

Growth, Economic Development and Communities Performance Dashboard

Financial Year 2023/24

Results up to end of December 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

| Economy | RAG |
|--|-------|
| ED05: Number of homes brought back to market through No Use Empty | GREEN |
| ED10: Businesses assisted via Kent and Medway Growth Hub contract | GREEN |
| ED11: Businesses assisted through intensive support provided via the Growth Hub contract | GREEN |

| 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 |
| LRA12: Customer satisfaction with libraries | GREEN |
| LRA13: Customer satisfaction with archives | GREEN |

| Strategic Development and Place | RAG |
|--|-------|
| ED08: Developer contributions secured against total contributions sought | AMBER |
| DT14: Percentage of Public Rights of Way (PRoW) faults reported online | AMBER |

| Strategic Development and Place (continued) | RAG |
|--|-------|
| EPE16: Median number of days to resolve priority faults on public rights of way network (rolling 12-month figure) | GREEN |
| 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 | AMBER |
| CST03: Percentage of service users who report feeling safer due to warden support | GREEN |
| COR01: Percentage of cases progressed for initial coronial decision within 2 working days of notification of a death | 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 DLUHC performance standards | GREEN |
| PP01: Percentage of the most vulnerable victims of scams recorded on the National Scams Hub supported by Public Protection | GREEN |
| PP02: Percentage of trader applications to Public Protection's 'Trading Standards Checked' scheme processed within 10 working days | GREEN |
| AKM01: % of schools with highest numbers of children eligible for free school meals engaging with the Kent School Games | AMBER |
| AKM02: Number of people attending and engaging with training and learning opportunities facilitated by Active Kent & Medway | GREEN |
| TS04: Percentage of businesses rating Trading Standards advice (Primary Authority and Pay as You Go) as Very Good or Excellent | GREEN |

Appendix 1

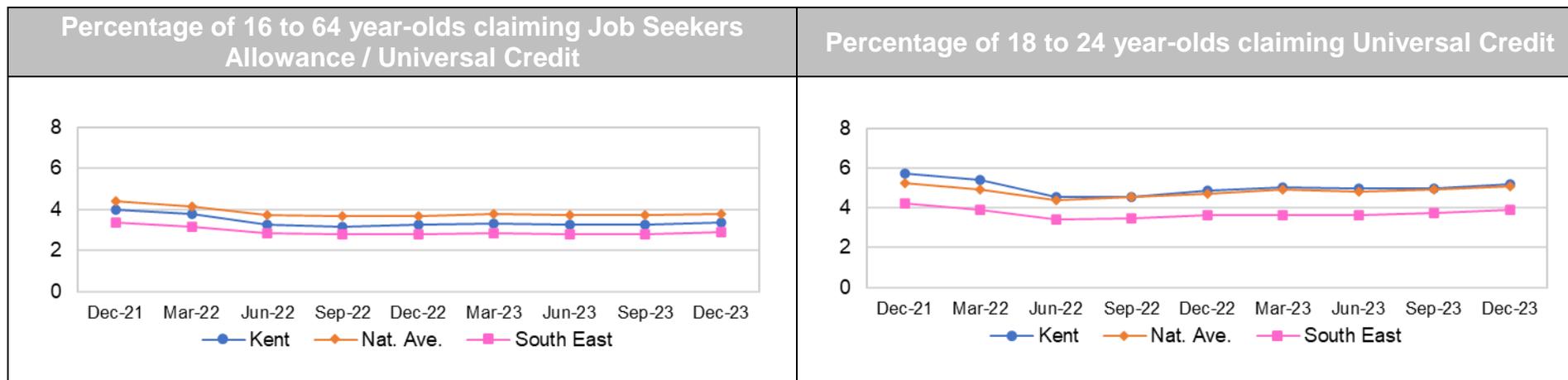
| Division | Director | Cabinet Member |
|--------------------------------|-----------------------|----------------|
| Growth & Communities - Economy | Stephanie Holt-Castle | Derek Murphy |

| Ref | Performance Indicators | Dec-22 (Q3) | Mar-23 (Q4) | Jun-23 (Q1) | Sep-23 (Q2) | Dec-23 (Q3) | RAG | Target | Floor |
|------|---|----------------|----------------|----------------|----------------|----------------|-------|--------|-------|
| ED05 | Number of homes brought back to market through No Use Empty (rolling 12 months) | 420 | 418 | 388 | 395 | 509 | GREEN | 400 | 350 |
| ED10 | Businesses assisted via Kent and Medway Growth Hub contract (Year to Date) | 1,326 | 1,722 | 261 | 552* | 783 | GREEN | 512 | 461 |
| ED11 | Businesses assisted through intensive support provided via the Growth Hub contract (Year to Date) | 86 | 140 | 30 | 65* | 104 | GREEN | 51 | 45 |

* These figures differ from those previous reported for Quarter 2, following the discovery of a calculation error for that Quarter.

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|--------------------------------|-----------------------|----------------|
| Growth & Communities - Economy | Stephanie Holt-Castle | Derek Murphy |

Context indicators



| Division | Director | Cabinet Member |
|---|------------------------------|-------------------|
| Growth & Communities – Libraries, Registrations and Archives | Stephanie Holt-Castle | Clair Bell |

Quarterly KPIs

| Ref | Performance Indicators | Dec-22 (Q3) | Mar-23 (Q4) | Jun-23 (Q1) | Sep-23 (Q2) | Dec-23 (Q3) | RAG | Target | Floor |
|-------|--|-------------|-------------|-------------|-------------|---------------|--------------|--------|--------|
| LRA06 | Customer satisfaction with Registration Services | 94% | 95% | 95% | 94% | 99% | GREEN | 95% | 90% |
| LRA15 | Total number of customers attending events in Libraries and Archives | 31,622 | 44,272 | 41,969 | 53,015 | 42,341 | GREEN | 37,000 | 33,400 |

Dec-23 (Q3): LRA06 – 87 customers were surveyed, 86 were satisfied.

The numbers surveyed for Quarter 3 are lower than usual because this only includes responses for Citizenship ceremonies. There have been issues with the new registration booking system, which meant customer email addresses for sending out the birth, death and ceremony surveys were not available this Quarter. However, because Citizenship customer email addresses are received manually, it was possible to send out surveys to these customers.

Annual KPIs

| Ref | Performance Indicators | 2019/20 | 2020/21 | 2021/22 | 2022/23 | 2023/24 | RAG | Target 2023/24 | Floor 2023/24 |
|-------|--------------------------------------|---------|-----------|---------|------------|-------------|--------------|----------------|---------------|
| LRA12 | Customer satisfaction with libraries | 94% | 83% | 94% | 94% | TBC | GREEN | 90% | 85% |
| LRA13 | Customer satisfaction with archives | 96% | No Survey | 97% | 98% | 100% | GREEN | 95% | 90% |

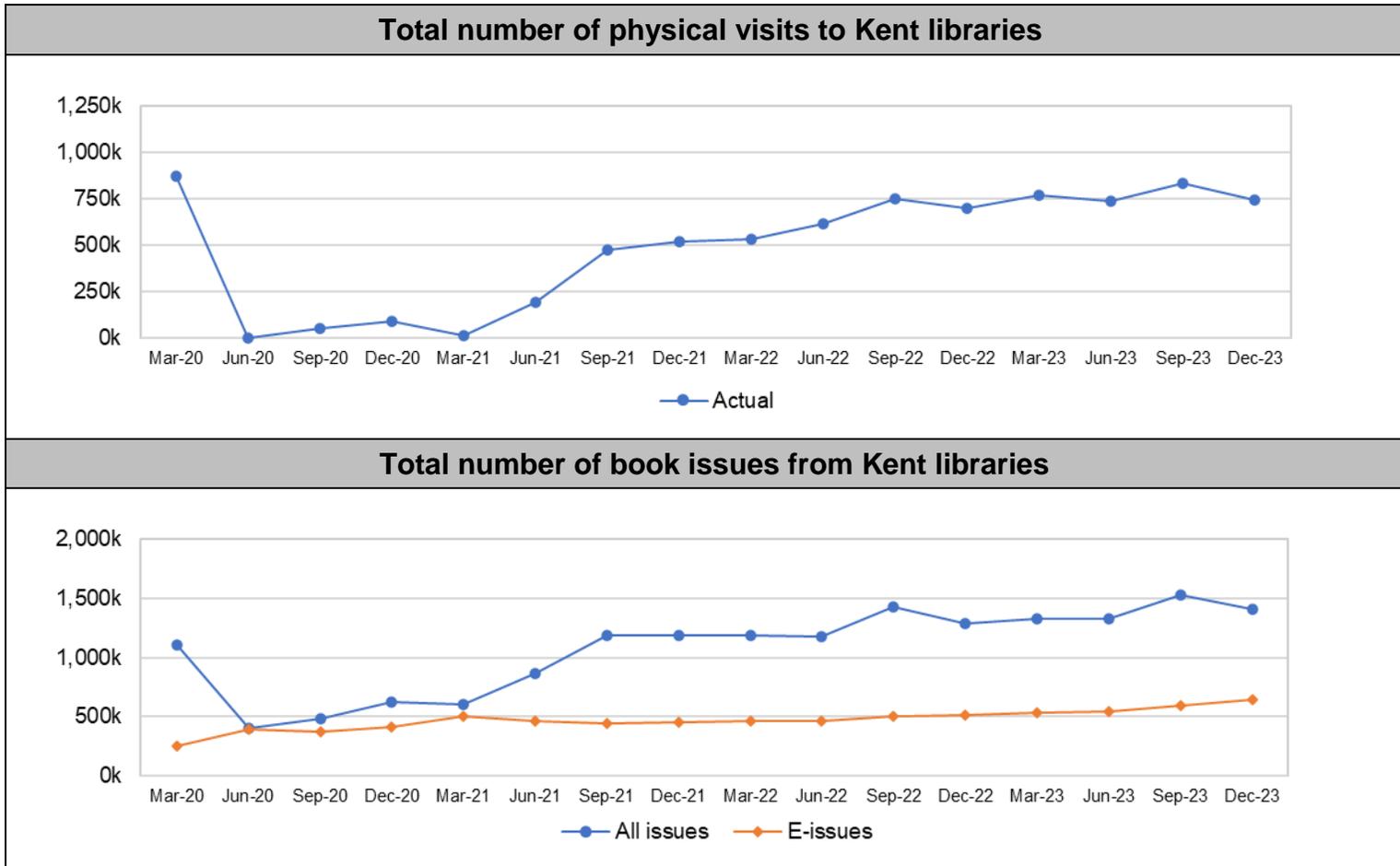
2022/23: LRA12 – 5,974 customers surveyed, 5,642 satisfied; 2023/24: LRA13 – 81 surveyed, 81 satisfied.

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| Ref | Activity Indicators (Quarterly totals) | Dec-22 (Q3) | Mar-23 (Q4) | Jun-23 (Q1) | Sep-23 (Q2) | Dec-23 (Q3) | Value vs Expected | Expected Activity | |
|-------|---|----------------|----------------|----------------|----------------|----------------|----------------------|----------------------|-------|
| | | | | | | | | Upper | Lower |
| LRA01 | Number of visits to libraries (including mobiles) (000s) | 696 | 771 | 736 | 831 | 740 | In line | 745 | 674 |
| LRA02 | Total number of books issued (includes audio- and e-books) (000s) | 1,293 | 1,331 | 1,324 | 1,532 | 1,407 | Higher | 1,402 | 1,268 |
| LRA25 | Number of archive enquiries answered | 1,859 | 2,479 | 1,915 | 2,398 | 2,198 | Higher | 1,980 | 1,790 |

LRA02 - Physical issues have decreased slightly by 2% on Quarter 3 last year, but e-issues continue to increase significantly, with a 25% increase over the same period, resulting in a 9% increase overall for total issues. This is due to the continuing uptake of e-books e-audiobooks, e- magazines and e-newspapers.

LRA25 - Traditionally LRA services experience a dip during Quarter 3 which is our quietest period of the year, and this is factored into our forecasting. Positively, Archive services maintained their momentum after an exceptionally busy summer, with an increase of 38% in Search Room (physical) enquiries. We would expect to see remote enquiries decreasing as more customers return to the physical service, but in fact these have increased by 11% on the same period last year. This highlights how people are increasingly engaging with our Archive service and the level of interest in Kent history.



Appendix 1

| Division | Director | Cabinet Member |
|---|------------------------------|-------------------|
| Growth & Communities – Strategic Development and Place | Stephanie Holt-Castle | Clair Bell |

| Ref | Performance Indicators | Dec-22 (Q3) | Mar-23 (Q4) | Jun-23 (Q1) | Sep-23 (Q2) | Dec-23 (Q3) | YTD 23/24 | YTD RAG | Target | Floor |
|-------|---|----------------|----------------|----------------|----------------|----------------|--------------|------------|--------|-------|
| ED08 | Developer contributions secured against total contributions sought | 99.9% | 81% | 99.7% | 99.6% | 87.4% | 95.2% | AMBER | 98% | 85% |
| DT14 | Percentage of Public Rights of Way (PRoW) faults reported online | 94% | 89% | 87% | 87% | 89% | 88% | AMBER | 90% | 80% |
| EPE16 | Median number of days to resolve priority faults on public rights of way network (rolling 12-month figure) | 25 | * | 30 | 26 | 20 | ** | GREEN | 20 | 25 |
| CST01 | Percentage of local actions from completed Domestic Homicide Reviews implemented by target date. | 83% | 95% | 85% | 95% | 91% | 91% | GREEN | 70% | 63% |
| CST02 | Percentage of Lessons Learnt Domestic Homicide Review (DHR) Seminar attendees rating the event as Very Good or Excellent. | 86% | *** | *** | 79% | 84% | 80% | AMBER | 85% | 76.5% |
| CST03 | Percentage of service users who report feeling safer due to warden support | New indicator | | 67% | 73% | 75% | 71% | GREEN | 70% | 65% |

* No data available due to a software issue

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

*** No seminars were held.

Dec-23 (Q3): ED08 - £30.5m secured; DT14 – 1,145 faults reported, 1,019 were online; EPE16 – 58 priority faults resolved; CST01 – 58 actions, 53 completed by target date; CST02 – 19 reviews, 16 were very good or excellent; CST03 – 147 service users were surveyed, 110 service users reported feeling safer.

ED08 - The KPI figure is slightly down due to viability issues at the Nicholls Quarry application in Hythe. For this application, the education contribution requests are subject to a viability review mechanism and as such are not recorded as being secured.

DT14 – The 90% target is challenging and performance remains close but not meeting target. When an issue is perceived as urgent (such as those relating to flooding, winter storms and tree damage) there is a greater likelihood of this being reported through a phone call, perhaps due to the reassurance of talking to a person.

CST02 – Although the target was missed for those rating the seminars as very good or excellent, if those who rated it as good are also included then the percentage increases to 96%, showing a high level of satisfaction overall.

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| Ref | Performance Indicators | Dec-22 (Q3) | Mar-23 (Q4) | Jun-23 (Q1) | Sep-23 (Q2) | Dec-23 (Q3) | YTD 23/24 | YTD RAG | Target | Floor |
|-------|--|-------------|-------------|-------------|-------------|-------------|-----------|---------|--------|-------|
| COR01 | Percentage of cases progressed for initial coronial decision within 2 working days of notification of a death. | 72% | 66% | 78% | 73% | 78% | 76% | AMBER | 83% | 72% |
| KCP01 | Kent Country Parks aggregate average star ratings from Google, Trip Advisor and Facebook | 4.6 | 4.5 | 4.6 | 4.6 | 4.6 | 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. | 148 | 0 | 214 | 45 | 370 | 629 | GREEN | 225 | 203 |
| PAG01 | Percentage of planning applications determined to meet DLUHC 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% | GREEN | 90% | 80% |

* No return for this Quarter due to a reduction in referrals of people who have been scammed.

Dec-23 (Q3): COR01 – 1,502 cases, 1,170 progressed within 2 working days; PAG01 – 38 planning applications, all of which met DLUHC performance standard.

COR01 – The coroner service is reliant on information from the NHS particularly to progress cases and while the NHS continues to be under pressure, the information is not always provided quickly enough to meet the 2-day target. This has been exacerbated by the recent and current NHS and doctors strikes and the piloting of the Medical Examiner system by the NHS. The Coroner Service has been experiencing winter pressures earlier this year which has been exacerbated by extended staff absences and staff vacancies for which we are currently recruiting for.

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|-------|---|-------------|-------------|-------------|-------------|-------------|-----------|---------|--------|-------|
| 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% |
| AKM01 | Percentage of schools with the highest numbers of children eligible for free school meals engaging with the Kent School Games | 54% | 55% | 42% | 48% | 45% | 45% | AMBER | 55% | 45% |
| AKM02 | Number of people attending and engaging with training and learning opportunities facilitated by Active Kent & Medway | 163 | 153 | 306 | 361 | 211 | 878 | GREEN | 750 | 675 |
| TS04 | Percentage of businesses rating Trading Standards advice (Primary Authority and Pay as You Go) as Very Good or Excellent | 100% | 92% | 100% | 100% | 100% | 100% | GREEN | 90% | 82% |

Dec-23 (Q3): PP01 – 33 people supported. PP02 – 81 trader applications processed; AKM01 – 17 schools with high proportion of pupils eligible for free school meals engaged with Kent school games; TS04 – 12 out of 12 businesses have rated trading standards advice as very good or excellent since the start of the year.

AKM01 – Schools with the highest numbers of children eligible for free school meals are the target audience for invites to Kent School Games events. These schools are the hardest to engage and have additional challenges that can prevent them from participating, including pressures on staffing numbers and transport costs. To ensure that events can still go ahead if numbers are low, invites are extended wider to other schools (who sit outside of the top 30% of schools where pupils are eligible for free school meals) but they are asked to target their least active pupils and those eligible for free school meals; these schools are not included in the KPI calculation.