

**From:** Mike Whiting, Cabinet Member for Economic Development  
Mike Hill, Cabinet Member for Community and Regulatory Services  
Susan Carey, Cabinet Member for Environment  
Barbara Cooper, Corporate Director for Growth, Environment and Transport

**To:** Growth, Economic Development and Communities Cabinet Committee – 28 November 2019

**Subject:** Performance Dashboard

**Classification:** Unrestricted

**Summary:**

The Growth, Economic Development and Communities Performance Dashboard shows progress made against targets set for Key Performance Indicators (KPI).

Nine of the of the fourteen KPIs with figures to September 2019 achieved target (Green), three were below target but did achieve the floor standard (Amber) and two did not achieve the floor standard (Red). Five KPIs are awaiting sufficient survey returns to publish results or have surveys planned for later in the year.

**Recommendation(s):**

The Growth, Economic Development and Communities Cabinet Committee is asked to NOTE the performance report.

**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 second report for the 2019/20 financial year.

**2. Performance Dashboard**

2.1. The current Growth, Economic Development and Communities Performance dashboard provides results up to the end of September 2019 and is attached in Appendix 1.

2.2. The Dashboard provides a progress report on performance against target for the Key Performance Indicators (KPIs) for 2019/20. These KPIs and targets came before the Cabinet Committee for comment in May 2019. The Dashboard also includes a range of activity indicators which help give context to the KPIs.

- 2.3. KPIs are presented with RAG (Red/Amber/Green) alerts to show progress against targets. Details of how the alerts are generated are outlined in the Guidance Notes, included with the Dashboard in Appendix 1.

### **3. Economic Development**

- 3.1. The number of properties brought back to use through No Use Empty (NUE) is 274 so far this year, which is ahead of the target, with a total of 6,185 since the start of the project. £1.3m was secured from developers of new housing sites for capital investment which was 100% of the amount sought. The number of businesses assisted via the Kent and Medway Growth Hub was below target, but confidence is high that the year-end target will be met.

### **4. Libraries, Registration and Archives (LRA)**

- 4.1. Following on from the public consultation on the LRA Strategy and the subsequent public engagement on opening hours, this quarter saw the service complete the front-line staffing restructure. As a result of the careful management of vacancies this was achieved without the need for any compulsory redundancies. Timetabling of staff at all service points for the new opening hours was completed ready for the implementation in September. The service has now been able to advertise any held vacancies which will give better cover in service points. Customers have been kept informed of the changes to hours at each library with posters, leaflets and through social media.
- 4.2. At the end of the quarter Folkestone library closed for two weeks to enable internal decoration following water damage earlier in the year. Tunbridge Wells library was preparing to close from 14<sup>th</sup> October in order to move to their temporary premises in the Royal Victoria Place shopping mall. During the closure, stock and ICT are being moved and installed in the new location. The library will be here for 2 years whilst major works are completed to the current building to create The Amelia at the Amelia Scott.
- 4.3. Library visits and issues were within expectations. The online offer continues to expand with consistent growth in all e-issues. Growth in E-books continues at around 20-24% when compared to the previous year. E-newspapers also continue to grow with a 68% increase on the same quarter last year and e-magazines saw a rise of 15%. Overall issues of the e-offer have increased by 37% compared to the same period last year.
- 4.4. Online contacts are fewer than anticipated with less activity than expected on social media and via webpages, and the number of Archive enquiries received has been lower than anticipated
- 4.5. Over 19,000 children participated in the Summer Reading Challenge, which was a 12% increase on last year. Celebratory staff officiated at almost 2,500

marriages, civil partnerships and citizenship ceremonies during the quarter. The new Archives service offer of workshops, talks and a conference were attended by approximately 160 customers, feedback has been positive with future sessions being planned.

## **5. Environment, Planning and Enforcement**

- 5.1. Three of the six indicators for Environment, Planning and Enforcement exceeded target (Green). Of the three that did not, the percentage of public rights of way reported online has been steadily improving towards an ambitious target, although some members of the public continue to prefer speaking directly to an officer. Investment secured is expected to experience an uplift later in the year. The data collection process for volunteer hours is being reviewed, and numbers are expected to be boosted as more services who report annually do so towards year-end.

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

The Growth, Economic Development and Communities Cabinet Committee is asked to NOTE the performance report.

## **7. Contact details**

Report Author: Rachel Kennard  
Chief Analyst  
Strategic Commissioning – Performance & Analytics  
03000 414527  
[Rachel.kennard@kent.gov.uk](mailto:Rachel.kennard@kent.gov.uk)

Relevant Director: Barbara Cooper  
Corporate Director  
Growth, Environment and Transport  
03000 415981  
[Barbara.Cooper@kent.gov.uk](mailto:Barbara.Cooper@kent.gov.uk)