

G&C Proposed KPIs and Activity indicators for 2025/2026

Growth and Communities

Key Performance Indicators

Economy

Ref	Indicator description	2024/25 Target	2024/25 Floor	2024/25 Q4	2025/26 Target	2025/26 Floor
EC05	Number of homes brought back to market through No Use Empty (Rolling 12 months)	400	360	449	400	360
EC10	Businesses assisted via Kent and Medway Growth Hub contract (light and medium touch)	684	600	797	236 (Apr- Jul)*	200 (Apr- Jul)*
EC11	Businesses assisted through intensive support provided via Growth Hub contract (high intensity)	30	25	79	12 (Apr- Jul)*	10 (Apr- Jul)*
EC12	Number of visitor economy businesses supported through visitor economy and inward investment contract	400	360	390	400	360
EC13	Number of inward investment projects secured through visitor economy and inward investment contract	10	10	10	10	8
EC14	Number of jobs created or safeguarded through visitor economy and inward investment contract	375	300	379	375	300
EC15 (NEW)	Amount of loan funding awarded to local SMEs by the Kent & Medway Business Fund	N/a			£3m	£2m
EC16 (NEW)	Number of people supported to access employment by the Connect to Work programme	N/a			1,290	900
EC17 (NEW)	Number of people supported with upskilling through a Skills Bootcamp programme	N/a			500	350
EC18 (NEW)	Number of new people receiving entrepreneurship mentoring support from Kent Foundation	N/a			60	50

* A new contract is planned to start in August (subject to agreement with the Department for Business & Trade) and targets will be refreshed when this is confirmed

Indicators removed

Ref	Indicator description	Reason
N/a	Percentage of population aged 16 to 64 in employment	The current indicators are a proxy measure of economic health, but are not directly relevant to the work undertaken by the service so are proposed for removal
N/a	Percentage of population aged 16 to 64 claiming JSA	

LRA KPIs

Ref	Indicator description	2024/25 Target	2024/25 Floor	2024/25	2025/26 Target	2025/26 Floor
LRA06	Customer satisfaction with Registration services	96%	91%	96%	96%	91%
LRA12	Customer satisfaction with Libraries	94%	89%	TBC	94%	90%
LRA13	Customer satisfaction with Archives	98%	93%	98%	96%	91%
LRA15	Total number of customers attending physical and virtual Libraries and Archives events	210,200	190,100	213,690	204,500	183,900
LRA17	Number of volunteer hours adding extra value to the service	31,100	27,900	31,513	31,700	28,700

LRA Activity indicators:

Ref	Indicator description	Threshold	Q1	Q2	Q3	Q4	2025/26 Total
LRA01	Number of visits to libraries (including mobiles) (000s)	Upper	789	870	779	799	3237
		Lower	750	827	740	759	3076
LRA02	Number of items issued (including in prisons and all e-items)	Upper	1004	1194	988	1056	4242
		Lower	954	1134	938	1003	4029
LRA04a (NEW)	Number of wedding, civil partnership and citizenship ceremonies carried out by KCC Officers in Kent	Upper	2200	3000	1500	1000	7700
		Lower	2100	2900	1400	900	7300
LRA25 (NEW)	Number of archive enquiries answered	Upper	2100	2100	1700	1900	7800
		Lower	2000	2000	1600	1800	7400

Community Protection

Ref	Indicator description	2024/25 Target	2024/25 Floor	2024/25 YTD	2025/26 Target	2025/26 Floor
CST02	Percentage of Lessons Learnt Domestic Abuse Related Death Review Seminar attendees rating the event as Good, Very Good or Excellent.	90%	81%	100%	90%	81%
CST03	Percentage of service users who report feeling safer due to warden support.	70%	65%	73%	70%	65%
COR02 (NEW)	Coroners' inquests held within 12 months of the date on which the coroner is notified of the death	N/a			75%	65%
KSS02	Percentages of priority 1 food, feed and consumer products samples reported to clients within 5 working days	93%	88%	95%	93%	88%
KSS03	Percentage of external independent proficiency tests rated as "good" or "satisfactory" with a statistical Z score of 2 or less.	75%	67%	79%	75%	67%
TS05 (NEW)	Number of residents attending safeguarding from financial abuse presentation meetings	N/a			1,500	1,320
TS06 (NEW)	Completed visits carried out by Trading Standards to higher-risk premises	N/a			180	120
TS07 (NEW)	Number of engagements with businesses and partners aimed at preventing age restricted sales and reducing youth harm	N/a			480	420

Indicators removed

Ref	Indicator description	Reason
CST01	Percentage of local actions from completed Domestic Homicide Reviews implemented within six months of publication date.	KCC Community Safety have no control, or means to influence, the way in which partners prioritise and complete the actions identified during a Domestic Homicide Review (now Domestic Abuse Related Death Review). This means that this KPI is not a measure of KCC performance and there is no possibility of introducing management action to improve performance.
TS04	Percentage of businesses providing feedback after receiving business advice by Trading Standards and rating it as Very Good or Excellent.	Only received five responses giving feedback last year, and although all rated advice as Very Good or Excellent, this level of response does not work well as a KPI. Three new KPIs for Trading Standards have been added which better measure performance of the service.

Innovation & Business Intelligence

Ref	Indicator description	2024/25 Target	2024/25 Floor	2024/25 YTD	2025/26 Target	2025/26 Floor
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%	90%	100%	100%	90%

Planning Applications

Ref	Indicator description	2024/25 Target	2024/25 Floor	2024/25 YTD	2025/26 Target	2025/26 Floor
PAG01	Percentage of planning applications determined to meet DLUHC performance standards	100%	90%	100%	100%	90%
PAG02	Percentage of statutory planning consultee responses submitted to the local planning authority within 21 days (Minerals & Waste)	90%	80%	89%	90%	80%

Strategic Development & Place

Ref	Indicator description	2024/25 Target	2024/25 Floor	2024/25 YTD	2025/26 Target	2025/26 Floor
DC08	S106 Developer contributions secured against total contributions sought	98%	85%	86%	98%	85%
PROW14	Percentage of Public Rights of Way (PRoW) faults reported online	92%	84%	87%	92%	86%
PROW16	Median number of days to resolve priority faults on public rights of way network (rolling 12-month figure)	15	24	8	10	15