

# **Growth, Economic Development and Communities Performance Dashboard**

## **Financial Year 2020/21**

### **Results up to end of March 2021**

**Produced by Strategic and Corporate Services - Analytics**

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## Guidance Notes

### RAG RATINGS

Results in this report show either quarterly data or Year to Date (YTD) values.

GREEN	Target has been achieved
AMBER	Floor Standard* achieved but Target has not been met
RED	Floor Standard* has not been achieved

\*Floor Standards are the minimum performance expected and if not achieved must result in management action

### Activity Indicators

Activity Indicators representing demand levels are also included in the report. They are not given a RAG rating; instead, they are compared with previous year or tracked within an expected range represented by Upper and Lower Thresholds. The Alert provided for Activity Indicators is whether they are in expected range or not. Results can either be in expected range (**Yes**) or they could be **Above** or **Below**.

## Key Performance Indicators Summary

Economic Development (ED)	RAG
ED05 : Number of homes brought back to market through No Use Empty	GREEN
ED08 : Developer contributions secured against total contributions sought	RED
ED10 : Businesses assisted via Kent and Medway Growth Hub contract	GREEN
ED11 : Businesses assisted through intensive support provided via the Growth Hub contract	GREEN

Environment, Planning and Enforcement (EPE)	RAG
DT14 : Percentage of Public Rights of Way (PRoW) faults reported online	<b>No targets set due to Coronavirus</b>
EPE04 : Number of businesses supported by EPE services	
EPE15 : Income generated by EPE charged for services	
EPE16 : Median number of days to resolve priority faults on Public Rights of Way	
EPE18 : Investment secured by EPE services (Grants / EU funding)	
EPE19 : Number of volunteer hours contributing to delivery of EPE services	

Libraries, Registrations and Archives (LRA)	RAG
LRA06 : Customer satisfaction with Registration Services	<b>No targets set due to Coronavirus</b>
LRA12 : Customer satisfaction with libraries	
LRA13 : Customer satisfaction with archives	
LRA19 : Customer satisfaction with Libraries Direct Services	
LRA20 : Customer satisfaction with PCs and Wi-Fi	
LRA15 : Number of customers attending events in libraries and archives	
LRA17 : Number of volunteer hours adding extra value to the LRA service	
LRA21 : Percentage of registration appointments available within statutory time targets	
LRA22: Percentage of total issues as e-issues	

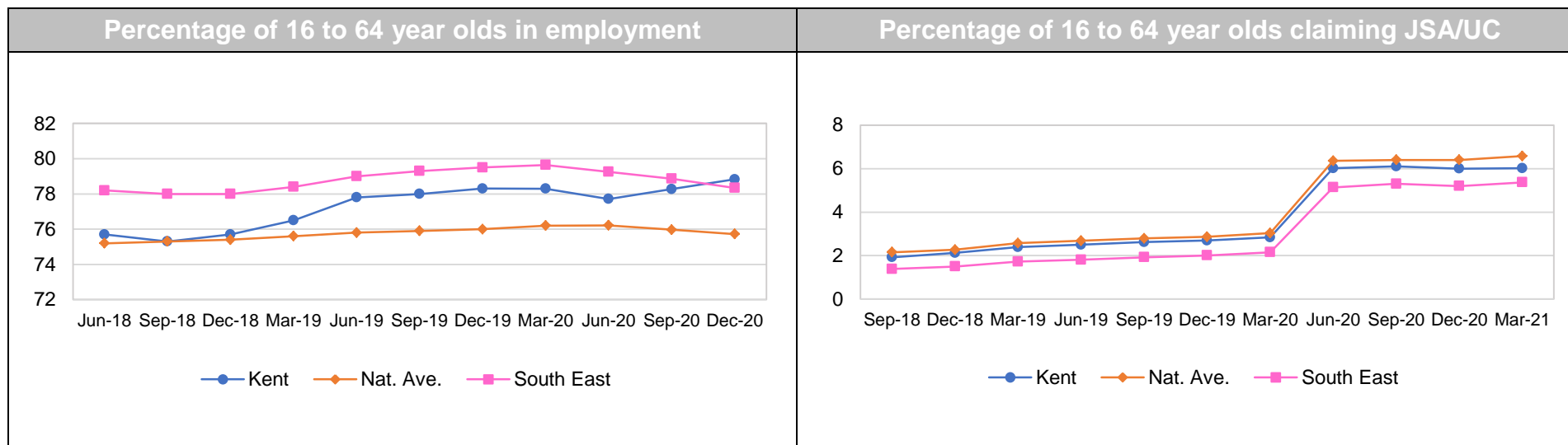
Division	Director	Cabinet Member
Economic Development	David Smith	Derek Murphy

Ref	Performance Indicators	Mar-20	Jun-20	Sep-20	Dec-20	Mar-21	RAG	Target	Floor
ED05	Number of homes brought back to market through No Use Empty (rolling 12 months)	551	519	482	472	462	GREEN	400	350
ED08	Developer contributions secured against total contributions sought	99%	100%	100%	97%	78%	RED	93%	85%
ED10	Businesses assisted via Kent and Medway Growth Hub contract (Cumulative)	4,898	552	1,843	2,189	2,875	GREEN	1,000	900
ED11	Businesses assisted through intensive support provided via the Growth Hub contract (Cumulative)	203	26	48	71	104	GREEN	100	75

ED08 – Quarter 4 was the first time this year that contributions did not exceed target. This was due to one project, namely the proposed housing development at Sturry/Broad Oak. The 78% figure is based on a worst-case scenario which includes potential loss of LEP funding due to project delays, and unexpected costs for Nitrate mitigation. As a minimum, the contributions would be used for the Sturry Relief Road and new primary school.

Ref	Indicator	Mar-20	Jun-20	Sep-20	Dec-20	Mar-21	Year to date	Previous YTD
ED08a	Developer contributions secured (£000s)	11,209	1,966	8,702	17,248	11,092	39,008	25,419

Division	Director	Cabinet Member
Economic Development	David Smith	Derek Murphy



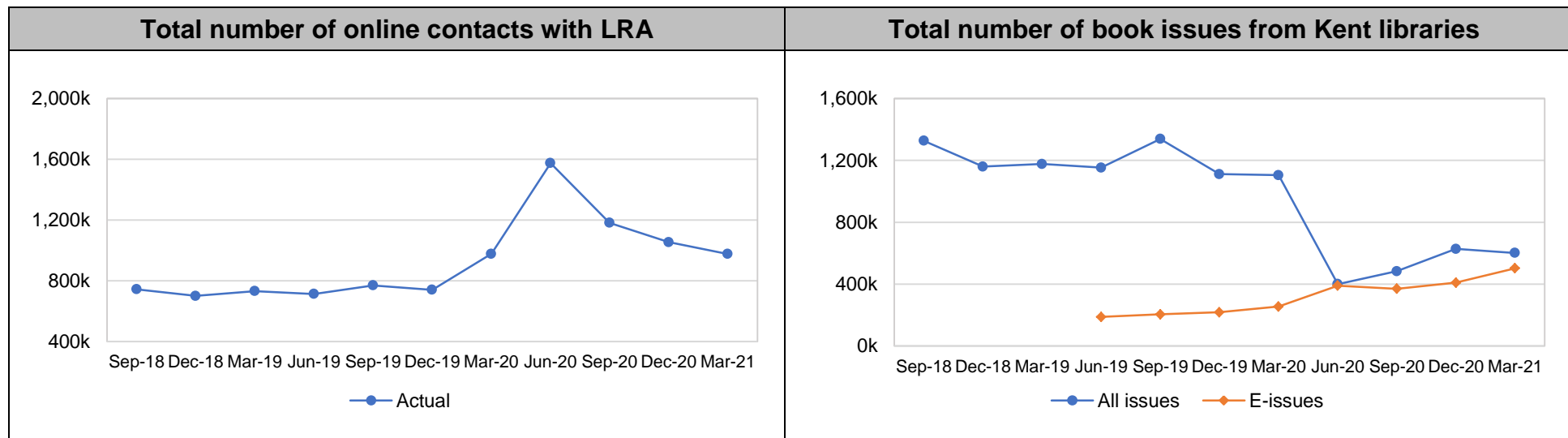
The indicators above provide contextual information on the general state of the Kent economy.

The percentage of 16 to 64 year-olds in employment is derived from the Annual Population Survey (APS) which is a sample survey. The results of the survey come with statistical confidence intervals, which for Kent are plus or minus 2 percentage points. Those not in employment include individuals who are students, looking after family/home, temporary or long-term sick, and retired.

The percentage of the population claiming Job Seekers Allowance (JSA) or Universal Credit (UC) required to seek work (the claimant count), is a good proxy measure for unemployment and is a 100% count of claimants. The number of people unemployed, as defined by the International Labour Organisation (ILO) and as estimated by the APS, includes individuals on other benefit types and also those not on benefits but seeking work, and this definition results in a higher percentage than the claimant count. A sharp increase can be seen in the above graph in the Quarter to June 2020 as a consequence of the first Coronavirus lockdown.

Service Area	Head of Service	Cabinet Member
Libraries, Registrations and Archives (LRA)	James Pearson	Mike Hill

Ref	Activity Indicators (Quarterly totals)	Mar-20	Jun-20	Sep-20	Dec-20	Mar-21
LRA02	Total number of books issued (includes audio- and e-books) (000s)	1,104	400	484	628	602
LRA03	Total number of audio and e-books issued (000s)	255	390	370	410	503
LRA04	Number of online contacts to Libraries and Registration services (000s)	913	1,471	1,047	920	881
LRA24	Number of online contacts for Kent archives (000s)	64	104	134	134	96



Service Area	Head of Service	Cabinet Member
Libraries, Registrations and Archives	James Pearson	Mike Hill

**Key Performance Indicators** (temporary indicators during Coronavirus)

Indicator	Definition	Jun-20	Sep-20	Dec-20	Mar-21	Full Year
Number of Online Joiners	The number of customers who join online to access online and e-resource services	4,991	1,822	1,685	2,283	<b>10,781</b>
Number of Select and Collect (S&C) requests (static libraries)	Number of Select and Collect requests received online, via email and phone.	*	7,668	4,807	6,153	<b>18,628</b>
Number of visitors to browsing libraries (not including S&C mobiles)	Number of customers visiting libraries where browsing has been enabled.	*	49,437	83,615	*	<b>133,052</b>
% of available PC time used	Usage of available PCs as a percentage of the total availability (in hours)	*	25%	20%	3%	<b>22%</b>
Number of e-Issues	Total number of items issued, including e-Books, e-Audio, e-Magazines and e-Newspapers	389,712	369,954	409,598	502,723	<b>1,671,987</b>
% Increase of e-Issues	% increase of e-Issues as a comparison with same reporting period in previous year	108%	82%	88%	97%	<b>93%</b>
Number of physical issues	Number of issues of all material other than e-Resources (not including renewals)	*	113,599	217,957	99,096	<b>430,652</b>
Number of S&C requests (mobiles)	Number of Select and Collect requests received online, via email and phone. Service available from 15.09.20	*	598	1,853	1,790	<b>4,241</b>
Number of online contacts to Libraries	Total number of hits to Leisure and Community/Libraries webpages + Library App launches + online enquiries + online reference + Social Media	1,467,022	1,047,316	920,171	879,542	<b>4,314,051</b>

Appendix 1

Indicator	Definition	Jun-20	Sep-20	Dec-20	Mar-21	Full Year
Total reach on Libraries Social Media	Total reach on Facebook (central and district pages) + New Twitter followers	1,222,800	750,655	652,039	606,045	<b>3,231,539</b>
Number of virtual activities	Number of virtual events on Facebook	27	25	34	18	<b>104</b>
Number of engagements with virtual activity sessions	Number of post clicks + number of reactions for 4 weeks from date of post	10,783	3,869	4,762	1,507	<b>20,921</b>
Number of Ask a Kent Librarian enquiries answered	Total number of enquiries answered via Email, Govmetric, Out of Kent chat, Quidget chat, Social Media and Kent chat	2,138	4,028	3,236	3,521	<b>12,923</b>
% increase of death registrations	% increase of death registrations as a comparison with same reporting period in previous year	40%	6%	14%	29%	<b>23%</b>
Number of online contacts to Archives	Total number of hits to Leisure + Community/History and Heritage + Kent Archives and Local History webpages	16,386	17,973	15,095	18,452	<b>67,906</b>
Total reach on Archives Social Media	Total reach on Facebook + New Twitter followers	87,770	116,431	114,668	77,197	<b>396,066</b>
Number of Archives enquiries answered	Total number of enquiries answered via Email, Social Media and online	655	1,248	1,068	1,126	<b>4,097</b>
% of Archive Search Room "sessions" booked	This KPI reflects the percentage of available sessions booked.	*	73%	93%	*	<b>83%</b>

\* No returns due to lockdowns



Appendix 1

Division	Director	Cabinet Member
Environment, Planning and Enforcement	Stephanie Holt-Castle	Mike Hill

Ref	Performance Indicators	Mar-20	Jun-20	Sep-20	Dec-20	Mar-21	Full Year	Target 19/20	Floor 19/20
DT14	Percentage of Public Rights of Way (PRoW) faults reported online	65%	88%	84%	86%	88%	<b>87%</b>	85%	75%
EPE04	Number of businesses supported by Trading Standards and the Sustainable Business Team	121	388	342	103	575	<b>1,408</b>	420	378
EPE15	Income generated by EPE charged for services (£m)	£1.4m	£0.6m	£0.9m	£0.9m	£1.3m	<b>£3.7m</b>	£3.5m	£3.2m
EPE16	Median number of days to resolve priority faults on public rights of way network (rolling 12-month figure)	14	13	19	20	25	<b>25</b>	24	28
EPE18	Investment secured by EPE services (Grants / EU funding) (£m)	£2.2m	£0.5m	£1.5m	£1.7m	£2.5m	<b>£6.3m</b>	£5.2m	£4.7m
EPE19	Number of volunteer hours contributing to delivery of EPE services (000s)	19.9k	0.8k	7.8k	8.1k	3.4k	<b>20.1k</b>	54.7k	49.2k

Ref	Activity Indicators	Year to Mar-21	Year to Mar-20
EPE02	Value of criminal activity investigated by Trading Standards (£m)	<b>£1.4m</b>	£4.8m
EPE03	Value of items prevented from entering or removed from the market by Trading Standards (£m)	<b>£28.0m</b>	£5.9m