

From: Mike Whiting, Cabinet Member for Economic Development
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To: Growth, Economic Development and Communities Cabinet Committee – 17 November 2020

Subject: Performance Dashboard

Classification: Unrestricted

Summary: The Growth, Economic Development and Communities Performance Dashboard shows the progress of Key Performance Indicators (KPIs) and activity indicators.

Due to the Coronavirus pandemic, the Libraries, Registration and Archives (LRA) service has adopted a temporary set of indicators to reflect current delivery of services and have not set targets. Similarly, the Environment, Planning and Enforcement Division have not set targets.

Economic Development have set targets against indicators, which have been RAG (Red/Amber/Green) rated. This quarter of the 4 KPIs, 3 are RAG rated Green having achieved target, and 1 is rated Amber.

Recommendation(s):

The Growth, Economic Development and Communities Cabinet Committee is asked to NOTE the performance report.

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 2020/21 financial year.

2. Performance Dashboard

2.1. The current Growth, Economic Development and Communities Performance dashboard provides results up to the end of September 2020 and is attached in Appendix 1.

2.2. The Dashboard provides a progress report on performance for the Key Performance Indicators (KPIs) for 2020/21. The Dashboard also includes a range of activity indicators which help give context to the KPIs.

2.3. For those with targets, KPIs are presented with RAG (Red/Amber/Green) alerts to show progress. Details of how the alerts are generated are outlined in the Guidance Notes, included with the Dashboard in Appendix 1.

3. Economic Development

- 3.1. The number of properties brought back to use through No Use Empty (NUE) over the last 12 months was 519, which is ahead of target; 6,667 in total have been brought back to use since the start of the project in 2005. The target for the number of businesses assisted via the Kent and Medway Growth Hub was exceeded, though fewer required intensive support this quarter and this target was not reached.
- 3.2. The Kent & Medway Covid-19 Helpline phase 2 (Jul-Sep) achieved 826 recovery actions plans, 423 1-2-1s with businesses, 986 completed follow-up surveys, with work ongoing to target 200 businesses with a deep dive survey.

4. Libraries, Registration and Archives (LRA)

- 4.1. During Quarter 2 the focus for Kent LRA was recovery, which entailed a careful, considered approach to re-establishing physical services, ensuring the safety of customers and staff were at the heart of this approach. Running parallel to this was the continued development and promotion of digital offers, including the virtual delivery of the Summer Reading Challenge.
- 4.2. The first customer-facing services to return were birth registrations from 17th June, and by the end of Quarter 2 the majority of over 4,000 births unable to be registered during lockdown were completed. Death registrations continue to be delivered over the telephone. Ceremonies resumed from 4th July in Covid secure locations and taking a social distancing approach, although numbers are relatively low with many couples having re-booked for 2021 or later as a result of reduced guest numbers and the uncertainty of still being in a pandemic.
- 4.3. On 13th July, 12 libraries were opened across the county, offering a 'Select and Collect' service and pre-booked slots on the PCs and Wi-Fi. On 24th and 25th August a further 12 libraries were opened for socially distanced book browsing and PC usage, and throughout September another 7 libraries opened for browsing, while the initial 12 libraries extended their services to incorporate browsing as well as the 'Select and Collect' service.
- 4.4. Mobile Libraries returned from 15th September, also offering a 'Select and Collect' service, visiting stops at their usual location and time, but running on a 4 weekly cycle instead of fortnightly.
- 4.5. The Archive Search Room reopened on 18th August with a reduced, social distancing offer of 4 bookable sessions per day. The Archive team continue to maintain online enquiries which are increasing each month.
- 4.6. Customer feedback on the return of physical services has been extremely positive.
- 4.7. In terms of the digital offer, performance of e-Resources is extremely high, with an 81% increase on e-Issues against the same reporting period last year. Both e-Books and e-Newspapers have increased by 91%, while e-Audiobooks have increased by 66% and e-Magazines by 30%.

- 4.8. Virtual Library & Archive events and activities continue, although at a reduced rate due to staff returning to delivering customer-facing services. The Silly Squad Summer Reading Challenge was delivered virtually and saw over 2,400 children in Kent taking part by reading a chosen number of books.
- 4.9. LRA continues to employ temporary KPIs for Quarter 2 to demonstrate the evolving nature of services from lockdown into recovery, for example the introduction of Select and Collect, a completely new bespoke service offer as a result of Coronavirus.

5. Environment, Planning and Enforcement

- 5.1. A high percentage of people continue to report Public Rights of Way (PROW) faults online, with 19% more faults reported in total up to September 2020 compared to the previous year. Over twice as many businesses have been supported by Trading Standards and the Sustainable Business Team at the end of Quarter 2 compared to last year. Income generated and particularly investment secured have both picked up in Quarter 2, with investment now higher than the position at this time last year. Volunteer hours contributing to EPE services have also increased since the first quarter, with the second quarter being approximately 75% of the same period last year.

6. Recommendation(s):

The Growth, Economic Development and Communities Cabinet Committee is asked to NOTE the performance report.

7. Contact details

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