

New KPIs

Indicator	Frequency	Good Performance	Baseline
HSG PS 003 Number of private sector homes improved (NEW)	Quarterly	Aim to maximise	N/A
DCV 014a Average time taken (working days) to process planning applications (majors)(NEW)	Quarterly	Aim to maximise	155 days
DCV 014b Average time taken (working days) to process planning applications (minors) (NEW)	Quarterly	Aim to maximise	81 days
DCV 014c Average time taken (working days) to process planning applications (others)(NEW)	Quarterly	Aim to maximise	57 days
BIM 003a Percentage of customer contacts made in person at the Gateway (NEW)	Quarterly	Aim to minimise	7.95%
BIM 003b Percentage of customer contacts made online by visiting the Council's website (NEW)	Quarterly	Aim to maximise	75.12%
BIM 003c Percentage of customer contacts made by phone through the Contact Centre (NEW)	Quarterly	Aim to minimise	16.94%
BIM 004 Percentage reduction in outgoing post items (through corporate support)(NEW)	Quarterly	Aim to minimise	397,705
HSG 008 Number of households living in temporary accommodation on last night of the month (SPI)	Quarterly	Aim to minimise	Less than 20
C&S 001 Percentage of complaints resolved within time frame (Stage 1) (SPI)	Quarterly	Aim to maximise	94.22%
E&S 001 Work experience placements delivered across the borough (NEW Tackling worklessness and poverty sub-group)	Quarterly	Aim to maximise	17
E&S 002 Number of employers that have engaged with NEETs through MBC (NEW Tackling worklessness and poverty sub-group)	Quarterly	Aim to maximise	Target 100 per year
E&S 003 Number of NEETS tracked to employment	Annual	Aim to maximise	Contextual Set baseline
MFM 001a Number of families accepted on the Maidstone Families Matter programme	Quarterly	Aim to maximise	80
MFM 001b Percentage of those accepted that have been engaged with			Set baseline

Deleted KPIs

Indicator	Frequency	Good Performance	2012/13 Out-turn
KCC 001 Average journey time per mile for key routes (Congestion)	Annual	Aim to minimise	Not available
HSG PS Number of homes occupied by vulnerable people made decent	Quarterly	Aim to maximise	60