

## Proposed KPIs and Activity indicators for 2023/2024 (GEDCCC)

### Growth and Communities

#### Key Performance Indicators

Ref	Indicator description	Latest 2022/23 (YTD Q3)	2022/23 Target	2023/24 Target	2023/24 Floor
ED05	Number of homes brought back to market through No Use Empty (Rolling 12 months)	445	400	400	350
ED08	Developer contributions secured against total contributions sought	100%	98%	98%	85%
ED10	Businesses assisted via Kent and Medway Growth Hub contract (light and medium touch)	1326	1,365	683	615
ED11	Businesses assisted through intensive support provided via Growth Hub contract (high intensity)	86	135	68	60
DT14	Percentage of Public Rights of Way (PRoW) faults reported online	94%	90%	90%	80%
EPE16	Median number of days to resolve priority faults on public rights of way network (rolling 12-month figure)	25	20	20	25
CST01	Percentage of local actions from completed Domestic Homicide Reviews implemented by target date.	81%	70%	70%	63%
CST02	Percentage of Lessons Learnt Domestic Homicide Review Seminar attendees rating the event as Very Good or Excellent.	88%	85%	85%	76.5%
CST03	Percentage of service users who report feeling safer due to warden support. (NEW INDICATOR)	N/A	N/A	70%	65%
COR01	Percentage of cases progressed for initial coronial decision within 2 working days of notification of a death.	74%	83%	83%	72%
KCP01	Kent Country Parks aggregate average star ratings from Google, Trip Advisor and Facebook	4.6	4.6	4.6	4

**Appendix 2**

<b>Ref</b>	<b>Indicator description</b>	<b>Latest 2022/23 (YTD Q3)</b>	<b>2022/23 Target</b>	<b>2023/24 Target</b>	<b>2023/24 Floor</b>
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.	333	300	350	315
PAG01	Percentage of planning applications determined to meet MHCLG performance standards	100%	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%	90%	80%
PP02	Percentage of trader applications to Public Protection's 'Trading Standards Checked' scheme processed within 10 working days.	100%	100%	100%	81%
AKM01	The percentage of schools with the highest numbers of children eligible for free school meals engaging with the Kent School Games.	54%	25%	55%	45%
AKM02	No of people attending and engaging with training and learning opportunities annually facilitated by Active Kent & Medway.	1,059	500	1000	900
TS04	Percentage of businesses providing feedback after receiving business advice by Trading Standards and rating it as Very Good or Excellent.	100%	90%	90%	82%
LRA06	Customer satisfaction with Registration services	95%	95%	95%	90%
LRA12	Customer satisfaction with Libraries	94%	88%	90%	85%
LRA13	Customer satisfaction with Archives	97%	96%	95%	90%
LRA15	Total number of customers attending physical and virtual Libraries and Archives events	104,154	N/A	168, 500	152, 400

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	2023-23 Target
LRA01	Number of visits to libraries (including mobiles)	Upper	766	802	745	817	3,130
		Lower	693	725	674	739	2,614
LRA02	Number of items issued (including prisons and all e-items)	Upper	1326	1523	1402	1453	5,707
		Lower	1199	1381	1268	1315	5,163
LRA25	Number of archive enquiries answered	Upper	2110	2350	1980	2600	9,040
		Lower	1910	2130	1790	2360	8,190