

**From:** Derek Murphy, Cabinet Member for Economic Development  
Mike Hill, Cabinet Member for Community and Regulatory Services  
Simon Jones, Corporate Director for Growth, Environment and Transport

**To:** Growth, Economic Development and Communities Cabinet Committee – 28 June 2023

**Subject:** Performance Dashboard

**Classification:** Unrestricted

**Summary:**

The Growth, Economic Development and Communities Performance Dashboard shows the progress of Key Performance Indicators (KPIs) and activity indicators for Quarter 4 of 2022/23.

22 of the 25 KPIs achieved target and are RAG rated Green. Two KPIs were below target but did achieve floor standard and are RAG rated Amber, and one KPI was below floor standard and is RAG rated Red.

**Recommendation(s):**

The Growth, Economic Development and Communities Cabinet Committee is asked to NOTE the performance report for Quarter 4 of 2022/23.

**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 each Cabinet Committee throughout the year, and this is the fourth and final report for the 2022/23 financial year.

**2. Performance Dashboard**

- 2.1. The current Growth, Economic Development and Communities Performance dashboard provides results up to the end of March 2023 and is attached in Appendix 1.
- 2.2. The Dashboard provides a progress report on performance for the Key Performance Indicators (KPIs) for 2022/23. 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 - Business and Enterprise / Developer Investment**

- 3.1. The number of properties brought back to use through No Use Empty (NUE) over the 12 months to March was 418, exceeding target for the third Quarter in a row.
- 3.2. The total amount secured for developer contributions in Quarter 4 was £4.2m (81% of the amount sought), meaning this KPI was below floor target. This was due to two agreements where part-funding from the Community Infrastructure Levy (CIL) has been sought but not yet confirmed.
- 3.3. The target for the number of businesses assisted via the Kent and Medway Growth Hub was exceeded for those provided with both light/medium and intensive support.

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

- 4.1. A constant theme throughout 2022/23 has been the excellent recovery made by all three services following the Covid-19 pandemic.
- 4.2. For libraries, the levels of visitor figures, as a proportion of pre-Covid figures, have continually exceeded national comparators and in February 2023, visits have recovered to 73% of pre-Covid levels, 3% above the average for the national comparator group supplied by Libraries Connected. Visits to Kent Libraries in Quarter 4 have increased by 45% on the previous year. Total issues in this Quarter have increased by 12% on last year, with physical issues increasing by 10% and e-issues by 15%.
- 4.3. Folkestone Library closed from 21 December 2022 due to structural health and safety concerns and remains temporarily closed while funding options are sought for the repairs or a longer-term home is found for the library. Recognising the impact this temporary closure is having, the service has extended library opening at Wood Avenue, Cheriton and Hythe.
- 4.4. The Archive service has seen significant growth during Quarter 4 with over 600 visitors to the Search Room, surpassing the high numbers in the summer period and representing an increase of 52% on the same period in 2021/22. The increased activity within the physical service has not adversely affected the numbers of remote enquiries, which are close to what they were in Quarter 4 last year. The service's lunchtime talks have been a real highlight during the year, with a total of 233 attendances and a further 411 viewers enjoying the recorded talks online.
- 4.5. There has been high demand on the Registrar teams during Quarter 4, with an increase of 24% in death registration appointments in comparison with Quarter 4 last year. Conversely, births have fallen slightly by 5% with 4,226 registrations carried out. The winter ceremonies are now more on a par with pre-pandemic levels, with 685 ceremonies delivered during Quarter 4, including the welcoming of 646 citizens to the UK.

- 4.6. The move of the Maidstone Register Office from Archbishop's Palace to Oakwood House has been completed, with the new venue now fully operational and delivering ceremonies from three beautiful, newly decorated, contemporary ceremony rooms. The building is shared with partners from KCC's Community Learning and Skills and the Coroner's Office.
- 4.7. Customer satisfaction with registration for Quarter 4 was 95%, and the annual target of 95% across the year has also been met.

## **5. Growth & Communities – Other Services**

- 5.1 Most indicators for other services in Growth & Communities have met or exceeded target and are RAG rated Green. Two KPIs failed to meet target but did achieve floor standard, so are RAG rated Amber. The median number of days to resolve priority public right of way faults was Amber in Quarter 3, but reporting has not been possible for Quarter 4 due to a technical issue with the reporting software. The other Amber KPI is the percentage of cases progressed for initial coronial decision within two working days of notification of a death, with some delays being due to the time taken to receive information from the NHS.

### **7. Recommendation(s):**

The Growth, Economic Development and Communities Cabinet Committee is asked to NOTE the performance report for Quarter 4 of 2022/23.

Contact details:

Report Author: Matthew Wagner  
Chief Analyst (interim)  
Chief Executive's Department  
03000 416559  
[Matthew.Wagner@kent.gov.uk](mailto:Matthew.Wagner@kent.gov.uk)

Relevant Director: Simon Jones  
Corporate Director Growth, Environment and Transport  
03000 411683  
[Simon.Jones@kent.gov.uk](mailto:Simon.Jones@kent.gov.uk)