

Proposed KPIs and Activity indicators for 2021/2022 (GEDCCC)

Growth and Communities

Key Performance Indicators

Ref	Indicator description	2020/21 Latest	2021/22 Floor	2021/22 Target
ED05	Number of homes brought back to market through No Use Empty (Rolling 12 months)	462	350	400
ED08	Developer contributions secured against total contributions sought	78%	85%	93%
ED10	Businesses assisted via Kent and Medway Growth Hub contract (light and medium touch)	2,875	1,230	1,365
ED11	Businesses assisted through intensive support provided via Growth Hub contract (high intensity)	104	120	135
DT14	Percentage of Public Rights of Way (PRoW) faults reported online	87	75	90
EPE16	Median number of days to resolve priority faults on public rights of way network (rolling 12-month figure)	25	25	20
CST01	Percentage of local actions from completed Domestic Homicide Reviews implemented by target date.		63%	70%
CST02	Percentage of Lessons Learnt Domestic Homicide Review Seminar attendees rating the event as Very Good or Excellent.		76.5%	85%
COR01	Percentage of cases progressed for initial coronial decision within 2 working days of notification of a death.		72%	80%
KCP01	Kent Country Parks aggregate average star ratings from Google, Trip Advisor and Facebook		4 stars	4.5. stars
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.		360	400
PAG01	Percentage of planning applications determined to meet MHCLG performance standards		81%	90%
PP01	Percentage of the most vulnerable victims of scams recorded on the National Scams Hub visited and supported by Public Protection		76.5%	85%
PP02	Percentage of trader applications to Public Protection's 'Trading Standards Checked' scheme processed within 10 working days.		81%	90%
SPA01	Number of disabled people participating in Kent Active Partnership led programmes		18%	20%
SPA02	Number of BAME people participating in Kent Active Partnership led programmes		9%	10%

Appendix 2

Ref	Indicator description	2020/21 Latest	2021/22 Floor	2021/22 Target
TS01	Food Standards: Percentage of businesses now trading legally following an intervention from Trading Standards.		63%	70%
TS02	Product Safety: Percentage of businesses now trading legally following an intervention from Trading Standards.		63%	70%
TS04	Percentage of businesses rating Trading Standards advice (Primary Authority and Pay as You Go) as Very Good or Excellent.		72%	80%
LRA06	Customer satisfaction with Registration services	95%	90%	95%
LRA12	Customer satisfaction with Libraries	83%	80%	88%
LRA13	Customer satisfaction with Archives	N/a	90%	96%
LRA20	Customer satisfaction with PCs and Wi-fi	83%	75%	85%
LRA19	Customer satisfaction with Libraries Direct services	100%	93%	95%
LRA21	% of registration appointments available within statutory time targets	100%	93%	95%
LRA15	Total number of customers attending events Libraries and Archives	To be reviewed after Quarter 1 as business recovery progresses		
LRA17	Number of volunteer hours adding extra value to the LRA service.			
LRA22	Percentage of total issues as e-issues			

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
LRA02e	Number of e-items issued (000s)	Upper	409	To be reviewed after Quarter 1 as business recovery progresses		
		Lower	370			
LRA04	Number of online contacts for Kent and Registration libraries (000s)	Upper	1,150			
		Lower	1,040			
LRA24	Number of online contacts to Kent archives (000s)	Upper	114			
		Lower	103			

Temporary indicators (to measure and monitor output during recovery)

Appendix 2

Indicator	Indicator Definition
Number of LRA online joiners	The number of customers who register for online and e-resource services
Number of visitors to static libraries	Number of customers visiting libraries where browsing has been enabled
Number of physical issues	Number of issues of all material other than e-Resources
% of available PC time used	Usage of available PCs as a percentage of the total availability (in hours)
% increase of e-issues	% increase of e-Issues as a comparison with same reporting period in previous year
Total reach on Libraries and Archives Social Media	Total reach on Facebook (central library and district pages + Archives) + New Twitter followers
Number of Ask a Kent Librarian enquiries answered	Total number of enquiries answered by Information Services Team
Number of Archives enquiries answered	Total number of enquiries answered via Email, Social Media, Telephone and in Search Room when open
% of Search Room sessions booked	Percentage of available Archive Search Room sessions booked