

G&C Proposed KPIs and Activity indicators for 2024/2025

Growth and Communities

Key Performance Indicators

Ref	Indicator description	2023/24 Target	2023/24 Floor	2023/24 YTD (Q3)	2024/25 Target	2024/25 Floor
EC05	Number of homes brought back to market through No Use Empty (Rolling 12 months)	400	350	509	400	360
DC08	S106 Developer contributions secured against total contributions sought	98%	85%	95%	98%	85%
EC10	Businesses assisted via Kent and Medway Growth Hub contract (light and medium touch)	683	615	783	Targets and Floors for these indicators are dependent on level of funding still to be agreed	
EC11	Businesses assisted through intensive support provided via Growth Hub contract (high intensity)	68	60	104		
EC (NEW1)	Number of visitor economy businesses supported (through visitor economy and inward investment contract)	New indicators				
EC (NEW2)	Number of inward investment projects secured (through visitor economy and inward investment contract)					
EC (NEW3)	Number of jobs created or safeguarded (through visitor economy and inward investment contract)					
PROW14	Percentage of Public Rights of Way (PRoW) faults reported online	90%	80%	88%		
PROW16	Median number of days to resolve priority faults on public rights of way network (rolling 12-month figure)	20	25	20	15	24
CST01	Percentage of local actions from completed Domestic Homicide Reviews implemented within six months of publication date.	70%	63%	91%	75%	68%
CST02 (Revised)	Percentage of Lessons Learnt Domestic Homicide Review Seminar attendees rating the event as Good, Very Good or Excellent.	85%	76.5%	96%	90%	81%

Ref	Indicator description	2023/24 Target	2023/24 Floor	2023/24 YTD (Q3)	2024/25 Target	2024/25 Floor
CST03	Percentage of service users who report feeling safer due to warden support.	70%	65%	71%	70%	65%
COR01	Percentage of cases progressed for initial coronial decision within 2 working days of notification of a death.	83%	72%	76%	83%	76%
KSS02 (NEW)	Percentages of priority 1 food, feed and consumer products sample tests reported to clients within 5 working days	New indicators			93%	88%
KSS03 (NEW)	Percentage of external independent proficiency tests rated as "good" or "satisfactory" with a statistical Z score of 2 or less.				75%	67%
PAG01	Percentage of planning applications determined to meet DLUHC performance standards	100%	81%	100%	100%	90%
PAG02	Percentage of statutory planning consultee responses submitted to the local planning authority within 21 days (Minerals & Waste)	New Indicator			90%	80%
CP01	Percentage of the most vulnerable victims of scams recorded on the National Scams Hub visited and supported by Community Protection	90%	80%	100%	90%	80%
CP02	Percentage of trader applications to Community Protection's 'Trading Standards Checked' scheme processed within 10 working days.	100%	81%	100%	100%	90%
TS04	Percentage of businesses providing feedback after receiving business advice by Trading Standards and rating it as Very Good or Excellent.	90%	82%	100%	90%	82%
LRA06	Customer satisfaction with Registration services	95%	90%	99%	96%	91%
LRA12	Customer satisfaction with Libraries	90%	85%	94% (22/23)	94%	89%
LRA13	Customer satisfaction with Archives	95%	90%	100% (23/24)	98%	93%
LRA15	Total number of customers attending physical and virtual Libraries and Archives events	168,500	152,400	137,325	210,200	190,100

Ref	Indicator description	2023/24 Target	2023/24 Floor	2023/24 YTD (Q3)	2024/25 Target	2024/25 Floor
LRA17 (New)	Number of volunteer hours adding extra value to the service	New indicator			31,100	27,900

Activity indicators

Indicator description
Percentage of population aged 16 to 64 in employment
Percentage of population aged 16 to 64 claiming JSA

Ref	Indicator description	Threshold	Q1	Q2	Q3	Q4	2024-25 Target
LRA01	Number of visits to libraries (including mobiles) (000s)	Upper	789	896	793	867	3,345
		Lower	714	811	717	784	3,026
LRA02	Number of items issued (including all e-books and e-audiobooks) (000s)	Upper	1,492	1,716	1,486	1,572	6,266
		Lower	1,350	1,553	1,345	1,422	5,670
LRA04 (NEW)	Number of wedding, civil partnership and citizenship ceremonies carried out by KCC Officers	Upper	2,200	3,000	1,400	1,000	7,600
		Lower	2,000	2,800	1,300	900	7,000