

Growth, Economic Development and Communities Performance Dashboard

Financial Year 2025/26

Results up to end of June 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	AMBER
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*	GREEN
EC13: Number of inward investment projects secured*	GREEN
EC14: Number of jobs created or safeguarded*	GREEN
EC15: Amount of loan funding awarded to local SMEs by the Kent & Medway Business Fund	GREEN
EC16: Number of people supported to access employment by the Connect to Work programme	**
EC17: Number of people supported with upskilling through a Skills Bootcamp programme	**
EC18: Number of new people receiving entrepreneurship mentoring support from Kent Foundation	GREEN

* Through the visitor economy and inward investment contract

** Reporting to commence in Quarter 2 now contracts in place

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

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Community Protection	RAG
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
COR02: Coroners' inquests held within 12 months of the date on which the coroner is notified of the death	GREEN
KSS02: Percentage of priority 1 food, feed and consumer products sample tests reported to clients within 5 working days	AMBER
KSS03: Percentage of independent proficiency tests rated as "good" or "satisfactory"	GREEN
TS05: Number of residents attending safeguarding from financial abuse presentation meetings	AMBER
TS06: Completed visits carried out by Trading Standards to higher-risk premises	GREEN
TS07: Number of engagements with businesses and partners aimed at preventing age restricted sales and reducing youth harm	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

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)	GREEN

Strategic Development and Place	RAG
DC08: Developer contributions secured against total contributions sought (section 106)	GREEN
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)	AMBER

Appendix 1

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

Ref	Performance Indicators	Jun-24 (Q1)	Sep-24 (Q2)	Dec-24 (Q3)	Mar-25 (Q4)	Jun-25 (Q1)	RAG	Target	Floor
EC05	Number of homes brought back to market through No Use Empty (rolling 12 months)	567	493	422	449	391	AMBER	400	360
EC10	Businesses assisted via Kent and Medway Growth Hub contract (Year to Date)	251	419	574	797	209	GREEN	177	150
EC11	Businesses assisted through intensive support provided via the Growth Hub contract (Year to Date)	11	32	42	79	22	GREEN	9	8
EC12	Number of visitor economy businesses supported* (Cumulative from start of project 1.11.24)	**			390	468	GREEN	300	250
EC13	Number of inward investment projects secured* (Cumulative from start of project 1.11.24)				18	24	GREEN	17	13
EC14	Number of jobs created or safeguarded* (Cumulative from start of project 1.11.24)				379	840	GREEN	676	540

* Through visitor economy and inward investment contract

** It was not possible to report on these indicators until Quarter 4, 2024/25 due to delays in agreeing funding.

EC05 – Although this dipped below target in Quarter 1, there remains a strong pipeline of projects due for completion in 2025/26.

EC13 & 14 – Following extensions to contracts, these two targets are now updated from what was presented to Committee in July. The revisions to the year-end (March 2026) targets are as follows: EC13: Target (43), Floor (34); EC14: Target (1,333), Floor (1,066).

Appendix 1

Division		Director				Cabinet Member			
Growth & Communities - Economy		Stephanie Holt-Castle				Paul King			
Ref	Performance Indicators	Jun-24 (Q1)	Sep-24 (Q2)	Dec-24 (Q3)	Mar-25 (Q4)	Jun-25 (Q1)	RAG	Target	Floor
EC15	Amount of loan funding awarded to local SMEs by the Kent & Medway Business Fund	New indicators in 2025/26				£1.97m	GREEN	£0.75m	£0.5m
EC16	Number of people supported to access employment by the Connect to Work programme					See note below			
EC17	Number of people supported with upskilling through a Skills Bootcamp programme								
EC18	Number of new people receiving entrepreneurship mentoring support from Kent Foundation					12	GREEN	9	7

EC16 - The Connect to Work programme went live in Quarter 2, so reporting will commence from this quarter onwards

EC17 - Contracts still needed to be put in place with providers during Quarter 1, but this is now complete.

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

Quarterly KPIs

Ref	Performance Indicators	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	RAG	Target	Floor
LRA06	Customer satisfaction with Registration Services	97%	96%	96%	96%	96%	GREEN	96%	91%
LRA15	Total number of customers attending events in Libraries and Archives	49,447	54,564	48,772	60,907	53,752	GREEN	50,100	45,100
LRA17	Number of volunteer hours adding extra value to the LRA service	7,777	7,645	8,099	7,992	7,989	GREEN	7,900	7,100

Jun-25 (Q4): LRA06 – 609 customers were surveyed, 584 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%	90%
LRA13	Customer satisfaction with archives	No Survey	97%	98%	100%	98%	GREEN	96%	91%

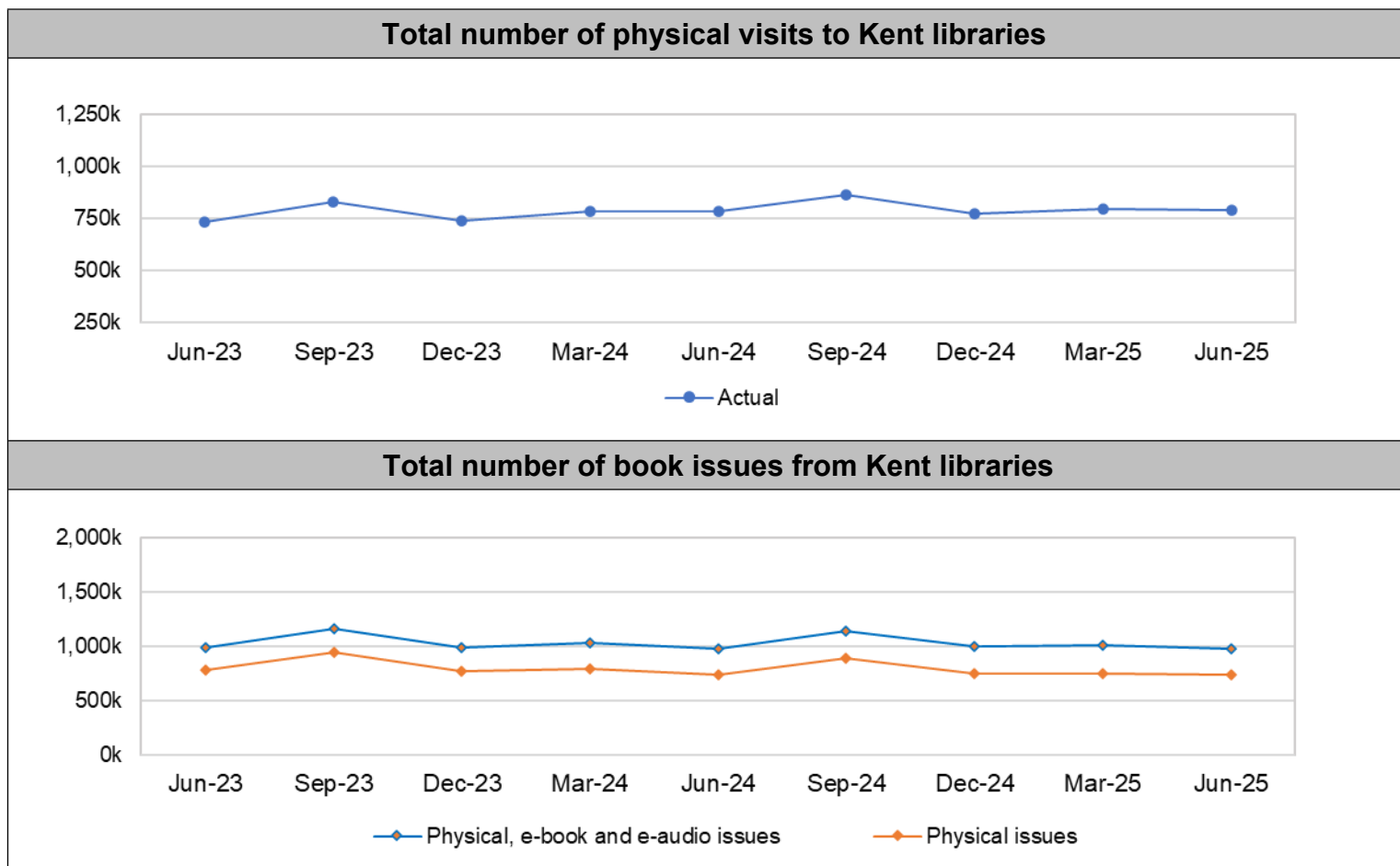
2024/25: LRA12 – 8,613 surveyed, 8,183 satisfied; LRA13 – 117 surveyed, 115 satisfied.

Activity indicators (Quarterly)

Ref	Activity Indicators (Quarterly totals)	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Value vs Expected	<u>Expected Activity</u>	
								Upper	Lower
LRA01	Number of visits to libraries (including mobiles) (000s)	781	862	772	797	787	In line	789	750
LRA02b	Physical, e-book and e-audio (000s)	983	1,144	998	1,009	983	In line	1,004	954
LRA04	Number of wedding, civil partnership and citizenship ceremonies carried out by KCC Officers	2,199	2,983	1,469	915	2,165	In line	2,200	2,100
LRA25	Number of archive enquiries answered	New Indicator				2,207	Above	2,100	2,000

LRA25 - Visits to the Archive Search Room continue to rise, with an increase of 27% compared to the same quarter last year. Outreach work by the team in the form of attendances to heritage days and the free lunchtime talks to promote the collection is having a positive effect.

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	Jun-24 (Q1)	Sep-24 (Q2)	Dec-24 (Q3)	Mar-25 (Q4)	Jun-25 (Q1)	YTD 25/26	YTD RAG	Target	Floor
CST02	Percentage of Lessons Learnt Domestic Homicide Review (DHR) Seminar attendees rating the event as Good or better.	100%	*	100%	100%	98%	98%	GREEN	90%	81%
CST03	Percentage of service users who report feeling safer due to warden support**	85%	87%	84%	95%	74%	74%	GREEN	70%	65%
COR02	Coroners' inquests held within 12 months of the date on which the coroner is notified of the death	New indicator in 2025/26				95%	95%	GREEN	75%	65%

* No seminars were held.

** Figures exclude those surveyed who indicated the warden support was not applicable to safety; this has revised figures previously reported (Jun-24 to Mar-25).

Jun-25: CST02 – 144 reviews, 140 rated the event as good or better. CST03 – 43 surveys were returned, 32 responses indicated the service user felt safer. COR02 – 267 inquests held, 253 held within 12 months of notification of death.

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Growth & Communities – Community Protection	Stephanie Holt-Castle	Paul Webb

Ref	Performance Indicators	Jun-24 (Q1)	Sep-24 (Q2)	Dec-24 (Q3)	Mar-25 (Q4)	Jun-25 (Q1)	YTD 25/26	YTD RAG	Target	Floor
KSS02	Percentage of priority 1 food, feed and consumer products sample tests reported to clients within 5 working days	93%	95%	96%	96%	91%	91%	AMBER	93%	88%
KSS03	Percentage of external independent proficiency tests rated as “good” or “satisfactory” with a statistical Z score of 2 or less.	90%	82%	74%	79%	89%*	89%	GREEN	75%	67%
TS05	Number of residents attending safeguarding from financial abuse presentation meetings	New indicators in 2025/26				337	337	AMBER	375	330
TS06	Completed visits carried out by Trading Standards to higher-risk premises					104	104	GREEN	45	30
TS07	Number of engagements with businesses and partners aimed at preventing age restricted sales and reducing youth harm					299	299	GREEN	120	105

* Based on April and May data only.

Jun-25: KSS02 – 539 samples tested, 490 reported within 5 working days; KSS03 (Apr to May 25 – 45 tests rated, 40 rated as good or satisfactory;

KSS02 – In some cases, products need to be sent to a partner laboratory for more precise testing which can take longer than the target of 5 working days. There has been an increase in these cases recently.

TS05 – This KPI was under target primarily due to holding a doorstep crime week during this quarter; this is where a team of Trading Standards officers engage with residents, banks and the community. In preparation for and during this week, team resources are put towards this rather than holding and promoting financial abuse meetings. If we were to add in our Doorstep Crime awareness week our number of engagements with the public would stand at over 2,660.

Appendix 1

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

Ref	Performance Indicators	Jun-24 (Q1)	Sep-24 (Q2)	Dec-24 (Q3)	Mar-25 (Q4)	Jun-25 (Q1)	YTD 25/26	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 (<i>excluding those requiring enhanced checks by external organisations</i>).	100%	100%	100%	100%	100%	100%	GREEN	100%	90%

* No additional victims recorded

Jun-25 (Q1): CP01 – 2 people supported. CP02 – 36 trader applications processed, 36 were within 10 working days

CP01 - The drop observed since Quarter 2 in 2024 has been influenced by 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 Webb

Ref	Performance Indicators	Jun-24 (Q1)	Sep-24 (Q2)	Dec-24 (Q3)	Mar-25 (Q4)	Jun-25 (Q4)	YTD 25/26	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)	100%	89%	84%	84%	92%	92%	GREEN	90%	80%

Jun-25: PAG01 – 38 planning applications, all of which met Ministry of Housing, Communities and Local Government performance standard;
PAG02 – 86 responses, 79 of which were within 21 days.

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Division	Director	Cabinet Member
Growth & Communities – Strategic Development & Place	Stephanie Holt-Castle	Paul Webb

Ref	Performance Indicators	Jun-24 (Q1)	Sep-24 (Q2)	Dec-24 (Q3)	Mar-25 (Q4)	Jun-25 (Q4)	YTD 25/26	YTD RAG	Target	Floor
DC08	Developer contributions secured against total contributions sought (section 106)	99.6%	93.2%	80.9%	95.3%	100%	100%	GREEN	98%	85%
PROW14	Percentage of Public Rights of Way (PRoW) faults reported online	87%	87%	88%	88%	87%	87%	AMBER	92%	86%
PROW16	Median number of days to resolve priority faults on public rights of way network (rolling 12-month figure)	9	8	8	8	14	*	AMBER	10	15

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

Jun-25: DC08 - £3.8m secured; PROW14 – 1,913 faults reported, 1,669 were online; PROW16 – 58 priority faults resolved.

PROW14 – The target remains a deliberately challenging one which has increased over time as performance has improved. However, there remains a number of people who prefer to use other means to contact the council regarding public rights of way issues, rather than go online.

PROW16 - The Indicator has moved into Amber. This reflects the general increase in reporting levels through the summer months, many of which relate to vegetation growth. In addition, we have identified occasional delays in the administration of updating the corrective work on some faults on the system, meaning the actual position may not be as bad as appears from the data. This issue is being worked on, and we expect an improvement in Quarter 2.