

Growth, Economic Development and Communities Performance Dashboard

Financial Year 2021/22

Results up to end of March 2022

Produced by Kent Analytics

Publication Date: July 2022

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

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

Growth & Communities - Libraries, Registrations and Archives (LRA)	RAG
LRA06 : Customer satisfaction with Registration Services	GREEN
LRA12 : Customer satisfaction with libraries	GREEN
LRA13 : Customer satisfaction with archives	GREEN
LRA19 : Customer satisfaction with Libraries Direct Services	GREEN
LRA20 : Customer satisfaction with PCs and Wi-Fi	GREEN
LRA21 : Percentage of registration appointments available within statutory time targets	GREEN

Growth & Communities – Other Services	RAG
DT14: Percentage of Public Rights of Way (PRoW) faults reported online	AMBER
EPE16: Median number of days to resolve priority faults on public rights of way network (rolling 12-month figure)	AMBER
CST01: Percentage of local actions from completed Domestic Homicide Reviews implemented by target date.	GREEN
CST02: % of Lessons Learnt Domestic Homicide Review attendees rating the event as very good or excellent	AMBER
COR01: Percentage of cases progressed for initial coronial decision within 2 working days of notification of a death	GREEN
KCP01 : Kent Country Parks aggregate average star ratings from Google, Trip Advisor and Facebook	GREEN
KSS01: Number of work experience hours of science, technology, engineering and mathematics (STEM) delivered	N/a
PAG01: Percentage of planning applications determined to meet MHCLG performance standards	GREEN
PP01: % of the most vulnerable victims of scams recorded on the National Scams Hub supported by Public Protection	GREEN
PP02: % of trader applications to Public Protection's 'Trading Stds Checked' scheme processed within 10 days	GREEN
SPA01: Percentage of participants in Kent Active Partnership led programmes who have a disability	AMBER
SPA02 : Percentage of participants in Kent Active Partnership led programmes from diverse ethnic groups	GREEN
TS01: Food Standards: Percentage of businesses now trading legally following an intervention from Trading Stds	RED
TS02: Product Safety: Percentage of businesses now trading legally following an intervention from Trading Standards.	RED
TS04: Percentage of businesses rating Trading Standards advice as Very Good or Excellent	GREEN

Division	Director	Cabinet Member
Growth & Communities	Stephanie Holt-Castle	Derek Murphy

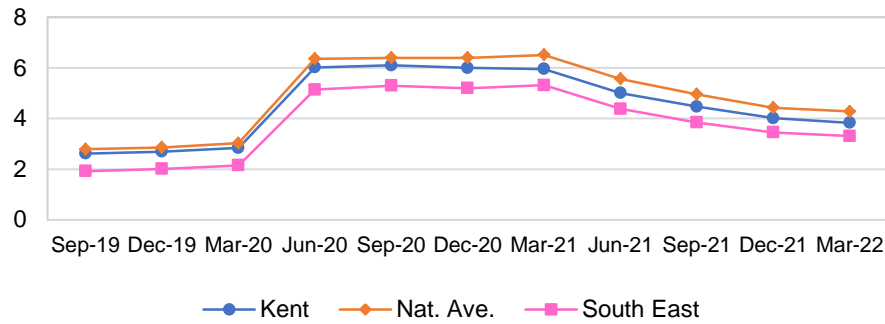
Ref	Performance Indicators	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	RAG	Target	Floor
ED05	Number of homes brought back to market through No Use Empty (rolling 12 months)	462	511	501	458	428	GREEN	400	350
ED08	Developer contributions secured against total contributions sought	78%	96%	99%	98%	65%	RED	93%	85%
ED10	Businesses assisted via Kent and Medway Growth Hub contract (Cumulative)*	2,875	3,487	415	872	1,654	GREEN	1,050	945
ED11	Businesses assisted through intensive support provided via the Growth Hub contract (Cumulative)*	104	161	4	10	189	GREEN	101	91

* New contract started July 2021.

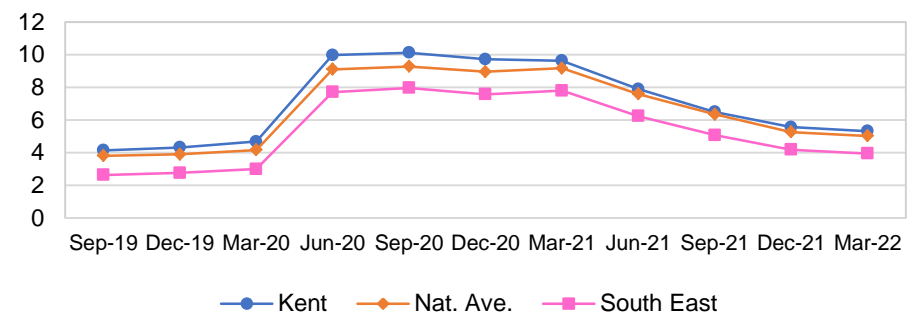
ED08 - In Quarter 4, eighteen Section 106 agreements were completed and a total of £9.4 million was secured. This represents 65% of the amount sought, which is below the floor standard and is mainly due to one site off Shottendane Road in Thanet. Concerns at this site relate to viability which was shaped by the challenging topography and the policy requirement for the site to deliver essential on-site highway infrastructure. It was originally refused permission but the Inspector overturned Thanet District Council's decision. KCC is currently in the process of bidding for infrastructure funding through the Department for Transport's Major Road Network (MRN) Programme, which, if successful, will significantly improve the prospects of this and other development sites in Thanet being able to meet future KCC financial contribution requests. In the meantime, Highways and Education are being prioritised for payments received.

Ref	Indicator description	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	Full Year 2021/22	Full Year 2020/21
ED08a	Developer contributions received (£000s)	11,092	11,249	9,742	15,897	9,395	46,283	39,008

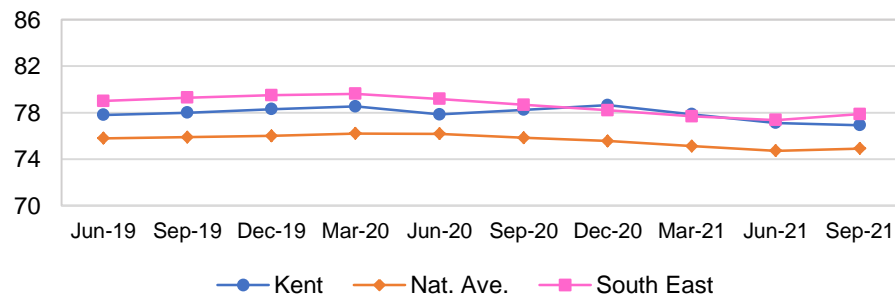
Percentage of 16 to 64 year olds claiming JSA/UC



Percentage of 18 to 24 year olds claiming UC

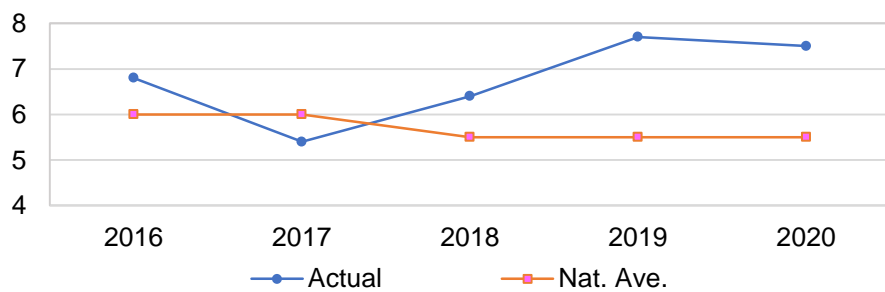


Percentage of 16- to 64-year-olds in employment

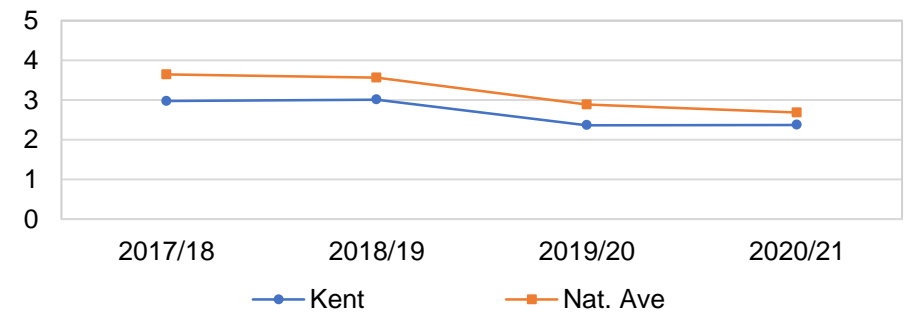


For Percentage of 16 to 64 year olds in employment, figures are derived from the annual population survey, with confidence interval for Kent figures at plus / minus 2 percentage points.

Percentage of 16 to 17 year olds who are NEET



Percentage of 16-24 year olds starting an apprenticeship



Appendix 1

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Growth & Communities	Stephanie Holt-Castle	Mike Hill

Quarterly KPI

Ref	Performance Indicators – Libraries, Registration and Archives (LRA)	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	RAG	Target	Floor
LRA06	Customer satisfaction with Registration Services	95%	94%	93%	94%	96%	GREEN	95%	90%

Annual KPIs

Ref	Performance Indicators – Libraries, Registration and Archives (LRA)	2017/18	2018/19	2019/20	2020/21	2021/22	RAG	Target 2021/22	Floor 2021/22
LRA12	Customer satisfaction with libraries	97%	92%	94%	83%	94%	GREEN	88%	80%
LRA13	Customer satisfaction with archives**	91%	95%	96%	No Survey	97%	GREEN	96%	90%
LRA19	Customer satisfaction with Libraries Direct Services	New Measure		97%	99.8%	98%	GREEN	95%	93%
LRA20	Customer satisfaction with PCs and Wi-Fi	New Measure		37%	83%	87%	GREEN	85%	75%
LRA21	Percentage of registration appointments available within statutory time targets	N/a	97%	93%	100%	100%	GREEN	95%	93%

** This survey alternates annually between a Search Room Survey (people who make a physical visit) and a distance survey (those who submit enquiries online).

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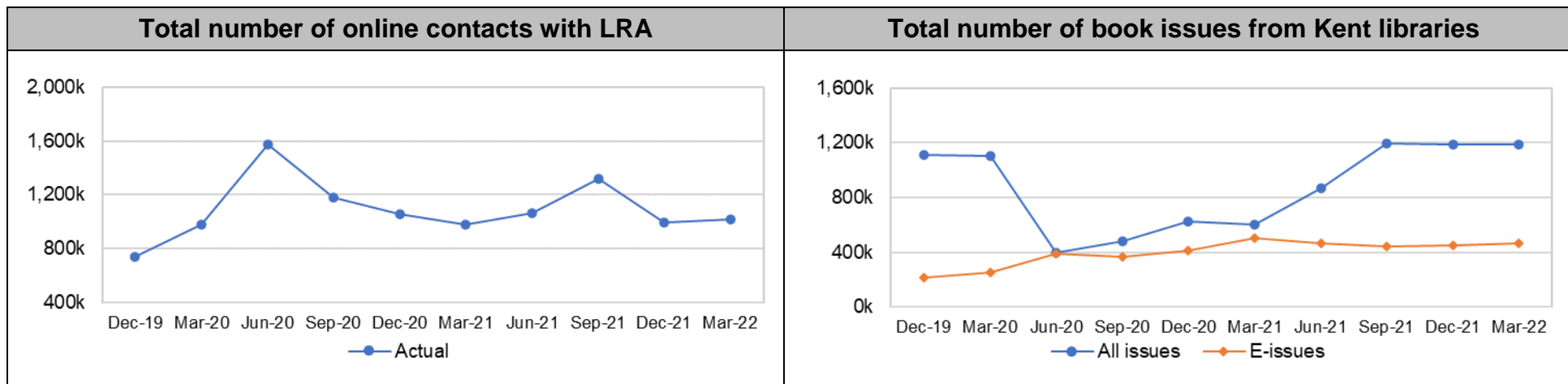
Ref	Activity Indicators (Quarterly totals) - LRA	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	In Expected Range	Expected Activity	
								Upper	Lower
LRA03	Total number of e-items issued (000s)	503	464	443	451	467	Yes	494	447
LRA04	Number of online contacts to Libraries and Registration services (000s)	881	981	1,192	893	889	n/a	*	*
LRA24	Number of online contacts for Kent archives (000s)	96	84	122	103	131	Above	101	92
LRA01	Number of visits to libraries (000s)	9	191	474	517	531	Yes	570	516
LRA02	Number of items issued (includes e-issues, 000s)	2,113	869	1,192	1,187	1,192	Yes	1,274	1,153
LRA25	Number of Archive enquiries answered	1,130	1,718	1,955	1,915	2,123	Above	2,100	1,900

* Forecasting was paused for Quarter 4 due to unknowns over web hits as a result of the implementation of cookie management

LRA24 – visits to the kentarchives.org website improved significantly in Quarter 4 with increased reach on social media. Due to the significant fluctuations in social media reach from quarter to quarter, from 2022/23 we will be measuring the number of engagements rather than “reach” for both libraries and archives social media, in order to better define genuine engagement with this service.

LRA25 - Remote enquiries for Archives remained high, while face to face enquiries increased at a steady rate as the Search Room gradually widened its capacity. For remote enquiries, an increase of 5% on Quarter 3 was factored in, but the outturn was still slightly higher than anticipated which is a positive achievement and reflects the sustained increased use of the enquiry service.

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Key Performance Indicators (temporary indicators during Coronavirus for LRA)

Indicator	Definition	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22
Number of Online Joiners	The number of customers who join online to access online and e-resource services	2,283	1,880	2,123	1,829	2,261
% of available PC time used	Usage of available PCs as a percentage of the total availability (in hours)	3%	19%	14%	15%	15%
% Increase of e-Issues	% increase of e-Issues as a comparison with same reporting period in previous year	97%	19%	20%	10%	-8%
Number of physical issues	Number of issues of all material other than e-Resources	99,096	404,812	749,380	736,160	725,007
Total reach on Libraries and Archives Social Media	Total reach on Facebook (central and district pages) + New Twitter followers	683,242	750,512	968,595	795,768	713,089
Number of Ask a Kent Librarian enquiries answered	Total number of enquiries answered via Email, Govmetric, Online chat, and Social Media	3,521	3,474	3,141	2,574	2,555
% of Archive Search Room "sessions" booked	This KPI reflects the percentage of available sessions booked.	**	94%	95%	90%	87%

** No returns due to lockdowns

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Ref	Performance Indicators - other services	Mar-21	Jun-21	Sep-21	Dec-21	Mar-22	YTD RAG	Target	Floor
DT14	Percentage of Public Rights of Way (PRoW) faults reported online	87%	87%	86%	86%	87%	AMBER	90%	75%
EPE16	Median number of days to resolve priority faults on public rights of way network (rolling 12 month figure)	25	32	32	26	22	AMBER	20	25
CST01	Percentage of local actions from completed Domestic Homicide Reviews implemented by target date.	New KPIs		86%	90%	94%	GREEN	70%	63%
CST02	Percentage of Lessons Learnt Domestic Homicide Review (DHR) Seminar attendees rating the event as Very Good or Excellent.			N/a		84%	AMBER	85%	76.5%

DT14 – Market research for the Rights of Way Improvement Plan highlighted the preference of a proportion of the customer base to contact by telephone, particularly in the older demographics. Following success at meeting the previous target of 85%, the target was increased to 90% for 2021/22, and this has proved to be challenging.

EPE16 – The median number of days continues to reduce in the 12 months to March and has moved to a position above floor standard for the first time this year. Recent recruitment has provided additional capacity to address issues in a timely manner.

CST02 – Due to Covid-19 it was not possible to hold any events until Quarter 4, and the ratings from the one event held that Quarter missed target by 1 percentage point. There were no common themes for those who didn't rate the event at the desired level, but when those who rated the event as 'good' are taken into account the percentage rises to 98%, with the remaining 2% rating the event as satisfactory, with no respondents rating the event as 'poor' or 'very poor'.

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Ref	Performance Indicators - other services	Jun-21	Sep-21	Dec-21	Mar-22	Year to Date	YTD RAG	Target	Floor	
COR01	Percentage of cases progressed for initial coronial decision within 2 working days of notification of a death.	92%	79%	79%	82%	82%	GREEN	80%	72%	
KCP01	Kent Country Parks aggregate average star ratings from Google, Trip Advisor and Facebook	4.6	4.6	4.7	4.6	4.6	GREEN	4.5	4	
KSS01	Number of work experience hours of science, technology, engineering and mathematics (STEM) delivered by Kent Scientific Services (KSS) for Kent students in the 16-24 age range.	KSS did not support work experience in 2021/22 due to COVID, but are commencing again in 2022/23.							400	360
PAG01	Percentage of planning applications determined to meet MHCLG performance standards	100%	100%	100%	100%	100%	GREEN	90%	81%	
PP01	Percentage of the most vulnerable victims of scams recorded on the National Scams Hub supported by Public Protection	100%	100%	100%	100%	100%	GREEN	85%	76.5%	
PP02	Percentage of trader applications to Public Protection's 'Trading Standards Checked' scheme processed within 10 working days.	100%	100%	100%	100%	100%	GREEN	90%	81%	

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Ref	Performance Indicators - other services	Jun-21	Sep-21	Dec-21	Mar-22	Year to Date	YTD RAG	Target	Floor
SPA01	Percentage of participants in Kent Active Partnership led programmes who have a disability	10%	32%	24%	30%	25%	AMBER	30%	15%
SPA02	Percentage of participants in Kent Active Partnership led programmes from diverse ethnic groups	40%	29%	38%	31%	33%	GREEN	30%	15%
TS01	Food Standards: Percentage of businesses now trading legally following an intervention from Trading Standards.	100%	73%	63%	45%	60%	RED	70%	63%
TS02	Product Safety: Percentage of businesses now trading legally following an intervention from Trading Standards.	82%	67%	52%	25%	55%	RED	70%	63%
TS04	Percentage of businesses rating Trading Standards advice (Primary Authority and Pay as You Go) as Very Good or Excellent.	*	95%	100%	100%	97%	GREEN	80%	72%

* Although 62 businesses were contacted in Quarter 1, no responses were received.

SPA01 – Fluctuations seen in the percentage of disabled people participating in Kent Active Partnership programmes across the year coincided with restrictions and the emergence of Covid-19 variants (impacting on participants ability and confidence to engage with group and/or indoor activities). Although this meant the target was missed for the year overall, the target was met in the last Quarter.

TS01 – Trading Standards Interventions with businesses can take time to resolve any non-compliance. Particularly with complex food law, some of the delays are due to the food product having to be tested by a laboratory before advice can be given to the business. This takes time and cannot always be concluded within the Quarter that the intervention commenced. Consideration is being given as to whether the methodology for calculating this KPI needs to be adjusted to take this into account.

TS02 – The team that deals mainly with product safety have had a number of cases that have moved from seeking compliance into enforcement and reporting for legal consideration. This continues to impact on the number trading legally.