

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

## **Financial Year 2024/25**

### **Results up to end of June 2024**

Produced by Kent Analytics

## 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 (**In Line**) or they could be **Above** or **Below**.

## Key Performance Indicators Summary

<b>Economy</b>	RAG
EC05: Number of homes brought back to market through No Use Empty	GREEN
EC10: Businesses assisted via Kent and Medway Growth Hub contract	GREEN
EC11: Businesses assisted through intensive support provided via the Growth Hub contract	RED

NB: EC12, 13 and 14, will be new indicators for 2024/25 once funding is agreed and targets can be set.

<b>Libraries, Registrations and Archives (LRA)</b>	RAG
LRA06: Customer satisfaction with Registration Services	GREEN
LRA15: Total number of customers attending events in Libraries and Archives	AMBER
LRA17: Number of volunteer hours adding extra value to the LRA service	AMBER
LRA12: Customer satisfaction with libraries	GREEN
LRA13: Customer satisfaction with archives	GREEN

<b>Strategic Development and Place</b>	RAG
DC08: Developer contributions secured against total contributions sought	GREEN

<b>Strategic Development and Place (continued)</b>	RAG
PROW14: Percentage of Public Rights of Way (PRoW) faults reported online	AMBER
PROW16: Median number of days to resolve priority faults on public rights of way network (rolling 12-months)	GREEN
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 good or better	GREEN
CST03: Percentage of service users who report feeling safer due to warden support	GREEN
COR01: Percentage of cases progressed for initial coronial decision within 2 working days of notification of a death	RED
KSS02: Number of priority 1 food, feed and consumer products sample tests reported to clients within 5 working	GREEN
KSS03: Number of independent proficiency tests rated as "good" or "satisfactory"	GREEN
PAG01: Percentage of planning applications determined to meet DLUHC performance standards	GREEN
PAG02: Number of statutory planning consultee responses submitted to the local planning authority within 21 days (Minerals & Waste)	GREEN
CP01: Percentage of the most vulnerable victims of scams recorded on the National Scams Hub supported by Public Protection	GREEN
CP02: Percentage of trader applications to the 'Trading Standards Checked' scheme processed within 10 working days	GREEN
TS04: Percentage of businesses rating Trading Standards advice (Primary Authority and Pay as You Go) as Very Good or Excellent	GREEN

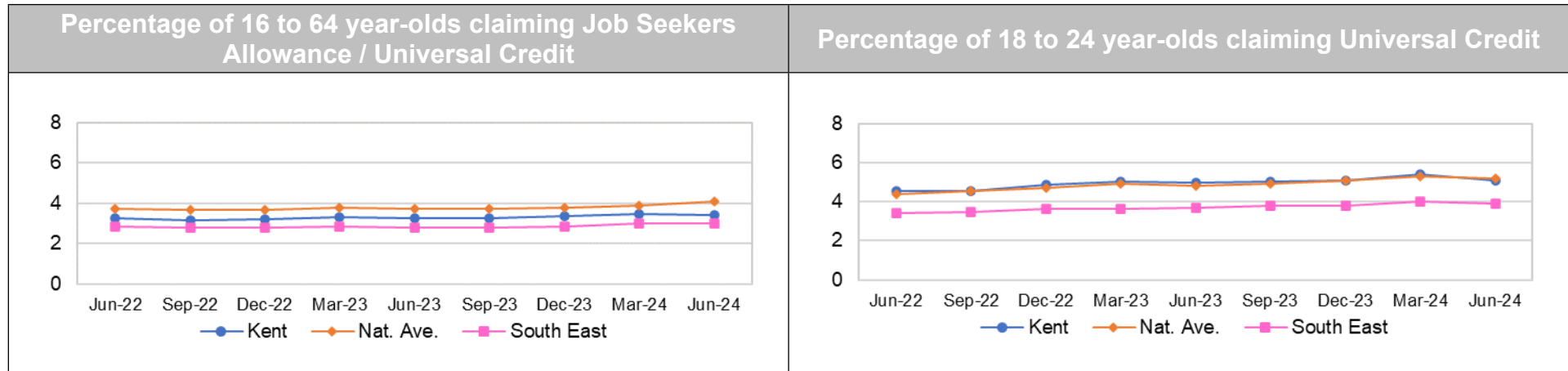
Division	Director	Cabinet Member
Growth & Communities - Economy	Stephanie Holt-Castle	Derek Murphy

Ref	Performance Indicators	Jun-23 (Q1)	Sep-23 (Q2)	Dec-23 (Q3)	Mar-24 (Q4)	Jun-24 (Q1)	RAG	Target	Floor
EC05	Number of homes brought back to market through No Use Empty (rolling 12 months)	388	395	509	474	567	GREEN	400	360
EC10	Businesses assisted via Kent and Medway Growth Hub contract (Year to Date)	261	552	783	1,059	251	GREEN	171	150
EC11	Businesses assisted through intensive support provided via the Growth Hub contract (Year to Date)	30	65	104	154	11	RED	14	12
EC12	Number of visitor economy businesses supported (through visitor economy and inward investment contract)	These are all new indicators for 2024/25 and funding is still to be agreed before targets can be set and the KPIs monitored.							
EC13	Number of inward investment projects secured (through visitor economy and inward investment contract)								
EC14	Number of jobs created or safeguarded (through visitor economy and inward investment contract)								

EC11 – The number of businesses which require intensive support will increase as the year progresses and numbers tend to be low in the first Quarter. In addition, an enhanced business support programme will be coming online in August which may boost numbers.

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Context indicators



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<b>Growth &amp; Communities</b> – Libraries, Registrations and Archives	<b>Stephanie Holt-Castle</b>	<b>Clair Bell</b>

### Quarterly KPIs

Ref	Performance Indicators	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	RAG	Target	Floor
LRA06	Customer satisfaction with Registration Services	95%	94%	99%*	94%	<b>97%</b>	GREEN	96%	91%
LRA15	Total number of customers attending events in Libraries and Archives	41,969	53,015	42,341	48,194	<b>46,203</b>	AMBER	49,400	44,700
LRA17	Number of volunteer hours adding extra value to the LRA service	New indicator				<b>7,435</b>	AMBER	7,900	7,100

\* Only includes citizenship surveys due to issues with booking system  
Jun-24 (Q1): LRA06 – 404 customers were surveyed, 390 were satisfied.

LRA15 – due to the upward trajectory of event attendance in 2023/24, a 5% increase was forecast for Quarter 1 2024/25. Although the ambitious target was not quite achieved, the result is still within the forecast parameters and is still positive in that it represents a 3% increase on the same period last year.

LRA17 – an ambitious 5% increase in volunteer hours was forecast for 2024/25, factoring in the re-branding and review of volunteer recruitment, plus extra recruitment for the Know Your Neighbourhood project. The Quarter 1 figure does not meet the target but is still within the forecast parameters and again is very positive as it still represents a 4% increase on what was achieved in the same period last year. We would expect figures to rise during Quarter 2 with the increase of young volunteers for the Summer Reading Challenge.

### Annual KPIs

Ref	Performance Indicators	2020/21	2021/22	2022/23	2023/24	2024/25	RAG	Target 2023/24	Floor 2023/24
LRA12	Customer satisfaction with libraries	83%	94%	94%	<b>95%</b>	**	GREEN	90%	85%
LRA13	Customer satisfaction with archives	No Survey	97%	98%	<b>100%</b>	**	GREEN	95%	90%

\*\* The annual libraries survey is usually completed in Quarter 4, the archive survey in Quarter 3.  
2023/24: LRA12 – 9,037 customers surveyed, 8,540 satisfied; LRA13 – 81 surveyed, 81 satisfied.

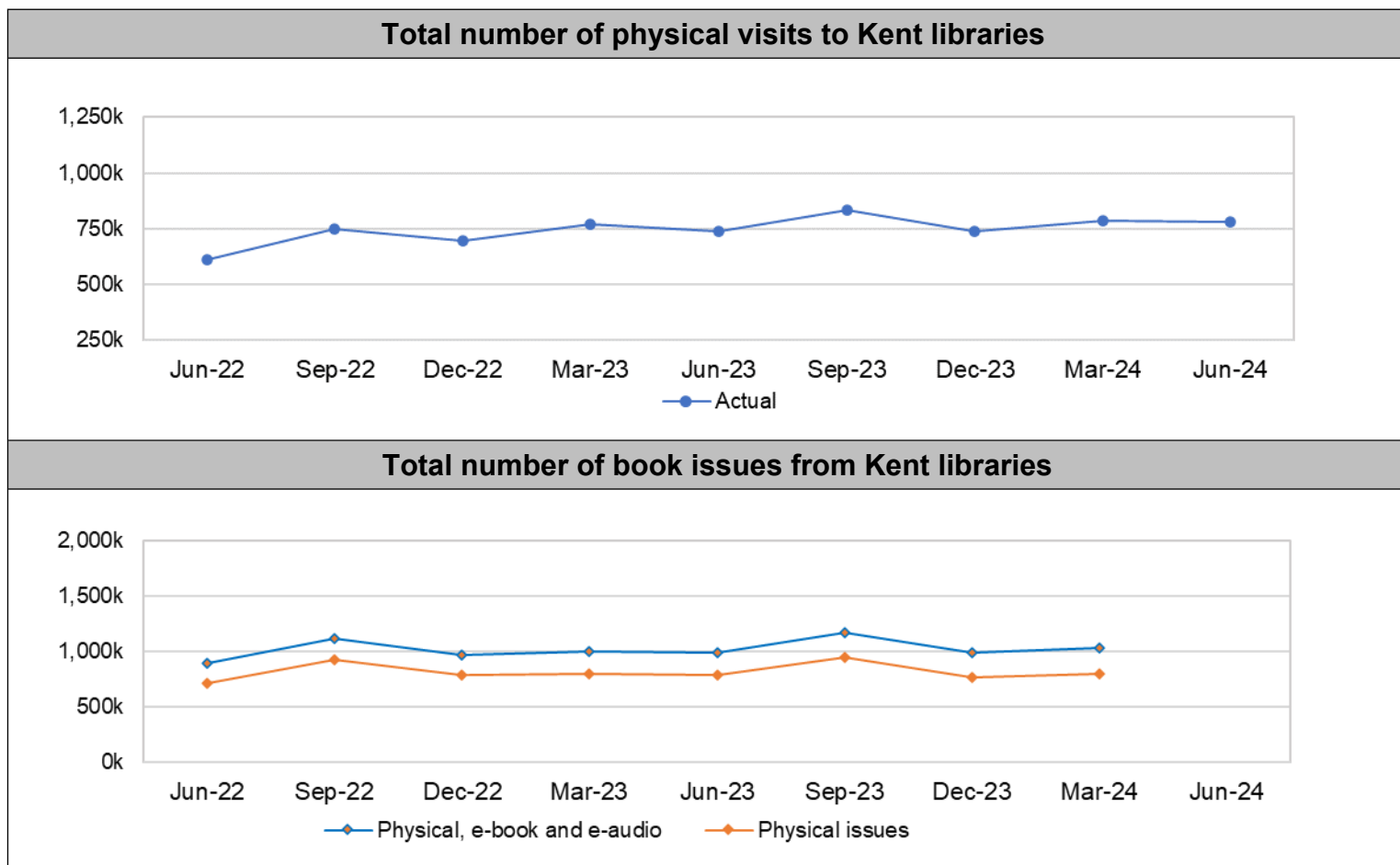
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Ref	Activity Indicators (Quarterly totals)	Jun-23	Sep-23	Dec-23	Mar-24	Jun-24	Value vs Expected	Expected Activity	
								Upper	Lower
LRA01	Number of visits to libraries (including mobiles) (000s)	736	831	740	787	<b>781</b>	In line	789	714
LRA02b	Physical, e-book and e-audio issues (000s)	993	1,167	988	1,032	*	N/a	1,054	954
LRA04	Number of wedding, civil partnership and citizenship ceremonies carried out by KCC Officers	New Indicator				<b>2,199</b>	In line	2,200	2,000

\* Following an update to the library management system it has not been possible to run the usual report to produce the data needed for the Quarter to June-24. Work is ongoing to rectify this and will be completed for next quarter.

LRA02b – This indicator has been revised to remove e-magazines and e-newspapers from the figures following a change in how these are counted which means they are no longer comparable with previous figures.

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Following an update to the library management system it has not been possible to run the usual report to produce the data needed for the Quarter to June-24. Work is ongoing to rectify this.



## Appendix 1

Division	Director	Cabinet Member
Growth & Communities – Strategic Development and Place	Stephanie Holt-Castle	Clair Bell

Ref	Performance Indicators	Jun-23 (Q1)	Sep-23 (Q2)	Dec-23 (Q3)	Mar-24 (Q4)	Jun-24 (Q1)	YTD 24/25	YTD RAG	Target	Floor
DC08	Developer contributions secured against total contributions sought	99.7%	99.6%	87.4%	97.9%	99.6%	99.6%	GREEN	98%	85%
PROW14	Percentage of Public Rights of Way (PRoW) faults reported online	87%	87%	89%	87%	87%	87%	AMBER	92%	84%
PROW16	Median number of days to resolve priority faults on public rights of way network (rolling 12-month figure)	30	26	20	9	9	*	GREEN	15	24
CST01	Percentage of local actions from completed Domestic Homicide Reviews implemented by target date.	85%	95%	91%	90%	80%	80%	GREEN	75%	68%
CST02	Percentage of Lessons Learnt Domestic Homicide Review (DHR) Seminar attendees rating the event as Good or better.	**	79%	84%	**	100%	100%	GREEN	90%	81%
CST03	Percentage of service users who report feeling safer due to warden support	67%	73%	75%	74%	70%	70%	GREEN	70%	65%

\* No Year-to-Date figure as this is a Rolling 12-month indicator

\*\* No seminars were held.

2024/25: DC08 - £2.6m secured; PROW14 – 2,235 faults reported, 1,952 were online; PROW16 – 50 priority faults resolved; CST01 – 10 actions, 8 completed by target date; CST02 – 32 reviews, 32 were very good or excellent; CST03 – 122 service users were surveyed, 85 service users reported feeling safer.

PROW14 – The 92% target is deliberately challenging. As has been described previously, when an issue is perceived as urgent (such as those relating to flooding, winter storms and tree damage) there is a greater likelihood of this being reported through a phone call, perhaps due to the reassurance of talking to a person. Where an individual has not previously registered on the fault reporting system there is a tendency for those individuals to also use the Contact Centre. We are completing a small piece of work to assist those reporting for the first time in the hope that once registered they will continue to use the online fault reporting tool.

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Ref	Performance Indicators	Sep-23 (Q2)	Dec-23 (Q3)	Mar-24 (Q4)	Mar-24 (Q4)	Jun-24 (Q1)	YTD 24/25	YTD RAG	Target	Floor
COR01	Percentage of cases progressed for initial coronial decision within 2 working days of notification of a death.	78%	73%	78%	59%	62%	62%	RED	83%	76%
KSS02	Number of priority 1 food, feed and consumer products sample tests reported to clients within 5 working days	New indicator				93%	93%	GREEN	93%	88%
KSS03	Number of external independent proficiency tests rated as “good” or “satisfactory” with a statistical Z score of 2 or less.	New Indicator				90%	90%	GREEN	75%	67%
PAG01	Percentage of planning applications determined to meet DLUHC performance standards	100%	100%	100%	100%	100%	100%	GREEN	100%	90%
PAG02	Number of statutory planning consultee responses submitted to the local planning authority within 21 days (Minerals & Waste)	New Indicator				100%	100%	GREEN	90%	80%

2024/25: COR01 – 1,476 cases, 909 progressed within 2 working days; PAG01 – 36 planning applications, all of which met DLUHC performance standard; PAG02 – 79 responses, all of which were within 21 days.

COR1 - The coroner service is reliant on information from other organisations particularly the NHS to progress cases and while these organisations continue to be under pressure, the information is not always provided quickly enough to meet the 2-day target. This has been exacerbated by the piloting of the Medical Examiner system by the NHS. The Coroner Service also continues to experience pressures due to extended staff absences and staff vacancies for which we have recruited into some positions and are currently in the process of recruiting into others. The service is working towards a resolution.

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CP01	Percentage of the most vulnerable victims of scams recorded on the National Scams Hub supported by Public Protection	*	100%	100%	100%	100%	100%	GREEN	90%	80%
CP02	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%	90%
TS04	Percentage of businesses rating Trading Standards advice (Primary Authority and Pay as You Go) as Very Good or Excellent	100%	100%	100%	100%	100%	100%	GREEN	90%	82%

\* No return for Q1 2023/24 due to a reduction in referrals of people who have been scammed.

2024/25: CP01 – 2 people supported. CP02 – 42 trader applications processed; TS04 – 2 out of 2 businesses have rated trading standards advice as very good or excellent since the start of the year.