

## Proposed KPIs and Activity Indicators for QPR 2024/25

### Customer Services

#### Key Performance Indicators

| Indicator description  | 2023/24<br>Q4 Actual | 2024/25<br>Target | 2024/25<br>Floor |
|--|----------------------|-------------------|------------------|
| Percentage of callers to Contact Point who rated the advisor who dealt with the call as good | 98%                  | 97%               | 90%              |
| Percentage of phone calls to Contact Point which were answered                               | 92%                  | 90%               | 85%              |
| Percentage of complaints responded to within timescale                                       | 56%                  | 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                                      |

### Governance and Law

#### Key Performance Indicators

| Indicator description  | 2023/24<br>Q4 Actual | 2024/25<br>Target | 2024/25<br>Floor |
|--|----------------------|-------------------|------------------|
| Freedom of Information Act (Fol) requests completed within 20 working days   | 78%                  | 92%               | 90%              |
| Subject Access requests, made under Art 15 of the General Data Protection Regulations, completed within statutory timescales | 28%                  | 90%               | 85%              |

#### Activity indicators

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

## Growth, Economic Development & Communities

### Key Performance Indicators

| Indicator description   | 2023/24<br>Q4 Actual | 2024/25<br>Target | 2024/25<br>Floor |
|---|----------------------|-------------------|------------------|
| Number of homes brought back to market through No Use Empty       | 474                  | 400               | 360              |
| Developer contributions received as a percentage of amount sought | 97.9%                | 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  | 2023/24<br>Q4 Actual | 2024/25<br>Target | 2024/25<br>Floor |
|--|----------------------|-------------------|------------------|
| Percentage of routine potholes repaired in 28 days   | 96%                  | 90%               | 80%              |
| Percentage of routine highway repairs reported by residents completed within 28 days                             | 89%                  | 90%               | 80%              |
| Emergency incidents responded to within 2 hours of notification (%)  | 95%                  | 98%               | 95%              |
| Percentage of public enquiries for Highways maintenance reported online (NEW)                                    | N/a                  | 60%               | 55%              |
| <del>Percentage of satisfied callers for Kent Highways 100 call back survey (Removed)</del>                      | N/a                  |                   |                  |
| Percentage of municipal waste recycled or converted to energy and not taken to landfill                          | 99.9%                | 99%               | 95%              |
| GHG emissions (KCC estate/services and Traded Companies) in tonnes, to measure progress towards Net Zero by 2030 | 11,477<br>(Q3)       | 10,570<br>(Q3)    | 11,627<br>(Q3)   |

### 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  | 2023/24 Q4 Actual | 2024/25 Target | 2024/25 Floor |
|--|-------------------|----------------|---------------|
| Percentage of Primary, secondary, Special and PRUs with good or outstanding Ofsted inspection judgements | 92%               | 90%            | 87%           |
| Percentage of Early Years settings with Good or Outstanding Ofsted inspection judgements                 | 99%               | 98%            | 93%           |
| Percentage of EHCPs issued within 20 weeks   | 13%               | 60%            | 55%           |
| Percentage of annual reviews of EHCPs completed within timescale   | 47%               | 50%            | 60%           |
| 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  | 0.04%             | 0.02%          | 0.04%         |
| <del>Number of first-time entrants to youth justice system (Removed)</del>                               | N/a               |                |               |
| Rate of first time entrants to youth justice system per 100,000 (NEW)                                    | 210               | Tbc            | Tbc           |

### Activity indicators

| Indicator description  |
|--|
| The number of initial requests for statutory assessment for an EHC plan per 1,000 population (Annual, with national benchmark) |
| 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   | 2023/24 Q4 Actual | 2024/25 Target      | 2024/25 Floor |
|---|-------------------|---------------------|---------------|
| % of Early Help (EH) cases closed with outcomes achieved that come back to EH or Children's Social Care within 3 months                                   | 14.8%             | 15%                 | 20%           |
| Percentage of Case holding posts filled by permanent qualified social workers   | 73.6%             | 85%                 | 75%           |
| Percentage of children's social care referrals that were repeat referrals within 12 months  | 23.5%             | 25%                 | 30%           |
| <del>Children subject to a child protection plan for the second or subsequent time (Removed)</del>  | N/a               |                     |               |
| <del>Average number of days between becoming looked after and moving in with adoptive family (Removed)</del>  | N/a               |                     |               |
| Percentage foster care placements which are in-house or with relatives and friends (excluding UASC)   | 73.9%             | 85%                 | 75%           |
| Number of foster households (NEW)   | N/a               | 700                 | 650           |
| Percentage of care leavers in education, employment or training (of those KCC is in touch with)   | 57.7%             | 65%                 | 55%           |
| Percentage of reviews completed within timescale by the Strengthening Independence Service (18-25) (NEW)  | N/a               | 65%                 | 55%           |
| Percentage of Learning Disability Young People in Settled Accommodation (NEW)   | N/a               | 95%                 | 85%           |
| Unique Unaccompanied Child Record (UUCR) submitted to Home Office within 2 working days of Referral to KCC. (NEW measure to be introduced during 2024/25) | N/a               | To be agreed by DMT |               |

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   |
| Percentage of UASC arrivals eligible for transfer who are transferred to other LAs under the NTS in 10 working days ( <b>NEW indicator to be introduced during 2024/25</b> ) |

**Adult Social Care**Key Performance Indicators

| Indicator description  | 2023/24<br>Q4 Actual | 2024/25<br>Target | 2024/25<br>Floor |
|--|----------------------|-------------------|------------------|
| The percentage of people who have their contact resolved by ASCH but then make contact again within 3 months.  | 5%                   | 9%<br>5%          | 13%<br>9%        |
| The proportion of new Care Needs Assessments delivered within 28 days  | 73%<br>(Q3)          | 90%<br>85%        | 80%<br>75%       |
| The percentage of people in receipt of a Direct payment with Adult Social Care & Health  | 26%                  | 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) | 84%<br>(Q3)          | 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)                       | 626 (Q3)             | 588               | 617              |
| The % of KCC supported people in residential or nursing care where the CQC rating is Good or Outstanding.  | 75%                  | 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  |
| Outcome of concluded Section 42 Safeguarding Enquiries where a risk was identified (NEW)  |

**Public Health**Key Performance Indicators

| Indicator description  | 2023/24 Q4 Actual | 2024/25 Target | 2024/25 Floor |
|--|-------------------|----------------|---------------|
| Number of eligible population aged 40-74 years old receiving an NHS Health Check – rolling 12 months                               | 31,379            | 31,000         | 24,800        |
| Number of mandated universal checks delivered by the health visiting service – rolling 12 months                                   | 66,846            | 68,000         | 54,400        |
| <del>Percentage of all new first-time patients (at any clinic) offered a full sexual health screen (Removed)</del>                 | N/a               |                |               |
| Percentage of all new first-time patients (at any clinic) receiving a full sexual health screen (excluding online referrals) (NEW) | N/a               | 72%            | 58%           |
| Number of Adults accessing structured substance misuse treatment during a rolling 12-month period (NEW)                            | 5,480             | 5,998          | 5,000         |
| Successful completion of drug and alcohol treatment  | 27%               | 25%            | 20%           |

| Indicator description  | 2023/24<br>Q4 Actual | 2024/25<br>Target | 2024/25<br>Floor |
|--|----------------------|-------------------|------------------|
| Percentage of Live Well clients who would recommend the service to family, friends or someone in a similar situation | 93.5%                | 98%               | 91%              |

Activity indicators

| Indicator description   |
|---|
| <del>Life expectancy gap between least and most deprived 10% wards (data no longer updated)</del> |
| Number of people accessing KCC commissioned sexual health clinics                                 |
| <del>Number of adults accessing structured substance misuse treatment services (now a KPI)</del>  |