

## QPR Indicator changes in 2020/21

### Customer Services

#### KPIs

Indicators unchanged	Indicators removed	New indicators
Percentage of callers to Contact Point who rated the advisor who dealt with the call as good		
Percentage of phone calls to Contact Point which were answered		
Percentage of complaints responded to within timescale		

#### Activity Indicators

Indicators unchanged	Indicators removed	New indicators
Number of phone calls responded to by Contact Point		
Average Contact Point call handling time		
Number of visits to the KCC website each quarter		
Number of complaints received each quarter		

## Growth, Economic Development & Communities

### KPIs

Indicators unchanged	Indicators removed	New indicators
Developer contributions received as a percentage of amount sought		
Number of homes brought back to market through No Use Empty		

### Activity Indicators

Indicators unchanged	Indicators removed	New indicators
Total number of book issues from Kent libraries	Total number of visits to Kent libraries	Total number of e-book issues
		Total number of online contacts
		Percentage of population aged 16 to 64 in employment
		Percentage of population aged 16 to 64 claiming JSA

## Environment and Transportation

### KPIs

Indicators unchanged	Indicators removed	New indicators
Percentage of routine potholes repaired in 28 days		
Percentage of routine highway repairs reported by residents completed within 28 days		
Percentage of satisfied callers for Kent Highways 100 call back survey		
Percentage of Emergency incidents responded to within 2 hours of notification		
Percentage of municipal waste recycled or converted to energy and not taken to landfill		
Greenhouse Gas emissions (excluding schools)		

### Activity Indicators

Indicators unchanged	Indicators removed	New indicators
Number of Highways enquiries raised for action		
Highways enquiries work in progress (Routine and Programmed works)		
Total municipal tonnage collected (rolling 12 month)		

## Children, Young People and Education

### KPIs

Indicators unchanged	Indicators removed	New indicators
Percentage of Early Years settings with Good or Outstanding Ofsted inspection judgements	Percentage of 16-17 years olds not in education, employment or training (NEETs) (now an activity indicator below)	Percentage of front door contacts where the final decision is made within 3 working days
Percentage of Primary, secondary, Special and PRUs with good or outstanding Ofsted inspection judgements	Percentage of apprenticeship starts for 16-18 year olds (now an activity indicator below)	Percentage of Early Help cases closed with outcomes achieved that come back to Early Help / Social Work teams within 3 months
Percentage of EHCPs issued within 20 weeks	Percentage of Early Help plans closed with outcomes achieved	Percentage of child protection plans that were repeat plans
Number of pupils permanently excluded from school		
Number of first time entrants to youth justice system		
Percentage of Case holding posts filled by permanent qualified social workers		
Percentage of SCS Referrals with a previous SCS referral within 12 months		
Average number of days between becoming looked after and moving in with adoptive family		
Percentage of Children in care with 3+ placements in the last 12 months		
Percentage in foster care in KCC foster care or with relatives/friends		
Percentage of care leavers in education, employment or training (of those KCC is in touch with)		

**Activity Indicators**

Indicators unchanged	Indicators removed	New indicators
Number of pupils in Reception year (Kent state funded schools)		Percentage of 16-17 years olds Not in Education, Employment or Training (NEETs) or whose activity is Not Known
Number of pupils in Year 7 (Kent state funded schools)		Percentage of apprenticeship starts for 16-18 year olds
Percentage of Primary school applicants offered one of top three preferences		
Percentage of Secondary school applicants offered one of top three preferences		
Young people aged 0 to 25 with SEN Statements or EHCPs per 1,000 population		
Number of contacts processed in the Front Door which proceeded to Early Help		
Number of open Early Help cases		
Rate of CSW referrals per 10,000 population aged under 18		
CSW caseload per 10,000 child population		
Children with Child Protection Plans per 10,000 population		
Children in Care excluding UASC per 10,000		
Children in Care including UASC per 10,000 population		
Other local authority children in care placed into Kent		
Number of care leavers		

## Adult Social Care

### KPIs

Indicators unchanged	Indicators removed	New indicators
	Percentage of contacts resolved at first point of contact	Proportion of people who have received short term services during the quarter for which the outcome was either support at a lower level or no ongoing support
	Number of new clients referred to an enablement service	Proportion of clients receiving Direct Payments
	Number of admissions to permanent residential or nursing care for older people (rolling 12 month totals)	The proportion of adults with a learning disability who live in their own home or with their family
	Clients still independent after enablement	Proportion of KCC clients in residential or nursing care where the CQC rating is Good or Outstanding
	Percentage of delayed transfers of care where KCC responsible	Proportion of older people (65+) who were still at home 91 days after discharge from hospital into reablement / rehabilitation services

**Activity Indicators**

Indicators unchanged	Indicators removed	New indicators
Number of Deprivation of Liberty Safeguards applications	Number of clients aged 65+ supported in permanent residential care	% of Safeguarding enquires where a risk was identified and the risk was either removed or reduced
	Number of clients aged 65+ supported in permanent nursing care	% of carers who are receiving services, and who had an assessment or review during the year
	Number of clients aged 65+ who receive domiciliary care	Proportion of complaints upheld (upheld and partially upheld)
	Number of social care clients receiving a direct payment	Number of people making contact with ASCH
	Number of learning disability adult clients in residential care	Number of assessments delivered (Care Needs Assessment)
	Number of people with a learning disability receiving a community service	Number receiving enablement (KEaH)
	Number of people with mental health needs in residential care	Number receiving Long term Services
	Number of people with mental health needs receiving a community service	Number of carers of service users
	Number of Safeguarding concerns (initial contacts)	
	Number of delayed transfers of care per 100,000	

## Public Health

### KPIs

Indicators unchanged	Indicators removed	New indicators
Number of eligible population aged 40-74 years old receiving an NHS Health Check	Proportion of clients accessing GUM offered an appointment to be seen within 48 hours	Percentage of new first-time attendances at sexual health clinics who take up the offer and are screened for chlamydia, gonorrhoea, syphilis, and HIV
Number of mandated universal checks delivered by the health visiting service – rolling 12 months		
Successful completion of drug and alcohol treatment		
Percentage of Live Well clients who would recommend the service to family, friends or someone in a similar situation in the most deprived quintiles.		

### Activity Indicators

Indicators unchanged	Indicators removed	New indicators
Life expectancy gap between least and most deprived 10% wards		
Number of people accessing KCC commissioned sexual health clinics		
Number of adults accessing structured substance misuse treatment services		



**Changes to KPI targets in 2020-21****Environment and Transportation**

KPI	2019/20	2020/21
Percentage of municipal waste recycled or converted to energy and not taken to landfill	98%	99%