

Growth, Economic Development and Communities Performance Dashboard

Financial Year 2020/21

Results up to end of December 2020

Produced by Strategic Commissioning - Performance & Analytics

Publication Date: February 2021

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 (**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	No targets set due to Coronavirus
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	

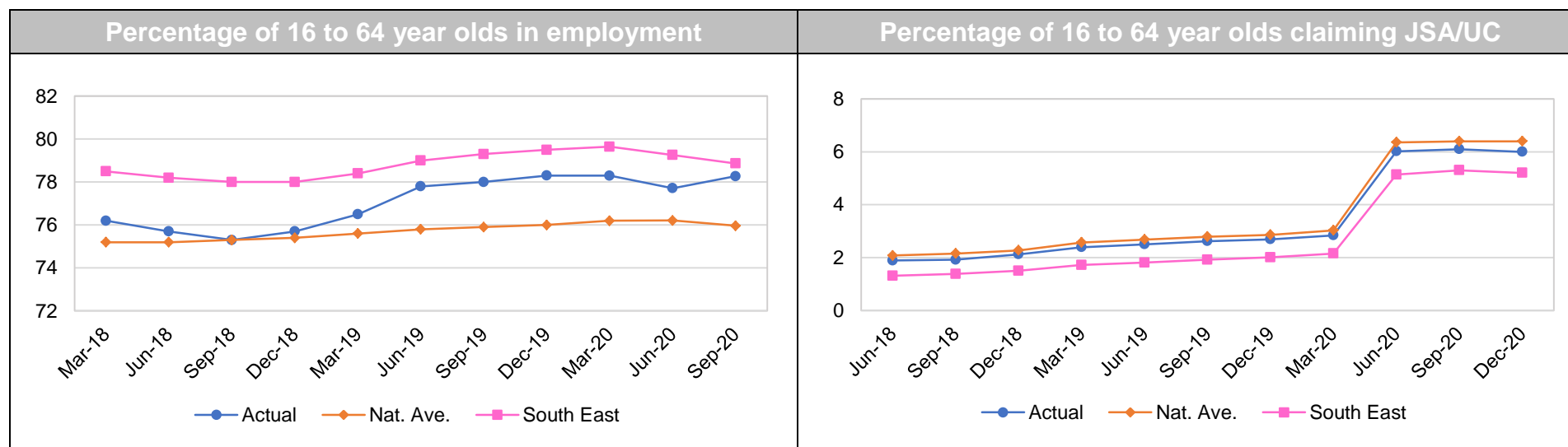
Libraries, Registrations and Archives (LRA)	RAG
LRA06 : Customer satisfaction with Registration Services	No targets set due to Coronavirus
LRA12 : Customer satisfaction with libraries	
LRA13 : Customer satisfaction with archives	
LRA19 : Customer satisfaction with Libraries Direct Services	
LRA20 : Customer 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	Q3 19/20	Q4 19/20	Q1 20/21	Q2 20/21	Q3 20/21	RAG	Target	Floor
ED05	Number of homes brought back to market through No Use Empty (rolling 12 months)	511	551	519	482	472	GREEN	400	350
ED08	Developer contributions secured against total contributions sought	82%	99%	100%	100%	97%	GREEN	93%	85%
ED10	Businesses assisted via Kent and Medway Growth Hub contract (Cumulative)	3,264	4,898	552	1,843	2,189	GREEN	787	675
ED11	Businesses assisted through intensive support provided via the Growth Hub contract (Cumulative)	193	203	26	48	71	AMBER	75	60

ED11 – To be counted in this indicator, businesses need to have received more than 12 hours of support. It is likely the number of companies exceeding this threshold will increase towards year-end and the target for March 2021 will be met. 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



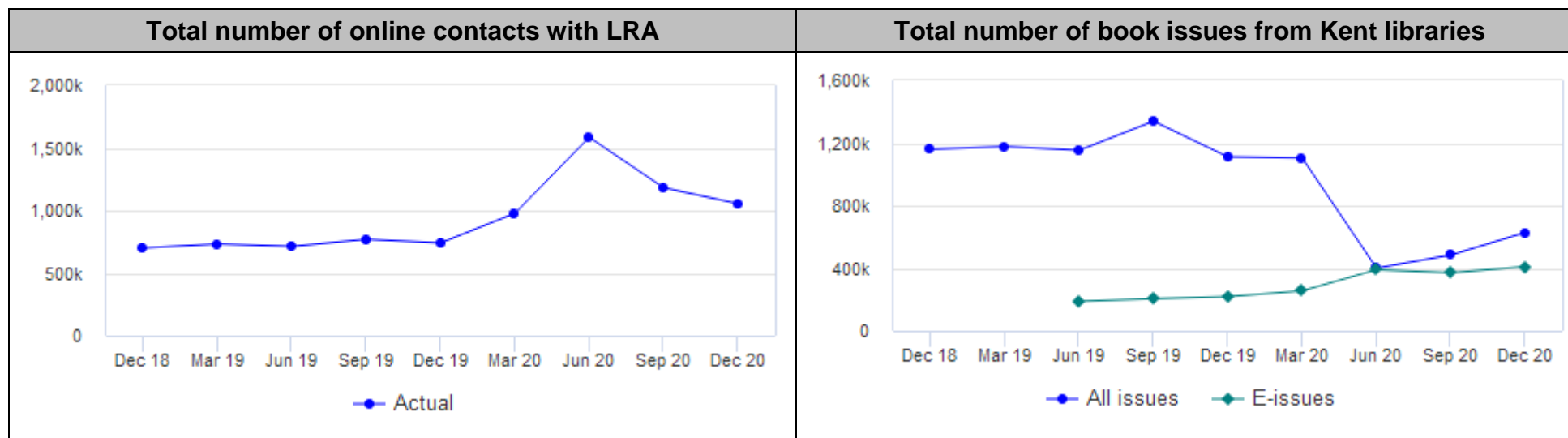
The indicators above provide contextual information on the general state of the Kent economy.

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	Q3 19/20	Q4 19/20	Q1 20/21	Q2 20/21	Q3 20/21
LRA02	Total number of books issued (includes audio- and e-books) (000s)	1,111	1,104	400	484	628
LRA03	Total number of audio and e-books issued (000s)	218	255	390	370	410
LRA04	Number of online contacts to Libraries and Registration services (000s)	662	913	1,471	1,047	920
LRA24	Number of online contacts for Kent archives (000s)	78	64	104	134	134



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

Key Performance Indicators (temporary indicators during Coronavirus)

Indicator	Definition	Q1 20/21	Q2 20/21	Q3 20/21
Number of Online Joiners	The number of customers who join online to access online and e-resource services	4,991	1,822	1,685
Number of Select and Collect requests (static libraries)	Number of Select and Collect requests received online, via email and phone.		7,668	4,807
Number of visitors to browsing libraries (not including mobiles which are S&C)	Number of customers visiting libraries where browsing has been enabled.		49,437	83,615
% of available PC time used	Usage of available PCs as a percentage of the total availability (in hours)		25%	20%
Number of e-Issues	Total number of items issued, including e-Books, e-Audio, e-Magazines and e-Newspapers	389,712	369,954	409,598
% Increase of e-Issues	% increase of e-Issues as a comparison with same reporting period in previous year	108%	82%	88%
Number of physical issues	Number of issues of all material other than e-Resources (not including renewals)		113,599	217,957
Number of Select and Collect requests (mobiles)	Number of Select and Collect requests received online, via email and phone. Service available from 15.09.20		162	1,372
Number of online contacts to Libraries	Total number of hits to Leisure and Community/Libraries webpages + Library App launches + online enquiries + online reference + Social Media	1,467,022	1,047,316	920,171

Appendix 1

Indicator	Definition	Q1 20/21	Q2 20/21	Q3 20/21
Total reach on Libraries Social Media	Total reach on Facebook (central and district pages) + New Twitter followers	1,222,800	750,655	652,039
Number of virtual activities	Number of virtual events on Facebook	27	25	34
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	4,762
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	4,028	3,236
% increase of death registrations	% increase of death registrations as a comparison with same reporting period in previous year	40%	6%	14%
Number of online contacts to Archives	Total number of hits to Leisure + Community/History and Heritage + Kent Archives and Local History webpages	20,292	17,973	15,095
Total reach on Archives Social Media	Total reach on Facebook + New Twitter followers	87,770	116,431	114,668
Number of Archives enquiries answered	Total number of enquiries answered via Email, Social Media and online	655	1,108	1,068
% of Archive Search Room "sessions" booked	This KPI reflects the percentage of available sessions booked.		73%	93%

Appendix 1

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

Ref	Performance Indicators	Q3 19/20	Q4 19/20	Q1 20/21	Q2 20/21	Q3 20/21	Q3 20/21 YTD	Q3 Target 19/20 YTD	Q3 Floor 19/20 YTD
DT14	Percentage of Public Rights of Way (PRoW) faults reported online	76%	65%	88%	84%	86%	86%	85%	75%
EPE04	Number of businesses supported by Trading Standards and the Sustainable Business Team	163	121	388	342	103	833	315	283
EPE15	Income generated by EPE charged for services (£000s)	1,026	1,394	576	926	890	2,402	2,580	2,362
EPE16	Median number of days to resolve priority faults on public rights of way network (rolling 12 month figure)	15	14	13	19	20	N/a	24	28
EPE18	Investment secured by EPE services (Grants / EU funding) (£000s)	1,388	2,165	519	1,536	1,745	3,801	2,500	2,259
EPE19	Number of volunteer hours contributing to delivery of EPE services	10,973	19,899	847	7,752	8,097	16,696	40,995	36,900

Ref	Activity Indicators	Q3 20/21 YTD	Q3 19/20 YTD
EPE02	Value of criminal activity investigated by Trading Standards (£m)	£1.01m	£4.74m
EPE03	Value of items prevented from entering or removed from the market by Trading Standards (£m)	£23.27m	£5.80m