

Growth, Economic Development and Communities Performance Dashboard

Financial Year 2024/25

Results up to end of September 2024

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
EC05: Number of homes brought back to market through No Use Empty	GREEN
EC10: Businesses assisted via Kent and Medway Growth Hub contract	GREEN
EC11: Businesses assisted through intensive support provided via the Growth Hub contract	GREEN

NB: EC12, 13 and 14, will be new indicators for 2024/25 once funding is agreed and targets can be set.

Libraries, Registrations and Archives (LRA)	RAG
LRA06: Customer satisfaction with Registration Services	GREEN
LRA15: Total number of customers attending events in Libraries and Archives	RED
LRA17: Number of volunteer hours adding extra value to the LRA service	AMBER
LRA12: Customer satisfaction with libraries	GREEN
LRA13: Customer satisfaction with archives	GREEN

Strategic Development and Place	RAG
DC08: Developer contributions secured against total contributions sought (Section 106)	AMBER

Strategic Development and Place (continued)	RAG
PROW14: Percentage of Public Rights of Way (PRoW) faults reported online	AMBER
PROW16: Median number of days to resolve priority faults on public rights of way network (rolling 12-months)	GREEN
CST01: Percentage of local actions from completed Domestic Homicide Reviews implemented by target date.	RED
CST02: % of Lessons Learnt Domestic Homicide Review attendees rating the event as good or better	GREEN
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	RED
KSS02: Number of priority 1 food, feed and consumer products sample tests reported to clients within 5 working	GREEN
KSS03: Number of independent proficiency tests rated as "good" or "satisfactory"	GREEN
PAG01: Percentage of planning applications determined to meet DLUHC performance standards	GREEN
PAG02: Number of statutory planning consultee responses submitted to the local planning authority within 21 days (Minerals & Waste)	GREEN
CP01: Percentage of the most vulnerable victims of scams recorded on the National Scams Hub supported by Public Protection	GREEN
CP02: Percentage of trader applications to the 'Trading Standards Checked' scheme processed within 10 working days	GREEN
TS04: Percentage of businesses rating Trading Standards advice (Primary Authority and Pay as You Go) as Very Good or Excellent	GREEN

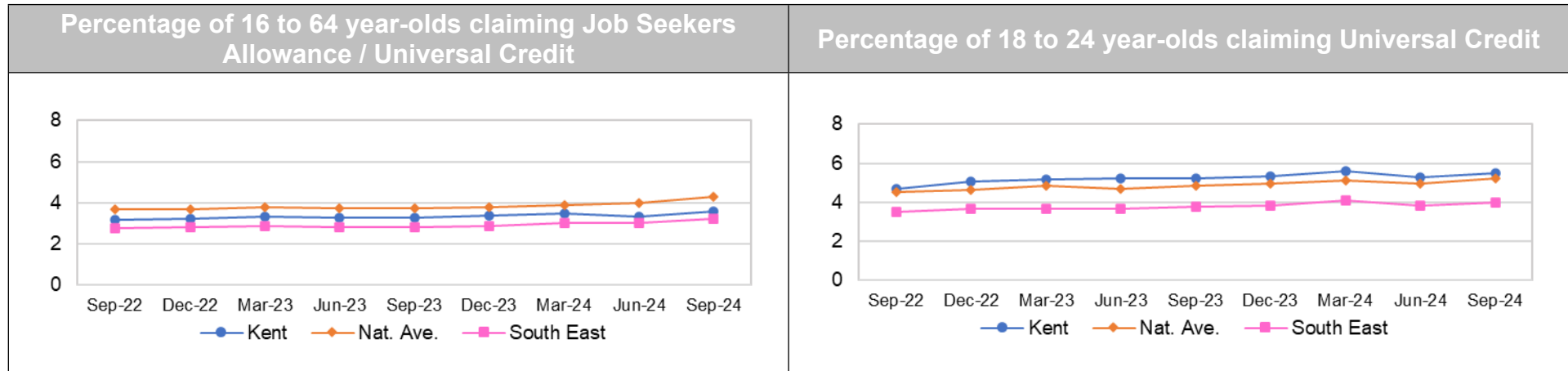
Appendix 1

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

Ref	Performance Indicators	Sep-23 (Q2)	Dec-23 (Q3)	Mar-24 (Q4)	Jun-24 (Q1)	Sep-24 (Q2)	RAG	Target	Floor
EC05	Number of homes brought back to market through No Use Empty (rolling 12 months)	395	509	474	567	493	GREEN	400	360
EC10	Businesses assisted via Kent and Medway Growth Hub contract (Year to Date)	552	783	1,059	251	419	GREEN	342	300
EC11	Businesses assisted through intensive support provided via the Growth Hub contract (Year to Date)	65	104	154	11	32	GREEN	30	25
EC12	Number of visitor economy businesses supported (through visitor economy and inward investment contract)	These are all new indicators for 2024/25 and targets have now been set following confirmation of funding and monitoring will begin in Quarter 3.							
EC13	Number of inward investment projects secured (through visitor economy and inward investment contract)								
EC14	Number of jobs created or safeguarded (through visitor economy and inward investment contract)								

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Context indicators



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Growth & Communities – Libraries, Registrations and Archives	Stephanie Holt-Castle	Clair Bell

Quarterly KPIs

Ref	Performance Indicators	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24	RAG	Target	Floor
LRA06	Customer satisfaction with Registration Services	94%	99%*	94%	97%	96%	GREEN	96%	91%
LRA15	Total number of customers attending events in Libraries and Archives	53,015	42,341	48,194	49,439	53,281	RED	63,400	57,300
LRA17	Number of volunteer hours adding extra value to the LRA service	New indicator in 2024/25			7,696	7,626	AMBER	7,900	7,100

* Only includes citizenship surveys due to issues with booking system

Sep-24 (Q2): LRA06 – 1,225 customers were surveyed, 1,175 were satisfied.

LRA15 – due to the upward trajectory of event attendance in 2023/24, a 4% increase was forecast for Quarter 2, 2024/25. This took into account the busy period around the delivery of the Summer Reading Challenge, when there are more events to encourage children to participate in and complete the Challenge. Sadly, this year's Challenge was not as popular as last year's, and numbers of children taking part were lower than in 2023, a trend that was reflected across other library services across the country and which impacted event attendance figures. There will be a review nationally of how the summer reading challenge is delivered as though still popular, it is important to assess whether the approach can be updated to better encourage take-up.

LRA17 – an ambitious 5% increase in volunteer hours was forecast for 2024/25, and although the Quarter 2 figure does not meet target, the number of hours is still within the forecast parameters, and represents an increase of just over 500 hours on what was achieved in the same period last year. 134 volunteers were recruited to support the Summer Reading Challenge, which is the highest number since pre-Covid.

Annual KPIs

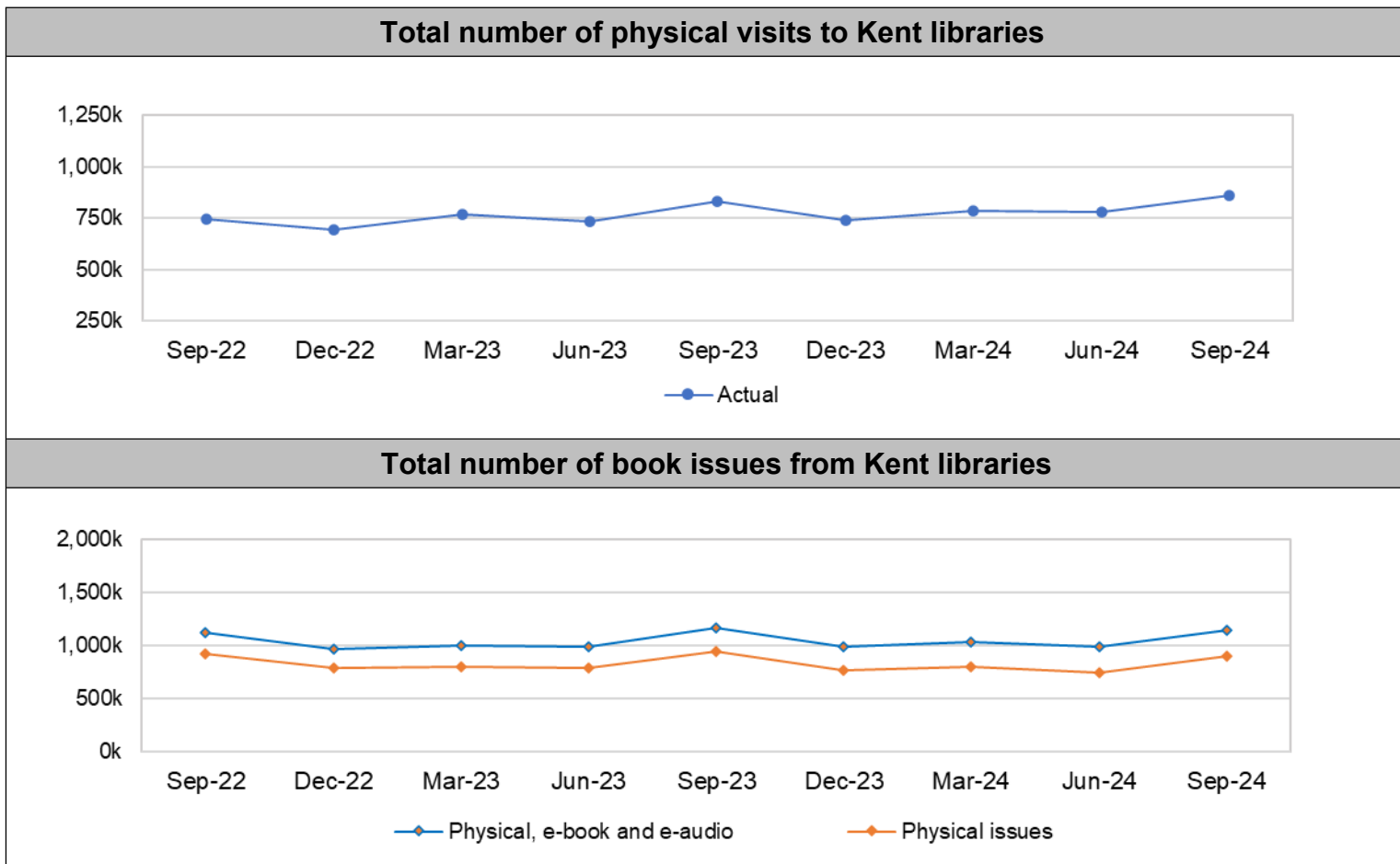
Ref	Performance Indicators	2020/21	2021/22	2022/23	2023/24	2024/25	RAG	Target 2023/24	Floor 2023/24
LRA12	Customer satisfaction with libraries	83%	94%	94%	95%	**	GREEN	90%	85%
LRA13	Customer satisfaction with archives	No Survey	97%	98%	100%	**	GREEN	95%	90%

** The annual libraries survey is usually completed in Quarter 4, the archive survey in Quarter 3.
2023/24: LRA12 – 9,037 customers surveyed, 8,540 satisfied; LRA13 – 81 surveyed, 81 satisfied.

Activity indicators

Ref	Activity Indicators (Quarterly totals)	Sep-23	Dec-23	Mar-24	Jun-24	Sep-24	Value vs Expected	Expected Activity	
								Upper	Lower
LRA01	Number of visits to libraries (including mobiles) (000s)	831	740	787	781	862	In line	896	811
LRA02b	Physical, e-book and e-audio	1,167	988	1,032	983	1,144	In line	1,253	1,134
LRA04	Number of wedding, civil partnership and citizenship ceremonies carried out by KCC Officers	New indicator in 2024/25			2,199	2,983	In line	3,000	2,800

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Appendix 1

Division	Director	Cabinet Member
Growth & Communities – Strategic Development and Place	Stephanie Holt-Castle	Clair Bell, Derek Murphy

Ref	Performance Indicators	Sep-23 (Q2)	Dec-23 (Q3)	Mar-24 (Q4)	Jun-24 (Q1)	Sep-24 (Q2)	YTD 24/25	YTD RAG	Target	Floor
DC08	Developer contributions secured against total contributions sought (section 106)	99.6%	87.4%	97.9%	99.6%	93.2%	94.7%	AMBER	98%	85%
PROW14	Percentage of Public Rights of Way (PRoW) faults reported online	87%	89%	87%	87%	87%	*	AMBER	92%	84%
PROW16	Median number of days to resolve priority faults on public rights of way network (rolling 12-month figure)	26	20	9	9	8	*	GREEN	15	24
CST01	Percentage of local actions from completed Domestic Homicide Reviews (DHR) implemented by target date.	95%	91%	90%	80%	51%	57%	RED	75%	68%
CST02	Percentage of Lessons Learnt Domestic Homicide Review (DHR) Seminar attendees rating the event as Good or better.	79%	84%	**	100%	**	100%	GREEN	90%	81%
CST03	Percentage of service users who report feeling safer due to warden support	73%	75%	74%	70%	74%	72%	GREEN	70%	65%

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

** No seminars were held.

2024/25: DC08 - £11.4m secured; PROW14 – 4,384 faults reported, 3,811 were online; PROW16 – 104 priority faults resolved; CST01 – 47 actions, 27 completed by target date; CST02 – 32 reviews, 32 were very good or excellent; CST03 – 243 surveys were returned, 175 responses indicated the service user felt safer.

DC08 – We are seeing an increasing number of applications with viability assessments as financial pressures on the market increase. The reduced KPI percentage is largely attributed to a viability site at the former Benenden hospital in Tunbridge Wells. The planning committee at Tunbridge Wells determined that affordable homes should be prioritised over other contributions, reducing the level of contributions KCC will receive for education. Officers have negotiated two clauses in the s106 which could recoup the education contributions in the event that viability is improved when the new homes are sold.

PROW14 – The 92% target is deliberately challenging. As has been described previously, when an issue is perceived as urgent (such as those relating to flooding, winter storms and tree damage) there is a greater likelihood of this being reported through a phone call, perhaps due to the reassurance of talking to a person. Where an individual has not previously registered on the fault reporting system there is a tendency for those individuals to also use the Contact Centre. We are close to completing a small project to assist those reporting for the first time in the hope that once registered they will continue to use the online fault reporting tool

CST01 - Updates for all actions being monitored by the DHR Steering Group are sought from partners each quarter. A number of older actions that had not received sufficient updates to allow closure were escalated with the relevant partners during the summer period, and this led to a drop in performance as the closure/implementation date then fell outside of the target timescale. Concerted efforts ensured appropriate updates were gathered from the relevant partner agencies to provide assurances.

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Ref	Performance Indicators	Dec-23 (Q3)	Mar-24 (Q4)	Mar-24 (Q4)	Jun-24 (Q1)	Sep-24 (Q2)	YTD 24/25	YTD RAG	Target	Floor
COR01	Percentage of cases progressed for initial coronial decision within 2 working days of notification of a death.	73%	78%	59%	62%	70%	66%	RED	83%	76%
KSS02	Number of priority 1 food, feed and consumer products sample tests reported to clients within 5 working days	New indicator			93%	95%	94%	GREEN	93%	88%
KSS03	Number of external independent proficiency tests rated as “good” or “satisfactory” with a statistical Z score of 2 or less.	New Indicator			90%	82%	84%	GREEN	75%	67%
PAG01	Percentage of planning applications determined to meet DLUHC performance standards	100%	100%	100%	100%	100%	100%	GREEN	100%	90%
PAG02	Number of statutory planning consultee responses submitted to the local planning authority within 21 days (Minerals & Waste)	New Indicator			100%	89%	94%	GREEN	90%	80%

2024/25: COR01 – 2,874 cases, 1,891 progressed within 2 working days; PAG01 – 78 planning applications, all of which met DLUHC performance standard; PAG02 – 174 responses, 164 of which were within 21 days.

COR1 - The coroner service is reliant on information from other organisations particularly the NHS to progress cases and while these organisations continue to be under pressure, the information is not always provided within the timeframe required to meet the 2-day target. This has been exacerbated by a reform, implemented on the 9th Sept 2024, which is the most significant of its kind for 50 years and provides guidance for a statutory Medical Examiner system. Specifically, the medical examiners system now apply scrutiny to community deaths as well as hospital deaths. As the community deaths are a fairly new part of the medical examiner role there has been some embedding time which has also added to this. **For this reason, it is proposed that reporting on this KPI is suspended for the rest of the year while the impacts of the changes are assessed, and with a view to reinstating a revised KPI in 2025/26.**

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Ref	Performance Indicators	Sep-23 (Q2)	Dec-23 (Q3)	Mar-24 (Q4)	Jun-24 (Q1)	Sep-24 (Q2)	YTD 24/25	YTD RAG	Target	Floor
CP01	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%
CP02	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%	90%
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%	GREEN	90%	82%

* No ratings received

2024/25: CP01 – 47 people supported. CP02 – 78 trader applications processed; TS04 – 2 out of 2 businesses have rated trading standards advice as very good or excellent since the start of the year.