

Proposed KPIs and Activity Indicators for QPR 2025/26

Key

KPIs, their targets and floors, and Activity indicators are the same as in 2024/25 unless otherwise indicated.

Customer Services

Key Performance Indicators

Indicator description	2024/25 Q4 Actual	2025/26 Target	2025/26 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	96%	90%	85%
Percentage of complaints responded to within 20 working days	70%	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	2024/25 Q4 Actual	2025/26 Target	2025/26 Floor
Freedom of Information Act (Fol) requests completed within 20 working days	85%	92%	90%
Subject Access requests, made under Art 15 of the General Data Protection Regulations, completed within statutory timescales	59%	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	2024/25 Q4 Actual	2025/26 Target	2025/26 Floor
Number of homes brought back to market through No Use Empty	449	400	360
Developer contributions received as a percentage of amount sought	95.3%	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	2024/25 Q4 Actual	2025/26 Target	2025/26 Floor
Percentage of routine potholes repaired in 28 days	97%	90%	80%
Percentage of routine highway repairs reported by residents completed within 28 days	84%	90%	80%
Emergency incidents responded to within 2 hours of notification (%)	98%	98%	95%
Percentage of public enquiries for Highways maintenance reported online	64%	60% 65%	55% 60%
Percentage of municipal waste recycled or converted to energy and not taken to landfill	99.2%	99%	95%
GHG emissions (KCC estate/services and Traded Companies) in tonnes	(Q3 2024/25) 10,388	(Q3 2025/26) 9,756	(Q3 2025/26) 10,372

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)

Education and Wider Early Help

Indicator description	2024/25 Q4 Actual	2025/26 Target	2025/26 Floor
Schools' inspection judgements	N/a	KPIs to be confirmed later in year after Ofsted establishes its new inspection framework	
Percentage of Early Years settings with Good or Outstanding Ofsted inspection judgements			
Percentage of EHCPs issued within 20 weeks	48%	65%	55%
Percentage of annual reviews of EHCPs waiting over 12 months	35%	50% 25%	60% 35%
Percentage of pupils (with EHCP's) being placed in independent or out of county special schools	10.9%	9%	10.5%
Percentage of pupils permanently excluded from school	0.04%	0.02%	0.04%
Rate of first-time entrants to youth justice system per 100,000	176	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 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	2024/25 Q4 Actual	2025/26 Target	2025/26 Floor
Percentage of Early Help (EH) cases closed with outcomes achieved that come back to EH or Children's Social Care within 3 months	14.9%	15%	20%
Percentage of Case holding posts filled by permanent qualified social workers	74.5%	85%	75%
Percentage of children's social care referrals that were repeat referrals within 12 months	21.9%	25%	30%
Percentage foster care placements which are in-house or with relatives and friends (excluding UASC)	73.0%	85%	75%
Number of foster households	595	700 600	600 550
Percentage of care leavers in education, employment or training (of those KCC is in touch with)	56.3%	65%	55%
Percentage of National Transfer Scheme (NTS) Referrals made within 2 working days of Referral to KCC (NEW)	90.9%	90%	80%
Percentage of reviews completed within timescale by the Strengthening Independence Service (18-25)	Services have moved to Adult Social Care		
Percentage of Learning Disability Young People in Settled Accommodation			

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	2024/25 Q4 Actual	2025/26 Target	2025/26 Floor
The percentage of people who have their contact resolved by ASCH but then make contact again within 3 months.	3%	5%	9%
The proportion of new Care Needs Assessments delivered within 28 days	73%	85%	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)	86%	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)	548	588	617
Long Term support needs of adults (18-64 years old) met by admission to residential and nursing care homes, per 100,000 (NEW)	N/a	18	22
The % of KCC supported people in residential or nursing care where the CQC rating is Good or Outstanding.	72%	80%	75%

Activity indicators

Indicator description
Number of people making contact with ASCH ASC Connect (Revised)
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 carer referrals to ASCH and those supported with IAG or an assessment (Revised)
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 a KCC community enablement service (Revised)
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 incoming safeguarding concerns and open enquiries on the last day of the Quarter (Revised)
Outcome of concluded Section 42 Safeguarding Enquiries where a risk was identified

Public Health

Key Performance Indicators

Indicator description	2024/25 Q4 Actual	2025/26 Target	2025/26 Floor
Number of eligible population aged 40-74 years old receiving an NHS Health Check – rolling 12 months	33,487	31,000	24,800
Number of mandated universal checks delivered by the health visiting service – rolling 12 months REMOVED			
Percentage of mandated health and wellbeing reviews delivered by the health visiting service of those due (12 month rolling) NEW	N/a	86%	70%
Percentage of all new first-time patients (at any clinic) receiving a full sexual health screen (excluding online referrals)	67%	72%	58%
Number of Adults accessing structured substance misuse treatment during a rolling 12-month period	5,566	5,998 5,770	5,000 4,616
Successful completion of drug and alcohol treatment	28.2%	25%	20%
Percentage of Live Well clients who would recommend the service to family, friends or someone in a similar situation	99.5%	98%	91%

Activity indicators

Indicator description
Number of people accessing KCC commissioned sexual health clinics