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To: Growth, Economic Development and Communities Cabinet Committee – 1 July 2025

Subject: Performance Dashboard

Classification: Unrestricted

**Summary:**

The Growth, Economic Development and Communities Performance Dashboard shows the performance of Key Performance Indicators (KPIs) and activity indicators for Quarter 4 of 2024/25.

19 of the 24 KPIs reported this Quarter achieved target and are RAG rated Green. Five KPIs were below target but did achieve floor standard and are RAG rated Amber.

KPIs and targets proposed for reporting 2025/26 performance are included in this report.

**Recommendation(s):**

The Growth, Economic Development and Communities Cabinet Committee is asked to NOTE the performance report for Quarter 4 of 2024/25, and COMMENT on the KPIs and targets proposed for 2025/26.

**1. Introduction**

- 1.1. Part of the role of Cabinet Committees is to review the performance of those functions of the Council that fall within its remit. To support this role, Performance Dashboards are regularly reported to Cabinet Committees throughout the year, and this is the third and final report for the 2024/25 financial year.

**2. Performance Dashboard**

- 2.1. The current Growth, Economic Development and Communities Performance dashboard provides results up to the end of March 2025 and is attached in Appendix 1.
- 2.2. The Dashboard provides a progress report on performance for the Key Performance Indicators (KPIs) for 2024/25 which were brought to Committee in May 2024. The Dashboard also includes a range of activity indicators which help give context to the KPIs.

- 2.3. KPIs are presented with RAG (Red/Amber/Green) alerts to show performance in the Quarter. Details of how the alerts are generated are outlined in the Guidance Notes, included with the Dashboard in Appendix 1.

### **3. Growth & Communities - Economy**

- 3.1 Five of the six indicators in this section achieved target, the exception being the number of visitor economy businesses supported; this fell 10 short of its target of 400 due to delays in agreeing the contract with Visit Kent.

### **4. Growth & Communities - Libraries, Registration and Archives (LRA)**

- 4.1 2024/25 proved to be another positive and eventful year for LRA, marked by significant progress, and with all KPIs meeting target in Quarter 4. Libraries saw continued increases in visits, alongside higher usage of public PCs, Wi-Fi, and the e-library services. Attendance at events and activities also expanded, and notably the Know Your Neighbourhood project in Thanet which was focused on creating events to combat social isolation and loneliness within the district, resulted in a 54% increase in event attendance at Thanet's libraries over the year. Across the county, over 18,400 children took part in the Summer Reading Challenge, with Kent enjoying the highest rate of joiners in the South East, and the Archives Lunchtime Talks programme continued to draw strong attendance at Kent History and Library Centre.
- 4.2 Registration services experienced marked growth as well, with more ceremonies conducted (7,271 in total across the year) and a rise in the number of citizens welcomed through our celebratory citizenship events.
- 4.3 Over 796,500 visits to Kent's Libraries in Quarter 4 represents a 1% increase on the same period in 2023/24, while attendance to events and activities increased by 26% with over 60,900 adults and children enjoying a wide range of events to bring communities together and enhance wellbeing. Canterbury Library (The Beaney) was in the spotlight on 25 February 2025 when Her Majesty The Queen visited.
- 4.4 Library issues have decreased overall by 2% in comparison with Quarter 4 2023/24, with physical issues falling by 5%, but e-Book and e-Audiobook issues increasing by 7%. Work is being carried out within the service to improve physical issues, through further staff training on stock management, a review of the stock collection policy and events such as community days to promote library services, together with the exploration of the legacy of the Know Your Neighbourhood project which resulted in increased usage of Thanet Libraries.
- 4.5 Quarter 4 was also a busy period for the Archive service, with 855 visitors to the Search Room representing a 35% increase on Quarter 4 2023/24. The team have carried out extensive outreach across the year, promoting the service at Ramsgate Tunnels, Dreamland Heritage Trust Local History Day, and a National Sporting Heritage Day at Mid Kent College, as well as attending conferences at Maidstone's Brompton Barracks and Canterbury Cathedral. Remote enquiries to the service have also increased in Quarter 4 by 3% on the same period in 2023/24.

- 4.6 The Kent Ceremonies Team delivered 851 marriage and civil partnership ceremonies during Quarter 4, representing a 7% increase on Quarter 4 last year, while the number of citizens welcomed to the UK increased by 10% for the same comparison periods, with 1,216 citizens celebrating their British citizenship.
- 4.7 The number of birth registration appointments delivered fell by 4% in Quarter 4 in comparison with the same period in 2023/24, while the number of death registration appointments rose by 2%. Customer satisfaction with the Registration service for Quarter 4 was 96%, reflecting the continued dedication and support of the teams to providing excellent customer service at key moments during people's lives.

## **5. Growth & Communities – Community Protection**

- 5.1 Five out of six KPIs met target and so were RAG rated Green. The one KPI which did not meet target was the Percentage of local actions from completed Domestic Homicide Reviews implemented by target date (CST01). Performance for this KPI has fluctuated throughout the year, with below target performance in Quarter 4 due to a focus on older outstanding actions, which, when closed, are then included in the KPI calculation. The vast majority of actions now being monitored by the Steering Group are from much more recent cases.

## **6. Growth & Communities – Innovation & Business Intelligence**

- 6.1 Both KPIs in this section met their target for the year, although for the percentage of the most vulnerable victims of scams recorded on the National Scams Hub supported by Community Protection (CP01), there have been no additional people supported during Quarters 3 and 4 due no victims being identified in these periods.

## **7. Growth & Communities - Planning Applications**

- 7.1 Of the two indicators in this section, one met target, while the other narrowly missed by one percentage point over the year as a whole. The KPI which missed target was the Percentage of statutory planning consultee responses submitted to the local planning authority within 21 days (Minerals & Waste) (PAG02); this KPI can be impacted when multiple consultations are received in a short period of time making it difficult to meet the response target for all. Other work also sometimes needs to be prioritised such as work on a Public Enquiry which was the case in Quarter 4.

## **8. Growth & Communities – Strategic Development and Place**

- 8.1 One of the three KPIs in this section met target and was RAG rated Green, with the other two being below target, but above their floor standards and so were RAG rated Amber.
- 8.2 The first Amber KPI is Section 106 developer contributions secured against contributions sought (DC08); there are an increasing number of applications with viability assessments as financial pressures on the market increase. This has led to the KPI being below target for the year overall.

- 8.3 The second Amber KPI is Percentage of public rights of way (PRoW) faults reported online (PROW14). This has maintained performance at or close to 87% across the year but not reaching its 92% target. The target is deliberately challenging in an effort to see more people reporting online. There are still some people who prefer speaking to someone on the phone, particularly if they have not used the online system before or they perceive an issue as urgent. A project has been completed aimed at assisting those reporting for the first time which is hoped may boost numbers further.

## 9. KPIs and targets for 2025/26

- 9.1 KPIs and targets proposed for 2025/26 are shown in Appendix 2. The majority of KPIs and activity indicators are proposed to remain the same as in 2024/25. **Two** KPIs and **two** activity indicators are proposed for removal, with **eight** new KPIs and **two** new activity indicators added. All indicators were agreed by the relevant Cabinet member and Corporate Director before the County Council elections in May. The new Cabinet members and Cabinet Committee members are invited to comment on these before reporting commences for the current financial year.

## 10. Recommendation(s):

The Growth, Economic Development and Communities Cabinet Committee is asked to NOTE the performance report for Quarter 4 of 2024/25, and COMMENT on the KPIs and targets proposed for 2025/26.

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