

Growth, Economic Development and Communities Performance Dashboard

Financial Year 2022/23

Results up to end of June 2022

Produced by Kent Analytics

Publication Date: August 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	AMBER
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

Growth & Communities - Libraries, Registrations and Archives (LRA)	RAG
LRA06 : Customer satisfaction with Registration Services	AMBER
LRA15: Total number of customers attending events in Libraries and Archives	*
LRA17: Number of volunteer hours adding extra value to the LRA service	
LRA26: Total number of people given advice and support through the Business and Intellectual Property	
LRA12 : Customer satisfaction with libraries	GREEN
LRA13 : Customer satisfaction with archives	GREEN
LRA19 : Customer satisfaction with Libraries Direct Services	GREEN
LRA21 : Percentage of registration appointments available within statutory time targets	GREEN

* Targets set from Quarter 2 onwards

Growth & Communities – Other Services	RAG
DT14: Percentage of Public Rights of Way (PRoW) faults reported online	GREEN
EPE16: Median number of days to resolve priority faults on public rights of way network (rolling 12-month figure)	AMBER
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	AMBER
COR01: Percentage of cases progressed for initial coronial decision within 2 working days of notification of a death	AMBER
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)	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	GREEN
PP02: % of trader applications to Public Protection's 'Trading Stds Checked' scheme processed within 10 days	GREEN
SPA03: % of schools with a high proportion of pupils eligible for free school meals engaging with the Kent	GREEN
SPA04: Number of people attending and engaging with training and learning opportunities facilitated by Kent Sport	GREEN
TS04: Percentage of businesses rating Trading Standards advice as Very Good or Excellent	GREEN

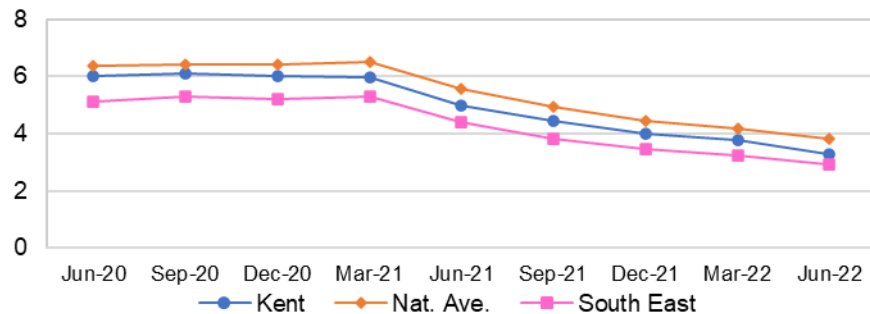
Division	Director	Cabinet Member
Growth & Communities	Stephanie Holt-Castle	Derek Murphy

Ref	Performance Indicators	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	RAG	Target	Floor
ED05	Number of homes brought back to market through No Use Empty (rolling 12 months)	511	501	458	428	350	AMBER	400	350
ED08	Developer contributions secured against total contributions sought	96%	99%	98%	65%	99%	GREEN	98%	85%
ED10	Businesses assisted via Kent and Medway Growth Hub contract (Cumulative)	3,487	415	872	1,654	381	GREEN	360	324
ED11	Businesses assisted through intensive support provided via the Growth Hub contract (Cumulative)	161	4	10	189	14	GREEN	10	9

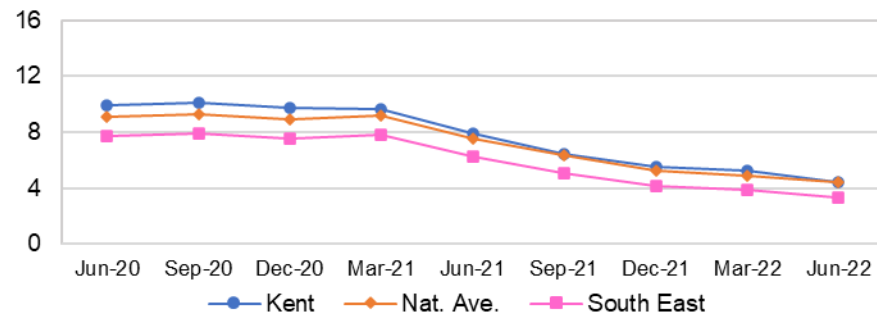
ED05 – Not all districts have dedicated empty property officers and those that do have them have also been working on assessing homes for Ukrainian refugees, so some resource has been diverted temporarily. The expectation is that figures will start to increase again during the remainder of 2022/23, as a number of projects that have been put in place over the last 18 months reach completion.

Ref	Indicator description	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	Year to date	Previous YTD
ED08a	Developer contributions secured (£000s)	11,249	9,742	15,897	9,395	6,342	6,342	11,249

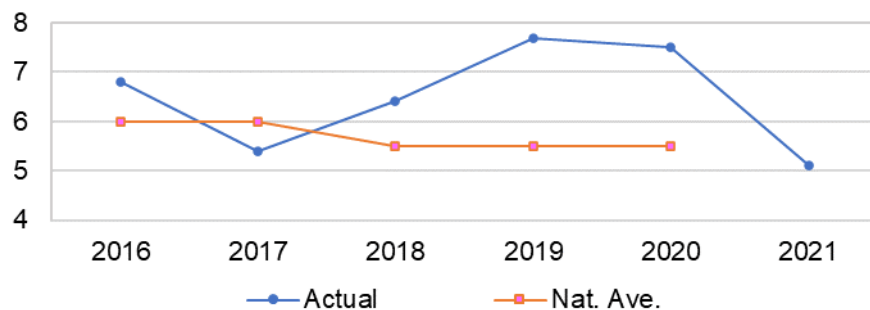
Percentage of 16 to 64 year olds claiming JSA/UC



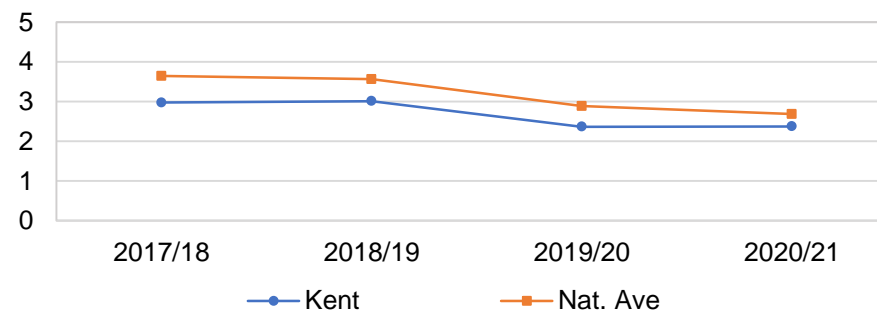
Percentage of 18 to 24 year olds claiming UC



Percentage of 16 to 17 year olds who are NEET



Percentage of 16-24 year olds starting an apprenticeship



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Quarterly KPIs

Ref	Activity Indicators (Quarterly totals)	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	RAG	Target	Floor
LRA06	Customer satisfaction with Registration Services	94%	93%	94%	96%	94%	AMBER	95%	90%
LRA15	Total number of customers attending events in Libraries and Archives	350	4,196	12,085	21,638	26,043	N/a	*	
LRA17	Number of volunteer hours adding extra value to the LRA service	746	980	1,812	3,351	5,048	N/a		
LRA26	Total number of people given advice and support through the Business and Intellectual Property Centre (BIPC)	New indicator				19	N/a		

* With uncertainty over business recovery, these were not set for Quarter 1, but have now been agreed for Quarter 2 (LRA15 - Target 32,800, Floor 29,600; LRA17 – Target 5,500, Floor 5,000; LRA26 – Target 25, Floor 20).

LR06 – The Quarter 1 result was one percentage point under target. The team have worked hard to reinstate face to face death registrations from the end of March 2022, and the Ceremonies team continue to deal with unprecedented ceremony numbers.

Annual KPIs

Ref	Performance Indicators – Libraries, Registration and Archives (LRA)	2017/18	2018/19	2019/20	2020/21	2021/22	RAG	Target 2022/23	Floor 2022/23
LRA12	Customer satisfaction with libraries	92%	94%	83%	94%	**	GREEN	90%	80%
LRA13	Customer satisfaction with archives**	95%	96%	No Survey	97%		GREEN	96%	90%
LRA19	Customer satisfaction with Libraries Direct Services	New Measure	97%	99.8%	98%		GREEN	95%	93%
LRA21	Percentage of registration appointments available within statutory time targets	97%	93%	100%	100%		GREEN	100%	93%

** Annual surveys are often completed towards the end of the year and results will be shown when available

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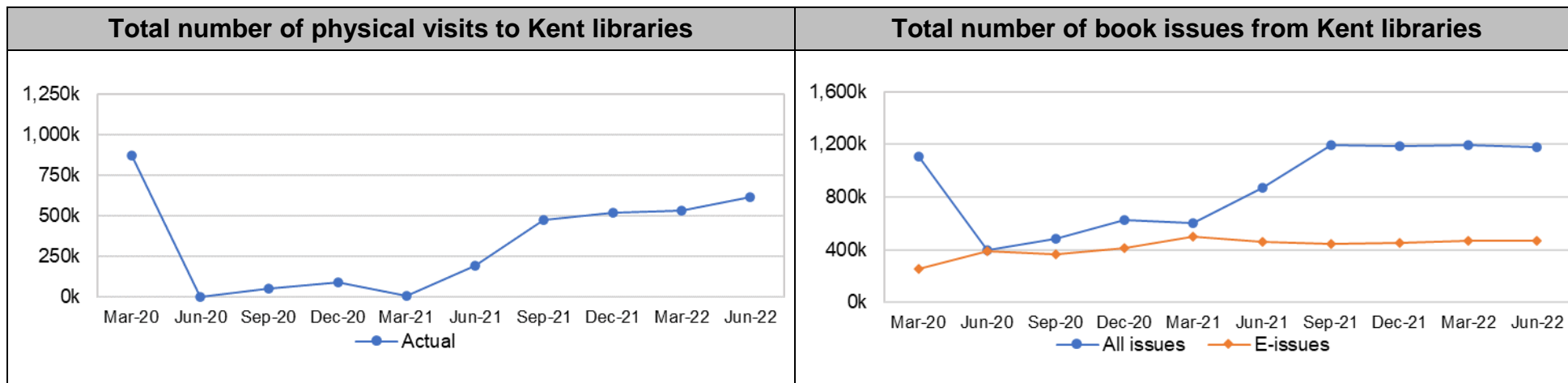
Ref	Activity Indicators (Quarterly totals)	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	In Expected Range	Expected Activity	
								Upper	Lower
LRA01	Number of visits to libraries (including mobiles) (000s)	191	474	517	531	613	Above	540	489
LRA02	Total number of books issued (includes audio- and e-books) (000s)	869	1,192	1,187	1,192	1,182	Yes	1,250	1,150
LRA05	Number of online contacts to Libraries and Registration services (000s)	New indicator				390	Above	358	324
LRA27	Number of online contacts for Kent archives (000s)	New indicator				25	Yes	25	23
LRA25	Number of archive enquiries answered	2,038	2,207	1,915	2,123	1,948	Below	2,200	2,000

LRA01 – The number of visits to libraries and mobiles was 13% higher than the upper expectations for Quarter 1. Forecasting had been approached with caution due to footfall taking longer to recover, both in Kent Libraries and nationally, with a 23% overall increase on 2021/22 forecast bearing in mind unknowns due to the continued impact of the pandemic.

LRA05 – The actual figure for online contacts to Libraries and Registration was 9% higher than upper expectations, and this is largely due to a significant increase in the use of online resources that are only available on library public PCs, particularly the British Newspaper Archive which is seeing unprecedented usage. YouTube views were also much higher than anticipated, with older content (particularly online story times) consistently being viewed. Expected activity for Quarter 2 onwards has now been agreed, bearing these factors in mind.

LRA25 – Expectations were set on a 3% overall increase on 2021/22 total, to reflect the increase in both remote and face to face enquiries, the latter as a result of the increased availability of the Search Room, and also taking into account that we overachieved in Quarter 4. Quarter 1 volumes were below these expectations, with analysis of the enquiries showing increased search room attendance, but a reduction in remote enquiries which have formed the greater part of Archive enquiries over the last couple of years.

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Appendix 1

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Ref	Performance Indicators - other services	Jun-21	Sep-21	Dec-21	Mar-22	Jun-22	YTD RAG	Target	Floor
DT14	Percentage of Public Rights of Way (PRoW) faults reported online	87%	86%	86%	87%	93%	GREEN	90%	80%
EPE16	Median number of days to resolve priority faults on public rights of way network (rolling 12 month figure)	32	32	26	22	24	AMBER	20	25
CST01	Percentage of local actions from completed Domestic Homicide Reviews implemented by target date.	New KPIs	86%	90%	94%	82%	GREEN	70%	63%
CST02	Percentage of Lessons Learnt Domestic Homicide Review (DHR) Seminar attendees rating the event as Very Good or Excellent.		N/a		84%	77%	AMBER	85%	76.5%

EPE16 – Although the median number of days has increased, this KPI remains above the floor standard and this represents a much improved position than at the same point 12 months ago, due to the recruitment to vacant positions earlier in the year

CST02 – One event was held in Quarter 1, the ratings from which missed target by 8 percentage points, though were still above floor. When those who rated the event as ‘good’ are taken into account the percentage rises to 94%, with the remaining 6% rating the event as satisfactory, with no respondents rating the event as ‘poor’ or ‘very poor’. There were no common themes within the delegate feedback regarding potential improvements for future.

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Ref	Performance Indicators - other services	Sep-21	Dec-21	Mar-22	Jun-22	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.	79%	79%	82%	75%	75%	AMBER	83%	72%	
KCP01	Kent Country Parks aggregate average star ratings from Google, Trip Advisor and Facebook	4.6	4.7	4.6	4.6	4.6	GREEN	4.6	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 did not support work experience in 2021/22 due to Covid, but these will be starting from Quarter 2 in 2022/23.							300	270
PAG01	Percentage of planning applications determined to meet MHCLG performance standards	100%	100%	100%	100%	100%	GREEN	100%	81%	
PP01	Percentage of the most vulnerable victims of scams recorded on the National Scams Hub supported by Public Protection	100%	100%	100%	100%	100%	GREEN	90%	80%	
PP02	Percentage of trader applications to Public Protection's 'Trading Standards Checked' scheme processed within 10 working days.	100%	100%	100%	100%	100%	GREEN	100%	81%	

COR01 – There has been sub optimal levels of staffing since the pandemic and vacancies have proved difficult to fill. As a service we are also reliant on other organisations, including Doctors, to provide the Coroner with information to enable them to make a decision on case progression, and responses have sometimes been too long to enable the 2 day progression target to be met.

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Ref	Performance Indicators - other services	Sep-21	Dec-21	Mar-22	Jun-22	Year to Date	YTD RAG	Target	Floor
SPA03	Percentage of schools with a high proportion of pupils eligible for free school meals engaging with the Kent School Games	New Indicator			55%	55%	GREEN	25%	22.5%
SPA04	Number of people attending and engaging with training and learning opportunities facilitated by Kent Sport	New Indicator			316	316	GREEN	250	200
TS04	Percentage of businesses rating Trading Standards advice (Primary Authority and Pay as You Go) as Very Good or Excellent	95%	100%	100%	100%	100%	GREEN	90%	82%