

## Appendix 1 – Communities and Environment Key Performance Indicators

	BASELINE				2022/23			2023/24				NOTES
	Value	Date	Frequency	Source	July-Sept	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sept	Oct-Dec	Jan-Mar	
<b>INDICATORS - Community and Environment</b>												
<b>Community Safety</b>												
Total number of ASB cases	86	Apr-June 2022	Quarterly	ASB Database (Excel)	126	50						
Total number of victim-based crimes	1,982	Apr-June 2022	Quarterly	Kent Police	2,040	1,868						
<b>Climate Change</b>												
T&M carbon dioxide emissions data (ktCO <sub>2</sub> e)	757.4	2020	Annually	BEIS – CO <sub>2</sub> Emissions Statistics	N/A	N/A						Available annually June/July
TMBC annual carbon audit emissions data (tCO <sub>2</sub> e)	2,029.4	2021/22	Annually	Primary Research/gov.uk	N/A	N/A						
<b>Environmental Protection</b>												
Number of Contaminated land enquiries	13	2021/22	Annually		N/A	N/A						
Total number of service requests leading to investigation	512	2021/22	Annually	IDOX Uniform	N/A	N/A						

Number of Enforcement notices served	9	2021/22	Annually	EP Notices Register	N/A	N/A						
<b>Food &amp; Safety</b>												
Number of food safety inspections due risk category A-C	35	Apr-Jun22	Quarterly	IDOX Uniform	36	44	33					Jan-March 2023 figure relates to inspections that are scheduled in for that quarter.
Number of food safety inspections undertaken risk category A-C	62	Apr-Jun 22	Quarterly	IDOX Uniform	65	41						
Number of food safety inspections due risk category D-E	36	Apr-Jun22	Quarterly	IDOX Uniform	65	91	49					Jan-March 2023 figure relates to inspections that are scheduled in for that quarter.
Number of food safety inspections undertaken risk category D-E	79	Apr-Jun22	Quarterly	IDOX Uniform	68	90						
<b>One You</b>												
Number of clients referred into the service	182	Apr-June 2022	Quarterly	Refer All OYWK database	141	185						
<b>Waste Services</b>												
Total number of actual missed collection	14954	2021/22	Annually	Whitespace Analytics	N/A	N/A						Please note - more detailed waste &

Total number of formal complaints - refuse and recycling	525	2021/22	Annually	Whitespace Analytics	N/A	N/A						street contract KPIs are now being supplied to each meeting of the CESSC as a separate info report
Total number of complaints - street cleansing	256	2021/22	Annually	Whitespace Analytics	N/A	N/A						
Total number of complaints (including missed collections)	15765	2021/22	Annually	Whitespace Analytics	N/A	N/A						
% of household waste sent for recycling and composting	51.60%	2020/21 (audited)	Annually	Waste Data Flow (Defra)	N/A	N/A						
<b>Leisure Services - Leisure Centres</b>												
Total income from events	£35,000	2021/22	Annually	Integra	N/A	N/A						
Overall income (% to profile)	102%	Apr-Jun 2022	Quarterly	TMLT Management System	103%	N/A						
Overall expenditure (% to profile)	108%	Apr-Jun 2022	Quarterly	TMLT Management System	108%	N/A						
Total Attendance - LLC, AC, TSP and PWGC (cumulative for year by quarter)	275578	Apr-Jun 2022	Quarterly	TMLT Management System	601997	N/A						Total attendance is not profiled, there were 601,997 visits to the facilities (LLC,AC,TSP and PWGC) at end of Q2 compared to 159,817 last year which was

													impacted by Covid 19. Please note – figures for Oct-Dec 2022 not available until mid-February 2023.
--	--	--	--	--	--	--	--	--	--	--	--	--	--