

## 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	78					
Total number of victim-based crimes	1,982	Apr-June 2022	Quarterly	Kent Police	2,040	1,868	1,894					
<b>Climate Change</b>												
T&M carbon dioxide emissions data (ktCO2e)	757.4	2020	Annually	BEIS – CO2 Emissions Statistics	N/A	N/A	N/A					Available annually June/July
TMBC annual carbon audit emissions data (tCO2e)	2,029.4	2021/22	Annually	Primary Research/gov.uk	N/A	N/A	N/A					Available annually June/July
<b>Environmental Protection</b>												
Number of Contaminated land enquiries	13	2021/22	Annually		N/A	N/A	6					
Total number of service requests leading to investigation	512	2021/22	Annually	IDOX Uniform	N/A	N/A	518					

Number of Enforcement notices served	9	2021/22	Annually	EP Notices Register	N/A	N/A	8					
<b>Food &amp; Safety</b>												
Number of food safety inspections due risk category A-C	35	Apr-Jun22	Quarterly	IDOX Uniform	36	44	33	30				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	47					
Number of food safety inspections due risk category D-E	36	Apr-Jun22	Quarterly	IDOX Uniform	65	91	49	45				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	85					
<b>One You</b>												
Number of clients referred into the service	182	Apr-June 2022	Quarterly	Refer All OYWK database	141	185	214					
<b>Waste Services</b>												
Total number of actual missed collection	14954	2021/22	Annually	Whitespace Analytics	N/A	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	274					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	214						
Total number of complaints (including missed collections)	15765	2021/22	Annually	Whitespace Analytics	N/A	N/A	13957						
% of household waste sent for recycling and composting	51.60%	2020/21 (audited)	Annually	Waste Data Flow (Defra)	N/A	N/A	N/A						
<b>Leisure Services/Centres</b>													
Total income from events	£35,000	2021/22	Annually	Integra	N/A	N/A	£39,244					New figure for 2022/23	
Overall income (% to profile)	102%	Apr-Jun 2022	Quarterly	TMLT Management System	103%	105%	N/A					Please note – figures for Jan-March 2023 not available until mid-June 2023.	
Overall expenditure (% to profile)	108%	Apr-Jun 2022	Quarterly	TMLT Management System	108%	108%	N/A					Please note – figures for Jan-March 2023 not available until mid-June 2023.	
Total Attendance - LLC, AC, TSP and PWGC (cumulative for year by quarter)	275578	Apr-Jun 2022	Quarterly	TMLT Management System	601997	862706	N/A					Please note – figures for Jan-March 2023 not available until mid-June 2023.	