

Growth, Economic Development and Communities Performance Dashboard

Financial Year 2021/22

Results up to end of December 2021

Produced by Kent Analytics

Publication Date: April 2022

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	RED
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.	RED
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

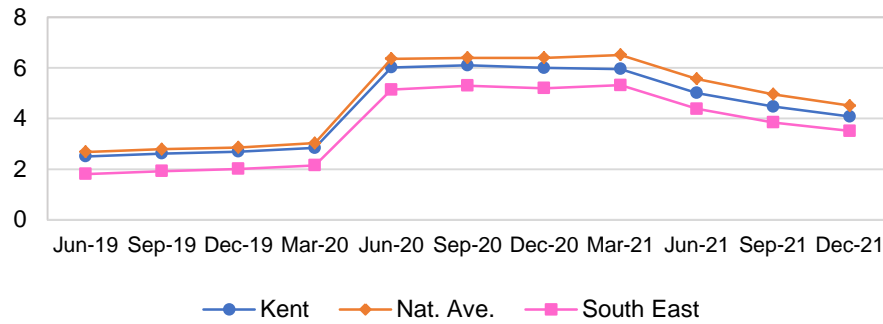
Ref	Performance Indicators	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	RAG	Target	Floor
ED05	Number of homes brought back to market through No Use Empty (rolling 12 months)	472	462	511	501	458	GREEN	400	350
ED08	Developer contributions secured against total contributions sought	97%	78%	96%	99%	98%	GREEN	93%	85%
ED10	Businesses assisted via Kent and Medway Growth Hub contract (Cumulative)*	2,189	2,875	3,487	415	872	GREEN	698	628
ED11	Businesses assisted through intensive support provided via the Growth Hub contract (Cumulative)*	71	104	161	4	10	RED	68	61

* New contract started July 2021.

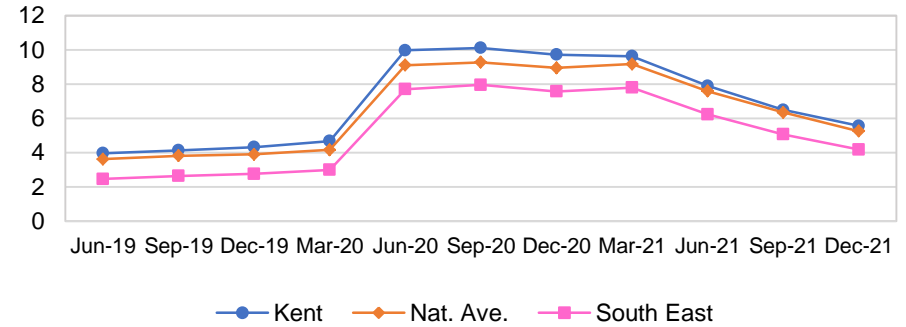
ED11 - Businesses achieve the high intensity support over a 12-hour period, so this is reliant on more than one interaction with the Growth Hub, and currently under light and medium touch we can signpost businesses to other business support interventions available, impacting and/or delaying their next interaction with the Growth Hub. We have a further target to register 68 businesses to receive 36 hours of support over a 12-month period (recover, pivot and scale) and have so far registered 57 businesses for this in-depth support.

Ref	Indicator description	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	Year to date	Previous YTD
ED08a	Developer contributions received (£000s)	17,248	11,092	11,249	9,742	15,897	36,888	27,916

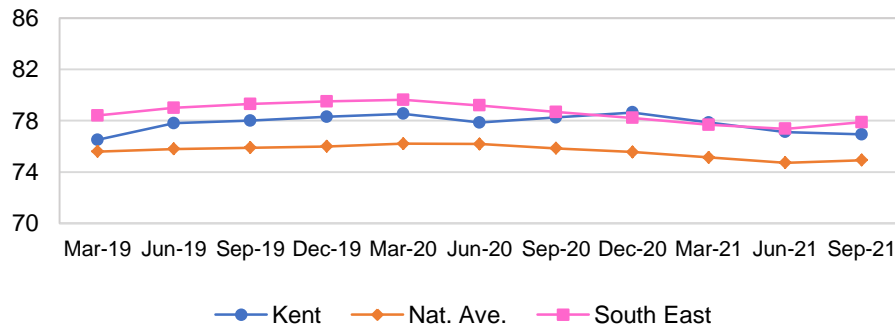
Percentage of 16 to 64 year olds claiming JSA/UC



Percentage of 18 to 24 year olds claiming UC

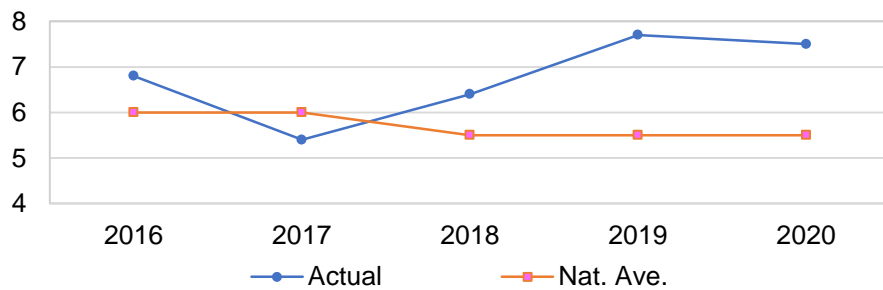


Percentage of 16 to 64 year olds in employment

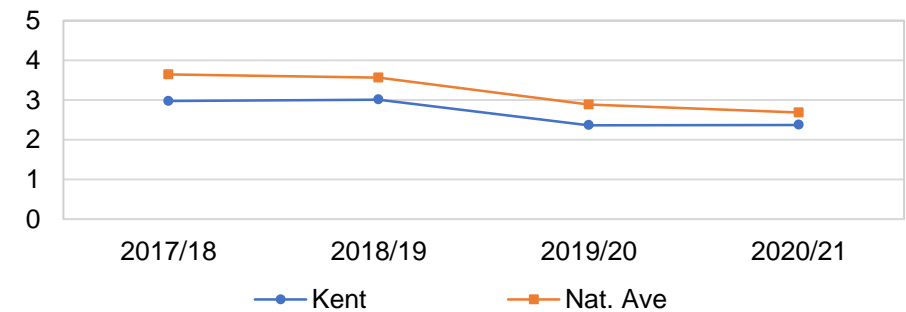


For Percentage of 16 to 64 year olds in employment, figures are derived from the annual population survey, with confidence interval for Kent figures at plus / minus 2 percentage points.

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)	2019/20	Mar-21	Jun-21	Sep-21	Dec-21	RAG	Target	Floor
LRA06	Customer satisfaction with Registration Services	95%	95%	94%	93%	94%	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%	*	RED	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). Target and Floor for 2021/22 are same as in 2020/21.

LRA06 - Registration staff continue to face the challenges of working through the backlog of birth registrations while dealing with new birth registrations and the continued increase of death registration appointments. The Ceremonies team remained extremely busy, and although the number of ceremonies dropped from Quarter 2 to Quarter 3, the team delivered 28% more ceremonies than in Quarter 3 2019-20 with the satisfaction rate close to target for the year.

LRA12 – The library survey has been delayed due to issues with the payment card which allows the sending of the survey via the Mailchimp platform. The issues have been resolved, and the survey is under way, ending on 19th April. Currently, responses indicate that customer satisfaction with libraries is at 94%, so the target for the year should be achieved. The lower satisfaction level in the last survey in 2020/21 was largely due to the continued closure of some smaller libraries due to the pandemic.

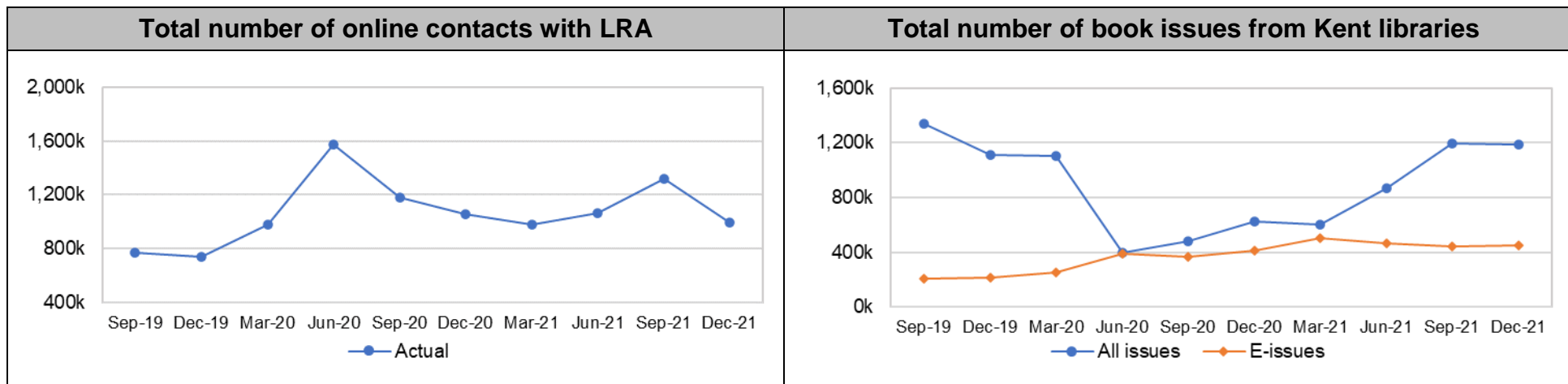
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Ref	Activity Indicators (Quarterly totals) - LRA	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	In Expected Range	Expected Activity	
								Upper	Lower
LRA03	Total number of audio and e-books issued (000s)	410	503	464	443	451	Yes	455	412
LRA04	Number of online contacts to Libraries and Registration services (000s)	920	881	981	1,192	893	Below	1,000	960
LRA24	Number of online contacts for Kent archives (000s)	134	96	84	122	103	Below	125	118
LRA01	Number of visits to libraries (000s)	92	9	191	474	517	Yes	520	470
LRA02	Number of items issued (includes e-issues, 000s)	1,511	2,113	869	1,192	1,187	Yes	1,280	1,160
LRA25	Number of Archive enquiries answered	1,068	1,130	1,718	1,955	1,915	Below	2,100	1,990

LRA04 & LRA24 - complete data for web hits was unavailable from 7th October 2021 due to the review of the use of cookies, which affected the number of online contacts reported. Use of social media dropped from Quarter 2 as more libraries opened up but Facebook reach was 7% higher, and use of the online resource library has increased by 42%. The cookie issue also affected some of the Archive statistics (LRA24) so that data is missing for hits on the Kent Archives page on kent.gov.uk. This, coupled with a reduction of 23% in social media reach, accounts for the fact that the contacts were lower than expected. However, web traffic on the kentarchives.org website, which is not affected by the cookies, has increased by 14%.

LRA25 - a 5% reduction in enquiries was factored into the forecasting to allow for the traditional dip in Quarter3, but the actual figures represent a 13% decrease. There were some issues within the Archive team with logging enquiries onto iCasework after migration to OneDrive which could in part explain this, particularly as search room visits and equipment booking increased by 8% from Quarter 2.

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Key Performance Indicators (temporary indicators during Coronavirus for LRA)

Indicator	Definition	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21
Number of Online Joiners	The number of customers who join online to access online and e-resource services	1,685	2,283	1,880	2,123	1,829
% of available PC time used	Usage of available PCs as a percentage of the total availability (in hours)	20%	3%	19%	14%	15%
% Increase of e-Issues	% increase of e-Issues as a comparison with same reporting period in previous year	88%	97%	19%	20%	10%
Number of physical issues	Number of issues of all material other than e-Resources	217,957	99,096	404,812	749,380	736,160
Total reach on Libraries and Archives Social Media	Total reach on Facebook (central and district pages) + New Twitter followers	766,707	683,242	750,512	968,595	795,768
Number of Ask a Kent Librarian enquiries answered	Total number of enquiries answered via Email, Govmetric, Online chat, and Social Media	3,236	3,521	3,474	3,141	2,574
% of Archive Search Room "sessions" booked	This KPI reflects the percentage of available sessions booked.	93%	**	94%	95%	90%

** No returns due to lockdowns

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Ref	Performance Indicators - other services	Dec-20	Mar-21	Jun-21	Sep-21	Dec-21	YTD RAG	Target	Floor
DT14	Percentage of Public Rights of Way (PRoW) faults reported online	86%	87%	87%	86%	86%	AMBER	90%	75%
EPE16	Median number of days to resolve priority faults on public rights of way network (rolling 12 month figure)	20	25	32	32	26	RED	20	25
CST01	Percentage of local actions from completed Domestic Homicide Reviews implemented by target date.	New KPIs			86%	90%	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 reduced in the 12 months to December but remains below floor standard performance Covid related funding allowed the Service to address some of the damage caused to the network through increased use during lockdown. This work has been well received by the public. Staff capacity in relation to the number of issues reported remains an issue and will inevitably be reflected in the performance figures, but there is an expectation that further improvement can be achieved following recent recruitment, indicated by provisional data to March showing this figure has now moved above the floor standard.

CST02 – It has not been possible to hold Lessons to be Learnt Seminars due to the pandemic until Quarter 4. Further seminars are planned for 2022/23

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Ref	Performance Indicators - other services	Mar-21	Jun-21	Sep-21	Dec-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 KPIs	92%	79%	79%	83%	GREEN	80%	72%
KCP01	Kent Country Parks aggregate average star ratings from Google, Trip Advisor and Facebook		4.6	4.6	4.7	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 KPIs	100%	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%	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%	100%	GREEN	90%	81%

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Ref	Performance Indicators - other services	Mar-21	Jun-21	Sep-21	Dec-21	Year to Date	YTD RAG	Target	Floor
SPA01	Percentage of participants in Kent Active Partnership led programmes who have a disability	New KPIs	10%	32%	24%	22%	AMBER	30%	15%
SPA02	Percentage of participants in Kent Active Partnership led programmes from diverse ethnic groups		40%	29%	38%	35%	GREEN	30%	15%
TS01	Food Standards: Percentage of businesses now trading legally following an intervention from Trading Standards.		100%	73%	63%	73%	GREEN	70%	63%
TS02	Product Safety: Percentage of businesses now trading legally following an intervention from Trading Standards.		82%	67%	52%	57%	RED	70%	63%
TS04	Percentage of businesses rating Trading Standards advice (Primary Authority and Pay as You Go) as Very Good or Excellent.		*	95%	100%	96%	GREEN	80%	72%

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

SPA01 – The 30% target remains challenging, and it remains possible that some people with disability continue to shield and are less likely to participate than pre-pandemic.

TS02 – The team that deals mainly with product safety have had a number of cases that have moved from seeking compliance into enforcement and reporting for legal consideration. This will have impacted on the number trading legally.