

Growth, Economic Development and Communities Performance Dashboard

Financial Year 2023/24

Results up to end of September 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

Economy	RAG
ED05: Number of homes brought back to market through No Use Empty	AMBER
ED10: Businesses assisted via Kent and Medway Growth Hub contract	GREEN
ED11: Businesses assisted through intensive support provided via the Growth Hub contract	GREEN

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
LRA12: Customer satisfaction with libraries	GREEN
LRA13: Customer satisfaction with archives	GREEN

Strategic Development and Place	RAG
ED08: Developer contributions secured against total contributions sought	GREEN
DT14: Percentage of Public Rights of Way (PRoW) faults reported online	AMBER

Strategic Development and Place (continued)	RAG
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	AMBER
CST03: Percentage of service users who report feeling safer due to warden support	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 DLUHC performance standards	GREEN
PP01: Percentage of the most vulnerable victims of scams recorded on the National Scams Hub supported by Public Protection	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	AMBER
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

Appendix 1

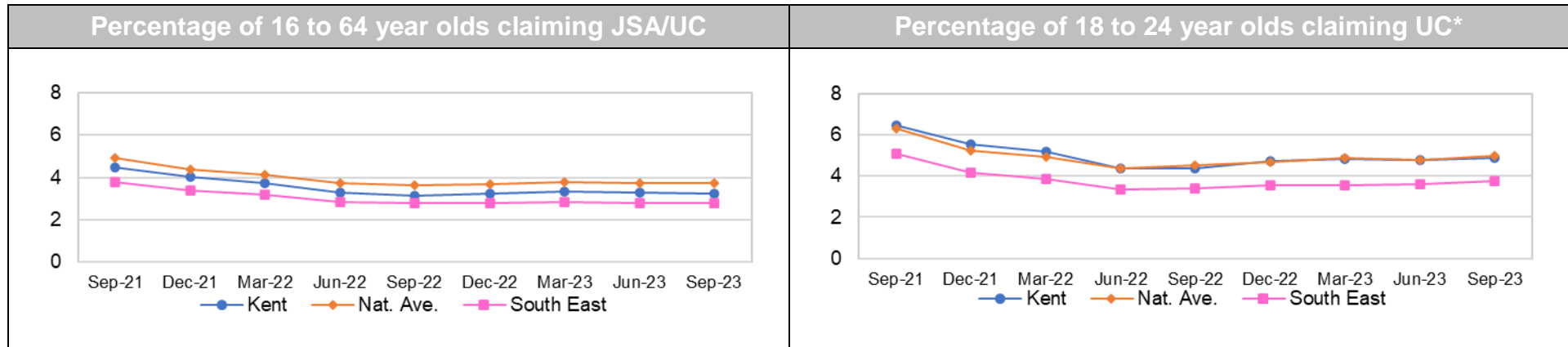
Division	Director	Cabinet Member
Growth & Communities	Stephanie Holt-Castle	Derek Murphy

Ref	Performance Indicators - Economy	Sep-22 (Q2)	Dec-22 (Q3)	Mar-23 (Q4)	Jun-23 (Q1)	Sep-23 (Q2)	RAG	Target	Floor
ED05	Number of homes brought back to market through No Use Empty (rolling 12 months)	445	420	418	388	395	AMBER	400	350
ED10	Businesses assisted via Kent and Medway Growth Hub contract (Year to Date)	884	1,326	1,722	261	556	GREEN	342	308
ED11	Businesses assisted through intensive support provided via the Growth Hub contract (Year to Date)	36	86	140	30	87	GREEN	34	30

ED05 – Projects have been identified which are due for completion by the year-end which once confirmed by our district colleagues will contribute to achieving the rolling target. However, funding for 2023/24 is expected to be exhausted prior to Quarter 4.

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Activity indicators



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Quarterly KPIs

Ref	Performance Indicators – Libraries, Registration and Archives (LRA)	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	RAG	Target	Floor
LRA06	Customer satisfaction with Registration Services	95%	94%	95%	95%	94%	AMBER	95%	90%
LRA15	Total number of customers attending events in Libraries and Archives	41,829	31,622	44,272	41,969	53,015	GREEN	49,200	44,500

Quarter 2: LRA06 – 426 customers were surveyed, 401 were satisfied.

LRA06 - The breakdown of customer satisfaction with Registration is 93% for Birth and Death Registration, 92% for Ceremonies and 96% for Citizenship. The number of Birth and Death survey responses is much lower than usual as we have experienced some issues with the new Registration booking system's reporting function. As a consequence, we have been unable to send out as many surveys as usual, so do not have the usual level of representation, but this will be addressed for next Quarter.

Annual KPIs

Ref	Performance Indicators	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.

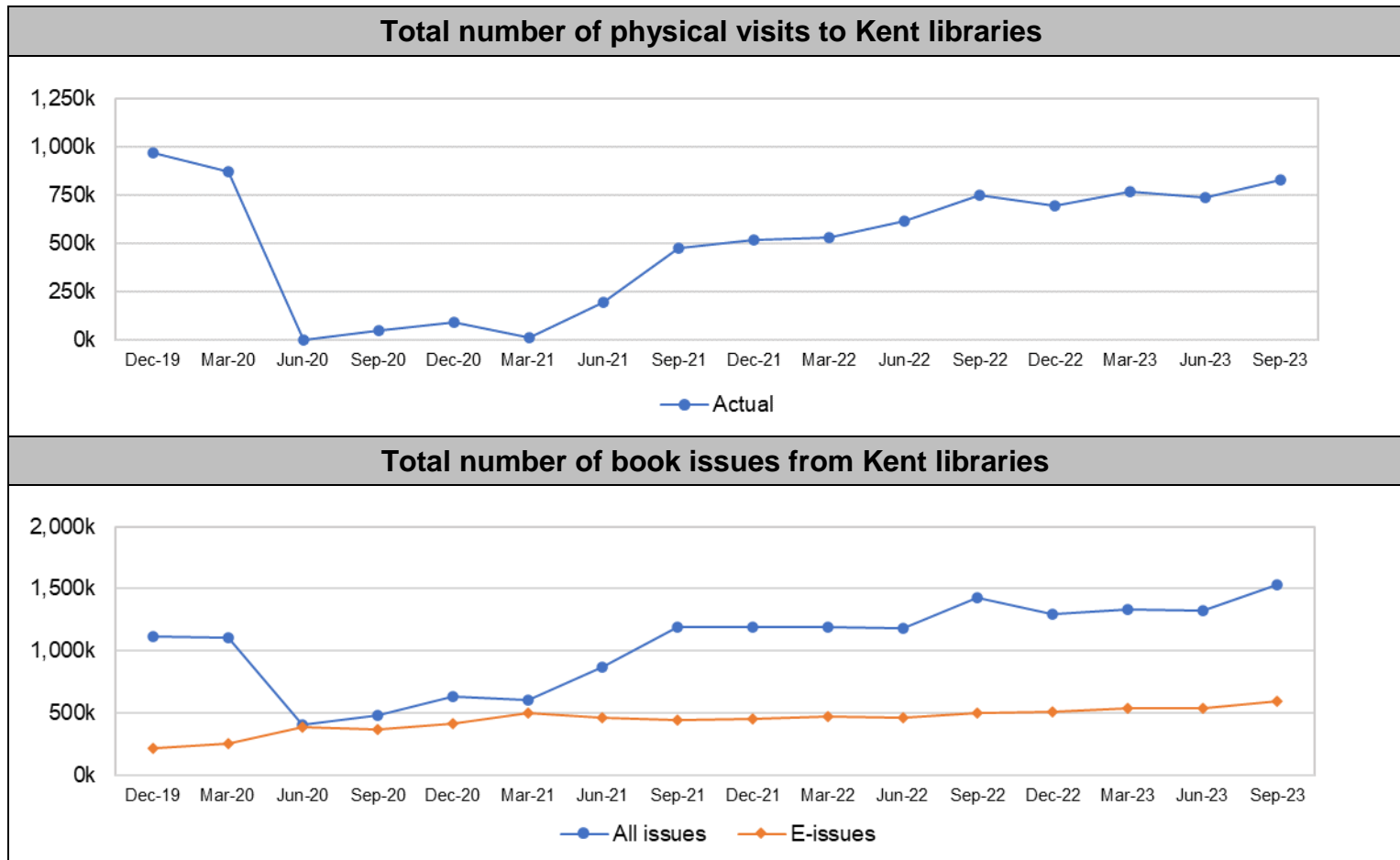
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Ref	Activity Indicators (Quarterly totals) – Libraries, Registration and Archives (LRA)	Sep-22	Dec-22	Mar-23	Jun-23	Sep-23	Value vs Expected	Expected Activity	
								Upper	Lower
LRA01	Number of visits to libraries (including mobiles) (000s)	748	696	771	736	831	Higher	802	725
LRA02	Total number of books issued (includes audio- and e-books) (000s)	1,425	1,293	1,331	1,324	1,532	Higher	1,523	1,381
LRA25	Number of archive enquiries answered	2,221	1,859	2,479	1,915	2,398	Higher	2,350	2,130

LRA01 – The number of visitors this year was 11% higher than the same period last year. This is positive and shows the continued return of customers to our in-person services. Physical participation in the Summer Reading Challenge was 9.5% higher than in 2022, which means many more children coming into the library with their families throughout the summer. In addition, libraries continue to deliver and develop a range of activities and events for all ages and along with all the rest of our service offers, is continuing the recovery from the Covid pandemic, with visitors now at 71% of pre-pandemic levels.

LRA02 - Physical issues have increased by 2% for Quarter 2 and e-issues (books, audiobooks, magazines and newspapers) have increased by 18% where we had factored in a 2% increase. This is likely due to a number of factors including, easier access to e-books and e-audiobooks via the Library Management System, the increased number of e-audio platforms further to the purchase of BorrowBox and uLibrary last year, and a marketing campaign carried out earlier this year which promoted the e-offer.

LRA25 - The service experienced a very positive busy summer, with a 17% increase in physical usage, and 4% increase in remote enquiries compared to the same Quarter last year. The team have engaged in a great deal of promotion of the service this year to date, with the Archive Conference, Heritage Open Days and their popular lunchtime talks all contributing to this result.



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Ref	Performance Indicators – Strategic Development and Place	Sep-22 (Q2)	Dec-22 (Q3)	Mar-23 (Q4)	Jun-23 (Q1)	Sep-23 (Q2)	YTD 23/24	YTD RAG	Target	Floor
ED08	Developer contributions secured against total contributions sought	100%	99.9%	81%	99.7%	99.6%	99.6%	GREEN	98%	85%
DT14	Percentage of Public Rights of Way (PRoW) faults reported online	93%	94%	89%	87%	87%	87%	AMBER	90%	80%
EPE16	Median number of days to resolve priority faults on public rights of way network (rolling 12-month figure)	23	25	*	30	26	**	RED	20	25
CST01	Percentage of local actions from completed Domestic Homicide Reviews implemented by target date.	75%	83%	95%	85%	95%	90%	GREEN	70%	63%
CST02	Percentage of Lessons Learnt Domestic Homicide Review (DHR) Seminar attendees rating the event as Very Good or Excellent.	94%	86%	***	***	79%	79%	AMBER	85%	76.5%
CST03	Percentage of service users who report feeling safer due to warden support	New indicator			67%	73%	70%	GREEN	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 were held.

Sep-23 (Q2): ED08 - £47.9m secured; DT14 – 1,942 faults reported, 1,694 were online; EPE16 – 57 priority faults resolved; CST01 – 37 reviews, 35 completed by target date; CST03 – 219 service users reported feeling safer, 302 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.

EPE16 – This KPI has improved since last Quarter, but a number of faults which were made safe but then required a longer-term permanent repair, have negatively impacted the KPI.

CST02 – Although the target was missed for those rating the seminar as very good or excellent, if those who rated it as good are also included then the percentage increases to 96%, showing a high level of satisfaction overall.

Appendix 1

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Ref	Performance Indicators - Strategic Development and Place	Sep-22 (Q2)	Dec-22 (Q3)	Mar-23 (Q4)	Jun-23 (Q1)	Sep-23 (Q2)	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%	72%	66%	78%	73%	76%	AMBER	83%	72%
KCP01	Kent Country Parks aggregate average star ratings from Google, Trip Advisor and Facebook	4.6	4.6	4.5	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.	185	148	0	214	45	259	GREEN	150	135
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%
PAG01	Percentage of planning applications determined to meet DLUHC performance standards	100%	100%	100%	100%	100%	100%	GREEN	100%	81%

Sep-23 (Q2): COR01 – 1,479 cases, 1,085 progressed within 2 working days; PAG01 – 52 planning applications, all of which met DLUHC performance standard.

COR01 – The coroner service is reliant on information from the NHS particularly to progress cases and while the NHS continues to be under pressure, the information is not always provided quickly enough to meet the 2-day target. This has been exacerbated by the recent and current NHS and doctors strikes and the piloting of the Medical Examiner system by the NHS. The Coroner Service has been experiencing winter pressures earlier this year which has been exacerbated by extended staff absences and staff vacancies for which we are currently recruiting for.

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Ref	Performance Indicators - Strategic Development and Place	Sep-22 (Q2)	Dec-22 (Q3)	Mar-23 (Q4)	Jun-23 (Q1)	Sep-23 (Q2)	YTD 23/24	YTD RAG	Target	Floor
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%	54%	55%	42%	48%	45%	AMBER	55%	45%
AKM02	Number of people attending and engaging with training and learning opportunities facilitated by Active Kent & Medway	580	163	153	306	361	667	GREEN	500	450
TS04	Percentage of businesses rating Trading Standards advice (Primary Authority and Pay as You Go) as Very Good or Excellent	100%	100%	92%	100%	100%	100%	GREEN	90%	82%

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

Sep-23 (Q2): PP01 – 4 people supported. PP02 – 33 trader applications processed; AKM01 – 16 schools with high proportion of pupils eligible for free school meals engaged with Kent school games; TS04 – 6 out of 6 businesses rated trading standards advice as very good or excellent.

AKM01 – Schools are finding it more challenging to resource attendance at events off-site, due to issues such as a reduction in the number of Teaching Assistants (TAs) due to budget pressures, which are having a significant impact on their ability to take pupils to events (the TAs either covered classes when a teacher took the children or attended the events whilst the teacher stayed in school). Also, some schools require parents to contribute to transport costs, which is less affordable in schools with higher percentages of free school meals. Ideas are being explored to identify alternative ways to engage with schools and utilising virtual options is one potential option. Other work taking place to support schools to engage their inactive children and young people includes sharing information/resources, webinars etc.