

**From:** Derek Murphy, Cabinet Member for Economic Development  
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**To:** Growth, Economic Development and Communities Cabinet Committee – 22 January 2025

**Subject:** Performance Dashboard

**Classification:** Unrestricted

**Summary:**

The Growth, Economic Development and Communities Performance Dashboard shows the performance of Key Performance Indicators (KPIs) and activity indicators for Quarter 2 of 2024/25.

16 of the 22 KPIs reported this Quarter achieved target and are RAG rated Green. Three KPIs were below target but did achieve floor standard and are RAG rated Amber. Three KPIs are below floor standard and are RAG rated Red. Three new KPIs for 2024/25 are not reported within the dashboard as confirmation of funding for these has only recently been received.

**Recommendation(s):**

The Growth, Economic Development and Communities Cabinet Committee is asked to NOTE the performance report for Quarter 2 of 2024/25.

**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 second report for the 2024/25 financial year.

**2. Performance Dashboard**

- 2.1. The current Growth, Economic Development and Communities Performance dashboard provides results up to the end of September 2024 and is attached in Appendix 1.
- 2.2. The Dashboard provides a progress report on performance for the Key Performance Indicators (KPIs) for 2024/25 which were presented to Committee in May 2024. 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 - Economy**

- 3.1. The number of properties brought back to use through No Use Empty (NUE) over the 12 months to September 2024 was 493, marking the fourth consecutive quarter where performance has been above target. The target for the number of businesses assisted via the Kent and Medway Growth Hub was exceeded for both those provided with light/medium support and those receiving intensive support.

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

- 4.1 There were over 861,500 visits to Kent Libraries during Quarter 2, which is a 3% increase on the same quarter last year. Over 18,400 children took part in this year's Marvellous Makers Summer Reading Challenge, and although this was fewer than last year, more than 9,200 children completed the Challenge by reading six books during the summer holidays to maintain their reading levels ready for their return to school in September. Just under 300 events and activities linking in with the Challenge took place across Kent's Libraries.
- 4.2 Issues, including prison issues, eBook and eAudio have decreased by 2% on the same quarter last year. This breaks down into a 5% decrease in physical issues, but a 10% increase in eBook and eAudio issues as the popularity of these formats continues to rise.
- 4.3 Quarter 2 is the busiest period for the Ceremonies teams, and this year was no exception with a 3% increase in ceremonies on the same period in 2023/24 with 2,983 ceremonies completed. The number of marriage and civil partnership ceremonies have risen by 1% on the same quarter last year, while an increase of 63% in the number of citizens being welcomed as British citizens at both Oakwood House and Danson House reflects the growth in demand for not only the group sessions but the increasingly popular individual ceremonies.
- 4.4 While the number of death registration appointments has decreased by 5% on the same quarter last year, births have increased by 3% with a total of 4,327 appointments delivered during Quarter 2. Customer satisfaction with the Registration Service during this quarter was 96%.
- 4.5 After an extremely busy Quarter 1, the Archive service experienced a quieter period in Quarter 2, with a 14% decrease on visitors to the Search Room on the same period last year, and a 7% decrease in remote enquiries. Although this is being investigated, there is no obvious reason for this drop.
- 4.6 At the end of September Kent LRA underwent the annual assessment for the Customer Service Excellence award, and was again successful in achieving this award, being fully compliant in all the required criteria and maintaining 24 Compliance Plus points which indicate a recognition of best practice. The Assessor was particularly impressed with the longevity of staff working within the service, and the creativity, dedication and local knowledge to ensure services were tailored to the local communities they serve.

## 5. Growth & Communities – Strategic Development and Place

- 5.1 For Quarter 2, section 106 developer contributions secured against contributions sought (DC08) failed to meet target and was RAG rated Amber; this was largely due to viability issues at one site in Tunbridge Wells.
- 5.2 The percentage of public rights of way (PRoW) faults reported online (PROW14) has maintained 87% performance for the last four quarters, but is not reaching the new 92% target.
- 5.3 The percentage of local actions from completed Domestic Homicide Reviews implemented by target date, fell below floor standard in Quarter 2, and was therefore RAG rated Red. This was due to a number of older actions that were followed up with various partners during the summer period, and this has led to a drop in performance as these were implemented outside of the target timescale. Concerted efforts were made to ensure appropriate updates were gathered from the relevant partner agencies to provide assurances to the Steering Group when they met in September.
- 5.4 The percentage of cases progressed for initial coronial decision within 2 working days of notification of a death (COR01), continues to be below floor standard in Quarter 2 and was RAG rated Red. This continues to be due to some factors beyond the control of the service, including time taken by the NHS to progress cases, and new statutory reforms which were implemented on 9<sup>th</sup> September 2024 and have negatively affected timescales. For this reason, it is recommended that reporting of the KPI is suspended for the remainder of the year.
- 5.5 Indicators for other services in Growth & Communities have met or exceeded target and are RAG rated Green.

### 6. Recommendation(s):

The Growth, Economic Development and Communities Cabinet Committee is asked to NOTE the performance report for Quarter 2 of 2024/25.

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