

Growth, Economic Development and Communities Performance Dashboard

Financial Year 2023/24

Results up to end of June 2023

Produced by Kent Analytics

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 (**In Line**) or they could be **Above** or **Below**.

Key Performance Indicators Summary

Growth & Communities – Economy	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	GREEN
LRA15: Total number of customers attending events in Libraries and Archives	GREEN
LRA12 : Customer satisfaction with libraries	GREEN
LRA13 : Customer satisfaction with archives	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	GREEN
CST03: Percentage of service users who report feeling safer due to warden support	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)	GREEN
PAG01: Percentage of planning applications determined to meet MHCLG performance standards	GREEN
PP01: Percentage of the most vulnerable victims of scams recorded on the National Scams Hub supported	GREEN
PP02: Percentage of trader applications to Public Protection's 'Trading Standards Checked' scheme processed within 10 working days	GREEN
AKM01: % of schools with highest numbers of children eligible for free school meals engaging with the Kent School Games	RED
AKM02: Number of people attending and engaging with training and learning opportunities facilitated by Active Kent & Medway	GREEN
TS04: Percentage of businesses rating Trading Standards advice (Primary Authority and Pay as You Go) as Very Good or Excellent	GREEN

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

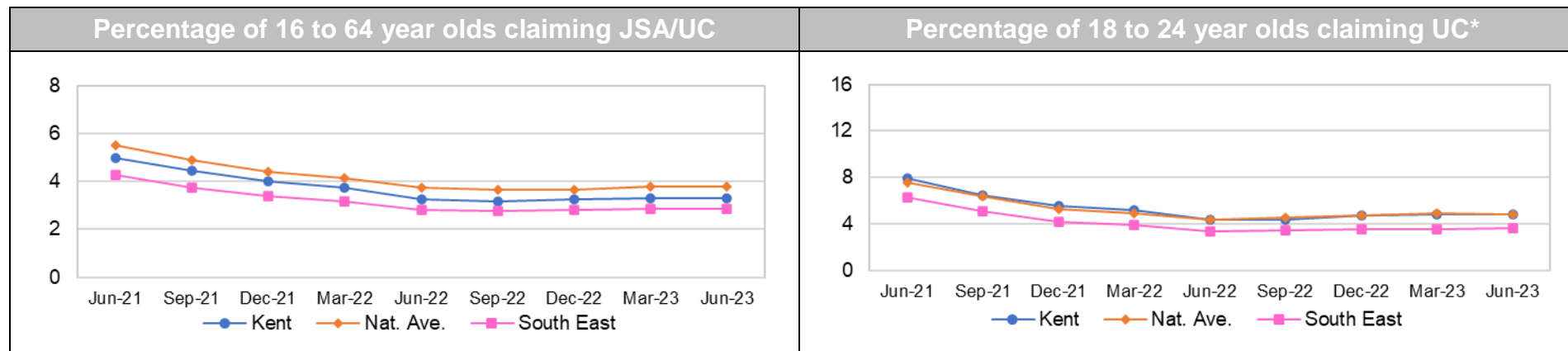
Ref	Performance Indicators - Economy	Jun-22 (Q1)	Sep-22 (Q2)	Dec-22 (Q3)	Mar-23 (Q4)	Jun-23 (Q1)	RAG	Target	Floor
ED05	Number of homes brought back to market through No Use Empty (NUE) (rolling 12 months)	350	445	420	418	388	AMBER	400	350
ED08	Developer contributions secured against total contributions sought	99%	100%	99.9%	81%	99.7%	GREEN	98%	85%
ED10	Businesses assisted via Kent and Medway Growth Hub contract (Year to Date)	381	884	1,326	1,722	261	GREEN	171	154
ED11	Businesses assisted through intensive support provided via the Growth Hub contract (Year to Date)	14	36	86	140	30	GREEN	17	15

ED05 - Not all districts have dedicated Empty Property Officers and districts currently have vacancies in their Private Sector Housing teams. Whilst this is impacting on performance, KCC does have NUE contacts in all districts, and NUE projects funded in the previous budget year will, on completion, contribute to achieving the annual target.

Ref	Activity Indicator	Jun-22 (Q1)	Sep-22 (Q2)	Dec-22 (Q3)	Mar-23 (Q4)	Jun-23 (Q1)	YTD 23/24	YTD 22/23
ED08a	Developer contributions secured (£000s)	6,342	9,339	1,349	4,246	13,300	13,300	6,342

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Activity indicators



* Please note this activity indicator was incorrectly labelled in the performance dashboard item (appendix 2) at the May 2023 Committee meeting.

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Quarterly KPIs

Ref	Performance Indicators – Libraries, Registration and Archives (LRA)	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	RAG	Target	Floor
LRA06	Customer satisfaction with Registration Services	94%	95%	94%	95%	95%	GREEN	95%	90%
LRA15	Total number of customers attending events in Libraries and Archives	30,703	41,829	31,622	44,272	41,969	GREEN	34,000	30,800

Quarter 4: LRA06 – 685 customers were surveyed, 651 were satisfied.

Annual KPIs

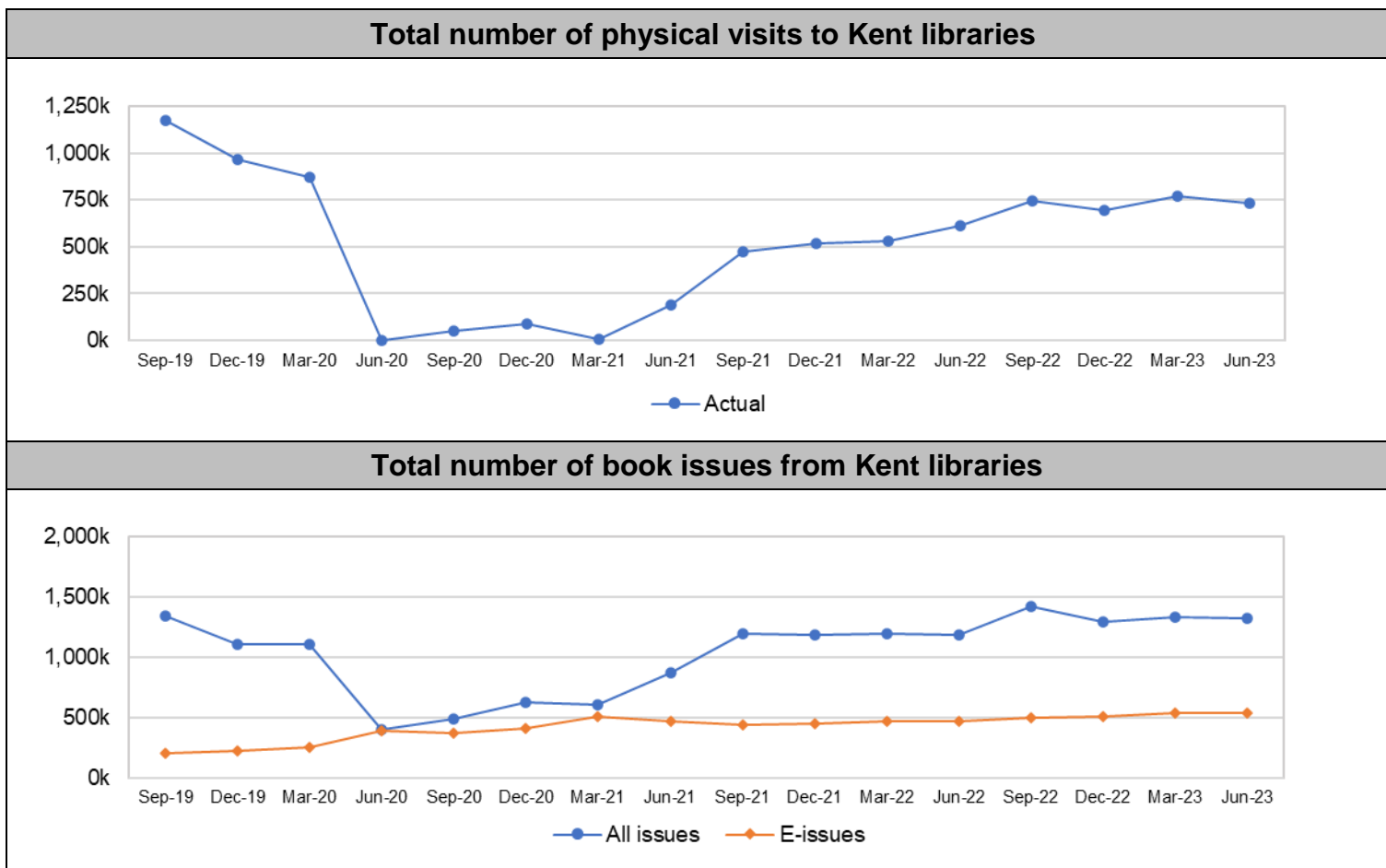
Ref	Performance Indicators – Libraries, Registration and Archives (LRA)	2018/19	2019/20	2020/21	2021/22	2022/23	RAG	Target 2023/24	Floor 2023/24
LRA12	Customer satisfaction with libraries	92%	94%	83%	94%	94%	GREEN	90%	85%
LRA13	Customer satisfaction with archives	95%	96%	No Survey	97%	98%	GREEN	95%	90%

2022/23: LRA12 – 5,974 customers surveyed, 5,642 satisfied; LRA13 – 108 surveyed, 106 satisfied.

Appendix 1

Division	Director	Cabinet Member
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Ref	Activity Indicators (Quarterly totals)	Jun-22	Sep-22	Dec-22	Mar-23	Jun-23	Value vs Expected	Expected Activity	
								Upper	Lower
LRA01	Number of visits to libraries (including mobiles) (000s)	613	748	696	771	736	In line	766	693
LRA02	Total number of books issued (includes audio- and e-books) (000s)	1,182	1,425	1,293	1,331	1,324	In line	1,326	1,199
LRA25	Number of archive enquiries answered	1,948	2,221	1,859	2,479	1,915	In line	2,110	1,910



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Ref	Performance Indicators - other services	Jun-22 (Q1)	Sep-22 (Q2)	Dec-22 (Q3)	Mar-23 (Q4)	Jun-23 (Q1)	YTD 23/24	YTD RAG	Target	Floor
DT14	Percentage of Public Rights of Way (PRoW) faults reported online	93%	93%	94%	89%	87%	87%	AMBER	90%	80%
EPE16	Median number of days to resolve priority faults on public rights of way network (rolling 12-month figure)	24	23	25	*	30	**	RED	20	25
CST01	Percentage of local actions from completed Domestic Homicide Reviews implemented by target date.	82%	75%	83%	95%	85%	85%	GREEN	70%	63%
CST02	Percentage of Lessons Learnt Domestic Homicide Review (DHR) Seminar attendees rating the event as Very Good or Excellent.	77%	94%	86%	***	***	***	GREEN	85%	76.5%
CST03	Percentage of service users who report feeling safer due to warden support	New indicator				67%	67%	AMBER	70%	65%

* No data available due to a software issue

** No Year-to-Date figure as this is a Rolling 12-month indicator.

*** No seminars have been held since December 2022, but one is planned for September 2023 (Q2)

Jun-23 (Q1): DT14 – 1,790 faults reported, 1,555 were online; EPE16 – 30 priority faults resolved; CST01 – 26 reviews, 22 completed by target date; CST03 – 254 service users reported feeling safer, 377 service users were surveyed.

DT14 - We have seen a move to on-line reporting particularly by the traditional PRoW users. It is quicker, easier and people can opt to be updated. However, the levels of reporting through the Contact Centre tend to increase when there are weather events. Those reporting for the first time or as a one-off also tend to use the Contact Centre rather than register to report online – vegetation overgrowth is a common driver of such reports and these have been higher than usual this year.

Appendix 1

EPE16 – The issue with the software in the previous Quarter has now been addressed with the system updated to allow more accurate capturing of faults information. However, a number of faults which were made safe but then required a longer-term permanent repair, have negatively impacted the KPI.

CST02 – No seminars have been held since December 2022, but one is planned for September 2023.

CST03 – Although the target was not met, for those who didn't say they felt safer, responders advised it was not applicable to their circumstances, or they reported no change, or that they didn't know. No respondents reported that they felt less safe.

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Ref	Performance Indicators - other services	Jun-22 (Q1)	Sep-22 (Q2)	Dec-22 (Q3)	Mar-23 (Q4)	Jun-23 (Q1)	YTD 23/24	YTD RAG	Target	Floor
COR01	Percentage of cases progressed for initial coronial decision within 2 working days of notification of a death.	75%	75%	72%	66%	78%	78%	AMBER	83%	72%
KCP01	Kent Country Parks aggregate average star ratings from Google, Trip Advisor and Facebook	4.6	4.6	4.6	4.5	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.	*	185	148	0	214	214	GREEN	75	68
PAG01	Percentage of planning applications determined to meet MHCLG performance standards	100%	100%	100%	100%	100%	100%	GREEN	100%	81%

* KSS did not support work experience in 2021/22 academic year (Sept 2021 – Jul 2022) due to Covid

Jun-23 (Q1): COR01 – 1,601 cases, 1,242 progressed within 2 working days; PAG01 – 35 planning applications, all of which met MHCLG performance standard.

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 and the piloting of the Medical Examiner system by the NHS.

Appendix 1

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Ref	Performance Indicators - other services	Jun-22 (Q1)	Sep-22 (Q2)	Dec-22 (Q3)	Mar-23 (Q4)	Jun-23 (Q1)	YTD 23/24	YTD RAG	Target	Floor
PP01	Percentage of the most vulnerable victims of scams recorded on the National Scams Hub supported by Public Protection	100%	100%	100%	100%	*	N/a	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%
AKM01	Percentage of schools with the highest numbers of children eligible for free school meals engaging with the Kent School Games	55%	55%	54%	55%	42%	42%	RED	55%	45%
AKM02	Number of people attending and engaging with training and learning opportunities facilitated by Active Kent & Medway	316	580	163	153	306	306	GREEN	250	225
TS04	Percentage of businesses rating Trading Standards advice (Primary Authority and Pay as You Go) as Very Good or Excellent	100%	100%	100%	92%	100%	100%	GREEN	90%	82%

* No return for this Quarter due to a reduction in referrals of people who have been scammed.

Jun-23 (Q1): PP02 – 33 trader applications processed; AKM01 – 11 schools with high proportion of pupils eligible for free school meals engaged with Kent school games; TS04 – 5 out of 5 businesses rated trading standards advice as very good or excellent.

AKM01 – Three Kent School Games events were cancelled in Quarter 1 due to bad weather and this negatively impacted the KPI.