

# **Growth, Economic Development and Communities Performance Dashboard**

## **Financial Year 2020/21**

### **Results up to end of September 2020**

**Produced by Strategic Commissioning - Performance & Analytics**

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## Guidance Notes

### RAG RATINGS

Results in this report show either quarterly data or Year to Date (YTD) values.

<b>GREEN</b>	Target has been achieved
<b>AMBER</b>	Floor Standard* achieved but Target has not been met
<b>RED</b>	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 (**Yes**) or they could be **Above** or **Below**.

## Key Performance Indicators Summary

Economic Development (ED)	RAG
ED05 : Number of homes brought back to market through No Use Empty	GREEN
ED08 : Developer contributions secured against total contributions sought	GREEN
ED10 : Businesses assisted via Kent and Medway Growth Hub contract	GREEN
ED11 : Businesses assisted through intensive support provided via the Growth Hub contract	AMBER

Environment, Planning and Enforcement (EPE)	RAG
DT14 : Percentage of Public Rights of Way (PRoW) faults reported online	<b>No targets set due to Coronavirus</b>
EPE04 : Number of businesses supported by EPE services	
EPE15 : Income generated by EPE charged for services	
EPE16 : Median number of days to resolve priority faults on Public Rights of Way	
EPE18 : Investment secured by EPE services (Grants / EU funding)	
EPE19 : Number of volunteer hours contributing to delivery of EPE services	

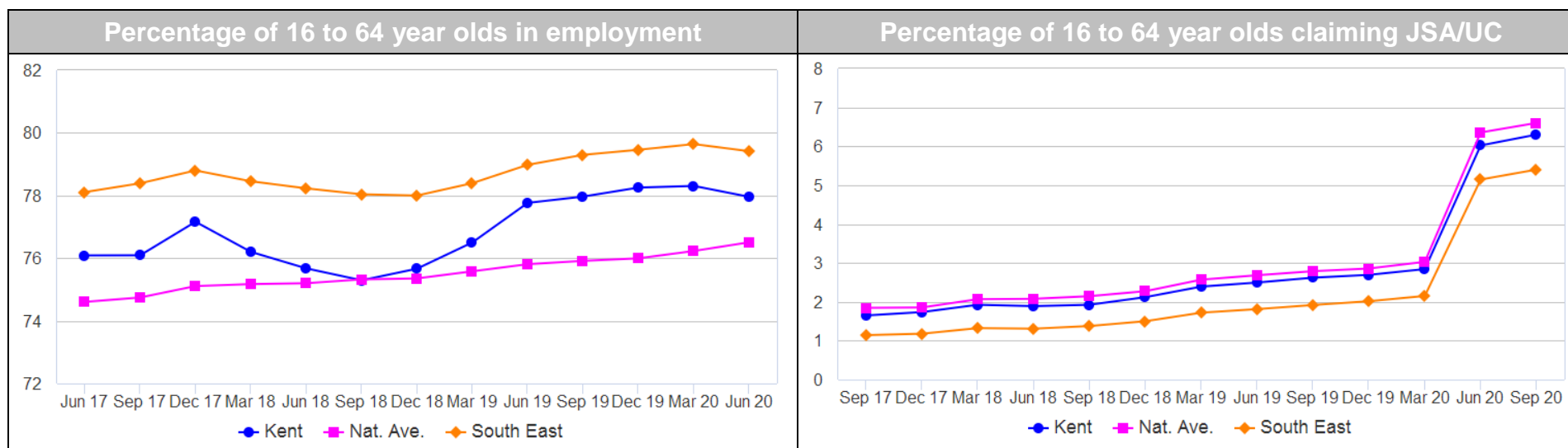
Libraries, Registrations and Archives (LRA)	RAG
LRA06 : Customer satisfaction with Registration Services	<b>No targets set due to Coronavirus</b>
LRA12 : Customer satisfaction with libraries	
LRA13 : Customer satisfaction with archives	
LRA19 : Customer satisfaction with Libraries Direct Services	
LRA20 : Customer satisfaction with PCs and Wi-Fi	
LRA15 : Number of customers attending events in libraries and archives	
LRA17 : Number of volunteer hours adding extra value to the LRA service	
LRA21 : Percentage of registration appointments available within statutory time targets	
LRA22: Percentage of total issues as e-issues	

Division	Director	Cabinet Member
Economic Development	David Smith	Mike Whiting

Ref	Performance Indicators	Q2 19/20	Q3 19/20	Q4 19/20	Q1 20/21	Q2 20/21	RAG	Target	Floor
ED05	Number of homes brought back to market through No Use Empty (rolling 12 months)	465	511	551	519	482	GREEN	400	350
ED08	Developer contributions secured against total contributions sought	100%	82%	99%	100%	100%	GREEN	93%	85%
ED10	Businesses assisted via Kent and Medway Growth Hub contract (Cumulative)	2,521	3,264	4,898	552	1,843	GREEN	525	450
ED11	Businesses assisted through intensive support provided via the Growth Hub contract (Cumulative)	135	193	203	26	48	AMBER	50	40

ED11 – To be counted in this indicator, businesses need to have received more than 12 hours of support. Considerable additional support to businesses has been given via the Covid-19 Helpline as detailed in the cover report.

Division	Director	Cabinet Member
Economic Development	David Smith	Mike Whiting



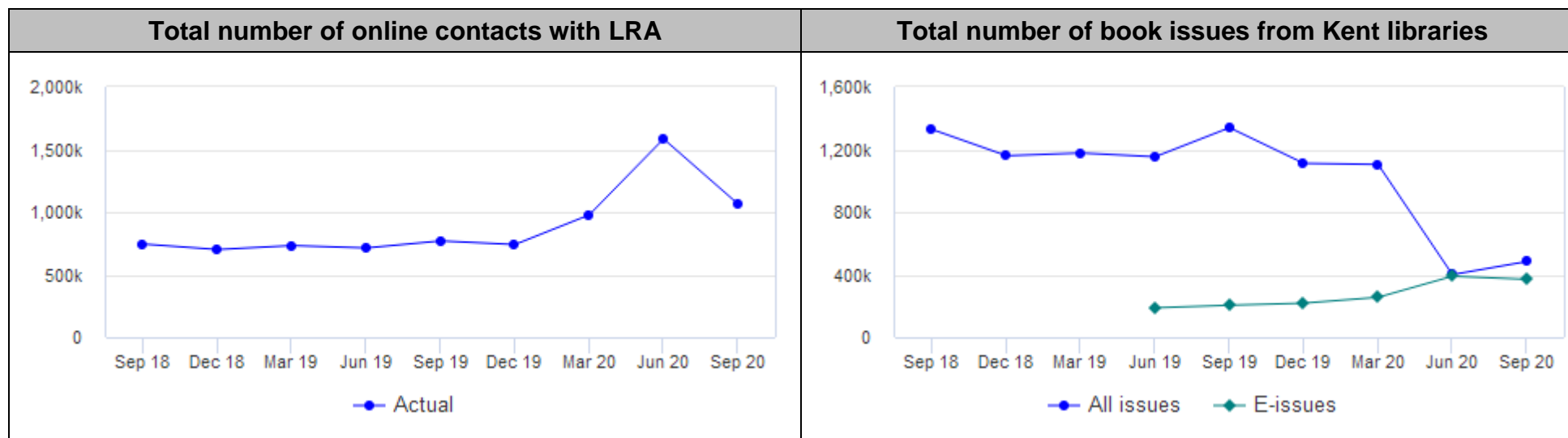
The indicators above provide contextual information on the general state of the Kent economy.

The percentage of 16 to 64 year-olds in employment is derived from the Annual Population Survey (APS) which is a sample survey. The results of the survey come with statistical confidence intervals, which for Kent are plus or minus 2%. Those not in employment include individuals who are students, looking after family/home, temporary or long-term sick, and retired.

The percentage of the population claiming Job Seekers Allowance (JSA) or Universal Credit (UC) required to seek work (the claimant count), is a good proxy measure for unemployment and is a 100% count of claimants. The number of people unemployed, as defined by the International Labour Organisation (ILO) and as estimated by the APS, includes individuals on other benefit types and also those not on benefits but seeking work, and this definition results in a higher percentage than the claimant count. A sharp increase can be seen in the above graph in the Quarter to June as a consequence of the Coronavirus lockdown.

Service Area	Head of Service	Cabinet Member
Libraries, Registrations and Archives (LRA)	James Pearson	Mike Hill

Ref	Activity Indicators	Q2 19/20	Q3 19/20	Q4 19/20	Q1 20/21	Q2 20/21
LRA02	Total number of books issued (includes audio- and e-books) (000s)	1,339	1,111	1,104	400	<b>484</b>
LRA03	Total number of audio and e-books issued (000s)	204	218	255	390	<b>370</b>
LRA04	Number of online contacts to Libraries and Registration services (000s)	695	662	913	1,471	<b>1,047</b>
LRA24	Number of online contacts for Kent archives (000s)	74	78	64	104	<b>134</b>



Service Area	Head of Service	Cabinet Member
Libraries, Registrations and Archives	James Pearson	Mike Hill

### Key Performance Indicators (temporary KPIs during Coronavirus)

Indicator	Definition	Q1 20/21	Q2 20/21
Number of Online Joiners	The number of customers who join online to access online and e-resource services	4,991	1,822
Number of Select and Collect requests (static libraries)	Number of Select and Collect requests received online, via email and phone. Service available from 12 library sites from 13.07.20	New indicators in Q2	7,668
Number of visitors to browsing libraries	Number of customers visiting libraries where browsing has been enabled. Browsing available in 12 sites from 24.08.20, and a further 18 during September 2020		49,437
Percentage of available PC time used	Usage of PCs as a percentage of the total time they are available.		24.5%
Percentage Increase in e-Issues	% increase of e-Issues as a comparison with same reporting period in previous year		108%
Number of physical issues	Number of issues of all material other than e-Resources (not including renewals)	-	113,599
Total reach on Libraries Social Media	Total reach on Facebook (central and district pages) + New Twitter followers	1,222,800	750,655
Number of virtual activity sessions	Number of events on Facebook e.g. Storytime	27	25
Number of engagements with virtual activity sessions	Number of post clicks + number of reactions for 4 weeks from date of post	10,783	3,869
Number of Ask a Kent Librarian enquiries answered	Total number of enquiries answered via Email, Govmetric, Out of Kent chat, Qidget chat, Social Media and Kent chat	2,138	4028
Total reach on Archives Social Media	Total reach on Facebook + New Twitter followers	87,770	116,431
Number of Archives enquiries answered	Total number of enquiries answered via Email, Social Media and online	655	1,108
% of Archive Search Room "sessions" booked	From 18.08.20 total of 4 sessions can be booked per day. This KPI reflects percentage of available sessions booked	New Indicator Q2	72.5%

## Appendix 1

Division	Director	Cabinet Member
Environment, Planning and Enforcement	Stephanie Holt-Castle	Mike Hill

Ref	Performance Indicators	Q2 19/20	Q3 19/20	Q4 19/20	Q1 20/21	Q2 20/21	Q2 20/21 YTD	Q2 Target 19/20 YTD	Q2 Floor 19/20 YTD
DT14	Percentage of Public Rights of Way (PRoW) faults reported online	70%	76%	65%	88%	84%	<b>86%</b>	85%	75%
EPE04	Number of businesses supported by Trading Standards and the Sustainable Business Team	143	163	121	388	342	<b>730</b>	210	189
EPE15	Income generated by EPE charged for services (£000s)	1,435	1,026	1,394	576	923	<b>1,499</b>	1,720	1,572
EPE16	Median number of days to resolve priority faults on public rights of way network (rolling 12 month figure)	16	15	14	13	<b>19</b>	N/a	24	28
EPE18	Investment secured by EPE services (Grants / EU funding) (£000s)	661	1,388	2,165	519	1,461	<b>1,980</b>	1,600	1,446
EPE19	Number of volunteer hours contributing to delivery of EPE services	10,488	10,973	19,899	847	7,752	<b>8,599</b>	27,330	24,600

Ref	Activity Indicators	Q2 20/21 YTD
EPE02	Value of criminal activity investigated by Trading Standards (£000s)	£869,884
EPE03	Value of items prevented from entering or removed from the market by Trading Standards (£000s)	£11,617,438