Growth, Economic Development and Communities Performance Dashboard

Financial Year 2022/23

Results up to end of December 2022

Produced by Kent Analytics

Kent County Council
kent.gov.uk

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	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	GREEN
LRA17: Number of volunteer hours adding extra value to the LRA service	GREEN
LRA26: Total number of people given advice and support through the Business and Intellectual Property Centre (BIPC)	GREEN
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

| 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	GREEN
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)	GREEN
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	Dec-21 (Q3)	Mar-22 (Q4)	Jun-22 (Q1)	Sep-22 (Q2)	Dec-22 (Q3)	RAG	Target	Floor
ED05	Number of homes brought back to market through No Use Empty (Rolling 12 months)	458	428	350	445	420	GREEN	400	350
ED08	Developer contributions secured against total contributions sought (Quarterly)	98%	65%	99%	100%	99.9%	GREEN	98%	85%
ED10	Businesses assisted via Kent and Medway Growth Hub contract (Year to Date)	872	1,654	381	884	1,326	GREEN	1,010	909
ED11	Businesses assisted through intensive support provided via the Growth Hub contract (Year to Date)	10	189	14	36	86	GREEN	75	68

Ref	Activity Indicator	Dec-21 (Q3)	Mar-22 (Q4)	Jun-22 (Q1)	Sep-22 (Q2)	Dec-22 (Q3)	YTD 22/23	YTD 21/22
ED08a	Developer contributions secured (£000s)	15,897	9,395	6,342	9,339	1,349	**17,030**	36,888

ED08a – The Quarter to December 2022 saw completions of smaller developments which attracted a lower level of contributions from Developers.

Percentage of 16 to 64 year olds claiming JSA/UC
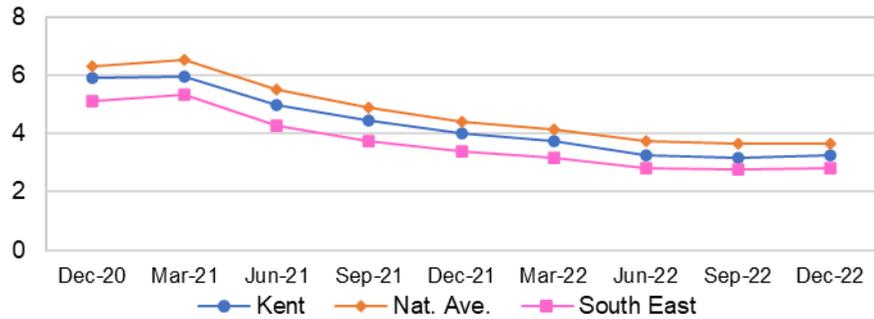
Percentage of 18 to 24 year olds claiming UC
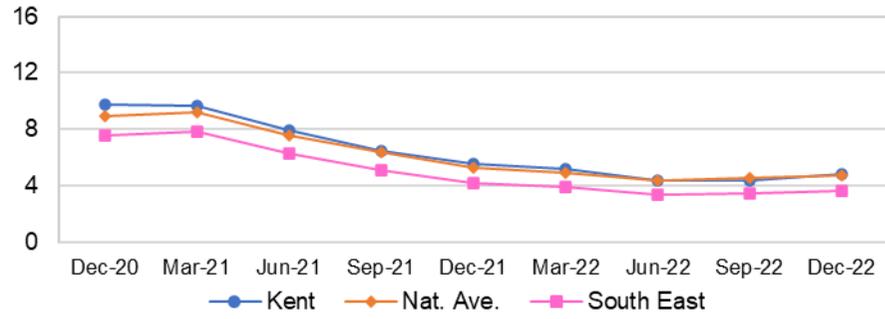
Percentage of 16 to 17 year olds who are NEET

The graph above shows the December to February average (Dec 2021 to Feb 2022 being the latest data). NEET data is subject to a high degree of seasonal variation and so caution must be exercised when attempting to determine trends over other time periods. The latest monthly figures (December 2022), suggest that 3.0% of 16 and 17 year olds in Kent were NEET vs 3.3% nationally (and 2.6% in Kent at the same point in 2021).

Percentage of 16-24 year olds starting an apprenticeship

Graph above relates to Academic year.

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Quarterly KPIs

Ref	Performance Indicators	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	RAG	Target	Floor
LRA06	Customer satisfaction with Registration Services	94%	96%	94%	95%	**94%**	AMBER	95%	90%
LRA15	Total number of customers attending events in Libraries and Archives	12,085	21,638	30,703	41,829	**31,622**	GREEN	24,600	22,200
LRA17	Number of volunteer hours adding extra value to the LRA service	1,812	3,351	5,382	5,407	**5,717**	GREEN	5,200	4,700
LRA26	Total number of people given advice and support through the Business and Intellectual Property Centre (BIPC)	New indicator		19	17	**25**	GREEN	25	20

LRA06 – The satisfaction rating for Quarter 3 is one percentage point below target, however the total for the year to date is 95% which is on target for the year as a whole.

Annual KPIs

Ref	Performance Indicators – Libraries, Registration and Archives (LRA)	2018/19	2019/20	2020/21	2021/22	2022/23	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%	**98%**	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)	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	Expected Range	Expected Activity Upper	Expected Activity Lower
LRA01	Number of visits to libraries (including mobiles) (000s)	517	531	613	749	**696**	**Above**	554	501
LRA02	Total number of books issued (includes audio- and e-books) (000s)	1,187	1,192	1,182	1,425	**1,293**	**Above**	1,250	1,150
LRA05	Number of online contacts to Libraries and Registration services (000s)	New indicator		390	347	**289**	**Above**	286	258
LRA27	Number of online contacts for Kent archives (000s)	New indicator		25	20	**19**	**Below**	25	23
LRA25	Number of archive enquiries answered	1,915	2,123	1,948	2,221	**1,859**	Yes	2,000	1,800

LRA01 – The number of visits to libraries and mobiles was 26% higher than expected for Quarter 3. Visits remained fairly high in this traditionally quieter Quarter which likely reflects not only the continued recovery of libraries but also their use as warm spaces during the winter months.

LRA02 – The number of items issued was 3% higher than expected, with children's issues remaining high, possibly as a legacy of the successful Gadgeteers Summer Reading Challenge and the continued growth of e-issues, which have increased by 13% on the same Quarter last year.

LRA05 – The seasonal downturn after the summer period was not as great as expected with the upper expectations for contacts being exceeded slightly.

LRA27 – the number of online contacts to Kent Archives did not meet expectations in Quarter 3. Use of the kentarchive.org website has been decreasing as it has been in place for some years now, so regular researchers are likely to have saved their searches and the PDF guides created by the team to support customers, which means that there is less navigation around the site. Social media engagement has also fallen, possibly due to the increased use of the physical service.

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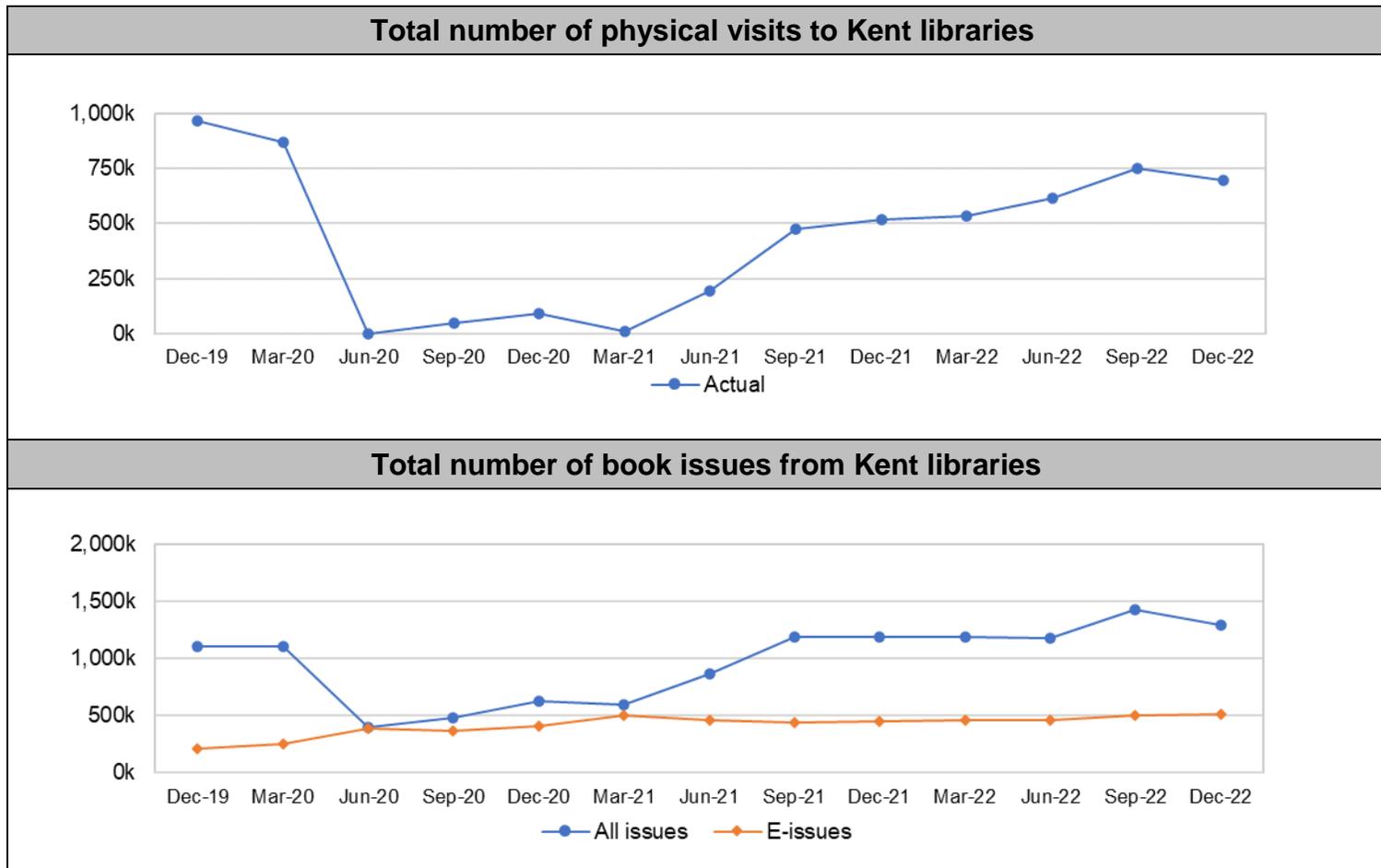
Total number of physical visits to Kent libraries

Total number of book issues from Kent libraries

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Ref	Performance Indicators - other services	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	YTD 22/23	YTD RAG	Target	Floor
DT14	Percentage of Public Rights of Way (PRoW) faults reported online	89%	91%	93%	93%	94%	**94%**	GREEN	90%	80%
EPE16	Median number of days to resolve priority faults on public rights of way network (rolling 12-month figure)	26	22	24	23	**25**	N/a	AMBER	20	25
CST01	Percentage of local actions from completed Domestic Homicide Reviews implemented by target date.	90%	100%	82%	75%	83%	**81%**	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%	94%	86%	**88%**	GREEN	85%	76.5%
COR01	Percentage of cases progressed for initial coronial decision within 2 working days of notification of a death.	79%	80%	75%	75%	72%	**74%**	AMBER	83%	72%

EPE16 – The median number of days is now at floor level and though an increase on the previous Quarter, reflects an improvement over the position for the same period the previous year; vacancies have now been filled and it is anticipated that this will positively impact performance in future quarters.

COR01 – The coroner service is reliant on information from the NHS particularly in order to progress cases and while the NHS continues to be under pressure, the information is not always provided as quickly as we require in order to progress cases in an optimal time frame. This has been exacerbated by the recent and current NHS and doctors strikes. There has also been some impact from sickness absences within the team.

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Ref	**Performance Indicators** - other services	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	YTD 22/23	YTD RAG	Target	Floor
KCP01	Kent Country Parks aggregate average star ratings from Google, Trip Advisor and Facebook	4.6	4.6	4.6	4.6	4.6	**4.6**	GREEN	4.6	4.0
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			185	148	333	GREEN	225	135
PAG01	Percentage of planning applications determined to meet MHCLG performance standards	100%	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%	**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%	**100%**	GREEN	100%	81%

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Ref	Performance Indicators - other services	Dec-21	Mar-22	Jun-22	Sep-22	Dec-22	YTD 22/23	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 Indicators		55%	55%	54%	**55%**	GREEN	25%	22.5%
SPA04	Number of people attending and engaging with training and learning opportunities facilitated by Kent Sport			316	580	163	**1,059**	GREEN	350	280
TS04	Percentage of businesses rating Trading Standards advice (Primary Authority and Pay as You Go) as Very Good or Excellent	100%	100%	100%	100%	100%	**100%**	GREEN	90%	82%