

Growth, Economic Development and Communities Performance Dashboard

Financial Year 2024/25

Results up to end of March 2025

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
EC05: Number of homes brought back to market through No Use Empty	GREEN
EC10: Businesses assisted via Kent and Medway Growth Hub contract	GREEN
EC11: Businesses assisted through intensive support provided via the Growth Hub contract	GREEN
EC12: Number of visitor economy businesses supported*	AMBER
EC13: Number of inward investment projects secured*	GREEN
EC14: Number of jobs created or safeguarded*	GREEN

* Through the visitor economy and inward investment contract

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

Community Protection	RAG
CST01: Percentage of local actions from completed Domestic Homicide Reviews implemented by target date.	AMBER
CST02: % of Lessons Learnt Domestic Homicide Review attendees rating the event as good or better	GREEN
CST03: Percentage of service users who report feeling safer due to warden support	GREEN
KSS02: Percentage of priority 1 food, feed and consumer products sample tests reported to clients within 5 working	GREEN
KSS03: Percentage of independent proficiency tests rated as "good" or "satisfactory"	GREEN
TS04: Percentage of businesses rating Trading Standards advice (Primary Authority and Pay as You Go) as Very Good or Excellent	GREEN

Innovation & Business Intelligence	RAG
CP01: Percentage of the most vulnerable victims of scams recorded on the National Scams Hub supported by Public Protection	GREEN
CP02: Percentage of trader applications to the 'Trading Standards Checked' scheme processed within 10 working days	GREEN

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Planning Applications	RAG
PAG01: Percentage of planning applications determined to meet DLUHC performance standards	GREEN
PAG02: Percentage of statutory planning consultee responses submitted to the local planning authority within 21 days (Minerals & Waste)	AMBER

Strategic Development and Place	RAG
DC08: Developer contributions secured against total contributions sought (section 106)	AMBER
PROW14: Percentage of Public Rights of Way (PRoW) faults reported online	AMBER
PROW16: Median number of days to resolve priority faults on public rights of way network (rolling 12-months)	GREEN

Appendix 1

Division	Director	Cabinet Member
Growth & Communities - Economy	Stephanie Holt-Castle	Paul King

Ref	Performance Indicators	Mar-24 (Q4)	Jun-24 (Q1)	Sep-24 (Q2)	Dec-24 (Q3)	Mar-25 (Q4)	RAG	Target	Floor
EC05	Number of homes brought back to market through No Use Empty (rolling 12 months)	474	567	493	422	449	GREEN	400	360
EC10	Businesses assisted via Kent and Medway Growth Hub contract (Year to Date)	1,059	251	419	574	797	GREEN	684	600
EC11	Businesses assisted through intensive support provided via the Growth Hub contract (Year to Date)	154	11	32	42	79	GREEN	30	25
EC12	Number of visitor economy businesses supported*	New Indicators	**			390	AMBER	400	360
EC13	Number of inward investment projects secured*					10	GREEN	10	8
EC14	Number of jobs created or safeguarded*					379	GREEN	375	300

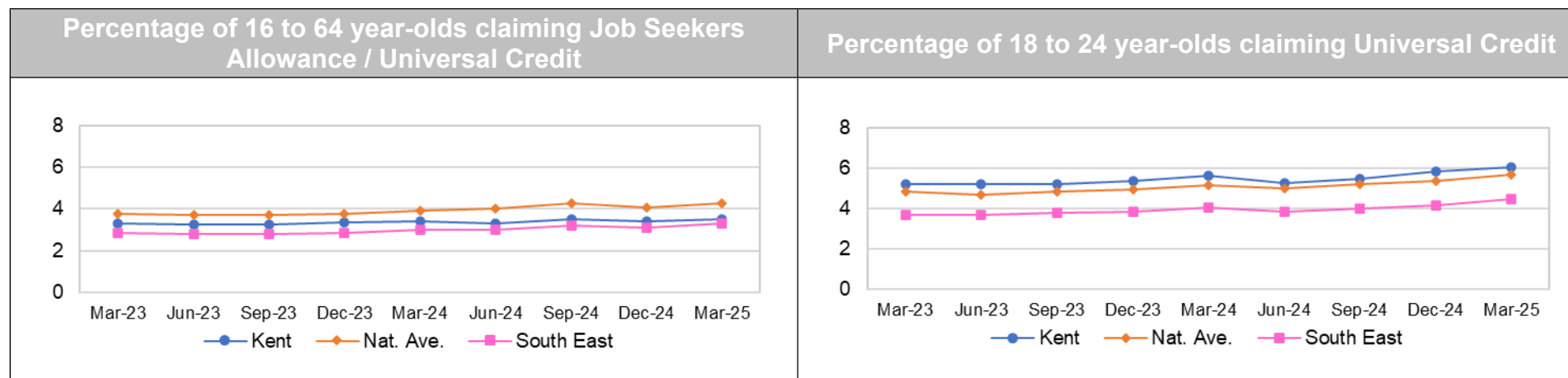
* Through visitor economy and inward investment contract

** It was not possible to report on these indicators until Quarter 4, due to delays in agreeing funding.

EC12 – Due to the planned procurement process for inward investment and visitor economy services not resulting in the selection of a supplier, there were delays in getting the contract in place with Visit Kent which led to a small underachievement in the number of businesses supported during 24-25.

Division	Director	Cabinet Member
Growth & Communities - Economy	Stephanie Holt-Castle	Paul King

Context indicators



Appendix 1

Division	Director	Cabinet Member
Growth & Communities – Libraries, Registrations and Archives	Stephanie Holt-Castle	Paul Webb

Quarterly KPIs

Ref	Performance Indicators	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	RAG	Target	Floor
LRA06	Customer satisfaction with Registration Services	94%	97%	96%	96%	96%	GREEN	96%	91%
LRA15	Total number of customers attending events in Libraries and Archives	48,194	49,439	53,281	48,772	60,907	GREEN	53,200	48,100
LRA17	Number of volunteer hours adding extra value to the LRA service	New indicator in 2024/25	7,696	7,626	8,099	7,992	GREEN	7,800	7,000

Mar-25 (Q4): LRA06 – 1,204 customers were surveyed, 1,161 were satisfied.

Annual KPIs

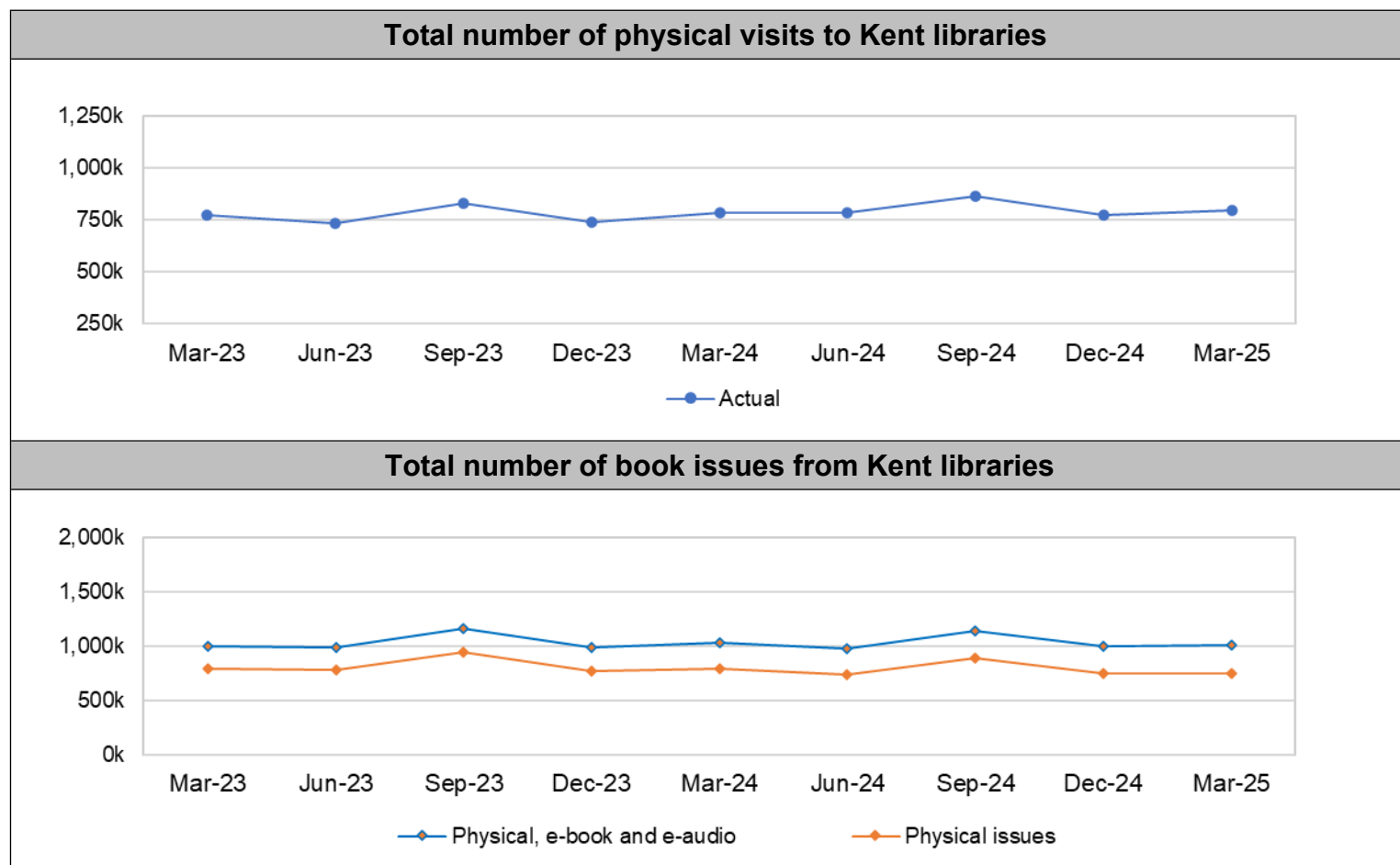
Ref	Performance Indicators	2020/21	2021/22	2022/23	2023/24	2024/25	RAG	Target 2024/25	Floor 2024/25
LRA12	Customer satisfaction with libraries	83%	94%	94%	95%	95%	GREEN	94%	89%
LRA13	Customer satisfaction with archives	No Survey	97%	98%	100%	98%	GREEN	98%	93%

2024/25: LRA12 – 8,613 surveyed, 8,183 satisfied; LRA13 – 117 surveyed, 115 satisfied.

Activity indicators

Ref	Activity Indicators (Quarterly totals)	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Value vs Expected	<u>Expected Activity</u>	
								Upper	Lower
LRA01	Number of visits to libraries (including mobiles) (000s)	787	781	862	772	797	In line	867	784
LRA02b	Physical, e-book and e-audio	1,032	983	1,144	998	1,009	In line	1,109	1,003
LRA04	Number of wedding, civil partnership and citizenship ceremonies carried out by KCC Officers	New Indicator in 2024/25	2,199	2,983	1,469	915	In line	1,000	900

Division	Director	Cabinet Member
Growth & Communities – Libraries, Registrations and Archives	Stephanie Holt-Castle	Paul Webb



Appendix 1

Division	Director	Cabinet Member
Growth & Communities – Community Protection	Stephanie Holt-Castle	Paul Webb

Ref	Performance Indicators	Mar-24 (Q4)	Jun-24 (Q1)	Sep-24 (Q2)	Dec-24 (Q3)	Mar-25 (Q4)	YTD 24/25	YTD RAG	Target	Floor
CST01	Percentage of local actions from completed Domestic Homicide Reviews (DHR) implemented by target date.	90%	80%	51%	89%	25%	69%	AMBER	75%	68%
CST02	Percentage of Lessons Learnt Domestic Homicide Review (DHR) Seminar attendees rating the event as Good or better.	*	100%	*	100%	100%	100%	GREEN	90%	81%
CST03	Percentage of service users who report feeling safer due to warden support	74%	70%	74%	71%	76%	73%	GREEN	70%	65%

* No seminars were held.

2024/25: CST01 – 87actions, 60 completed by target date; CST02 – 167 reviews, 32 were very good or excellent; CST03 – 364 surveys were returned, 264 responses indicated the service user felt safer.

CST01 - Updates for all actions being monitored by the DHR Steering Group are sought from partners each quarter. Recent efforts to escalate older outstanding actions have been successful and enabled a number of these to be closed. As a consequence, this led to a drop in performance in Quarter 4, with three of the four actions closed being older actions. The vast majority of actions now being monitored by the Steering Group are from much more recent cases.

Appendix 1

Division	Director	Cabinet Member
Growth & Communities – Community Protection	Stephanie Holt-Castle	Paul Webb

Ref	Performance Indicators	Mar-24 (Q4)	Jun-24 (Q1)	Sep-24 (Q2)	Dec-24 (Q3)	Mar-25 (Q4)	YTD 24/25	YTD RAG	Target	Floor
KSS02	Percentage of priority 1 food, feed and consumer products sample tests reported to clients within 5 working days	New indicator	93%	95%	96%	96%	95%	GREEN	93%	88%
KSS03	Percentage of external independent proficiency tests rated as “good” or “satisfactory” with a statistical Z score of 2 or less.	New Indicator	90%	82%	74%	79%	79%	GREEN	75%	67%
TS04	Percentage of businesses rating Trading Standards advice (Primary Authority and Pay as You Go) as Very Good or Excellent	100%	100%	*	*	100%	100%	GREEN	90%	82%

2024/25: KSS02 – 2,087 samples tested, 1,983 reported within 5 working days; KSS03 – 233 tests rated, 185 rated as good or satisfactory; TS04 – 5 out of 5 businesses have rated trading standards advice as very good or excellent since the start of the year.

* No ratings received

Appendix 1

Division	Director	Cabinet Member
Growth & Communities – Innovation & Business Intelligence	Stephanie Holt-Castle	Paul Webb

Ref	Performance Indicators	Mar-24 (Q4)	Jun-24 (Q1)	Sep-24 (Q2)	Dec-24 (Q3)	Mar-25 (Q4)	YTD 24/25	YTD RAG	Target	Floor
CP01	Percentage of the most vulnerable victims of scams recorded on the National Scams Hub supported by Community Protection	100%	100%	100%	*	*	100%	GREEN	90%	80%
CP02	Percentage of trader applications to Community Protection's 'Trading Standards Checked' scheme processed within 10 working days.	100%	100%	100%	100%	100%	100%	GREEN	100%	90%

* No additional victims recorded

2024/25: CP01 – 47 people supported. CP02 – 278 trader applications processed.

CP01 - When Kent Trading Standards began supporting victims there was a significant backlog, which has subsequently been cleared. The decrease in referrals was anticipated; however, the drop observed in Quarters 3 and 4 was influenced by additional factors. The ever-changing nature of scams, and the tactics used by criminals, pose a constant challenge. Scammers persistently adapt to avoid detection, making it difficult for the National Scams Team to consistently gather intelligence, which can lead to fewer victims being identified.

Appendix 1

Division	Director	Cabinet Member
Growth & Communities – Planning Applications	Stephanie Holt-Castle	Paul King

Ref	Performance Indicators	Mar-24 (Q4)	Jun-24 (Q1)	Sep-24 (Q2)	Dec-24 (Q3)	Mar-25 (Q4)	YTD 24/25	YTD RAG	Target	Floor
PAG01	Percentage of planning applications determined to meet DLUHC performance standards	100%	100%	100%	100%	100%	100%	GREEN	100%	90%
PAG02	Percentage of statutory planning consultee responses submitted to the local planning authority within 21 days (Minerals & Waste)	New Indicator	100%	89%	84%	84%	89%	AMBER	90%	80%

2024/25: PAG01 – 159 planning applications, all of which met DLUHC performance standard; PAG02 – 323 responses, 289 of which were within 21 days.

PAG02 – The service has no control over when consultations are received from District councils for a response, and sometimes several can arrive on a single day. Other work also sometimes needs to be prioritised, such as work on a Public Enquiry which was the case in Quarter 4. Despite this the target was only missed by one percentage point for the year overall, and on several occasions, the 21-day target has only been missed by a day or two.

Appendix 1

Division	Director	Cabinet Member
Growth & Communities – Strategic Development & Place	Stephanie Holt-Castle	Paul King (DC08) Paul Webb (PROW14, PROW16)

Ref	Performance Indicators	Mar-24 (Q4)	Jun-24 (Q1)	Sep-24 (Q2)	Dec-24 (Q3)	Mar-25 (Q4)	YTD 24/25	YTD RAG	Target	Floor
DC08	Developer contributions secured against total contributions sought (section 106)	97.9%	99.6%	93.2%	80.9%	95.3%	86.1%	AMBER	98%	85%
PROW14	Percentage of Public Rights of Way (PRoW) faults reported online	87%	87%	87%	88%	88%	87%	AMBER	92%	84%
PROW16	Median number of days to resolve priority faults on public rights of way network (rolling 12-month figure)	9	9	8	8	8	*	GREEN	15	24

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

2024/25: DC08 - £35m secured; PROW14 – 7,240 faults reported, 6,329 were online; PROW16 – 268 priority faults resolved.

DC08 – We are seeing an increasing number of applications with viability assessments, as financial pressures on the market increase. The target each quarter can be missed by an issue at just one site, such as at Possingham Farm, Ashford in Quarter 3 which went to appeal where KCC officers managed to defend some contribution requests but not all. Viability was also an issue at one site in Quarter 4, namely a brownfield development site at Grenham Lodge, Manston Road East, in Ramsgate, which was also subject to viability issues.

PROW14 – As has been described previously, 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. Where an individual has not previously registered on the fault reporting system there is a tendency for those individuals to also use the Contact Centre. We have completed a small project to provide further information on the website to assist those reporting issues for the first time. However, the target remains a deliberately challenging one.