

Growth, Economic Development and Communities Performance Dashboard

Financial Year 2019/20

Results up to end of September 2019

Produced by Strategic Commissioning - Performance & Analytics

Publication Date: November 2019

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 (**Yes**) or they could be **Above** or **Below**.

Key Performance Indicators Summary

Economic Development (ED)	YTD RAG
ED05 : Number of homes brought back to market through No Use Empty	GREEN
ED08 : Developer contributions secured against total contributions sought	GREEN
ED10 : Businesses assisted via Kent and Medway Growth Hub contract	AMBER
ED11 : Businesses assisted through intensive support provided via the Growth Hub contract	GREEN

Environment, Planning and Enforcement (EPE)	YTD RAG
DT14 : Percentage of Public Rights of Way (PRoW) faults reported online	RED
EPE04 : Number of businesses supported by EPE services	GREEN
EPE15 : Income generated by EPE charged for services	GREEN
EPE16 : Median number of days to resolve priority faults on the Public Rights of Way network	GREEN
EPE18 : Investment secured by EPE services (Grants / EU funding)	AMBER
EPE19 : Number of volunteer hours contributing to delivery of EPE services	RED

Libraries, Registrations and Archives (LRA)	YTD RAG
LRA06 : Customer satisfaction with Registration Services	*
LRA12 : Customer satisfaction with libraries	*
LRA13 : Customer satisfaction with archives	*
LRA19 : Customer satisfaction with Libraries Direct Services	*
LRA20 : Customer satisfaction with PCs and Wi-Fi	*
LRA15 : Number of customers attending events in libraries and archives	GREEN
LRA17 : Number of volunteer hours adding extra value to the LRA service	GREEN
LRA21 : Percentage of registration appointments available within statutory time targets	GREEN
LRA22: Percentage of total issues as e-issues	AMBER

* Insufficient survey returns to publish results at this point

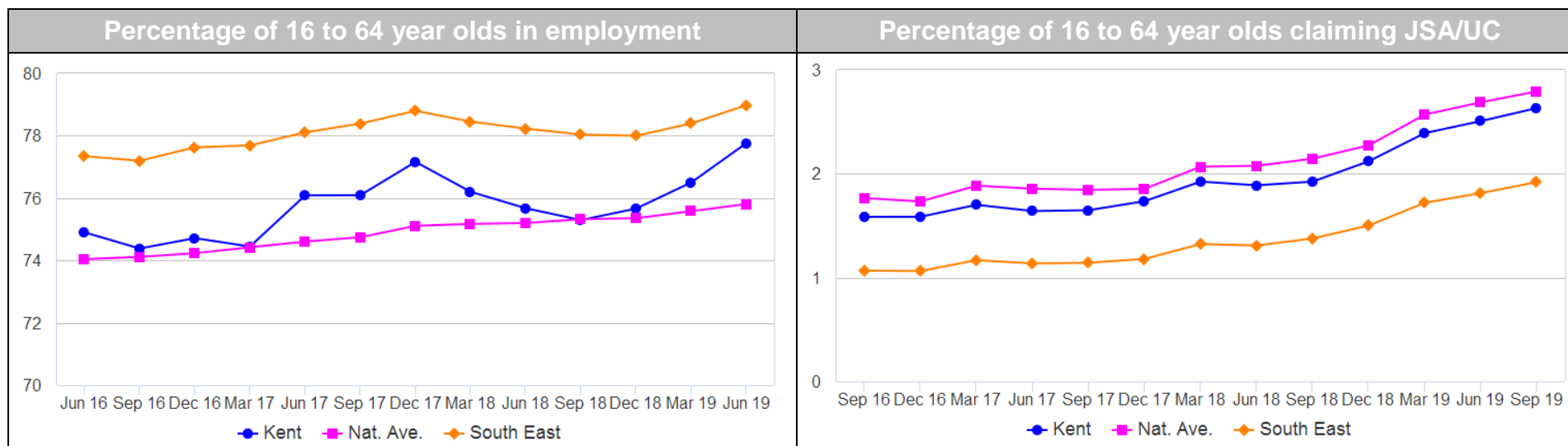
Division	Director	Cabinet Member
Economic Development	David Smith	Mike Whiting

Ref	Performance Indicators	Q2 18/19	Q3 18/19	Q4 18/19	Q1 19/20	Q2 19/20	YTD 19/20	YTD RAG	Target	Floor
ED05	Number of homes brought back to market through No Use Empty	137	95	96	136	138	274	GREEN	200	175
ED08	Developer contributions secured against total contributions sought	99%	99%	99%	100%	100%	100%	GREEN	93%	85%
ED10	Businesses assisted via Kent and Medway Growth Hub contract (cumulative from Nov 18)	n/a	605	1,500	2,148	2,521*	n/a	AMBER	2,750	2,500
ED11	Businesses assisted through intensive support provided via the Growth Hub contract (cumulative from Nov 18)	n/a	23	39	75	135*	n/a	GREEN	30	27

* Data to August 19

ED10 - There is confidence that the numbers of businesses supported will increase and meet target by the end of the year.

Division	Director	Cabinet Member
Economic Development	David Smith	Mike Whiting



The indicators above provide contextual information on the general state of the Kent economy.

The percentage of 16 to 64 year olds in employment is derived from the Annual Population Survey (APS) which is a sample survey. The results of the survey come with statistical confidence intervals, which for Kent are plus or minus 2%. Those not in employment include individuals who are students, looking after family/home, temporary or long-term sick, and retired. The rate has been steadily increasing over the last three years.

The percentage of the population claiming Job Seekers Allowance (JSA) or Universal Credit (UC) required to seek work (the claimant count), is a good proxy measure for unemployment and is a 100% count of claimants. The number of people unemployed, as defined by the International Labour Organisation (ILO) and as estimated by the APS, includes individuals on other benefit types and those not on benefits but seeking work, and this definition results in a higher percentage than the claimant count.

Appendix 1

Service Area	Head of Service	Cabinet Member
Libraries, Registrations and Archives	James Pearson	Mike Hill

Ref	Performance Indicators (Annual)	2016/17	2017/18	2018/19	2019/20	RAG	Target	Floor
LRA06	Customer satisfaction with Registration Services	New Measure			Insufficient survey returns to publish results at this point		96%	90%
LRA12	Customer satisfaction with libraries	95%	97%	92%			90%	85%
LRA13	Customer satisfaction with archives	86%	91%	95%			92%	85%
LRA19	Customer satisfaction with Libraries Direct Services	New Measure					95%	90%
LRA20	Customer satisfaction with PCs and Wi-Fi	New Measure					55%	45%

Service Area	Head of Service	Cabinet Member
Libraries, Registrations and Archives	James Pearson	Mike Hill

Ref	Performance Indicators	Q2 18/19	Q3 18/19	Q4 18/19	Q1 19/20	Q2 19/20	YTD 19/20	YTD RAG	Target	Floor
LRA15	Number of customers attending events in libraries and archives	65,725	55,622	61,655	66,576	73,774	140,350	GREEN	114,000	97,500
LRA17	Number of volunteer hours adding extra value to the LRA service	11,578	11,036	11,538	11,995	11,273	23,268	GREEN	22,500	20,250
LRA21	Percentage of registration appointments available within statutory time targets	96%	98%	99%	97%	95%	96%	GREEN	95%	90%
LRA22	Percentage of total issues as e-issues	New indicator			16%	15%	16%	AMBER	17%	14%

LRA22 - The percentage of total issues as e-issues is expected to grow in Q3 and Q4 (October 2019 to March 2020) when the reduction of library opening hours impacts on the total number of physical issues.

Ref	Activity Indicators	Q2 18/19	Q3 18/19	Q4 18/19	Q1 19/20	Q2 19/20
LRA21b	Number of registration appointments	326	363	399	372	399
LRA22b	Number of issues (000s)	1,327	1,160	1,177	1,153	1,339

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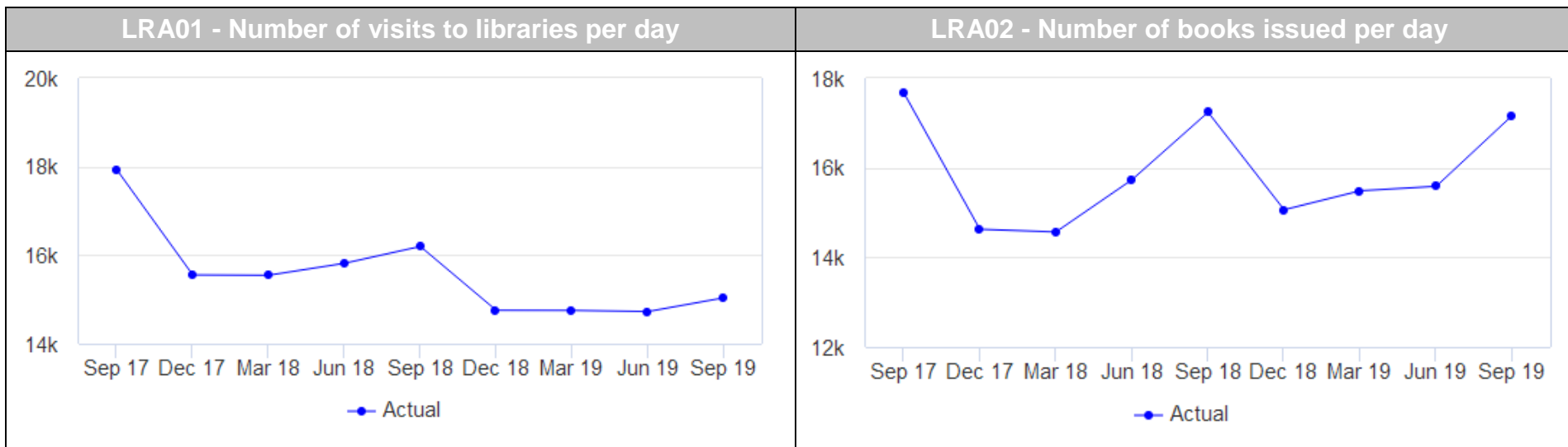
Ref	Activity Indicators	Q2 18/19	Q3 18/19	Q4 18/19	Q1 19/20	Q2 19/20	In expected range?	Expected Activity	
								Upper	Lower
LRA01	Average number of visits to libraries per day (includes mobile libraries)	16,197	14,755	14,752	14,726	15,036	Yes	15,697	14,203
LRA02	Average number of books issued per day (includes audio- and e-books)	17,239	15,062	15,486	15,586	17,168	Yes	18,962	17,154
LRA04	Average number of daily online contacts to Libraries and Registration services	7,406	7,001	7,614	7,009	7,554	Below	8,651	7,827
LRA24	Number of online contacts for Kent archives	62,666	56,314	46,792	74,036	74,239	Above	64,500	58,500
LRA25	Number of archive enquiries answered	New Measure			3,550	3,023	Below	3,900	3,600

LRA04 – Activity on social media pages and visits to web pages have not increased as expected.

LRA24 – Archive enquiries were higher than expected in the last quarter, being 18% higher than the same quarter last year.

LRA25 – Fewer enquiries have been received from Archives customers in this quarter than anticipated.

Service Area	Head of Service	Cabinet Member
Libraries, Registrations and Archives	James Pearson	Mike Hill



Appendix 1

Division	Director	Cabinet Member
Environment, Planning and Enforcement	Katie Stewart	Mike Hill

Ref	Performance Indicators	Q2 18/19	Q3 18/19	Q4 18/19	Q1 19/20	Q2 19/20	YTD 19/20	YTD RAG	Target	Floor
DT14	Percentage of Public Rights of Way (PRoW) faults reported online	63%	66%	67%	68%	69%	69%	RED	85%	75%
EPE04	Number of businesses supported by Trading Standards and the Sustainable Business Team	188	221	184	116	143	259	GREEN	210	189
EPE15	Income generated by EPE charged for services (£000s)	1,266	1,121	1,189	807	986	1,793	GREEN	1,720	1,572
EPE16	Median number of days to resolve priority faults on public rights of way network (rolling 12-month figure)	17	20	28	21	16	n/a	GREEN	24	28
EPE18	Investment secured by EPE services (Grants / EU funding) (£000s)	898	910	2,746	791	656	1,447	AMBER	1,600	1,446
EPE19	Number of volunteer hours contributing to delivery of EPE services	15,330	13,732	13,054	9,966	7,101	17,067	RED	27,330	24,600

DT14 - The target and floor performance figures are ambitious. There has been a steady improvement from 2018-19, with the levels of on-line reporting up. The Service does continue to signpost customers to the on-line reporting system; however, a preference was expressed by those in older age groups for direct reporting by phone. These customers are generally reporting via the Contact Centre.

EPE18 - Much investment depends on European or external funding which comes in at different points of the year, often in Quarter 4.

EPE19 – Quarterly variation is not unexpected, and the data collection process is currently under review to ensure robustness. Certain projects including volunteer work at windmills will report at year end and will boost the figures at this point.

Appendix 1

Service Area	Head of Service	Cabinet Member
Environment, Planning and Enforcement	Katie Stewart	Mike Hill

Ref	Activity Indicators	Previous Year YTD	YTD
EPE02	Value of criminal activity investigated by Trading Standards	£1,171,000	£45,800
EPE03	Value of items prevented from entering or removed from the market by Trading Standards	£234,000	£1,800