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To: Growth, Economic Development and Communities Cabinet Committee – 11 September 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 1 of 2025/26.

23 of the 30 KPIs reported this Quarter achieved target and are RAG rated Green. Five KPIs were below target but did achieve floor standard and are RAG rated Amber. No KPIs were below floor standard. Two new KPIs for 2025/26 are not reported within the dashboard as these programmes only commenced in Quarter 2.

**Recommendation(s):**

The Growth, Economic Development and Communities Cabinet Committee is asked to NOTE the performance report for Quarter 1 of 2025/26.

**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 first report for the 2025/26 financial year.

**2. Performance Dashboard**

- 2.1. The current Growth, Economic Development and Communities Performance dashboard provides results up to the end of June 2025 and is attached in Appendix 1.
- 2.2. The Dashboard provides a progress report on performance for the Key Performance Indicators (KPIs) for 2025/26 which were presented to Committee in July 2025. 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 391, which is slightly below the target of 400. 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. The three new Visitor economy KPIs are all on or exceeding their targets. Two new KPIs, one concerning loan funding to local SMEs and the other regarding entrepreneurship mentoring are both above target. The final two economy indicators did not commence until Quarter 2.

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

- 4.1 Visits to libraries continued to climb steadily during Quarter 1, with a 1% increase in visitors compared to Quarter 1, 2024/25. This growth in footfall is particularly reflected in attendance at LRA's events and activities, which have seen an increase of 9% in attendees in comparison with the same quarter last year. There were over 53,700 attendees to over 4,670 events, which included a range of Easter activities for children and families during the school holidays. This quarter also saw us mark the 80th anniversary of VE day on 8th May with activities and displays across the county, including more than 800 people visiting Hythe Library.
- 4.2 Physical book issues fell by 1% in comparison with Quarter 1, 2024/25. This decrease was a result of a sharp drop in April, with issues increasing in May and June compared to the same months in 2024.
- 4.3 A problem with the eBook platform, Libby, following the server migration earlier in the year meant that customers were unable to sign in without verifying their PINs. This had an adverse impact on eBook issues which fell for the first time, by 2%. The situation has been resolved and we would expect to see eBook issues increasing again in the next quarter. eAudiobook issues continue to grow and have increased by 10% in comparison with Quarter 1 last year.
- 4.4 The library survey was carried out during April and May 2025, and received 8,613 responses from library users. A positive highlight is that customer satisfaction with Kent Libraries was 95%, which is 1 percentage point above target.
- 4.5 The team at Kent Archives experienced a busy start to the year with an increase of 27% in visits compared to Quarter 1, 2024/25. The increased physical usage is balanced to some extent by a drop in remote enquiries of 11%. The team continue to promote the archive collection to encourage more visitors. The lunchtime talks continue to increase in popularity, with the result that Andrew Mayfield's talk on the community archaeology dig at Mote Park Old House had to be relocated to Sessions House in order to accommodate the number of attendees.
- 4.6 Ceremonies teams were kept busy during Quarter 1 with an increase of 3% in marriage and civil partnership ceremonies in comparison with the same period last year. However, the number of citizens welcomed to the UK fell by 8%, with 1,083 new citizens attending a ceremony during Quarter 1.

- 4.7 4,263 death registration appointments were completed, representing an increase of 8% on Quarter 1 last year, equivalent to 301 additional appointments. Birth registrations continue to remain steady, decreasing by 2% on Quarter 1 2024/25. Customer satisfaction with Registration was 96% for Quarter 1, meeting the target that was set for the service.
- 4.8 Looking ahead to Quarter 2, the Summer Reading Challenge, Story Garden, was launched on 5 July 2025 and, at the time of writing this report, has seen increased participation in comparison with the same stage of the Challenge last year.

## **5. Growth & Communities – Community Protection**

- 5.1 The KPIs in this section performed strongly with six out of eight KPIs exceeding their targets in Quarter 1. The KPI on percentage of priority 1 food, feed and consumer products sample tests reported to clients within 5 working days, was slightly under target; due to some products needing to be sent to a partner laboratory for more precise testing which can take longer than the target of 5 working days. The number of residents attending safeguarding from financial abuse presentation meetings, was also under target, but this was due to a focus during the quarter on doorstep crime where team resources are put towards this rather than holding and promoting financial abuse meetings.

## **6 Growth & Communities – Innovation & Business Intelligence**

- 6.1 Both KPIs met target for Quarter 1, although for the percentage of the most vulnerable victims of scams recorded on the National Scams Hub supported by Community Protection (CP01), it remains challenging to identify victims so numbers are low but, when identified, they are supported.

## **7 Growth & Communities – Planning Applications**

- 7.1 Both KPIs under this section continued to meet target.

## **8 Growth & Communities – Strategic Development and Place**

- 8.1 The percentage of developer contributions secured against total contributions sought (section 106) met target this quarter with 100% achievement.
- 8.2 The two Public Rights of Way (PRoW) KPIs were below target, the first was the percentage of PRoW faults reported online, which has maintained a performance in the high 80s for some time, against a challenging target of 92%. For the other, the median number of days to resolve priority faults on public rights of way network, this had been meeting target for some time, but can increase in the summer when there are additional reports made, and occasional delays in updating some faults on the system has been identified and action is being taken to address this.

**9. Recommendation(s):**

The Growth, Economic Development and Communities Cabinet Committee is asked to NOTE the performance report for Quarter 1 of 2025/26.

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