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To: Growth, Environment & Transport Cabinet Committee – 13 January 2026

Subject: Performance Dashboard

Classification: Unrestricted

**Summary:** The Growth Environment and Transport Cabinet Committee Performance Dashboard shows performance against targets set for Key Performance Indicators (KPIs). This is the third dashboard for 2025/26 and includes data up to September/October 2025.

Thirty-Eight of the Forty-Four KPIs achieved target for latest performance and are RAG rated Green. Four KPIs are below target but did achieve the floor standard and are RAG rated Amber. One KPI is below the floor standard and are RAG rated Red.

**Recommendation(s):**

The Growth, Environment and Transport Cabinet Committee is asked to NOTE the Performance Dashboard.

## 1. Introduction

- 1.1. Part of the role of Cabinet Committees is to review the performance of the functions of the Council that fall within the remit of the Committee. To support this role, Performance Dashboards are regularly reported to Cabinet Committees throughout the year. This is the first report to this Committee this year. Previously reports have been received by the Growth, Economic Development and Communities and the Environment and Transport Cabinet Committees.

## 2. Performance Dashboard

- 2.1. The Dashboard provides a progress report on performance against targets for the Key Performance Indicators (KPIs) for 2025/26. The current Growth, Environment and Transport Cabinet Committee Performance Dashboard is attached as Appendix 1.
- 2.2. The current Dashboard provides results up to the end of September/October 2025.

- 2.3. KPIs are presented with RAG (Red/Amber/Green) ratings to show progress against targets. Details of how the ratings are generated are outlined in the Guidance Notes, included with the Dashboard in Appendix 1.
- 2.4. The Dashboard also includes a range of activity indicators which help give context to the KPIs.
- 2.5. The following paragraphs provide additional context to performance levels achieved.

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

- 3.1. Although all the KPIs within the Economy section are on or above target and so RAG rated Green, three of these are now suspended following the closure of Visit Kent and Locate in Kent in September 2025. A new delivery model, with a small in-house team, is being put in place and KPIs will be agreed as soon as possible between KCC, Medway Council and local industry stakeholders.

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

- 4.1 The number of visits to Kent's Libraries continues to increase, rising by 2.6% in Quarter 2 compared to the same period in 2024/25. Visits in Quarter 2 were particularly boosted by the popularity of this year's Summer Reading Challenge, Story Garden. Designed to inspire in children a love of reading, nature, and exploring the great outdoors, the initiative also aimed to keep children reading throughout the summer holiday to ensure they were as ready as possible for school in September. Over 18,000 children across Kent took part in the Challenge, a 6% increase on take up last year, and over 10,000 children completed the Challenge by reading six books and receiving their medal and certificate. This represents a 14% increase on last year's completion rate.
- 4.2 Summer Reading Challenge activities, helped to support an impressive 27% increase in overall event attendance compared with Quarter 2 last year. Children and families came together at free, sustainable events to create colourful decorations for their gardens, plant seeds, make beehives and bird feeders, and learn about nature and the environment. Partners such as Kent's Family Hubs, Community Learning and Skills, Explore Learning and Animate Arts also delivered a multitude of activities in libraries to inspire creativity and support learning.
- 4.3 Physical issues dipped by 0.8% compared to Quarter 2 last year. The success of the Summer Reading Challenge in inspiring children to keep up their reading through the summer resulted in an increase of 2.5% in children's issues in comparison with Quarter 2, 2024/25. After experiencing a technical glitch in Quarter 1, eBook and eAudiobook issues are now back on track, rising by 10% compared with last year. This means that when taking physical and eissues overall, total issues have increased by 1.5% compared with last year.
- 4.4 It was another busy summer for the Ceremonies teams who delivered over 2,800 ceremonies during Quarter 2. While this represents a decrease in ceremonies of 5% on Quarter 2, 2024/25, this is in part due to fewer numbers of citizens being referred by the Home Office, which means that fewer ceremonies are required and equally there is less demand for individual ceremonies.

- 4.5 3,773 death registration appointments were completed, representing an increase of 7% on Quarter 2 last year, equivalent to 242 additional appointments. Birth registrations increased by 1% on Quarter 2, 2024/25. Customer satisfaction with registration reached 97% for Quarter 2, exceeding the service target of 96%.
- 4.6 The Archive Search Room continued to draw in more researchers, recording 96 additional visits compared with Quarter 2 last year, an increase of 14%. With remote enquiries remaining steady, the Archive Team responded to over 2,250 enquiries altogether, over 150 above their quarterly target. The team continue to promote the Kent collection through tours of the Archive, the popular lunchtime talks and a visit for students with special education needs, who participated in a workshop on the second world war.
- 4.7 This quarter culminated with the annual visit of the Assessor for the Customer Service Excellence Award, now held by Kent LRA for 25 years. The Assessor visited 10 libraries, a prison library, Sevenoaks Museum, Kent Archives and Oakwood House, and spoke with teams across the service. Kent LRA retained the Customer Service Excellence standard, and earned an additional Compliance Plus point, recognising outstanding performance and best practice, and bringing LRA's total to 25 Compliance Plus points. This additional point was awarded in recognition of LRA's work with a broad spectrum of demographic groups. In the Assessor's words, he met "lots and lots of fabulous people – the enthusiasm across such a big county is extraordinary. Very, very impressive".

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

- 5.1 The KPIs in this section continue to perform strongly with seven out of eight KPIs exceeding their targets in Quarter 2. The KPI on percentage of priority 1 food, feed and consumer products sample tests reported to clients within five working days, was slightly under target; due to some products still needing to be sent to a partner laboratory for more precise testing which can take longer than the target of five working days.

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

- 6.1 Both KPIs met target for Quarter 2, although for the percentage of the most vulnerable victims of scams recorded on the National Scams Hub supported by Community Protection (CP01), it remains challenging to identify victims, so numbers are low, but when identified, they are supported.

## **7 Growth & Communities – Planning Applications**

- 7.1 Both KPIs under this section continued to meet target.

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

- 8.1 Two of the three KPIs in this section met target. The percentage of public rights of way faults reported online has maintained a performance in the high 80s for some time against a challenging target of 92%; there remain some people who would prefer to use other means to contact the council regarding public rights of way issues, rather than go online.

## 9. Highways & Transport

- 9.1 Four of the seven KPIs in Highways & Transportation achieved target for latest month performance and are RAG rated Green.
- 9.2 The one KPI which is below its floor standard and RAG rated Red is Emergency incidents attended to within 2 hours; this dropped below its floor standard mainly due to adverse weather events in October, including Storm Benjamin.

## 10. Environment & Circular Economy

- 10.1 Six of the seven indicators for Environment and Circular Economy were above target and are RAG rated Green, with one KPI below target but above floor standard and so RAG rated Amber.
- 10.2 The Amber is Municipal waste recycled or composted, which has a challenging target agreed by the Kent Resource Partnership (district councils and KCC); national changes to household recycling from March 2026 are expected to improve rates.

## 11. Recommendation(s):

- 11.1 The Growth, Environment and Transport Cabinet Committee is asked to NOTE the Performance Dashboard

## 12. Contact details

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