

**From:** Derek Murphy, Cabinet Member for Economic Development  
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**To:** Growth, Economic Development and Communities Cabinet Committee – 24 September 2021

**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 for Quarter 1 of 2021/22.

15 of the 25 KPIs achieved target and were RAG rated Green. 4 KPIs were below target but did achieve floor standard and were RAG rated Amber. 2 did not meet floor standard and were RAG rated Red. The remaining 4 KPIs do not have a return for this Quarter, with reasons given in the report.

**Recommendation(s):**

The Growth, Economic Development and Communities Cabinet Committee is asked to NOTE the performance report for Quarter 1 of 2021/22.

**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 2021/22 financial year.

**2. Performance Dashboard**

2.1. The current Growth, Economic Development and Communities Performance dashboard provides results up to the end of June 2021 and is attached in Appendix 1.

2.2. The Dashboard provides a progress report on performance for the Key Performance Indicators (KPIs) for 2021/22. 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. Growth & Communities - Economic Development**

3.1. The number of properties brought back to use through No Use Empty (NUE) over

the last 12 months was 511, which is ahead of target; 7,077 in total have been brought back to use since the start of the project in 2005. Over £11m was secured as developer contributions, which was 96% of the amount sought. The Quarter 1 target for the number of businesses assisted via the Kent and Medway Growth Hub was exceeded, for both those requiring light/medium support, and those requiring intensive support.

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

- 4.1. Further to the prime minister's announcement on 5th April that Step 2 of the government's roadmap to recovery could proceed, 32 libraries re-opened for browsing and study from 12<sup>th</sup> April, and the Archive Search Room opened with a social distancing appointment delivery model. Ceremonies were opened up to 15 attendees, increasing to 30 in May. A further 10 libraries opened over the course of Quarter 1, including the new library in the Southborough Hub and the freshly refurbished Greenhithe and Lenham Libraries.
- 4.2. In line with national trends, recovery of activity takes time. Physical issues and visitors to libraries have been increasing each month as customers become more confident to visit the Covid-secure library buildings. The temporary KPIs that were established for 2020/21 continue to be used in order to monitor usage of the service. Where it has been possible to reasonably establish targets, performance indicators have been set for e-Issues and online contacts for both Libraries and Archives, and these will be revised on a quarterly basis. The e-offer continues to thrive, with an increase of 19% on e-issues against the same reporting period in 2020-21, exceeding expectations for Quarter 1.
- 4.3. The online contacts for both Library and Archive services have fallen significantly and have not met expected levels for Quarter 1. An analysis of Library online activity reveals that although web hits and online enquiries have increased, the decline in use of social media has caused the overall numbers to fall (although expected levels set pre-pandemic have been far exceeded). This is due to physical services opening up again, and customers no longer needing to rely on social media as they did during Quarter 1 2020/21, when the initial lockdown was declared. A 30% decrease in reach on Facebook was factored into the forecasting to reflect this, but the decrease in usage was higher than anticipated, and this will be taken into consideration when forecasting for Quarter 2. How people use services again as LRA opens up more physical services is something that LRA will be monitoring carefully.
- 4.4. Results for the mobile library survey were collated, with customer satisfaction for the service at 100%. There was positive feedback on the new mobile vehicles, with customers commenting that they were looking forward to exploring inside the mobiles when restrictions were relaxed. The mobile library is part of the Libraries Direct performance indicator, which also includes Postal Loans, the Home Library Service and Open Access, and overall satisfaction with Libraries Direct was 100%, reflecting the appreciation of more vulnerable customers for these services during the pandemic and the recognition of the lifeline that these services provide for people.
- 4.5. Customer satisfaction for Registration is currently at 94%. Staff have been working to clear the backlog of 3,000 birth registrations from the second and third lockdowns and have delivered over 5,600 birth registration appointments during

Quarter 1. Death registrations are still carried out over the telephone and have reduced by 35% against the same reporting period last year, with fewer deaths related to Covid-19. The implementation of the marriage schedule system has resulted in poor functionality of the registration database, RON, which has presented a significant challenge to all the teams within the Registration service during May and June. The system now appears to be more stable.

- 4.6. The delayed Archive distance enquiry survey was carried out during Quarter 1, along with an in-house survey of customers using the Search Room. Results will be published in the Quarter 2 report.

## **5. Growth & Communities – Other Services**

- 5.1. This year sees a number of new indicators introduced to the report following restructuring of the Growth, Environment and Transport Directorate. Whilst a few of these are being refined, and there is no return this Quarter, the majority of the others have exceeded target. Two KPIs failed to meet floor standard, firstly Median number of days to resolve priority faults on Public Rights of Way network; this was due to a combination of factors including an increase in the number of faults reported, time spent responding to planning applications, and staffing issues. Secondly, Percentage of disabled people participating in Kent Active Partnership led programmes, with low participation due at least in part to continued shielding and/or restriction of activities for this group during the pandemic.

### **6. Recommendation(s):**

The Growth, Economic Development and Communities Cabinet Committee is asked to NOTE the performance report for Quarter 1 of 2021/22.

## **8. Contact details**

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