

Proposed KPIs and Activity indicators for QPR 2021/2022

Customer Services

Key Performance Indicators

| Indicator description | 2020/21 Q4 Actual | 2021/22 Target | 2021/22 Floor |
|--|----------------------|-------------------|------------------|
| Percentage of callers to Contact Point who rated the advisor who dealt with the call as good | 97% | 97% | 90% |
| Percentage of phone calls to Contact Point which were answered | 96% | 95% | 90% |
| Percentage of complaints responded to within timescale | 83% | 85% | 80% |

Activity indicators

| Indicator description |
|---|
| Number of phone calls responded to by Contact Point |
| Average Contact Point call handling time |
| Number of visits to the KCC website |
| Number of complaints received |

Economic Development & Communities

Key Performance Indicators

| Indicator description | 2020/21 Q4 Actual | 2021/22 Target | 2021/22 Floor |
|---|----------------------|-------------------|------------------|
| Number of homes brought back to market through No Use Empty | 462 | 400 | 350 |
| Developer contributions received as a percentage of amount sought | 78% | 93% | 85% |

Activity indicators

| Indicator description |
|--|
| Total number of online contacts with Kent libraries |
| Total number of book issues from Kent libraries |
| Percentage of population aged 16 to 64 in employment (from the Annual Population Survey) |
| Percentage of population aged 16 to 64 claiming unemployment benefits |

Environment and Transportation

Key Performance Indicators

| Indicator description | 2020/21 Q4 Actual | 2021/22 Target | 2021/22 Floor |
|--|----------------------|-------------------|------------------|
| Percentage of routine potholes repaired in 28 days | 91% | 90% | 80% |
| Percentage of routine highway repairs reported by residents completed within 28 days | 91% | 90% | 80% |
| Emergency incidents responded to within 2 hours of notification (%) | 96% | 98% | 95% |
| Percentage of satisfied callers for Kent Highways 100 call back survey | 95% | 85% | 70% |
| Percentage of municipal waste recycled or converted to energy and not taken to landfill | 98% | 99% | 95% |
| GHG emissions (KCC estate/services and Traded Companies) in tonnes, to measure progress towards Net Zero by 2030 | New Indicator | TBC | TBC |

Activity indicators

| Indicator description |
|--|
| Number of Highways enquiries raised for action |
| Highways enquiries work in progress (Routine and Programmed works) |
| Number of Street work permit requests |
| Total municipal tonnage collected (rolling 12 month) |

Education and Wider Early Help

Key Performance Indicators

| Indicator description | 2020/21 Q4 Actual | 2021/22 Target | 2021/22 Floor |
|--|----------------------|-------------------|------------------|
| Percentage of Primary, secondary, Special and PRUs with good or outstanding Ofsted inspection judgements | 91% | 90% | 87% |
| Percentage of Early Years settings with Good or Outstanding Ofsted inspection judgements | 99% | 98% | 93% |
| Percentage of EHCPs issued within 20 weeks | 33% | 60% | 55% |
| Number of pupils permanently excluded from school | <0.01% | 0.03% | 0.04% |
| Number of first-time entrants to youth justice system | 271 | 270 | 340 |

Activity indicators

| Indicator description |
|--|
| The number of initial requests for statutory assessment (for an EHC plan) per 1,000 population |
| Percentage of Primary school applicants offered one of top three preferences |
| Percentage of Secondary school applicants offered one of top three preferences |
| Number of pupils in Reception year (Kent state funded schools) |
| Number of pupils in Year 7 (Kent state funded schools) |
| Percentage of 16-17 years olds Not in Education, Employment or Training (NEETs) or whose activity is Not Known |
| Percentage of 16-18 year olds who start an apprenticeship |
| Percentage of 18-24 year olds claiming Universal Credit |

Integrated Children's Services

Key Performance Indicators

| Indicator description | 2020/21 Q4 Actual | 2021/22 Target | 2021/22 Floor |
|---|-------------------|-------------------------|----------------------------|
| % of EH cases closed with outcomes achieved that come back to EH or CSWS in 3 months | 13.6% | 15% | 20% |
| Percentage of Case holding posts filled by permanent qualified social workers | 92.5% | 85% | 75% |
| Percentage of SCS Referrals with a previous SCS referral within 12 months | 28% | 25% | 30% |
| Children subject to a child protection plan for the second or subsequent time | 22.4% | Between 17.5% and 22.5% | Above 27.5% or below 12.5% |
| Average number of days between becoming looked after and moving in with adoptive family | 315.7 | 426 | 450 |
| Percentage in foster care in KCC foster care or with relatives/friends | 79.3% | 85% | 75% |
| Percentage of care leavers in education, employment or training (of those KCC is in touch with) | 59.9% | 65% | 55% |

Activity indicators

| Indicator description |
|---|
| Number of open Early Help cases |
| Rate of Children's Social Work (CSW) referrals per 10,000 population aged under 18 |
| CSW caseload per 10,000 child population – snapshot at quarter end |
| Children with Child Protection Plans per 10,000 population |
| Children in Care (excluding Unaccompanied Asylum Seeking Children (UASC)) per 10,000 child population |
| Children in Care including UASC per 10,000 child population |
| Other local authority children in care placed into Kent |
| Number of care leavers |

Adult Social Care

Key Performance Indicators

| Indicator description | 2020/21 Q4 Actual | 2021/22 Target | 2021/22 Floor |
|--|----------------------|-------------------|------------------|
| Proportion of people who have received short term services for which the outcome was either support at a lower level or no ongoing support | 65% | 65% | 52% |
| Proportion of clients receiving Direct Payments | 24% | 28% | 22% |
| The proportion of adults with a learning disability who live in their own home or with their family | 79% | 77% | 62% |
| Proportion of KCC clients in residential or nursing care where the CQC rating is Good or Outstanding | 80% | 75% | 60% |
| Proportion of older people (65+) who were still at home 91 days after discharge from hospital into reablement / rehabilitation services | 87% | 82% | 66% |

Activity indicators

| Indicator description |
|--|
| % of Safeguarding enquires where a risk was identified, and the risk was either removed or reduced |
| % of carers who are receiving services, and who had an assessment or review during the year |
| Proportion of complaints upheld (upheld and partially upheld) |
| Number of people making contact with ASCH |
| Number of assessments delivered (Care Needs Assessment) |
| Number receiving enablement |
| Number receiving Long Term Services |
| Number of Deprivation of Liberty safeguards (DoLs) applications received |
| Number of carers of service users |
| The number of people accessing ASC Services who have a Mental Health need |

Public Health

Key Performance Indicators

| Indicator description | 2020/21 Q4 Actual | 2021/22 Target | 2021/22 Floor |
|--|----------------------|-------------------|------------------|
| Number of eligible population aged 40-74 years old receiving an NHS Health Check – rolling 12 months | 3,490 | 9,546 | 8,589 |
| Number of mandated universal checks delivered by the health visiting service – rolling 12 months | 71,932 | 65,000 | 52,000 |
| Proportion of all new first-time attendances (face to face or online) who take up the offer and are screened for chlamydia, gonorrhoea, syphilis and HIV | 87% | 92% | 75% |
| Successful completion of drug and alcohol treatment | 27% | 25% | 20% |
| Percentage of Live Well clients in the most deprived quintiles who would recommend the service to family, friends or someone in a similar situation | 100% | 90% | 72% |

Activity indicators

| Indicator description |
|---|
| Life expectancy gap between least and most deprived 10% wards |
| Number of people accessing KCC commissioned sexual health clinics |
| Number of adults accessing structured substance misuse treatment services |