

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

## **Financial Year 2021/22**

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

**Produced by Kent Analytics**

**Publication Date: September 2021**

## Guidance Notes

### RAG RATINGS

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

<b>GREEN</b>	Target has been achieved
<b>AMBER</b>	Floor Standard* achieved but Target has not been met
<b>RED</b>	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

<b>Growth &amp; Communities – Economic Development</b>	RAG
ED05 : Number of homes brought back to market through No Use Empty	GREEN
ED08 : Developer contributions secured against total contributions sought	GREEN
ED10 : Businesses assisted via Kent and Medway Growth Hub contract	GREEN
ED11 : Businesses assisted through intensive support provided via the Growth Hub contract	GREEN

<b>Growth &amp; Communities - Libraries, Registrations and Archives (LRA)</b>	RAG
LRA06 : Customer satisfaction with Registration Services	AMBER
LRA12 : Customer satisfaction with libraries	AMBER
LRA13 : Customer satisfaction with archives	GREEN
LRA19 : Customer satisfaction with Libraries Direct Services	GREEN
LRA20 : Customer satisfaction with PCs and Wi-Fi	AMBER
LRA21 : Percentage of registration appointments available within statutory time targets	GREEN

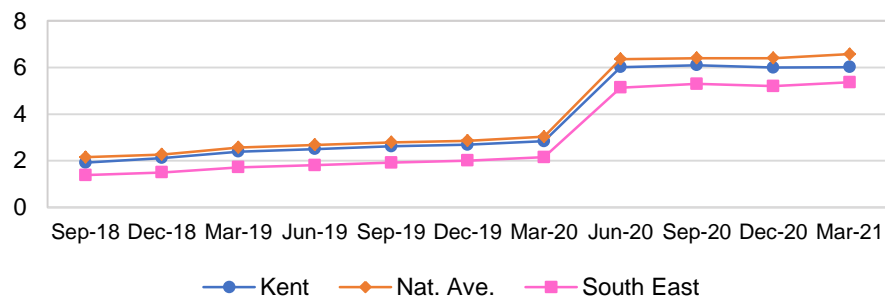
<b>Growth &amp; Communities – Other Services</b>	RAG
DT14: Percentage of Public Rights of Way (PRoW) faults reported online	AMBER
EPE16: Median number of days to resolve priority faults on public rights of way network (rolling 12-month figure)	RED
CST01: Percentage of local actions from completed Domestic Homicide Reviews implemented by target date.	N/a
CST02: % of Lessons Learnt Domestic Homicide Review attendees rating the event as very good or excellent	N/a
COR01: Percentage of cases progressed for initial coronial decision within 2 working days of notification of a death	GREEN
KCP01 : Kent Country Parks aggregate average star ratings from Google, Trip Advisor and Facebook	GREEN
KSS01: Number of work experience hours of science, technology, engineering and mathematics (STEM) delivered	N/a
PAG01: Percentage of planning applications determined to meet MHCLG performance standards	GREEN
PP01: % of the most vulnerable victims of scams recorded on the National Scams Hub supported by Public Protection	GREEN
PP02: % of trader applications to Public Protection's 'Trading Stds Checked' scheme processed within 10 days	GREEN
SPA01: Percentage of participants in Kent Active Partnership led programmes who have a disability	RED
SPA02 : Percentage of participants in Kent Active Partnership led programmes from diverse ethnic groups	GREEN
TS01: Food Standards: Percentage of businesses now trading legally following an intervention from Trading Stds	GREEN
TS02: Product Safety: Percentage of businesses now trading legally following an intervention from Trading Standards.	GREEN
TS04: Percentage of businesses rating Trading Standards advice as Very Good or Excellent	N/a

Division	Director	Cabinet Member
Growth & Communities	Stephanie Holt-Castle	Derek Murphy

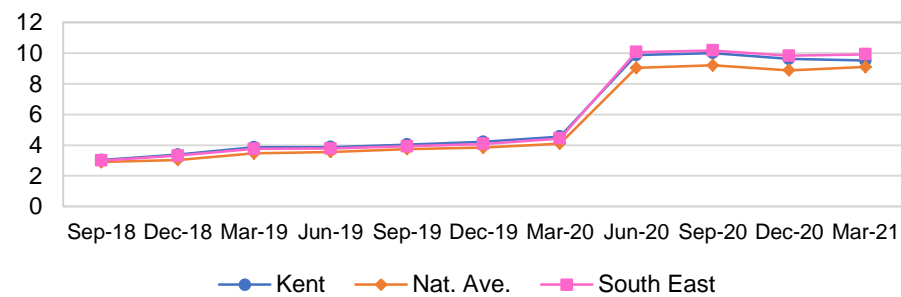
Ref	Performance Indicators – Economic Development	Jun-20	Sep-20	Dec-20	Mar-21	Jun-21	RAG	Target	Floor
ED05	Number of homes brought back to market through No Use Empty (rolling 12 months)	519	482	472	462	511	GREEN	400	350
ED08	Developer contributions secured against total contributions sought	100%	100%	97%	78%	96%	GREEN	93%	85%
ED10	Businesses assisted via Kent and Medway Growth Hub contract (Cumulative)	552	1,843	2,189	2,875	612	GREEN	343	308
ED11	Businesses assisted through intensive support provided via the Growth Hub contract (Cumulative)	26	48	71	104	57	GREEN	35	30

Ref	Indicator description	Jun-20	Sep-20	Dec-20	Mar-21	Jun-21	Year to date	Previous YTD
ED08a	Developer contributions received (£000s)	1,966	8,702	17,248	11,092	11,249	11,249	1,966

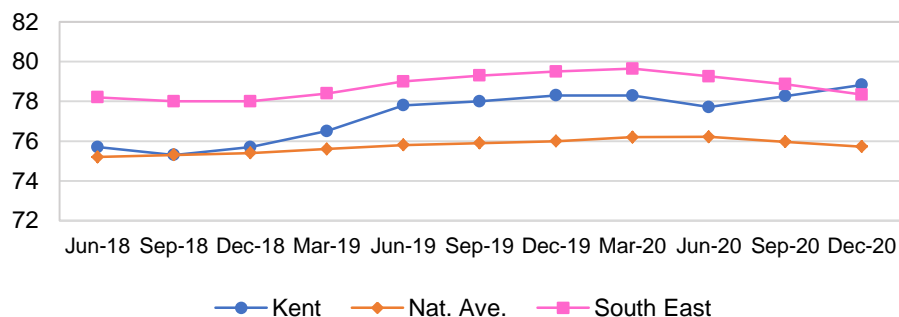
Percentage of 16 to 64 year olds claiming JSA/UC



Percentage of 18 to 24 year olds claiming UC

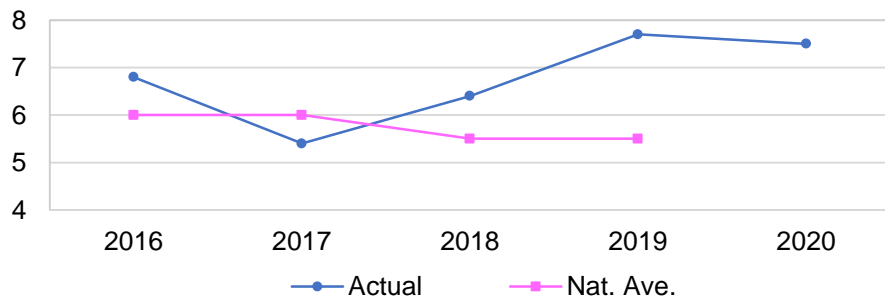


Percentage of 16 to 64 year olds in employment \*

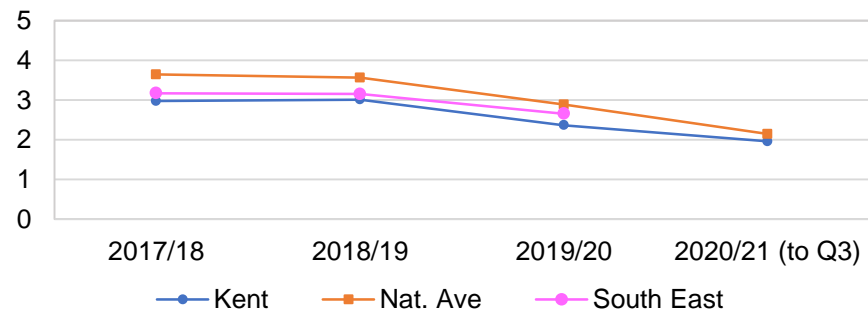


For Percentage of 16 to 64 year olds in employment, figures are derived from annual survey, with confidence interval for Kent figures at plus / minus 2 percentage points.

Percentage of 16 to 17 year olds who are NEET



Percentage of 16-24 year olds starting an apprenticeship



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Ref	Performance Indicators – Libraries, Registration and Archives (LRA)	2017/18	2018/19	2019/20	Mar-21	Jun-21	RAG	Target	Floor
LRA06	Customer satisfaction with Registration Services	New Measure		96%	95%	94%	AMBER	95%	90%
LRA12	Customer satisfaction with libraries	97%	92%	94%	83%	*	AMBER	88%	80%
LRA13	Customer satisfaction with archives	91%	95%	96%	*	*	GREEN	96%	90%
LRA19	Customer satisfaction with Libraries Direct Services	New Measure		97%	*	99.8%	GREEN	95%	93%
LRA20	Customer satisfaction with PCs and Wi-Fi	New Measure		37%	83%	*	AMBER	85%	75%
LRA21	Percentage of registration appointments available within statutory time targets	N/a	97%	93%	100%	100%	GREEN	95%	93%

\* No survey

LRA06 - Staff have been working to clear the backlog of 3,000 birth registrations from the second and third lockdowns and have delivered over 5,600 birth registration appointments during Quarter 1. Death registrations are still carried out over the telephone and have reduced by 35% against the same reporting period last year, with fewer deaths related to Covid-19. The implementation of the marriage schedule system did result in poor functionality of the registration database, RON, which has presented a significant challenge to all the teams within the Registration service during May and June. The system now appears to be more stable

LRA12 -The results of the Library Survey indicate that satisfaction is at 83% which is 2% below target. An examination of the comments from those who expressed dissatisfaction suggests that this is largely due to the closure of smaller branch libraries due to the pandemic. All libraries will have reopened by the end of August 2021.

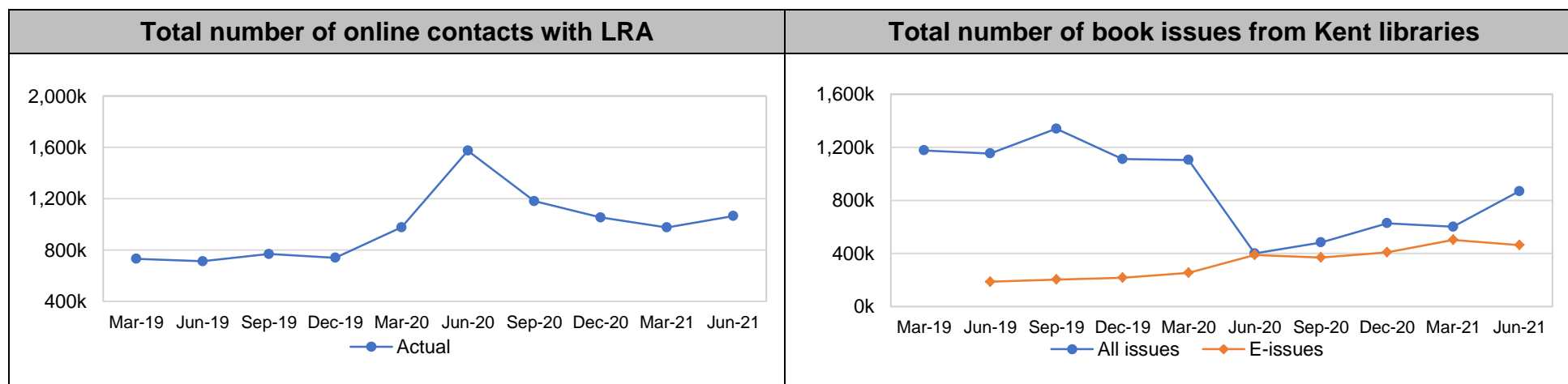
LRA20 – Satisfaction with PCs and Wi-Fi was at its highest since this indicator was introduced, with 83% of our customers satisfied. Those who expressed dissatisfaction cited slow performance as the reason, and this has now been addressed by the PC refresh and installation of Windows 10.

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Ref	Activity Indicators (Quarterly totals) - LRA	Jun-20	Sep-20	Dec-20	Mar-21	Jun-21	In Expected Range	Expected Activity	
								Upper	Lower
LRA03	Total number of audio and e-books issued (000s)	390	370	410	503	464	Above	409	370
LRA04	Number of online contacts to Libraries and Registration services (000s)	1,471	1,047	920	881	981	Below	1,150	1,040
LRA24	Number of online contacts for Kent archives (000s)	104	134	134	96	84	Below	114	103

LRA03 - The e-offer continues to thrive, with an increase of 19% on e-issues against the same reporting period in 2020-21, exceeding expectations for Quarter 1.

LRA04 & LRA24 - The online contacts for both Library and Archive services have fallen significantly and have not met expected levels for Quarter 1. An analysis of Library online activity reveals that although web hits and online enquiries have increased, the decline in use of social media has caused the overall numbers to fall (although expected levels set pre-pandemic have been far exceeded). This is believed to be due to physical services opening up again, and customers no longer needing to rely on social media.



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

Indicator	Definition	Jun-20	Sep-20	Dec-20	Mar-21	Jun-21
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>1,880</b>
Number of visitors to static libraries	Number of customers visiting libraries where browsing has been enabled	*	49,437	83,615	*	<b>187,803</b>
% of available PC time used	Usage of available PCs as a percentage of the total availability (in hours)	*	25%	20%	3%	<b>19%</b>
% Increase of e-Issues	% increase of e-Issues as a comparison with same reporting period in previous year	108%	82%	88%	97%	<b>19%</b>
Number of physical issues	Number of issues of all material other than e-Resources	*	113,599	217,957	99,096	<b>404,812</b>
Total reach on Libraries and Archives Social Media	Total reach on Facebook (central and district pages) + New Twitter followers	1,310,570	867,086	766,707	683,242	<b>750,512</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>3,474</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>1,714</b>
% of Archive Search Room "sessions" booked	This KPI reflects the percentage of available sessions booked.	*	73%	93%	*	<b>94%</b>

\* No returns due to lockdowns



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Ref	Performance Indicators - other services	Jun-20	Sep-20	Dec-20	Mar-21	Jun-21	YTD RAG	Target	Floor
DT14	Percentage of Public Rights of Way (PRoW) faults reported online	88%	84%	86%	87%	87%	AMBER	90%	75%
EPE16	Median number of days to resolve priority faults on public rights of way network (rolling 12 month figure)	13	19	20	25	32	RED	20	25
CST01	Percentage of local actions from completed Domestic Homicide Reviews implemented by target date.	New indicators				See notes	N/a	70%	63%
CST02	Percentage of Lessons Learnt Domestic Homicide Review Seminar attendees rating the event as Very Good or Excellent.						N/a	85%	76.5%

DT14 – Following success at meeting the previous target of 85%, the target has been increased to 90% for this year, and it is likely that it will take a little time to achieve this. In addition, customer surveys show that the core customer base would rather telephone, and this is also true for those who feel an issue is urgent. In the longer term it may be possible to remove the requirement for people to register before using the online system, which should increase online reporting.

EPE16 – Increased use of the PROW network during the pandemic has seen a larger number of faults reported, with 18% more faults reported than the same period pre-Covid. This has led to increased workload and some delays in fault resolution, even when dealing with priority matters. Increase in other work, such as responding to planning applications, has also meant less time to deal with faults. Staff vacancies and periods of self-isolation due to Covid for other staff has also had an impact.

CST01 – A new process to report on actions more readily is being developed, as currently actions are only followed up once the Home Office has approved the Domestic Homicide Review and its recommendations which can be several months after the target date has passed.

CST02 – No events were held this quarter.

Appendix 1

Division	Director	Cabinet Member
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Ref	Performance Indicators - other services	Jun-20	Sep-20	Dec-20	Mar-21	Jun-21	YTD RAG	Target	Floor
COR01	Percentage of cases progressed for initial coronial decision within 2 working days of notification of a death.					92%	GREEN	80%	72%
KCP01	Kent Country Parks aggregate average star ratings from Google, Trip Advisor and Facebook	New indicator				4.6	GREEN	4.5	4
KSS01	Number of work experience hours of science, technology, engineering and mathematics (STEM) delivered by Kent Scientific Services (KSS) for Kent students in the 16-24 age range.	KSS are not supporting work experience currently, due to COVID.						400	360
PAG01	Percentage of planning applications determined to meet MHCLG performance standards					100%	GREEN	90%	81%
PP01	Percentage of the most vulnerable victims of scams recorded on the National Scams Hub supported by Public Protection					100%	GREEN	85%	76.5%
PP02	Percentage of trader applications to Public Protection's 'Trading Standards Checked' scheme processed within 10 working days.					100%	GREEN	90%	81%

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Ref	Performance Indicators - other services	Jun-20	Sep-20	Dec-20	Mar-21	Jun-21	YTD RAG	Target	Floor
SPA01	Percentage of participants in Kent Active Partnership led programmes who have a disability	New indicators				10%	RED	30%	15%
SPA02	Percentage of participants in Kent Active Partnership led programmes from diverse ethnic groups					40%	GREEN	30%	15%
TS01	Food Standards: Percentage of businesses now trading legally following an intervention from Trading Standards.					100%	GREEN	70%	63%
TS02	Product Safety: Percentage of businesses now trading legally following an intervention from Trading Standards.					82%	GREEN	70%	63%
TS04	Percentage of businesses rating Trading Standards advice (Primary Authority and Pay as You Go) as Very Good or Excellent.					See note	N/a	80%	72%

SPA01 – Inclusion is being encouraged and promoted, but local consultation and national research shows that some disabled people are still shielding and/or restricting their activities during the pandemic which may have contributed to the lower than expected participation.

TS04 – Although 62 businesses were contacted in Quarter 1, no responses were received. This is a new survey and had not been incorporated into the main dealings with businesses. Once it is integral, regular feedback is expected.