

Growth, Economic Development and Communities Performance Dashboard

Financial Year 2022/23

Results up to end of March 2023

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

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

Growth & Communities - Libraries, Registrations and Archives (LRA)	RAG
LRA06 : Customer satisfaction with Registration Services	GREEN
LRA15: Total number of customers attending events in Libraries and Archives	GREEN
LRA17: Number of volunteer hours adding extra value to the LRA service	GREEN
LRA26: Total number of people given advice and support through the Business and Intellectual Property Centre (BIPC)	GREEN
LRA12 : Customer satisfaction with libraries	GREEN
LRA13 : Customer satisfaction with archives	GREEN
LRA19 : Customer satisfaction with Libraries Direct Services	GREEN
LRA21 : Percentage of registration appointments available within statutory time targets	GREEN

Growth & Communities – Other Services	RAG
DT14: Percentage of Public Rights of Way (PRoW) faults reported online	GREEN
EPE16: Median number of days to resolve priority faults on public rights of way network (rolling 12-month figure)	AMBER*
CST01: Percentage of local actions from completed Domestic Homicide Reviews implemented by target date.	GREEN
CST02: % of Lessons Learnt Domestic Homicide Review attendees rating the event as very good or excellent	GREEN
COR01: Percentage of cases progressed for initial coronial decision within 2 working days of notification of a	AMBER
KCP01 : Kent Country Parks aggregate average star ratings from Google, Trip Advisor and Facebook	GREEN
KSS01: Number of work experience hours of science, technology, engineering and mathematics (STEM)	GREEN
PAG01: Percentage of planning applications determined to meet MHCLG performance standards	GREEN
PP01: % of the most vulnerable victims of scams recorded on the National Scams Hub supported by Public	GREEN
PP02: % of trader applications to Public Protection's 'Trading Stds Checked' scheme processed within 10 days	GREEN
SPA03: % of schools with a high proportion of pupils eligible for free school meals engaging with the Kent	GREEN
SPA04: Number of people attending and engaging with training and learning opportunities facilitated by Kent Sport	GREEN
TS04: Percentage of businesses rating Trading Standards advice as Very Good or Excellent	GREEN

* Quarter 3 result, no result available for Quarter 4 (see report for further detail).

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

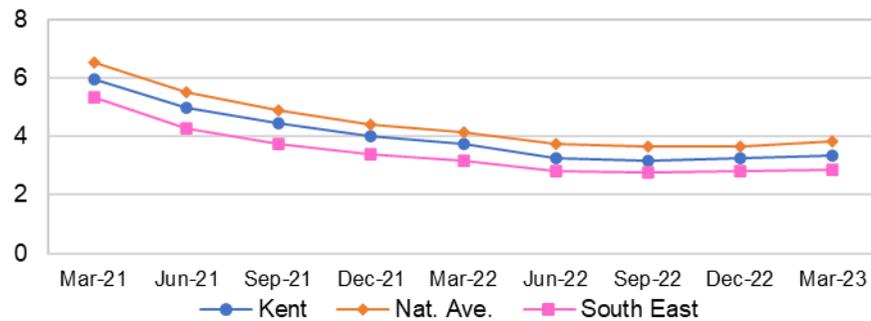
Ref	Performance Indicators – Economic Development	Mar-22 (Q4)	Jun-22 (Q1)	Sep-22 (Q2)	Dec-22 (Q3)	Mar-23 (Q4)	RAG	Target	Floor
ED05	Number of homes brought back to market through No Use Empty (rolling 12 months)	428	350	445	420	418	GREEN	400	350
ED08	Developer contributions secured against total contributions sought	65%	99%	100%	99.9%	81%	RED	98%	85%
ED10	Businesses assisted via Kent and Medway Growth Hub contract (Year to Date)	1,654	381	884	1,326	1,722	GREEN	1,370	1,230
ED11	Businesses assisted through intensive support provided via the Growth Hub contract (Year to Date)	189	14	36	86	140	GREEN	135	120

ED08 - In Quarter 4, sixteen Section 106 (S106) agreements were completed and a total of £4.24m was secured, which was 100% of the S106 contributions. However, two of the agreements were part Community Infrastructure Levy (CIL) funded and it is not yet confirmed that we will receive these funds, meaning the total secured for Quarter 4 was only 81% of the amount sought.

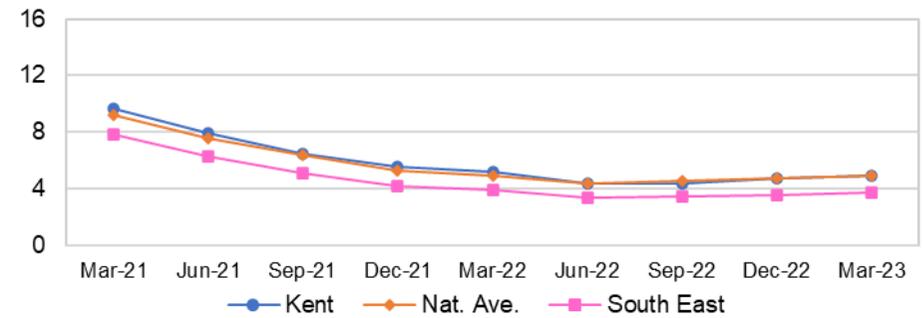
Ref	Activity Indicator	Mar-22 (Q4)	Jun-22 (Q1)	Sep-22 (Q2)	Dec-22 (Q3)	Mar-23 (Q4)	YTD 22/23	YTD 21/22
ED08a	Developer contributions secured (£000s)	9,395	6,342	9,339	1,349	4,246	21,276	46,283

ED08a – The lower figure compared to last year is likely a combination of factors, including fewer agreements (49 this year compared to 69 last year) and fewer large projects. In 2023/24 at least two large agreements are expected which should see an increase on contributions compared to 2022/23.

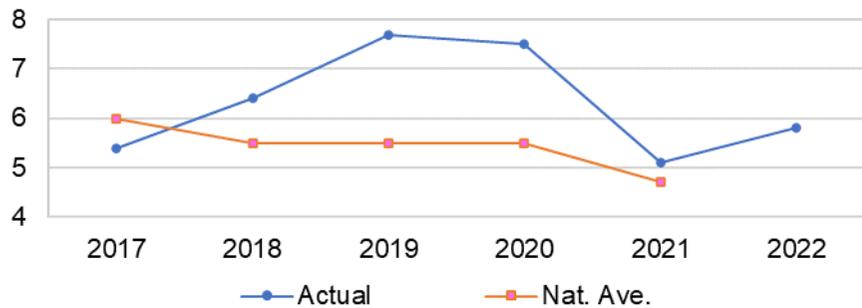
Percentage of 16 to 64 year olds claiming JSA/UC



Percentage of 18 to 24 year olds claiming UC

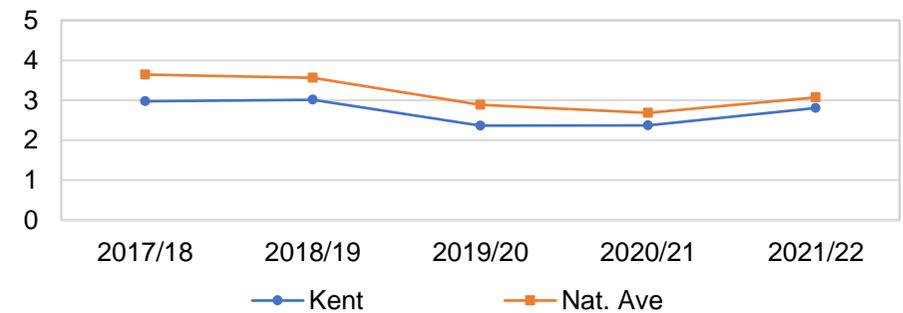


Percentage of 16 to 17 year olds who are NEET



The graph above shows the December to February average (Dec 2022 to Feb 2022 being the latest data for Kent). NEET data is subject to a high degree of seasonal variation and so caution must be exercised when attempting to determine trends over other time periods. National data for 2022 will be available later in the year.

Percentage of 16-24 year olds starting an apprenticeship



Graph above relates to Academic year.

Appendix 1

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Growth & Communities	Stephanie Holt-Castle	Mike Hill

Quarterly KPIs

Ref	Performance Indicators – Libraries, Registration and Archives (LRA)	Mar-22 (Q4)	Jun-22 (Q1)	Sep-22 (Q2)	Dec-22 (Q3)	Mar-23 (Q4)	RAG	Target	Floor
LRA06	Customer satisfaction with Registration Services	96%	94%	95%	94%	95%	GREEN	95%	90%
LRA15	Total number of customers attending events in Libraries and Archives	21,638	30,703	41,829	31,622	44,272	GREEN	27,000	24,400
LRA17	Number of volunteer hours adding extra value to the LRA service	3,351	5,382	5,407	5,717	6,320	GREEN	5,300	4,800
LRA26	Total number of people given advice and support through the Business and Intellectual Property Centre (BIPC)	*	19	17	25	22	GREEN	18	15

* New indicator in 2022/23

Quarter 4: LRA06 – 1,083 customers were surveyed, 1,028 were satisfied.

Annual KPIs

Ref	Performance Indicators – Libraries, Registration and Archives (LRA)	2018/19	2019/20	2020/21	2021/22	2022/23	RAG	Target 2022/23	Floor 2022/23
LRA12	Customer satisfaction with libraries	92%	94%	83%	94%	94%	GREEN	90%	80%
LRA13	Customer satisfaction with archives	95%	96%	No Survey	97%	98%	GREEN	96%	90%
LRA19	Customer satisfaction with Libraries Direct Services	**	97%	99.8%	98%	97%	GREEN	95%	93%
LRA21	Percentage of registration appointments available within statutory time targets	97%	93%	100%	100%	100%	GREEN	100%	93%

** New indicator in 2019/20

Quarter 4: LRA12 – 5,974 customers surveyed, 5,642 satisfied; LRA13 – 108 surveyed, 106 satisfied; LRA19 – 1,105 surveyed, 1,044 satisfied; LRA21 – 34,834 appointments.

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Ref	Activity Indicators (Quarterly totals)	Mar-22 (Q4)	Jun-22 (Q1)	Sep-22 (Q2)	Dec-22 (Q3)	Mar-23 (Q4)	Value vs Expected	Expected Activity	
								Upper	Lower
LRA01	Number of visits to libraries (including mobiles) (000s)	531	613	748	696	771	Above	561	508
LRA02	Total number of books issued (includes audio- and e-books) (000s)	1,192	1,182	1,425	1,293	1,331	Above	1,300	1,200
LRA05	Number of online contacts to Libraries and Registration services (000s)	*	390	347	289	269	Below	348	314
LRA27	Number of online contacts for Kent archives (000s)		25	20	19	22	Below	25	23
LRA25	Number of archive enquiries answered	2,123	1,948	2,221	1,859	2,479	Above	2,200	2,000

* New indicators in 2022/23

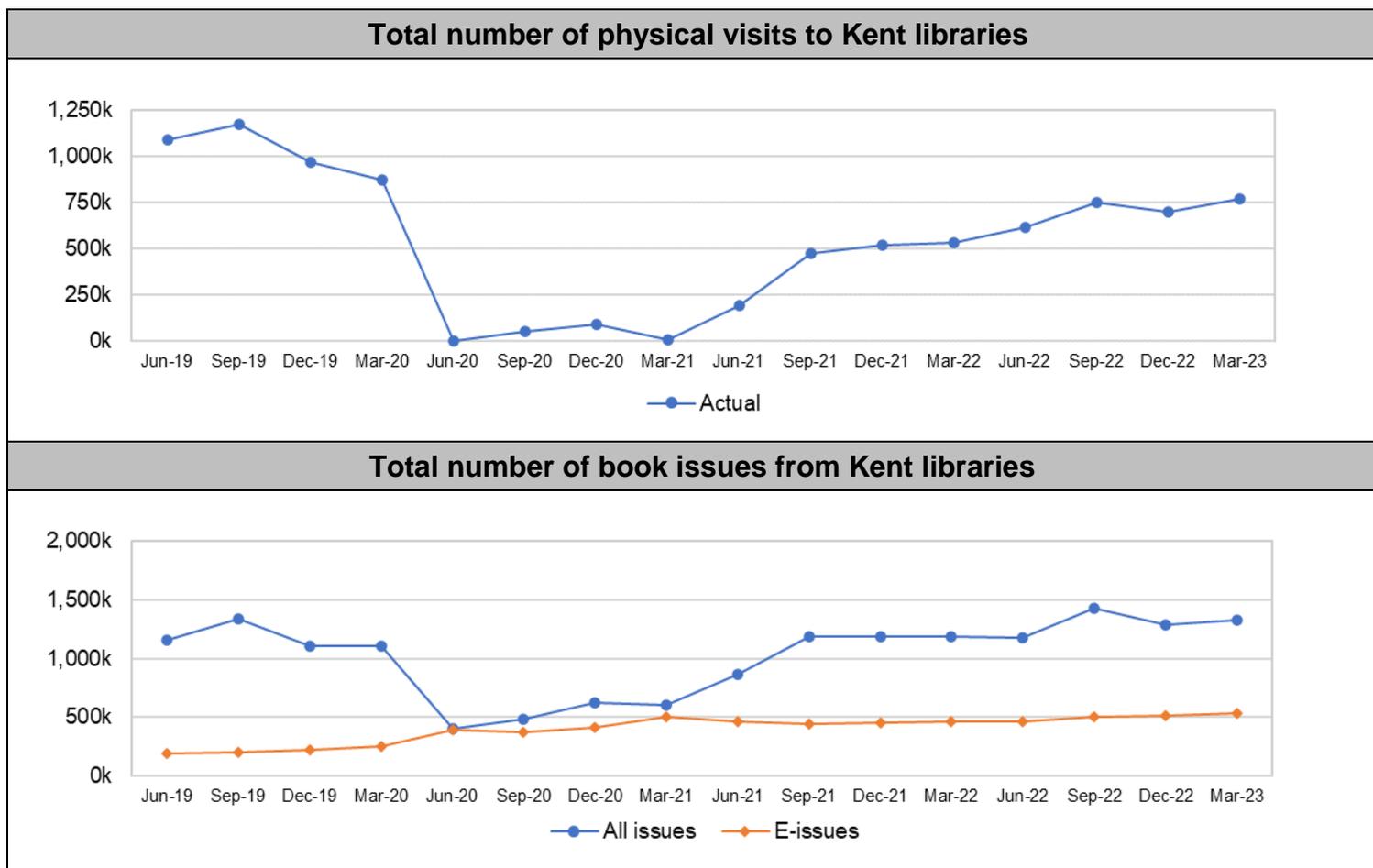
LRA01 – The latest report from Libraries Connected shows that footfall nationally in February remained around 70% of pre-Covid levels, whereas in Kent Libraries it has risen to 73%. This reflects the continued work to promote libraries as warm, free spaces, and to re-establish events and activities back to the full programme that existed prior to the Covid pandemic.

LRA02 – The number of items issued was 2% higher than expected, with e-issues continuing to increase and up by 15% on the same period last year, while physical issues have also increased and are 10% higher than for the same period last year. This reflects a shift in borrowing habits, particularly among adults, from physical issues to the e-library, with e-issues forming 40% of all issues, whereas in Quarter 4, 2019/20 they formed 23% of all issues.

LRA05 – The drop in online contacts for Libraries and Registration can mostly be attributed to one of our online resources, the British Newspaper Archive (BNA). In Quarter 1 we reported unprecedented usage of this resource, with over 62,000 “sessions” logged, a huge increase on the average quarterly usage of around 1,000 sessions. This heavy usage continued throughout the year and was factored into the forecasting for online contacts. From January 2023 usage of the BNA site dropped back to the normal levels, which resulted in the online resource figure coming in at 74% below the forecast figure, and consequently impacting the overall online contact numbers significantly. The decrease was too large to be mitigated by the increase of 14% in online enquiries and 76% in Facebook engagements.

LRA27 – As reported for Quarter 3, use of the kentarchive.org website remains below the expected level as regular researchers, now accustomed to the website, save their searches and use the PDF guides provided by the Archive Team, resulting in less navigation around the site. Social media engagements have decreased possibly due to reduced staff capacity to maintain these platforms as the physical service becomes increasingly busier.

LRA25 - As mentioned above, archive enquiries have been increasing significantly as customers return to the Search Room to consult the collection in person. Bookings for the Search Room increased by 39% on Quarter 3. This has not, however, had a negative impact on remote enquiries which have increased by 32%.



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Ref	Performance Indicators - other services	Mar-22 (Q4)	Jun-22 (Q1)	Sep-22 (Q2)	Dec-22 (Q3)	Mar-23 (Q4)	YTD 22/23	YTD RAG	Target	Floor
DT14	Percentage of Public Rights of Way (PRoW) faults reported online	91%	93%	93%	94%	89%	92%	GREEN	90%	80%
EPE16	Median number of days to resolve priority faults on public rights of way network (rolling 12-month figure)	22	24	23	25	See note	*	AMBER	20	25
CST01	Percentage of local actions from completed Domestic Homicide Reviews implemented by target date.	100%	82%	75%	83%	95%	87%	GREEN	70%	63%
CST02	Percentage of Lessons Learnt Domestic Homicide Review (DHR) Seminar attendees rating the event as Very Good or Excellent.	84%	77%	94%	86%	**	88%	GREEN	85%	76.5%
COR01	Percentage of cases progressed for initial coronial decision within 2 working days of notification of a death.	80%	75%	75%	72%	66%	72%	AMBER	83%	72%

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

** No seminars held this Quarter

Quarter 4: DT14 – 1,187 faults reported, 1,054 were online; CST01 – 43 reviews, 41 completed by target date. COR01 – 608 cases, 470 progressed within 2 working days.

EPE16 – The median number of days was at floor level for the last reported period (December 2022), but a technical issue which arose in Quarter 4 (March 2022) has meant a further update is not possible at the time of reporting. The service is working with the software provider to resolve this, and reporting is expected to recommence in Quarter 1, 2023/24.

COR01 – The coroner service is reliant on information from the NHS particularly in order to progress cases and while the NHS continues to be under pressure, the information is not always provided as quickly as we require in order to progress cases in an optimal time frame. This has been exacerbated by the recent and current NHS and doctors strikes and the piloting of the Medical Examiner system by the NHS.

Appendix 1

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Ref	Performance Indicators - other services	Mar-22 (Q4)	Jun-22 (Q1)	Sep-22 (Q2)	Dec-22 (Q3)	Mar-23 (Q4)	YTD 22/23	YTD RAG	Target	Floor
KCP01	Kent Country Parks aggregate average star ratings from Google, Trip Advisor and Facebook	4.6	4.6	4.6	4.6	4.5	4.6	GREEN	4.6	4.0
KSS01	Number of work experience hours of science, technology, engineering and mathematics (STEM) delivered by Kent Scientific Services (KSS) for Kent students in the 16-24 age range.	*	*	185	148	0	333	GREEN	300	270
PAG01	Percentage of planning applications determined to meet MHCLG performance standards	100%	100%	100%	100%	100%	100%	GREEN	100%	81%
PP01	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%
PP02	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%	81%

* KSS did not support work experience in 2021/22 academic year (Sept 2021 – Jul 2022) due to Covid

Quarter 4: PAG01 – 60 planning applications; PP01 – 29 victims supported; PP02 – 38 trader applications processed.

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Ref	Performance Indicators - other services	Mar-22 (Q4)	Jun-22 (Q1)	Sep-22 (Q2)	Dec-22 (Q3)	Mar-23 (Q4)	YTD 22/23	YTD RAG	Target	Floor
SPA03	Percentage of schools with a high proportion of pupils eligible for free school meals engaging with the Kent School Games	*	55%	55%	54%	55%	55%	GREEN	25%	22.5%
SPA04	Number of people attending and engaging with training and learning opportunities facilitated by Kent Sport		316	580	163	153	1,212	GREEN	500	400
TS04	Percentage of businesses rating Trading Standards advice (Primary Authority and Pay as You Go) as Very Good or Excellent	100%	100%	100%	100%	92%	94%	GREEN	90%	82%

* New Indicator in 2022/23

Quarter 4: SPA03 – 41 schools with high proportion of pupils eligible for free school meals engaged with Kent school games; TS04 – 12 businesses rating trading standards advice as very good or excellent, 13 businesses gave a rating.