

Key Performance Indicators

KPIs for Removal

KPI	Portfolio	Service	Measure reference and description	Reasons for deletion
8	Children and Young People, Learning and Skills	Children – Education	Percentage of care-leavers aged 17-21 who are in Employment, Education or Training (EET).	WSSC are performing very well and above national, regional, and statistical neighbours' average. Propose to replace this measure with a new KPI that continues to focus on Care Leavers. Benchmarking 22/23 WSSC - 65% National - 58% South East - 59% Statistical Neighbours - 59%.
51	Support Services and Economic Development	Customer Experience	Reduction in percentage of Customer Service Centre Telephone calls that could have been resolved through digital channels.	Work is underway to develop the Council's Digital Strategy and this includes the development of the customer experience focussed KPI proposed in the KPIs to add table.
4	Community Support, Fire and Rescue	Trading Standards	Percentage of interventions to identified West Sussex residents that demonstrate an increase in ability for resident to deal with scams.	This area of work has been scaled back since the National Trading Standards Scams Team has reduced the number of referrals we receive. Although it remains important and performance will continue to be monitored, it will be replaced.
50	Finance and Property	Finance	The aggregated unit cost of our services compared to our statistical neighbours.	The VFM indicator is proposed for deletion pending further review of a more suitable measure.
17	Highways & Transport	Highways	Length of new cycle paths across the County	This measure does not report on usage of the paths, only the infrastructure in place. Measure being updated following the new Active Travel Strategy currently out for consultation. (See KPIs for Adding #17 for updated measure)
54	Public Health and Wellbeing	Public Health	HIV late diagnosis in people first diagnosed with HIV in the UK.	Recommend removal of this target given national policy implications. An HIV action plan in place but national policy decisions likely to impact rates.

KPIs for Adding

KPI	Portfolio	Service	Measure reference and description	Baseline and baseline date	2024-25 Target	Reasons for adding
	Children and Young People, Learning and Skills	Children – Education	Young people aged 19- 21 who were looked after aged 16 who were in higher education.	3.9% March 2023	5%	Whilst WSCC are performing well with EET, WSCC are below national average (7%) and Stat Neighbour average (6%) for care leavers accessing Higher Education.
	Support Services and Economic Development	Customer Experience	% Customers are satisfied with the service they receive from the Customer Service Centre	No baseline, historic data over 3 years old	>=80%	This KPI will drive how effective our officers, training and quality assurance is, highlighting areas to improve based on feedback and scoring, as well as celebrating success.
	Support Services and Economic Development	Customer Experience	% How easy was it to find and access the council service you need	No baseline, historic data over 3 years old	>=80%	Ease of access will be an important measure as WSCC shift to digital channels. The County Council needs to understand how easy it is for our customers to access services and information.
	Support Services and Economic Development	Customer Experience	% How easy was it to get the help you wanted from the council today	No baseline, historic data over 3 years old	>=80%	Ease of access will be an important measure as WSCC shift to digital channels. Once the Council understands how easy it is to access services and information, they will need to understand if our customers found it easy to get the support they needed. This insight will help to improve services.

KPI	Portfolio	Service	Measure reference and description	Baseline and baseline date	2024-25 Target	Reasons for adding
	Community Support, Fire and Rescue	Trading Standards	Percentage of identified targets receiving intervention by Trading Standards in relation to regulating the supply of tobacco and alcohol.	83%	100%	The new KPI relates to a two-year initiative that has just started between Trading Standards and Public Health looking at illicit vapes, tobacco, alcohol, and age restricted sales.
50	Finance and Property	Finance	New Value for money indicator to be developed.	TBC	TBC	To provide a more suitable measure of WSCC Value for Money performance than existing KPI 50.
17	Highways & Transport	Highways	To maintain or improve proportion of adults who walk or cycle for any purpose at least once per week against the regional & national benchmark.	74.1% - 2022	74.10%	Following steer from Active Travel England to move to a usage measure, that not only relates to cycling but also walking. Current performance is good against neighbouring authorities and the national and regional averages; the proposed target is to maintain that position.

KPI	Portfolio	Service	Measure reference and description	Baseline and baseline date	2024-25 Target	Reasons for adding
	Leader	Economic Growth	Achievement of Gatsby Benchmarks, the national framework for careers excellence, in West Sussex schools and colleges in the Careers Hub.	5.3 out of 8 September 2023.	5.5 out of 8	The Careers Hub covering West Sussex transferred from Coast to Capital Local Enterprise Partnership to WSCC on 1 Sept 2023. The Hub is part of a national network of hubs funded by Department for Education through the national Careers and Enterprise Company, matched by funding from the West Sussex local authorities. The decision to host the Careers Hub is a key step in the County Council's employment and skills reset, and the Hub is high profile across the county with secondary schools, colleges, businesses, and partner organisations.

KPIs to Amend

KPI	Portfolio	Service	Measure reference and description	Baseline and baseline date	2024-25 Target	Reasons for amending
38	Adults Services	Adults	Percentage of users of adults' services and their carers that are reviewed and/or assessed in the last 12 months. Performance reported will also include the number of completed reviews within the quarter.		New: 60% Old: 80% <i>Proposed to apply new target to this measure immediately</i>	Reviews and/or assessments for users of adult services and their carers are currently not being prioritised in date order, on which this measure is based and therefore, the change will reflect all reviews and/or assessments completed by adult social care operational team within a 12-month period.

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						A reduction in the target reflects a recognition that strength-based reviews take additional time to complete, which is an approach being embedded across the service. This approach is contributing to the achievement of strategic ambitions as set out in the Adult Social Care Strategy.
39	Adults Services	Adults	The percentage of all working age users of adults' services in employment (paid/unpaid).	Target - TBC once baseline position for 23/24 is confirmed	3.80%	This measure has been removed from the Adult Social Care Outcomes Framework (ASCOF) 2023/24 and will not be replaced. Reflecting on comments from the Health and Adult Social Care Scrutiny Committee, it is proposed to amend this measure to include all users of adults' services who are in paid employment, rather than a focus on those who have a learning disability.
40	Adults Services	Adults	The proportion of people who receive long-term support who live in their home or with family.	Target - TBC once baseline position for 23/24 is confirmed	60%	This measure has been removed from the Adult Social Care Outcomes Framework (ASCOF) 2023/24 and will not be replaced. It is proposed to replace it with a new ASCOF measure, 'the proportion of people who receive long-term support who live in their home or with family', which has been added for 2023/24 and will reflect all customer groups rather than a focus on those who have a learning disability.

KPI	Portfolio	Service	Measure reference and description	Baseline and baseline date	2024-25 Target	Reasons for amending
1	Children and Young People, Learning and Skills	Children – Social Care/Corporate Parenting	Percentage of re-referrals to Childrens Social Care within 12 months of the previous referral.	20%	25%	<p>The proposed new target brings WSCC in line with the overall increases to this measure that has happened at both national and Statistical Neighbour level.</p> <p>Target reduction. WSCC performance 25% (Jun 23)</p> <p>Benchmarking 21/22: WSCC - 23% Statistical Neighbours – 27% National – 22%</p>
2	Children and Young People, Learning and Skills	Children – Education	<p>Percentage of Early Help Plans closed with outcomes met.</p> <p>Replace with the following similar measure: Number of successful family outcomes that meet DLUHC targets.</p>	N/A	1,037	<p>WSCC have advanced funding of £1.3m a year to deliver the programme and a target of 1037 families to support at a rate of £800 per family. The DLUHC can reduce or delay funding in future years to areas failing significantly behind in their numbers of successful family outcomes.</p>
7	Children and Young People, Learning and Skills	Children – Social Care/Corporate Parenting	Stability of children looked after placements – (3 or more placements during the year).	10%	12%	<p>The proposed new target brings us in line with the overall increases to this measure that has happened at both national, regional and Statistical Neighbour level.</p> <p>Target reduced. WSCC performance 13% (Jun 23) Benchmarking 21/22: WSCC– 11% Statistical Neighbours – 9%</p>

KPI	Portfolio	Service	Measure reference and description	Baseline and baseline date	2024-25 Target	Reasons for amending
						National – 10% South East – 12%
25	Children and Young People, Learning and Skills	Children – Education	Percentage of schools with OFSTED rating 'good' or 'outstanding'.	91%	91%	Measure description revised. Percentage of Maintained Schools with OFSTED rating 'good' or 'outstanding'. The Local Authority has a statutory duty to challenge and undertake timely interventions in schools to raise standards. It is the role of the Regional Schools Commissioner for Free Schools and Academies.
26	Children and Young People, Learning and Skills	Children – Education	Percentage of pupils and students accessing Ofsted 'good' or 'outstanding' schools.	91%	91%	Measure description revised. Percentage of pupils and students accessing Ofsted 'good' or 'outstanding' in all schools . Our aspiration is that children receive good or outstanding education in all of our schools regardless of it being a Maintained, Free or Academy.
27	Children and Young People, Learning and Skills	Children – Education	Percentage achieving expected standard in reading, writing and maths combined at the end of Key Stage 2.	72%	59%	Proposing a more realistic target that brings us in line with South-East averages. Target reduced. Benchmarking 21/22: WSCC -55% Statistical Neighbours – 58.7% National –58.7% South East – 58.9%

KPI	Portfolio	Service	Measure reference and description	Baseline and baseline date	2024-25 Target	Reasons for amending
29	Children and Young People, Learning and Skills	Children – Education	Percentage attainment gap of disadvantaged pupils compared with non-disadvantaged peers at the end of Key Stage 2.	14%	23%	<p>Whilst we are above South East and Stat Neighbour averages our current target is unrealistic and therefore propose to bring it in line with National average.</p> <p>Target reduced. Benchmarking 21/22: WSCC – 24% SN – 27.4% National – 23.0% SE – 27.0%</p>
30	Children and Young People, Learning and Skills	Children – Education	Combined percentage of 16-17 year-olds that are Not in Education, Education or Training or whose activity is not known.	5.5%	30a 2.7% 30b 2.8%	<p>Propose to split out the NEETs from the Unknowns and measure separately.</p> <p>30a. percentage of 16-17-year olds that are Not in Education, Education or Training.</p> <p>30b. Percentage of 16-17-year olds whose activity is not known.</p> <p>Latest WSCC performance at 9.5% (2% NEET, 7.5% unknown).</p> <p>Benchmarking (Av. of Dec 22, Jan and Feb 23): South East: 6.9% (2.5% NEET & 4.3% Unknown) Stat Neighbour: 4.8% (2.7% NEET & 2.1% Unknown) National: 5.2% (2.8% NEET & 2.4% Unknown).</p>

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						Whilst our NEET figure is currently lower than national and regional comparators, our Unknowns are significantly higher. It is likely that by reducing the number of Unknowns it will increase the number of NEETs and this is why we have raised this target slightly.
57	Children and Young People, Learning and Skills	Children – Education	Children and young people with Education, Health, and Care Plans (EHCPs) accessing mainstream education.	39.5%	50%	Target increased. WSCC performance 47.6% (ages 4-16) (Jun 23) Already exceeding next year’s target and propose a stretch target.
59	Children and Young People, Learning and Skills	Children – Education	Number of New Pupil places created from the Schools Capital Programme to meet Basic Need and SEND.	772	59a-97 59b-67	Split out SEND places from non-SEND places and measure separately. 59a number of SEND places 59b number of non-SEND places This is a measure of the number of new places (whether they are provided through additional capacity or within existing buildings) and it is reporting only on those places newly created and not places being removed.
59	Finance and Property	Property and Assets	Number of school places – number of new pupil places created from the Schools Capital Programme to meet basic need and SEND.			Property and Assets are working with Education to develop this KPI, it will consider those additions as a result of refurbishment,

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						expansion, new build, and internal reorganisation.
49	Finance and Property	Property & Assets	Square metres of operational property minus – <ul style="list-style-type: none"> • Schools (education property) • Land Only sites • Vacant Property • Vacant Pending Sale • Externally operated (e.g. properties leased out or tenanted) 		106,000 m ²	Amendment to confirm the target value for 24/25. Target end 2024 /25: 106,000 m ² Target end 2025/26: 100,700 m ² Target end 2026/27: 95,600 m ²
18a	Highways & Transport	Highways	Percentage of A roads in good condition	Change to baseline – 68.2%	68.90%	From reviewing the condition data over the last few years, current improvement targets are not realistic. Road conditions have declined significantly over the last few years due to variables out of our control, such as significant weather events of extreme heat and rainfall.
18b	Highways & Transport	Highways	Percentage of B and C roads in good condition	Change to baseline – 68.4%	68.80%	From reviewing the condition data over the last few years, current improvement targets are not realistic. Road conditions have declined significantly over the last few years due to variables out of our control, such as significant weather events of extreme heat and rainfall.
19	Highways & Transport	Highways	Highways defects repaired within required timescale	Change to baseline – 86.1%	No change	Baseline updated using the last 3 years data

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41	Highways & Transport	Highways	<p>Reduce Killed and seriously injured.</p> <p>Unit of measure is changing to 'number of killed and seriously injured casualties due to road collisions' from 'number per billion miles'.</p>	Change to baseline – 497 (average from 2015-2019)	Change to target for 2024/2025– reduce by 11 KSIs	<p>Unit of measure changing to make the figure easier to interpret and to remove fluctuation caused by significant events.</p> <p>Baseline recalculated because of the change to the unit of measure using the most recent, full set of data that wasn't affected by COVID (2015 – 2019).</p> <p>Target was re-evaluated at the Traffic Management & Road User Safety Executive Task and Finish Group (TFG) where an overall target of 30% reduction to no. of persons killed and seriously injured in road traffic collisions by 2036 was agreed, which would show more ambition in reaching vision zero of no persons killed or seriously injured in road traffic collisions by 2050.</p>
6	Public Health and Wellbeing	Public Health	Healthy weight of 10-11-year-olds	Top quartile of councils in the South East	Top quartile of councils in the South East	<p>Measure description and baseline amendment.</p> <p>% of children in Year 6 measuring within the healthy weight range.</p> <p>Healthy weight is defined as a BMI above the 2nd and below the 85th centile of the UK90 growth reference.</p> <p>National Child Measurement Programme (NCMP)</p>

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60	Public Health and Wellbeing	Public Health	Smoking quits	480 Annually	720	<p>Measure description update to Smoking quits.</p> <p>Smokers that have successfully quit at four weeks.</p> <p>These changes align with the national reporting requirements for the smoking cessation monies allocated.</p>
61	Public Health and Wellbeing	Public Health	Smoking – prevalence in adults (18+)	12.5% in 2022 (published 2023)	10.2%	<p>Update Baseline. This has already been amended with Cabinet approval, due to the national change in methodology and revising up of current prevalence figures.</p> <p>Annual smoking prevalence is measured by the Annual Population Survey, which is reported annually and published in arrears. Consequently, the impact of tobacco control activity undertaken in 2023/24 will be measurable in 2025/26 as the survey will be undertaken in 2024, with results published in 2025.</p>
20	Support Services and Economic Development	Digital Infrastructure	KPI – Percentage of premises able to access gigabit-capable connectivity by 2025 (working towards government target of 85% by the end of 2025 and nationwide by 2030).	Target 23/24 – 63% (we are on 64.82% so this target has now been achieved)	72%	Previous target achieved. Note target for 2025/26 updated to be 85%

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47	Support Services and Economic Development	Human Resources and Organisational Development	Leadership and management - percentage positive response to the question: "I am part of a supportive team where we regularly reflect on our successes and challenges enabling us to improve continuously".	81% (Sept 23)	82%	Whilst the target for 2023/24 was met, results for the last 3 surveys have all been 81%. A target of 82% continues to demonstrate ambition to make improvements in this area but is more realistic.