

Proposed KPIs and Activity Indicators for QPR 2023/2024

Customer Services

Key Performance Indicators

Indicator description	2022/23 Q4 Actual	2023/24 Target	2023/24 Floor
Percentage of callers to Contact Point who rated the advisor who dealt with the call as good	97%	97%	90%
Percentage of phone calls to Contact Point which were answered	88%	90%	85%
Percentage of complaints responded to within timescale	71%	85%	80%

Activity indicators

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

Governance and Law

Key Performance Indicators

Indicator description	2022/23 Q4 Actual	2023/24 Target	2023/24 Floor
Freedom of Information Act (Fol) requests completed within 20 working days*	75%	92%	90%
Data Protection Act (DPA) Subject Access requests completed within statutory timescales	65%	90%	85%

Activity indicators

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

Economic Development & Communities

Key Performance Indicators

Indicator description	2022/23 Q4 Actual	2023/24 Target	2023/24 Floor
Number of homes brought back to market through No Use Empty	418	400	350
Developer contributions received as a percentage of amount sought	81%	98%	85%

Activity indicators

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

Environment and Transportation

Key Performance Indicators

Indicator description	2022/23 Q4 Actual	2023/24 Target	2023/24 Floor
Percentage of routine potholes repaired in 28 days	75%	90%	80%
Percentage of routine highway repairs reported by residents completed within 28 days	85%	90%	80%
Emergency incidents responded to within 2 hours of notification (%)	92%	98%	95%
Percentage of satisfied callers for Kent Highways 100 call back survey	91%	95%	85%
Percentage of municipal waste recycled or converted to energy and not taken to landfill	99.8%	99%	95%
GHG emissions (KCC estate/services and Traded Companies) in tonnes, to measure progress towards Net Zero by 2030	14,726	11,907	13,100

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 requests
Total municipal tonnage collected (rolling 12 month)

Education and Wider Early Help

Key Performance Indicators

Indicator description	2022/23 Q4 Actual	2023/24 Target	2023/24 Floor
Percentage of Primary, secondary, Special and PRUs with good or outstanding Ofsted inspection judgements	91%	90%	87%
Percentage of Early Years settings with Good or Outstanding Ofsted inspection judgements	96%	98%	93%
Percentage of EHCPs issued within 20 weeks	37%	60%	55%
Percentage of annual reviews of EHCPs completed within timescale (NEW indicator)	Tbc	Tbc	Tbc
Percentage of pupils (with EHCP's) being placed in independent or out of county special schools	10.8%	9%	10.5%
Number of pupils permanently excluded from school	0.02%	0.02%	0.04%
Number of first-time entrants to youth justice system	299	270	340

Activity indicators

Indicator description
The number of initial requests for statutory assessment for an EHC plan per 1,000 population
Number of initial requests for statutory assessment for an EHC plan (Quarterly, rolling 12 month) – NEW indicator
Percentage of pupils with an EHCP
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	2022/23 Q4 Actual	2023/24 Target	2023/24 Floor
% of Early Help (EH) cases closed with outcomes achieved that come back to EH or Children's Social Care within 3 months	13.3%	15%	20%
Percentage of Case holding posts filled by permanent qualified social workers	75.2%	85%	75%
Percentage of children's social care referrals that were repeat referrals within 12 months	22%	25%	30%
Children subject to a child protection plan for the second or subsequent time	23.2%	Between 17.5% and 22.5%	Above 27.5% or below 12.5%
Average number of days between becoming looked after and moving in with adoptive family	345	426	450
Percentage foster care placements which are in-house or with relatives and friends (excluding UASC)	73.7%	85%	75%
Percentage of care leavers in education, employment or training (of those KCC is in touch with)	63.4%	65%	55%

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
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	2022/23 Q4 Actual	2023/24 Target	2023/24 Floor
The percentage of people who have their contact resolved by ASCH but then make contact again within 3 months.	7%	9%	13%
The proportion of new Care Needs Assessments delivered within 28 days	70%	90%	80%
The percentage of people in receipt of a Direct payment with Adult Social Care & Health	24%	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)	81%	85%	80%
Long Term support needs of older people (65 and over) met by admission to residential and nursing care homes, per 100,000 (Better Care Fund)	146	111	138
The % of KCC supported people in residential or nursing care where the CQC rating is Good or Outstanding.	76%	80%	75%

Activity indicators

Indicator description
Number of people making contact with ASCH
Number of new Care Needs Assessments to be undertaken
Number of people requiring a Care needs Assessment on the last day of the Quarter
Number of new Carers assessments delivered
Number of people with an active Care & Support Plan at the end of the Quarter
Number of new support packages being arranged for people in the Quarter.
Average cost of new support packages arranged for people in the Quarter.
Number of people in Long Term Residential or Nursing Services, and the number receiving long term community services in the Quarter
Number of people in Short Term Beds.
Number of people in Kent Enablement at Home
Number of people accessing ASC Services who have a Mental Health need
Number of people requiring an annual review to be completed on the last day of the Quarter
Number of Deprivation of Liberty Safeguards applications received and completed
Number of safeguarding enquiries open on the last day of the Quarter

Public Health

Key Performance Indicators

Indicator description	2022/23 Q4 Actual	2023/24 Target	2023/24 Floor
Number of eligible population aged 40-74 years old receiving an NHS Health Check – rolling 12 months	25,144	23,844	18,999
Number of mandated universal checks delivered by the health visiting service – rolling 12 months	68,852	68,000	54,400
Proportion of first-time patients (at any sexual health clinic or telephone triage) who are offered a full sexual health screen.	98%	95%	75%
Successful completion of drug and alcohol treatment	25%	25%	20%
Percentage of Live Well clients who would recommend the service to family, friends or someone in a similar situation	99%	98%	91%

Activity indicators

Indicator description
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