

## Proposed KPIs and Activity indicators for 2022/2023 (GEDCCC)

### Growth and Communities

#### Key Performance Indicators

Ref	Indicator description	2021/22 Latest	2022/23 Target	2022/23 Floor
ED05	Number of homes brought back to market through No Use Empty (Rolling 12 months)	458	400	350
ED08	Developer contributions secured against total contributions sought	98%	98%	85%
ED10	Businesses assisted via Kent and Medway Growth Hub contract (light and medium touch)	872	1,365*	1,230*
ED11	Businesses assisted through intensive support provided via Growth Hub contract (high intensity)	10	135*	120*
DT14	Percentage of Public Rights of Way (PRoW) faults reported online	86%	90%	80%
EPE16	Median number of days to resolve priority faults on public rights of way network (rolling 12-month figure)	26	20	25
CST01	Percentage of local actions from completed Domestic Homicide Reviews implemented by target date.	N/a	70%	63%
CST02	Percentage of Lessons Learnt Domestic Homicide Review Seminar attendees rating the event as Very Good or Excellent.		85%	76.5%
COR01	Percentage of cases progressed for initial coronial decision within 2 working days of notification of a death.	83%	83%	72%
KCP01	Kent Country Parks aggregate average star ratings from Google, Trip Advisor and Facebook	4.6	4.6	4
KSS01	Number of work experience hours of science, technology, engineering and mathematics (STEM) work experience delivered by Kent Scientific Services for Kent students in the 16-24 age range.	N/a	300	270
PAG01	Percentage of planning applications determined to meet MHCLG performance standards	100%	100%	81%
PP01	Percentage of the most vulnerable victims of scams recorded on the National Scams Hub visited and supported by Public Protection	100%	90%	80%
PP02	Percentage of trader applications to Public Protection's 'Trading Standards Checked' scheme processed within 10 working days.	100%	100%	81%
SPA03	Percentage of schools with a high proportion of pupils eligible for free school meals engaging with the Kent School Games.	New Indicator	25%	22.5%

## Appendix 2

Ref	Indicator description	2021/22 Latest	2022/23 Target	2022/23 Floor
SPA04	Number of people attending and engaging with training and learning opportunities facilitated by Kent Sport.	New Indicator	500	400
TS01	Food Standards: Percentage of businesses now trading legally following an intervention from Trading Standards.	73%	73%	63%
TS02	Product Safety: Percentage of businesses now trading legally following an intervention from Trading Standards.	57%	70%	63%
TS04	Percentage of businesses rating Trading Standards advice (Primary Authority and Pay as You Go) as Very Good or Excellent.	96%	90%	82%
LRA06	Customer satisfaction with Registration services	94%	95%	90%
LRA12	Customer satisfaction with Libraries	83%	90%	80%
LRA13	Customer satisfaction with Archives	97%	96%	90%
LRA19	Customer satisfaction with Libraries Direct services	99.8%	95%	93%
LRA21	% of registration appointments available within statutory time targets	100%	100%	93%
LRA15	Total number of customers attending physical and virtual Libraries and Archives events	To be reviewed after Quarter 1 as business recovery progresses		
LRA17	Number of volunteer hours adding extra value to the LRA service.			
LRA26	Total number of people given advice and support through the Business and Intellectual Property Centre (BIPC)	New Indicator	To be confirmed after Quarter 1	

\* By contract end date (June 2022)

### 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
LRA01	Number of visits to libraries (including mobiles)	Upper	540	To be reviewed after Quarter 1 as business recovery progresses		
		Lower	489			
LRA02	Number of items issued (including prisons and all e-items)	Upper	1,250			
		Lower	1,150			
LRA05*	Number of online contacts for Kent and Registration libraries (000s) <b>New Indicator*</b>	Upper	1,150			
		Lower	1,040			

## Appendix 2

Ref	Indicator description	Threshold	Q1	Q2	Q3	Q4
LRA27*	Number of online contacts to Kent archives (000s) <b>New Indicator*</b>	Upper	25			
		Lower	23			
LRA25	Number of archive enquiries answered	Upper	2,200			
		Lower	2,000			

\*These new indicators measure engagement (where people actually interact with an online platform), whereas the previous KPIs for online contacts (LRA04 and LRA24) measured “reach”, which included passive visits as well as interactions.