

Growth, Economic Development and Communities Performance Dashboard

Financial Year 2021/22

Results up to end of September 2021

Produced by Kent Analytics

Publication Date: December 2021

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

Growth & Communities – Economic Development	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	RED

Growth & Communities - Libraries, Registrations and Archives (LRA)	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	GREEN
LRA21 : Percentage of registration appointments available within statutory time targets	GREEN

Growth & Communities – Other Services	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.	GREEN
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	AMBER
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	GREEN

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

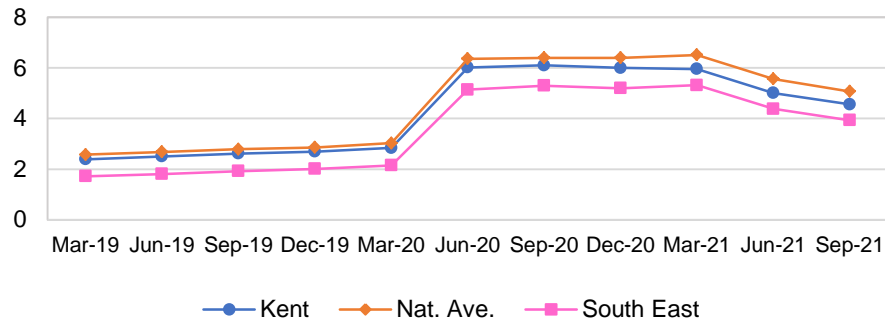
Ref	Performance Indicators	Sep-20	Dec-20	Mar-21	Jun-21	Sep-21	RAG	Target	Floor
ED05	Number of homes brought back to market through No Use Empty (rolling 12 months)	482	472	462	511	501	GREEN	400	350
ED08	Developer contributions secured against total contributions sought	100%	97%	78%	96%	99%	GREEN	93%	85%
ED10	Businesses assisted via Kent and Medway Growth Hub contract (Cumulative)	1,843	2,189	2,875	3,487	415*	GREEN	349	314
ED11	Businesses assisted through intensive support provided via the Growth Hub contract (Cumulative)	48	71	104	161	4*	RED	33	30

* New contract started July 2021.

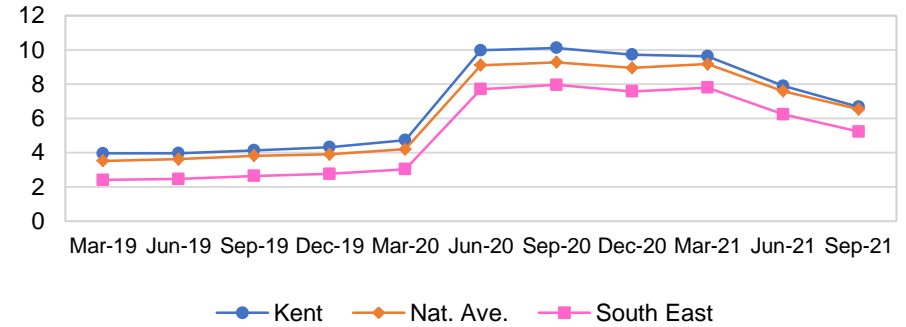
ED11 - Businesses achieve the high intensity support over a 12-hour period, so this is reliant on more than one interaction with the Growth Hub, and currently under light and medium touch we are able to signpost businesses to other business support interventions available, impacting and/or delaying their next interaction with the Growth Hub to support the cumulative number of hours towards the full 12. In addition, there is a lack of engagement across all Growth Hubs and Programme Providers currently. The economy appears to be fairly stagnant, the business community is carrying a disproportionate amount of debt, and there is still economic uncertainty, creating inertia.

Ref	Indicator description	Sep-20	Dec-20	Mar-21	Jun-21	Sep-21	Year to date	Previous YTD
ED08a	Developer contributions received (£000s)	8,702	17,248	11,092	11,249	9,742	20,991	10,668

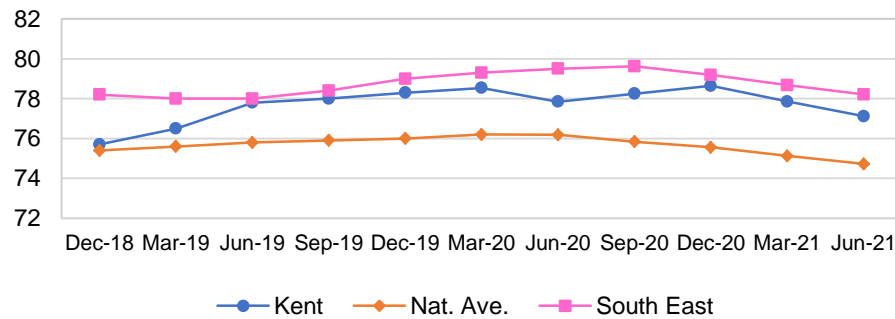
Percentage of 16 to 64 year olds claiming JSA/UC



Percentage of 18 to 24 year olds claiming UC

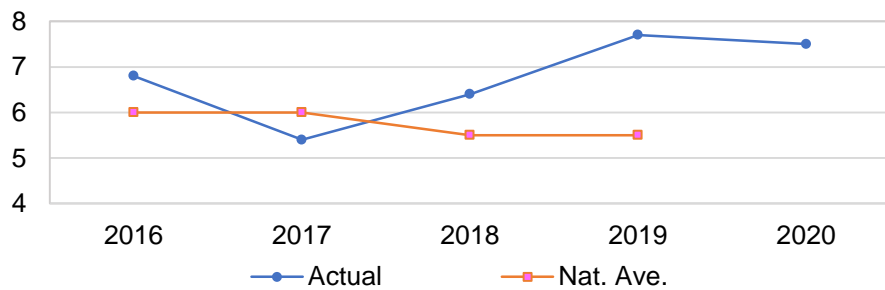


Percentage of 16 to 64 year olds in employment

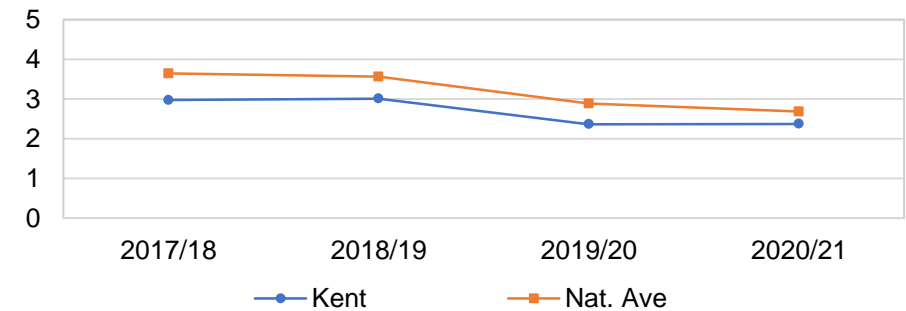


For Percentage of 16 to 64 year olds in employment, figures are derived from the annual population survey, with confidence interval for Kent figures at plus / minus 2 percentage points.

Percentage of 16 to 17 year olds who are NEET



Percentage of 16-24 year olds starting an apprenticeship



Appendix 1

Division	Director	Cabinet Member
Growth & Communities	Stephanie Holt-Castle	Mike Hill

Quarterly KPI

Ref	Performance Indicators – Libraries, Registration and Archives (LRA)	2018/19	2019/20	Mar-21	Jun-21	Sep-21	RAG	Target	Floor
LRA06	Customer satisfaction with Registration Services	New Measure	95%	95%	94%	93%	AMBER	95%	90%

Annual KPIs

Ref	Performance Indicators – Libraries, Registration and Archives (LRA)	2017/18	2018/19	2019/20	2020/21	2021/22	RAG	Target 2020/21	Floor 2020/21
LRA12	Customer satisfaction with libraries	97%	92%	94%	83%	*	AMBER	92%	85%
LRA13	Customer satisfaction with archives**	91%	95%	96%	No Survey	97%	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%	*	GREEN	58%	40%
LRA21	Percentage of registration appointments available within statutory time targets	N/a	97%	93%	100%	*	GREEN	95%	93%

* Surveys to be carried out in Quarter 4

** This survey alternates annually between a Search Room Survey (people who make a physical visit) and a distance survey (those who submit enquiries online)

LRA06 - Registration staff continue to face the challenges of working through the backlog of birth registrations while dealing with new birth registrations and increasing levels of death registration appointments. The Ceremonies team also navigated their way through a challenging summer period, dealing with a backlog of re-scheduled ceremonies from the lockdown period and previous summer, as well as accommodating the usual high number of summer ceremonies and unprecedented numbers of enquiries from couples who wished to check on their arrangements in advance due to changing regulations in the lead up to summer.

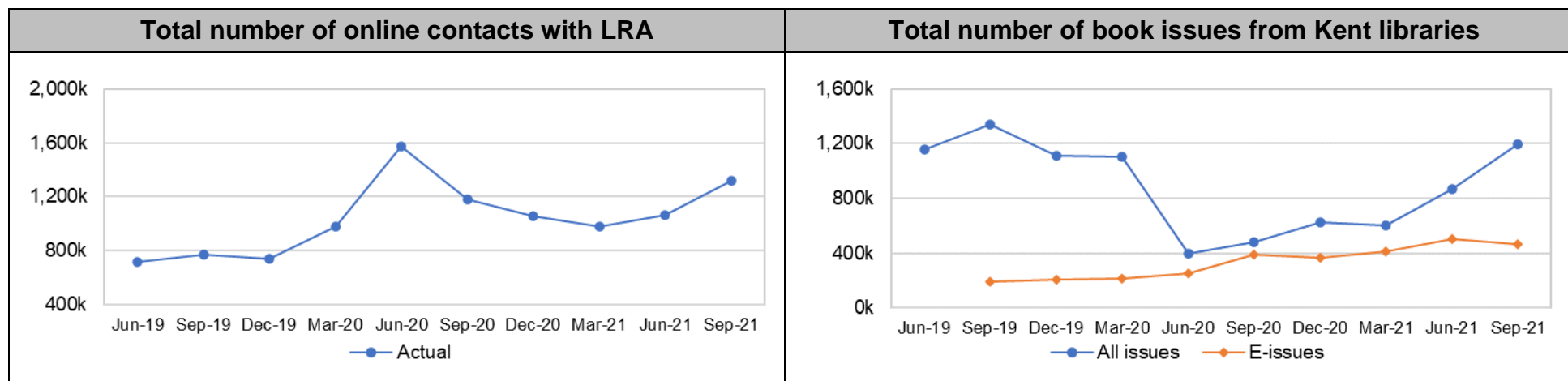
LRA13 – The Archive Search Room survey did not take place in 2020-21 because the facility was closed for much of the year due to the pandemic, so an in-house survey was carried out for 2021-22, alongside the CIPFA distance survey. Search Room satisfaction was 96%, with distance access at 100% satisfaction. The combined result was 97% as reported above.

Division	Director	Cabinet Member
Growth & Communities	Stephanie Holt-Castle	Mike Hill

Ref	Activity Indicators (Quarterly totals) - LRA	Sep-20	Dec-20	Mar-21	Jun-21	Sep-21	In Expected Range	Expected Activity	
								Upper	Lower
LRA03	Total number of audio and e-books issued (000s)	370	410	503	464	443	Above	426	385
LRA04	Number of online contacts to Libraries and Registration services (000s)	1,047	920	881	981	1,194	Above	963	870
LRA24	Number of online contacts for Kent archives (000s)	134	134	96	84	122	Above	74	67

LRA03 - E-issues continue to exceed expectations despite the re-opening of remaining libraries in July and August with e-books falling by 4%, but e-audiobooks, e-magazines and e-newspapers increasing by 10%, 27% and 38% respectively, compared to the same Quarter last year.

LRA04 & LRA24 - A cautious approach was taken towards setting thresholds for Quarter 2, due to a reduction in public engagement on social media. However, the Summer Reading Challenge led to a much higher engagement with social media than anticipated, and we are seeing increases in Library App launches and use of the public catalogue, which have taken figures above expectations, and this has been taken into account for Quarter 3 forecasting.



Division	Director	Cabinet Member
Growth & Communities	Stephanie Holt-Castle	Mike Hill

Key Performance Indicators (temporary indicators during Coronavirus for LRA)

Indicator	Definition	Sep-20	Dec-20	Mar-21	Jun-21	Sep-21
Number of Online Joiners	The number of customers who join online to access online and e-resource services	1,822	1,685	2,283	1,880	2,123
Number of visitors to static libraries (does not include mobiles)	Number of customers visiting libraries where browsing has been enabled	49,437	83,615	**	187,774*	470,630
% of available PC time used	Usage of available PCs as a percentage of the total availability (in hours)	25%	20%	3%	19%	14%
% Increase of e-Issues	% increase of e-Issues as a comparison with same reporting period in previous year	82%	88%	97%	19%	20%
Number of physical issues	Number of issues of all material other than e-Resources	113,599	217,957	99,096	404,812	749,380
Total reach on Libraries and Archives Social Media	Total reach on Facebook (central and district pages) + New Twitter followers	867,086	766,707	683,242	750,512	968,595
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	4,028	3,236	3,521	3,474	3,141
Number of Archives enquiries answered	Total number of enquiries answered via Email, Social Media and online	1,248	1,068	1,126	2,038*	2,207
% of Archive Search Room "sessions" booked	This KPI reflects the percentage of available sessions booked.	73%	93%	**	94%	95%

* Figures revised from those previously reported as additional information has become available

** No returns due to lockdowns

Division	Director	Cabinet Member
Growth & Communities	Stephanie Holt-Castle	Mike Hill

Ref	Performance Indicators - other services	Sep-20	Dec-20	Mar-21	Jun-21	Sep-21	YTD RAG	Target	Floor
DT14	Percentage of Public Rights of Way (PRoW) faults reported online	84%	86%	87%	87%	86%	AMBER	90%	75%
EPE16	Median number of days to resolve priority faults on public rights of way network (rolling 12 month figure)	19	20	25	32	32	RED	20	25
CST01	Percentage of local actions from completed Domestic Homicide Reviews implemented by target date.	New indicators				86%	GREEN	70%	63%
CST02	Percentage of Lessons Learnt Domestic Homicide Review (DHR) 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 was increased to 90% for this year, and it is likely that it will take a little time to achieve this. 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. In addition, customer surveys show that a proportion of the customer base would rather telephone, and this is also true for those who feel an issue is urgent.

EPE16 – The median number of days has now stabilised, but the below floor standard performance is an indication of the significant pressure on officer capacity in recent months. Covid related funding has allowed the Service to address some of the damage caused to the network through increased use during lockdown, which has been well received by the public, but the increased damage has meant that we have not been able to deploy the resource required to bring the figure back into the target range – and being a 12-month rolling figure any improvement will take time to feed through.

CST02 – It has not been possible to hold Lessons to be Learnt Seminars due to the pandemic but planning for replacement online learning events has begun. The five publications during 2021, and a further two DHRs due to be finalised with the Home Office, offer the opportunity to create three seminars centred around some key themes for 2022. These are; Children, young people and domestic abuse; Domestic abuse and suicide, and DHRs and Safeguarding Adult Reviews (SARs) involving Carers.

Division	Director	Cabinet Member
Growth & Communities	Stephanie Holt-Castle	Mike Hill

Ref	Performance Indicators - other services	Dec-20	Mar-21	Jun-21	Sep-21	Year to Date	YTD RAG	Target	Floor
COR01	Percentage of cases progressed for initial coronial decision within 2 working days of notification of a death.	New indicators		92%	79%	86%	GREEN	80%	72%
KCP01	Kent Country Parks aggregate average star ratings from Google, Trip Advisor and Facebook			4.6	4.6	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	New indicators		100%	100%	100%	GREEN	90%	81%
PP01	Percentage of the most vulnerable victims of scams recorded on the National Scams Hub supported by Public Protection			100%	100%	100%	GREEN	85%	76.5%
PP02	Percentage of trader applications to Public Protection's 'Trading Standards Checked' scheme processed within 10 working days.			100%	100%	100%	GREEN	90%	81%

Division	Director	Cabinet Member
Growth & Communities	Stephanie Holt-Castle	Mike Hill

Ref	Performance Indicators - other services	Dec-20	Mar-21	Jun-21	Sep-21	Year to Date	YTD RAG	Target	Floor
SPA01	Percentage of participants in Kent Active Partnership led programmes who have a disability	New indicators in 2021/22		10%	32%	21%	AMBER	30%	15%
SPA02	Percentage of participants in Kent Active Partnership led programmes from diverse ethnic groups			40%	29%	34%	GREEN	30%	15%
TS01	Food Standards: Percentage of businesses now trading legally following an intervention from Trading Standards.			100%	73%	85%	GREEN	70%	63%
TS02	Product Safety: Percentage of businesses now trading legally following an intervention from Trading Standards.			82%	67%	78%	GREEN	70%	63%
TS04	Percentage of businesses rating Trading Standards advice (Primary Authority and Pay as You Go) as Very Good or Excellent.			*	95%	95%	GREEN	80%	72%

* Although 62 businesses were contacted in Quarter 1, no responses were received.

SPA01 – The lifting of Covid restrictions, vaccinations and easing of nervousness/anxiety and lack of confidence following lockdown periods has contributed to increased engagement/participation by people with disabilities. The data for Quarter 3 has not been fully reported yet but early indications show that engagement levels are likely to be maintained at around the target of 30%.