

Proposed KPIs and Activity Indicators for QPR 2026/27

Key

KPIs, their targets and floors, and Activity indicators are the same as in 2025/26 unless otherwise indicated. Where an indicator is proposed to be removed, the rationale is given in a table at the end of each section.

Customer Services

Key Performance Indicators

Indicator description	2026/27 Target	2026/27 Floor
Percentage of callers to Contact Point who rated the advisor who dealt with the call as good	97%	90%
Percentage of phone calls to Contact Point which were answered	90%	85%
Percentage of complaints responded to within 20 working days	85%	80%

Activity indicators

Indicator description
Average speed of answer (ASA) by Contact Point – priority services
Average speed of answer (ASA) by Contact Point – all services
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

Indicators removed

Indicator	Reason
Percentage of callers to Contact Point who rated the advisor who dealt with the call as good	Not indicators in new contract with Capita
Average speed of answer (ASA) by Contact Point – priority services	
Average speed of answer (ASA) by Contact Point – all services	

Governance and Law

Key Performance Indicators

Indicator description	2026/27 Target	2026/27 Floor
Freedom of Information Act (Fol) requests completed within 20 working days	92%	90%
Subject Access requests, made under Art 15 of the General Data Protection Regulations, completed within statutory timescales	90%	85%

Activity indicators

Indicator description
Total number of Fol requests
Total number of DPA Subject Access requests

Commissioning & Procurement (NEW section)

Key Performance Indicators

Indicator description	2026/27 Target	2026/27 Floor
Value of procurement savings achieved (£m)	£20m	£5m
Percentage of contracted spend with SMEs/VCSEs or Kent based businesses	70%	50%
Number of waivers issued	60 p.a. (15 per quarter)	180 p.a. (45 per quarter)

Growth & Communities

Key Performance Indicators

Indicator description	2025/26 Target	2025/26 Floor
Number of homes brought back to market through No Use Empty	400	360
Developer contributions received as a percentage of amount sought	98%	85%
Businesses assisted via Kent and Medway Growth Hub contract (cumulative)	1,488	1,300
Number of people provided with supported employment services by the Connect to Work programme (cumulative)	2,310	2,000

Activity indicators

Indicator description
Total number of physical visits to Kent libraries
Total number of book issues from Kent libraries (e-issues and physical)

Indicators removed

Indicator	Reason
Number of homes brought back to market through No Use Empty	Has been, and continues to be, a very successful programme, but making way for two other KPIs for Economy.

Environment and Transportation

Key Performance Indicators

Indicator description	2026/27 Target	2026/27 Floor
Percentage of routine potholes repaired in 28 days	90%	80%
Percentage of routine highway repairs reported by residents completed within 28 days	90%	80%
Emergency incidents responded to within 2 hours of notification (%)	98%	95%
Percentage of public enquiries for Highways maintenance reported online	65%	60%
Percentage of all streetlights on and functioning correctly (NEW)	98%	95%
Percentage of municipal waste recycled or converted to energy and not taken to landfill	99%	95%
GHG emissions (KCC estate/services and Traded Companies) in tonnes	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 applications and change requests submitted
Total municipal tonnage collected (rolling 12 month)

Indicators removed

Indicator description	Reason
Percentage of public enquiries for Highways maintenance reported online	Online take-up of limited public interest. Can still be reported internally for management information.

Education and Skills

Key Performance Indicators

Indicator description	2026/27 Target	2026/27 Floor
Percentage of Early Years settings with Good or Outstanding Ofsted inspection judgements	98%	95%
Percentage of EHCPs issued within 20 weeks	65%	55%
Percentage of annual reviews of EHCPs waiting less than 12 months	75%	65%
Percentage of pupils (with EHCP's) being placed in independent or out of county special schools	9%	10.5%
Percentage of pupils permanently excluded from school	0.02%	0.04%
Rate of first-time entrants to youth justice system per 100,000 (Rolling 12 months)	180	240

Activity indicators

Indicator description
The number of initial requests for statutory assessment for an EHC plan per 1,000 population (Annual)
Number of initial requests for statutory assessment for an EHC plan (Quarterly)
Percentage of pupils with an EHCP
Percentage of pupils with EHCPs placed in mainstream schools (NEW)
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	2026/27 Target	2026/27 Floor
Percentage of Early Help (EH) cases closed with outcomes achieved that come back to EH or Children's Social Care within 3 months	15%	20%
Percentage of Case holding posts filled by permanent qualified social workers	85%	75%
Percentage of Case holding posts filled by a member of staff that is present (NEW)	85%	75%
Percentage of children's social care referrals that were repeat referrals within 12 months	25%	30%
Percentage foster care placements which are in-house or with relatives and friends (excluding UASC)	85%	75%
Percentage of Children in Care in Fostering placements (excluding UASC). (NEW)	85%	75%
Number of foster households	600	550
Percentage of care leavers in education, employment or training (of those KCC is in touch with)	65%	55%
Percentage of National Transfer Scheme (NTS) Referrals made within 2 working days of Referral to KCC	90%	80%

Indicators removed

Indicator description	Reason
Percentage of Case holding posts filled by permanent qualified social workers	This measure is being replaced with a New indicator above. The new measure is a fairer indication of how many staff there are to do the work required.
Percentage foster care placements which are in-house or with relatives and friends (excluding UASC)	This local measure is being replaced with a New indicator above which matches the national measure. This national measure is better aligned to the desirable outcome for children to grow up in a family setting and also to the key cost drivers for spend on children in care.

Activity indicators

Indicator description
Number of open Early Help cases managed by Units
Rate of Children's Social Work (CSW) referrals per 10,000 population aged under 18
CSW caseload per 10,000 child population

Indicator description
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	2026/27 Target	2026/27 Floor
The percentage of people who have their contact resolved by ASCH but then make contact again within 3 months.	5%	9%
The proportion of new Care Needs Assessments delivered within 28 days	85%	75%
The median wait time for Care Needs Assessments (NEW)	25 days	30 days
The percentage of people in receipt of a Direct payment with Adult Social Care & Health	30%	24%
Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement / rehabilitation services (Better Care Fund)	85%	80%
Long Term support needs of older people (65 and over) met by admission to residential and nursing care homes, per 100,000 (rolling 12 months)	588 515	617 560
Long Term support needs of adults (18-64 years old) met by admission to residential and nursing care homes, per 100,000 (rolling 12 months)	18	22
The % of KCC supported people in residential or nursing care where the CQC rating is Good or Outstanding.	80%	75%

Activity indicators

Indicator description
The number of contacts received by adult social care connect about people that might need our support
The number of Care Needs Assessments to be undertaken, and the number completed
The number of carers supported with information, advice or guidance, or an assessment

Indicator description
The number of new support packages being arranged for people in the quarter.
The number of people requiring a first review (6-8 weeks) or an annual review, completed in the quarter.
The number of Occupational Therapy Assessment referrals received and the number completed.
The number of people receiving Kent Enablement at Home, and the average percentage decrease in need.
The number of people receiving Kent Enablement Service, and the average percentage decrease in need.
The number of people in Short-Term Beds
The number of people on Long-Term services
The number of Deprivation of Liberty Safeguards applications received and completed
The number of safeguarding concerns received and total safeguarding work open on the last day of the quarter.
Making Safeguarding Personal: Expressed desired outcomes that were fully or partially achieved. (NEW)

Indicator removed

Indicator description	Reason
The proportion of new Care Needs Assessments delivered within 28 days	Replaced with new indicator on median wait time, which better reflects CQC reporting requirements.

Public Health

Key Performance Indicators

Indicator description	2026/27 Target	2026/27 Floor
Number of eligible population aged 40-74 years old receiving an NHS Health Check – rolling 12 months	31,000	24,800
Percentage of mandated health and wellbeing reviews delivered by the health visiting service of those due (12 month rolling)	86%	70%
Percentage of all new first-time patients (at any clinic) receiving a full sexual health screen (excluding online referrals)	72%	58%
Percentage of all eligible patients (at any clinic, excluding online referrals) receiving an appropriate STI screen (NEW)	80%	72%
Number of Adults accessing structured substance misuse treatment during a rolling 12-month period	Tbc	Tbc

Indicator description	2026/27 Target	2026/27 Floor
Successful completion of drug and alcohol treatment	28%	22.5%
Percentage of Live Well clients who would recommend the service to family, friends or someone in a similar situation	98%	91%
Percentage of people improving/maintaining in the DIALOG* scale score (NEW)	89%	80%

* DIALOG is a widely used NHS patient-reported outcome measure for mental health, routinely applied in NHS community mental health services to assess quality of life and treatment experience.

Activity indicators

Indicator description
Number of people accessing KCC commissioned sexual health clinics

Indicator removed

Indicator description	Reason
Percentage of all new first-time patients (at any clinic) receiving a full sexual health screen (excluding online referrals)	A new KPI above replaces this one which better reflects current clinical standards for sexual health screening.