

Growth, Economic Development and Communities Performance Dashboard

Financial Year 2022/23

Results up to end of September 2022

Produced by Kent Analytics

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	GREEN
ED10 : Businesses assisted via Kent and Medway Growth Hub contract	GREEN
ED11 : Businesses assisted through intensive support provided via the Growth Hub contract	RED

Growth & Communities - Libraries, Registrations and Archives (LRA)	RAG
LRA06 : Customer satisfaction with Registration Services	GREEN
LRA15: Total number of customers attending events in Libraries and Archives	GREEN
LRA17: Number of volunteer hours adding extra value to the LRA service	AMBER
LRA26: Total number of people given advice and support through the Business and Intellectual Property Centre (BIPC)	RED
LRA12 : Customer satisfaction with libraries	GREEN
LRA13 : Customer satisfaction with archives	GREEN
LRA19 : Customer satisfaction with Libraries Direct Services	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	GREEN
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	GREEN
COR01: Percentage of cases progressed for initial coronial decision within 2 working days of notification of a death	AMBER
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)	GREEN
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	GREEN
PP02: % of trader applications to Public Protection's 'Trading Stds Checked' scheme processed within 10 days	GREEN
SPA03: % of schools with a high proportion of pupils eligible for free school meals engaging with the Kent	GREEN
SPA04: Number of people attending and engaging with training and learning opportunities facilitated by Kent Sport	GREEN
TS04: Percentage of businesses rating Trading Standards advice as Very Good or Excellent	GREEN

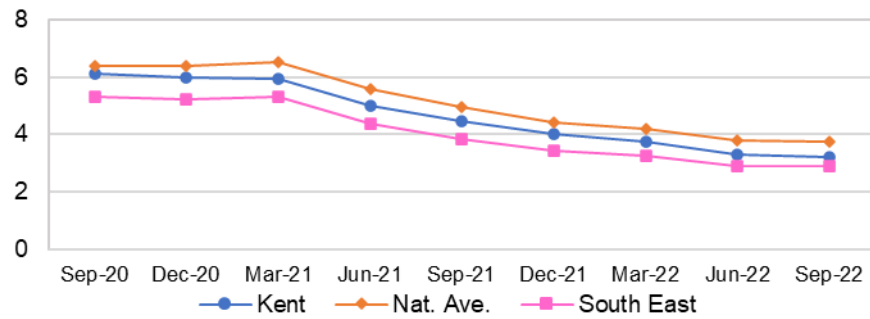
Division	Director	Cabinet Member
Growth & Communities	Stephanie Holt-Castle	Derek Murphy

Ref	Performance Indicators	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	RAG	Target	Floor
ED05	Number of homes brought back to market through No Use Empty (rolling 12 months)	501	458	428	350	445	GREEN	400	350
ED08	Developer contributions secured against total contributions sought	99%	98%	65%	99%	100%	GREEN	98%	85%
ED10	Businesses assisted via Kent and Medway Growth Hub contract (Cumulative)	415	872	1,654	381	884	GREEN	685	617
ED11	Businesses assisted through intensive support provided via the Growth Hub contract (Cumulative)	4	10	189	14	23	RED	30	27

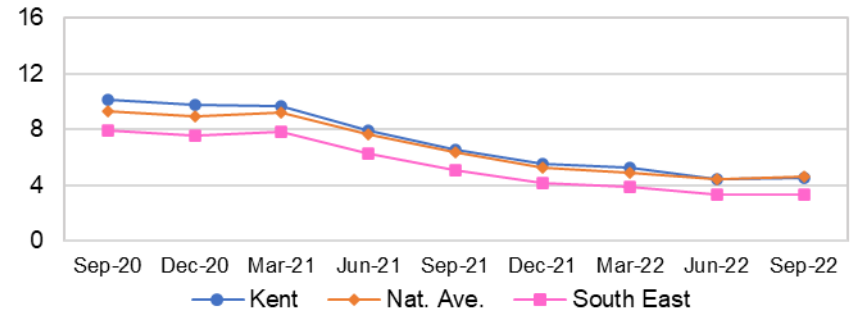
ED11 – To qualify as having received intensive support, a business would need to access 12 hours or more of support. This will accumulate over the financial year, meaning increasing numbers of businesses will meet this threshold as the year progresses and it is expected that the year-end target of 135 will be met in Quarter 4.

Ref	Indicator description	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Year to date	Previous YTD
ED08a	Developer contributions secured (£000s)	9,742	15,897	9,395	6,342	9,339	15,681	20,991

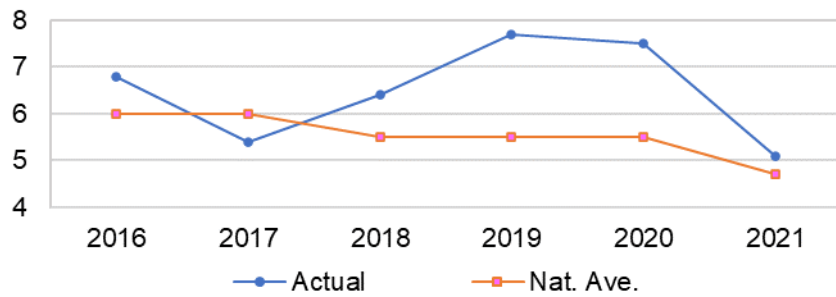
Percentage of 16 to 64 year olds claiming JSA/UC



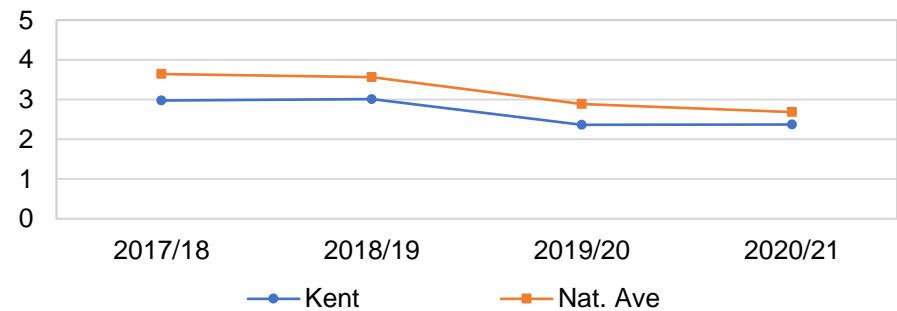
Percentage of 18 to 24 year olds claiming UC



Percentage of 16 to 17 year olds who are NEET



Percentage of 16-24 year olds starting an apprenticeship



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Quarterly KPIs

Ref	Performance Indicators	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	RAG	Target	Floor
LRA06	Customer satisfaction with Registration Services	93%	94%	96%	94%	95%	GREEN	95%	90%
LRA15	Total number of customers attending events in Libraries and Archives	4,196	12,085	21,638	26,043	40,836	GREEN	32,800	29,600
LRA17	Number of volunteer hours adding extra value to the LRA service	980	1,812	3,351	5,048	5,144	AMBER	5,500	5,000
LRA26	Total number of people given advice and support through the Business and Intellectual Property Centre (BIPC)	New indicator			19	17	RED	25	20

LRA17 – Many LRA volunteers have not returned to volunteering following the pandemic, and recruitment of new volunteers has been challenging. For example, in 2019 there were 220 volunteers helping with the Summer Reading Challenge, and in 2022 there were 32. Work to promote volunteering opportunities is taking place across LRA in order to increase uptake.

LRA26 – Although the floor standard was not met for this new indicator, the Business Support Specialist has advised that there were several informal one-to-ones at a number of outreach events, but these could not be logged as clients did not give their full details.

Annual KPIs

Ref	Performance Indicators – Libraries, Registration and Archives (LRA)	2017/18	2018/19	2019/20	2020/21	2021/22	RAG	Target 2022/23	Floor 2022/23
LRA12	Customer satisfaction with libraries	92%	94%	83%	94%	*	GREEN	90%	80%
LRA13	Customer satisfaction with archives**	95%	96%	No Survey	97%		GREEN	96%	90%
LRA19	Customer satisfaction with Libraries Direct Services	New Measure	97%	99.8%	98%		GREEN	95%	93%
LRA21	Percentage of registration appointments available within statutory time targets	97%	93%	100%	100%		GREEN	100%	93%

* Annual surveys are often completed towards the end of the year and results will be shown when available

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Ref	Activity Indicators (Quarterly totals)	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Expected Range	Expected Activity	
								Upper	Lower
LRA01	Number of visits to libraries (including mobiles) (000s)	474	517	531	613	749	Above	557	504
LRA02	Total number of books issued (includes audio- and e-books) (000s)	1,192	1,187	1,192	1,182	1,425	Above	1,300	1,200
LRA05	Number of online contacts to Libraries and Registration services (000s)	New indicator			390	347	Below	446	404
LRA27	Number of online contacts for Kent archives (000s)	New indicator			25	20	Below	25	23
LRA25	Number of archive enquiries answered	2,207	1,915	2,123	1,948	2,221	Yes	2,300	2,100

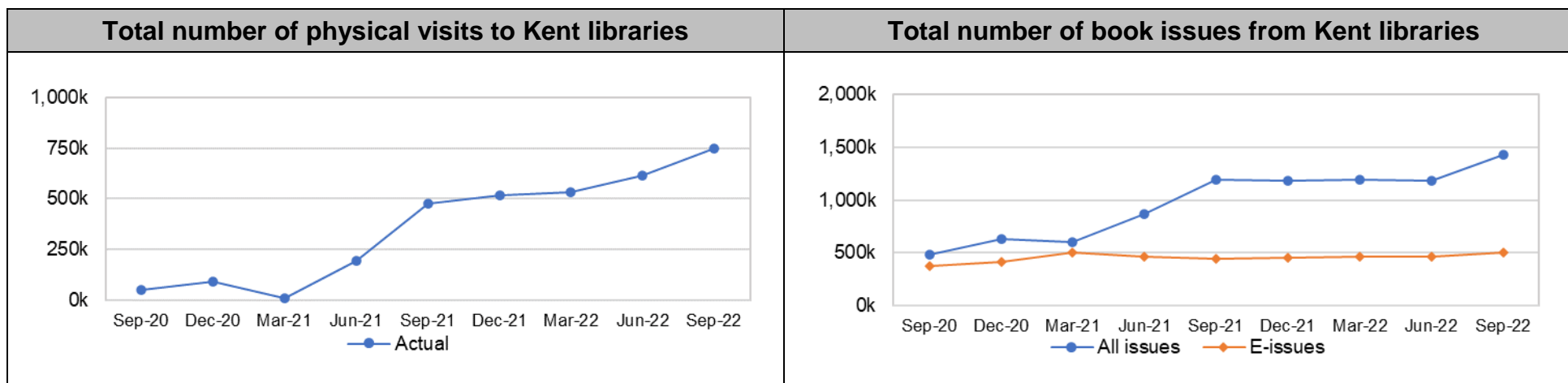
LRA01 – The number of visits to libraries and mobiles came in 34% higher than the upper threshold for Quarter 2. The great success of the Summer Reading Challenge, with over 90% of the participants taking part physically, and the large number of visitors to The Amelia in Tunbridge Wells has contributed to this.

LRA02 - The number of items issued was 10% higher than the forecast upper threshold, mostly due to the boost to children's issues as a result of the Summer Reading Challenge. Children's fiction and non-fiction physical issues were 45% higher than in Quarter 1. Adult issues have also seen growth of 14% from Quarter 1, and e-issues have also increased by 7%, demonstrating the service's continued recovery.

LRA05 – Online contacts to Kent Libraries and Registration have come in below expectations for Quarter 2. This is due to the removal of the capability to track individual contacts on the online public catalogue in order to achieve GDPR compliance. Almost all other elements of this KPI have increased from Quarter 1: visits to the kent.gov.uk/libraries webpage have increased by 18%, library app launches by 15%, visits to the registration webpages by 6% and Facebook engagements by 197% due to the dedicated work of library staff to promote the Summer Reading Challenge and celebrate the achievements of the participants.

LRA27 – Visits to the Kent Archives website are down by 13% from Quarter 1, and social media engagement down by 29%. This could be partly attributable to the increased physical use of the service with more customers visiting the Search Room in person, and Quarter 1 figures having been boosted by the greater number of social media posts as items linked to the Platinum Jubilee were showcased as well as celebration of the 10th anniversary of Kent History and Library Centre.

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Appendix 1

Division	Director	Cabinet Member
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Ref	Performance Indicators - other services	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	YTD	YTD RAG	Target	Floor
DT14	Percentage of Public Rights of Way (PRoW) faults reported online	85%	89%	91%	93%	93%	93%	GREEN	90%	80%
EPE16	Median number of days to resolve priority faults on public rights of way network (rolling 12-month figure)	32	26	22	24	23	23	AMBER	20	25
CST01	Percentage of local actions from completed Domestic Homicide Reviews implemented by target date.	86%	90%	100%	82%	75%	78%	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%	77%	94%	89%	GREEN	85%	76.5%
COR01	Percentage of cases progressed for initial coronial decision within 2 working days of notification of a death.	79%	79%	80%	75%	75%	75%	AMBER	83%	72%

EPE16 – The median number of days is stable and the KPI remains above the floor standard. This represents a much improved position compared with the same point 12 months ago. Staff vacancies are still impacting the ability of the Service to respond to reports.

COR01 – The coroner service is reliant on information from the NHS particularly in order to progress cases and while the NHS continues to be under pressure, the information is not always provided as quickly as we require in order to progress cases in an optimal time frame. There has also been some impact from sickness absences within the team.

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Ref	Performance Indicators - other services	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	YTD	YTD RAG	Target	Floor
KCP01	Kent Country Parks aggregate average star ratings from Google, Trip Advisor and Facebook	4.6	4.6	4.6	4.8	4.6	4.6	GREEN	4.6	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				185	185	GREEN	150	135
PAG01	Percentage of planning applications determined to meet MHCLG performance standards	100%	100%	100%	100%	100%	100%	GREEN	100%	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%	100%	GREEN	90%	80%
PP02	Percentage of trader applications to Public Protection's 'Trading Standards Checked' scheme processed within 10 working days.	100%	100%	100%	100%	100%	100%	GREEN	100%	81%

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Ref	Performance Indicators - other services	Sep-21	Dec-21	Mar-22	Jun-22	Sep-22	Year to Date	YTD RAG	Target	Floor
SPA03	Percentage of schools with a high proportion of pupils eligible for free school meals engaging with the Kent School Games	New Indicators			55%	55%	55%	GREEN	25%	22.5%
SPA04	Number of people attending and engaging with training and learning opportunities facilitated by Kent Sport				316	580	896	GREEN	300	240
TS04	Percentage of businesses rating Trading Standards advice (Primary Authority and Pay as You Go) as Very Good or Excellent	95%	100%	100%	100%	100%	100%	GREEN	90%	82%