only	Data only	Value increased
Number of people attending paid for exhibitions	6	483	237	0	726	Data only	Data only	Value decreased
Number of new volunteers recruited	3	3	2	4	12	Data only	Data only	N/A
Number of visitor surveys completed	0	0	0	71	71	500	Target not met	N/A

Insight, Communities & Governance

Indicator	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Annual 2022/23	Annual Target 2022/23	Annual Status	Direction of travel (Last Year)
Percentage of Stage 1 complaints escalated to Stage 2	12.12%	13.21%	7.27%	7.55%	9.92%	15.00%	Target met	Performance improved

Indicator	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Annual 2022/23	Annual Target 2022/23	Annual Status	Direction of travel (Last Year)
Percentage of stage 2 complaints escalated to the LGO	9.09%	5.56%	14.29%	30.00%	13.04%	6%	Target not met	Performance declined
Percentage of FOIs closed within the statutory timescale (20 working days)	90.91%	80.4%	89.81%	94.49%	89.35%	100%	Target not met	Performance declined
Percentage of MP correspondence closed within 20 working days	91.8%	78.57%	90.63%	89.04%	87.31%	100%	Target not met	Performance declined

Democratic & Electoral Services

Indicator	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Annual 2022/23	Annual Target 2022/23	Annual Status	Direction of travel (Last Year)
Percentage of minutes produced within 5 working days of a public meeting	31.82%	58.82%	43.48%	TBC	95%	TBC	TBC	Performance improved
Percentage of Document Image Processing completed in time	100.0%	100.0%	100.0%	100.0%	100.0%	99.00%	Target met	Performance improved

Indicator	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Annual 2022/23	Annual Target 2022/23	Annual Status	Direction of travel (Last Year)
Percentage of Print Jobs completed in time	100%	95.1%	100.0%	99.4%	97.7%	98.5%	Target missed by under 10%	Performance declined
Percentage of Emails Processed in time	97.9%	98.5%	97.1%	99.4%	98.1%	97.5%	Target met	Performance improved

Marketing & Communications

Indicator	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Annual 2022/23	Annual Target 2022/23	Annual Status	Direction of travel (Last Year)
Number of visits per month to Visit-Maidstone.com	174,578	156,100	88,322	74,340	493,340	240,000	Target met	Performance improved
Number of press releases issued	28	42	39	37	146	120	Target met	Performance declined
Social media reach	Annual LPI				3,532,359	2,113,032	Target met	Performance improved
Number of Communication engagement events	Annual LPI				44	20	Target met	Performance improved
Number of media enquiries responded to	Annual LPI				344	350	Target missed by under 10%	Performance declined
Number of design projects completed	Annual LPI				180	150	Target met	Performance improved

Customer Services

Indicator	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Annual 2022/23	Annual Target 2022/23	Annual Status	Direction of travel (Last Year)
Percentage of calls answered which are received by the Contact Centre	84.55%	77.65%	87.41%	84.9%	83.4%	90%	Target missed by under 10%	Performance declined
Percentage of reduction in calls answered by the Contact Centre	+7.42%	-15.42%	-6.92%	-12.2%	-6.89%	Data only	Data only	Value decreased
Percentage of customers satisfied (blanks)	83.33%	87.50%	77.78%	100.00%	84.62%	Data only	Data only	Value decreased
Percentage of customers satisfied (Accounts)	85.71%	100.00%	100.00%	100.00%	96.43%	Data only	Data only	Value decreased
Percentage of customers satisfied (Benefits)	96.43%	94.20%	93.59%	94.68%	94.77%	Data only	Data only	Value decreased
Percentage of customers satisfied (Bereavement)	100.00%	N/A	100.00%	100.00%	100.00%	Data only	Data only	Value increased
Percentage of customers satisfied (Building Control)	N/A	N/A	100.00%	100.00%	100.00%	Data only	Data only	Value increased
Percentage of customers satisfied (Community Protection)	90.00%	100.00%	85.71%	87.50%	90.63%	Data only	Data only	Value increased
Percentage of customers satisfied (Complaints)	100.00%	100.00%	0.00%	100.00%	87.50%	Data only	Data only	Value increased

Indicator	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Annual 2022/23	Annual Target 2022/23	Annual Status	Direction of travel (Last Year)
Percentage of customers satisfied (Council Tax)	95.93%	96.51%	92.94%	96.79%	95.60%	Data only	Data only	Value decreased
Percentage of customers satisfied (Environmental Services)	84.21%	78.57%	88.89%	86.67%	84.21%	Data only	Data only	Value decreased
Percentage of customers satisfied (Housing options)	92.54%	93.06%	97.30%	92.22%	93.75%	Data only	Data only	Value decreased
Percentage of customers satisfied (NNDR/Business Rates)	87.50%	100.00%	83.33%	87.50%	89.19%	Data only	Data only	Value increased
Percentage of customers satisfied (Other service)	100.00%	100.00%	79.31%	95.00%	93.6%	Data only	Data only	Value decreased
Percentage of customers satisfied (Parking)	96.30%	75.00%	87.50%	93.33%	90.10%	Data only	Data only	Value increased
Percentage of customers satisfied (Parks & Open Spaces)	88.89%	100.00%	100.00%	67.67%	88.89%	Data only	Data only	Value increased
Percentage of customers satisfied (Planning)	100.0%	100.0%	N/A	N/A	100.0%	Data only	Data only	Value increased
Percentage of customers satisfied (Waste & Recycling)	87.76%	75.84%	84.31%	89.30%	89.30%	Data only	Data only	Value decreased