

Growth, Environment and Transport proposed KPIs and Activity indicators for 2026/2027

Growth and Communities

Community Protection KPIs

Ref	Indicator description	2025/26 Target	2025/26 Floor	2026/27 Target	2026/27 Floor
CP02	Percentage of trader applications to Community Protection's 'Trading Standards Checked' scheme processed within 10 working days.	100%	90%	100%	90%
CST02	Percentage of Lessons Learnt Domestic Abuse Related Death Review Seminar attendees rating the event as Good, Very Good or Excellent.	90%	81%	90%	81%
CST03	Percentage of service users who report feeling safer due to warden support.	70%	65%	70%	65%
COR02	Coroners' inquests held within 12 months of the date on which the coroner is notified of the death	75%	65%	75%	65%
KSS02	Percentages of priority 1 food, feed and consumer products samples reported to clients within 5 working days	93%	88%	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%	75%	67%
TS05	Number of residents attending financial abuse safeguarding presentation meetings delivered by Trading Standards and/or Community Wardens	125	110	1,500	1,320
TS06	Programmed visits to risk rated premises	180	120	180	120
TS07	Number of engagements with businesses and partners aimed at preventing age restricted sales and reducing youth harm	480	420	480	420

Indicators removed for 2026/27

Ref	Indicator description	Reason
CP01	Percentage of the most vulnerable victims of scams recorded on the National Scams Hub visited and supported by Community Protection	The National Scams Team are responsible for identification of victims. The numbers of victims identified has remained very low, with none being identified in some quarters resulting in a null return for the KPI. Where victims have been identified however, all have been supported by the Community Protection team.

Economy KPIs

Ref	Indicator description	2025/26 Target	2025/26 Floor	2026/27 Target	2026/27 Floor
EC05	Number of homes brought back to market through No Use Empty (Rolling 12 months)	400	360	400	360
EC10	Businesses assisted via Kent and Medway Growth Hub contract (light and medium touch)	1,236	1,050	1,368	1,200
EC11	Businesses assisted through intensive support provided via Growth Hub contract (high intensity)	112	95	120	100
EC12	Number of visitor economy businesses supported through 'Grow in Kent' team	400	360	400 200 ^a	360 150 ^a
EC13	Number of inward investment projects secured through 'Grow in Kent' team	10	8	10 5 ^a	8 4 ^a
EC14	Number of jobs created or safeguarded through 'Grow in Kent' team	375	300	375 200 ^a	300 150 ^a
EC15	Amount of loan funding awarded to local SMEs by the Kent & Medway Business Fund	£3m	£2m	£3m	£2m
EC19 (NEW)	Number of jobs to be protected or created by KMBF beneficiary companies	New for 2026/27		145	110
EC20 (NEW)	Private sector leverage related to KMBF			£3.5m	£2.7m
EC16	Number of people provided with supported employment services by the Connect to Work programme	1,290	900	2,310	2,000
EC17	Number of people supported with upskilling through a Skills Bootcamp programme	500	350	500 400 ^b	350 300 ^b
EC21 (NEW)	Number of people securing employment, enhanced new roles or self-employment outcome through the Skills Bootcamp programme	New for 2026/27		150	110
EC18	Number of new people receiving entrepreneurship mentoring support from Kent Foundation	60	50	60	50

^a The Grow in Kent team (EC12, EC13 & EC14) is significantly smaller than the Locate in Kent / Visit Kent teams it replaces, and targets have been adjusted accordingly.

^b The target for EC17 has been reduced in line with reduced funding from the Department for Education for this work in 2026/27.

LRA KPIs

Ref	Indicator description	2025/26 Target	2025/26 Floor	2026/27 Target	2026/27 Floor
LRA06	Customer satisfaction with Registration services	96%	91%	96%	91%
LRA12	Customer satisfaction with Libraries	94%	90%	94%	90%
LRA13	Customer satisfaction with Archives	96%	91%	96%	91%
LRA15	Total number of customers attending physical and virtual Libraries and Archives events	204,500	183,900	204,500	183,900
LRA17	Number of volunteer hours adding extra value to the service	31,700	28,700	34,100	30,600

LRA Activity indicators

Ref	Indicator description	Expected	Q1	Q2	Q3	Q4	2026/27 Total
LRA01	Number of visits to libraries (including mobiles) (000s)	Upper	791	889	784	808	3272
		Lower	752	844	744	768	3108
LRA02	Number of items issued (including prisons and all e-items) (000s)	Upper	986	1163	952	1018	4119
		Lower	937	1105	904	968	3914
LRA04a	Number of weddings and civil partnership ceremonies carried out by KCC Officers in Kent	Upper	2050	2700	1320	840	6910
		Lower	1850	2430	1190	760	6230
LRA25	Number of archive enquiries answered	Upper	2360	2290	1750	2400	8800
		Lower	2120	2070	1580	2170	7940

Planning Applications KPIs

Ref	Indicator description	2025/26 Target	2025/26 Floor	2026/27 Target	2026/27 Floor
PAG01	Percentage of planning applications determined to meet DLUHC performance standards	100%	90%	100%	90%

Ref	Indicator description	2025/26 Target	2025/26 Floor	2026/27 Target	2026/27 Floor
PAG02	Percentage of statutory planning consultee responses submitted to the local planning authority within 21 days (Minerals & Waste)	90%	80%	90%	80%

Strategic Development & Place KPIs

Ref	Indicator description	2025/26 Target	2025/26 Floor	2026/27 Target	2026/27 Floor
DC08	S106 Developer contributions secured against total contributions sought	98%	85%	96%	85%
PROW16	Median number of days to resolve priority faults on public rights of way network (rolling 12-month figure)	10	15	10	14

Indicators removed for 2026/27

Ref	Indicator description	Reason
PROW14	Percentage of Public Rights of Way (PRoW) faults reported online	This KPI has maintained performance around 85%-88% for some time showing the vast majority of people are reporting faults online. There is likely to remain some people who will prefer other means to contact the service, so any future change is likely to be minimal.

Environment and Circular Economy

Resource Management and Circular Economy

Key Performance Indicators – rolling 12 months

Ref	Indicator Description	2025/26 Target	2025/26 Floor	2026/27 Target	2026/27 Floor
WM01	Municipal waste recycled and composted	50%	42%	50%	42%
WM11	Municipal waste diverted from landfill	99%	95%	99%	95%
WM03	Percentage of waste recycled, reused and composted at HWRCs	50%	45%	50%	45%
WM08	Mystery Shopping at Household Waste Recycling Centre Services	97%	90%	97%	90%
WM10	Customer satisfaction with HWRCs	95%	90%	95%	90%

Activity indicators (rolling 12 months)

Ref	Indicator description	Expected	2025/26 Total	2026/27 Total
WM05	Waste tonnage collected by district councils	Upper	570,000	565,000
		Lower	550,000	545,000
WM06	Tonnage managed through HWRC	Upper	125,000	125,000
		Lower	105,000	105,000
WM05+06	Total Waste Tonnage	Upper	695,000	690,000
		Lower	655,000	650,000
WM12	Household residual (non-recyclable) waste (Kg/HH)	Upper	530	530
		Lower	525	525
WM13	Reuse at the Household Waste Recycling Centres (HWRCs) - tonnage	Upper	450	300
		Lower	150	150

Other ECE Key Performance Indicators

Ref	Indicator description	2025/26 Target	2025/26 Floor	2026/27 Target	2026/27 Floor
EW2	Greenhouse Gas emissions (KCC estate/services and Traded Companies) in tonnes	9,756 (Q3 2025/26)	10,732 (Q3 2025/26)	Tbc	Tbc
EW1	Percentage of statutory planning consultee responses submitted to the local planning authority within 21 days (Flood & Water management)	90%	80%	90%	80%
EW3 (NEW)	Number of trees planted as part of Plan Tree	New for 2026/27		Tbc	Tbc
EW4 (NEW)	Percentage of local planning authority requests for advice from the Heritage Service responded to within 21 days			90%	80%
EW5 (NEW)	Percentage of local planning authority requests for advice from the Ecological Advice Service responded to within 21 days			90%	80%

Highways and Transportation

Key Performance Indicators

Ref	Indicator description	25/26 Latest Dec-25 (YTD)	25/26 Target	25/26 Floor	26/27 Target	26/27 Floor
HT01	All potholes repaired in 28 days (Ringway, Local Highways Maintenance Support Contract, Stewards, Inspector)	92%	90%	80%	90%	80%
HT02	All enquiries across H&T logged by the fault reporting tool and the contact centre, requiring a response and completed in 28 calendar days	81%	90%	80%	90%	80%

Ref	Indicator description	25/26 Latest Dec-25 (YTD)	25/26 Target	25/26 Floor	26/27 Target	26/27 Floor
HT08	Emergency incidents attended to within 2 hours	97%	98%	95%	98%	95%
HT12	Streetlights/illuminated signs/bollards repaired in 28 calendar days	95%	90%	80%	90%	80%85%
DT01	Percentage of public enquiries for Highways maintenance reported online	67%	65%	60%	65%	60%
DT03	Percentage of concessionary bus pass applications completed online	79%	75%	65%	75%	65%
HT15	Percentage of all streetlights on and functioning correctly (NEW)	New KPIs			98%	95%
HT17	Drainage - Emergency & Urgent incidents attended to on time (NEW)				95%	85%
HT18	Drainage - Risk Based cleansing completed on time (NEW)				95%	85%
HT19	Percentage of Winter Service Runs completed on time (NEW)				98%	88%
HT20	Percentage of structures (bridges, tunnels, walls) visual condition inspections completed within financial year (NEW)				90%	80%
HT21	Percentage of High-Speed Road (e.g. A249, A229) programmed sites completed on time (NEW)				100%	95%
HT22	Percentage of planned preservation road surfacing works completed to program (HTMC) (NEW)				95%	85%
HT23	Percentage of planned renewal road surfacing works completed to program (RARC) (NEW)				95%	85%
HT24	Percentage of planned footway surfacing works completed to program (NEW)				95%	85%
HT25	Highway Statutory Safety Inspections completed on time (NEW)				90%	80%

Activity indicators 2026/27 (based on long term averages)

Ref	Indicator description	Expected	Q1	Q2	Q3	Q4
HT01b	Number of potholes due to be repaired in the month	Upper	4,800	2,550	3,050	4,550
		Lower	3,150	1,700	1,950	2,900
HT02b	Enquiries reported by the public due for completion in the month	Upper	14,800	14,700	14,900	19,600
		Lower	11,500	11,400	11,400	15,200
DT03b	Number of concessionary bus pass applications received (NEW)	Upper	1,689	1,750	1,365	1,760
		Lower	1,380	1,430	1,120	1,435
HT06	Number of new enquiries not requiring action within 28 days	Upper	24,200	23,500	25,000	33,300
		Lower	20,300	19,600	20,800	27,900
HT07	Work in Progress (all outstanding enquiries waiting action)	Upper	7,300	6,600	7,900	8,700
		Lower	5,800	5,300	6,300	6,900
HT08b	Emergency incidents attended	Upper	600	480	720	1,080
		Lower	400	320	480	720
HT12b	Number of Streetlights/illuminated signs/bollards repaired in 28 calendar days	Upper	1060	1,105	1,330	1,330
		Lower	865	900	1080	1080
HT13	Street works permit applications submitted	Upper	41,900	40,000	39,700	44,100
		Lower	34,300	32,700	32,500	36,000
HT17b	Number of Drainage Emergency & Urgent incidents attended (NEW)	Upper	50	75	150	125
		Lower	20	20	100	50
HT18b	Number of gullies cleansed (risk based cleansing programme) (NEW)	Upper	Tbc	Tbc	Tbc	Tbc
		Lower	Tbc	Tbc	Tbc	Tbc

Ref	Indicator description	Expected	Q1	Q2	Q3	Q4
HT19b	Number of Winter Service Runs completed on time (NEW)	Upper	0	0	800	900
		Lower	0	0	600	650
HT21b	Number of High-Speed Road sites undertaken in the month (NEW)	Upper	30	25	0	0
		Lower	20	15	0	0
HT22b	Number of planned preservation road surfacing works (NEW)	Annual	95			
HT23b	Number of planned renewal road surfacing works in the programme (NEW)	Annual	40			
HT24b	Number of planned footway surfacing works in the programme (NEW)	Annual	75			
HT25b	Number of Statutory Safety Inspections due in month (NEW)	Upper	15,750	19,100	17,550	18,800
		Lower	15,250	19,100	17,050	18,800
HT27	Total number of contacts made by the public (NEW)	Upper	42,500	45,000	40,000	60,000
		Lower	32,500	35,000	30,000	40,000
DT01b	Total number of all enquiries received in a month by the contact centre, fault reporting tool and HT staff	Upper	25,000	25,000	25,000	35,000
		Lower	15,000	15,000	15,000	25,000

Ref	Indicator description	Reason
DT04	Percentage of speed awareness courses bookings completed online	Online take-up is of limited public interest. Can still be reported internally for management information.