

Appendix 3 – Draft Key Performance Indicators

Actions	Ref No	Aligned KPI	Scrutiny Select Committee	Frequency
Promote well-being and help people live healthy and active lifestyles.	1	% of due food safety inspections undertaken (Risk Category A-C)	CESSC	Quarterly
	2	% of due food safety inspections undertaken (Risk Category D-E)	CESSC	Quarterly
	3	Total attendance at LLC/AC/TSP/PWGC (cumulative for year by quarter)	CESSC	Quarterly
	4	Total number of actual missed collections (waste)	CESSC	Annually
	5	Number of clients referred into the One You service	CESSC	Quarterly
Through key partnership working with Kent Police and other partners, support residents and ensure safeguarding is an integral part of council activity.	6	Total number of ASB cases	CESSC	Quarterly
	7	Total number of victim-based crimes	CESSC	Quarterly
	8	No. of red flags on our annual safeguarding self-assessment framework (SAF) and Section 11 audit.	CESSC	Annually
Make our services and advice available to residents 24 hours a day through digital innovation.	9	Social media clicks/engagement	O&S	Quarterly
	10	Website Myaccount Registrations (total)	O&S	Quarterly
	11	My TMBC app downloads (total)	O&S	Quarterly
	12	Staff Numbers (FTE)	O&S	Quarterly

Further move the borough council forward so its services are delivered innovatively and in the most cost-effective and efficient way.	13	Vacant Posts (FTE)	O&S	Quarterly
	14	Sickness absence (days) - short term	O&S	Quarterly
	15	Sickness absence (days) - medically signed off	O&S	Quarterly
	16	Gender Pay Gap - Median	O&S	Annually
	17	Salary Monitoring data (£)	FRPSSC	Quarterly
	18	Income Monitoring data (£)	FRPSSC	Quarterly
	19	Council Tax collection (%) - cumulative	FRPSSC	Quarterly
	20	NNDR collection (%) - cumulative	FRPSSC	Quarterly
	21	Sales ledger - outstanding debt (£)	FRPSSC	Quarterly
Deliver climate change plans which focus on cutting emissions and increasing biodiversity.	22	T&M carbon dioxide emissions data (tCO ₂ e)	CESSC	Annually
	23	TMBC annual carbon audit emissions data (ktCO ₂ e)	CESSC	Annually
	24	Biodiversity KPI - TBC	CESSC	TBC

Build on our track record of recycling more than anywhere else in Kent.	25	% of household waste sent for recycling and composting	CESSC	Annually
Improve environmental quality in the borough by tackling sources of pollution.	26	Number of contaminated land enquiries.	CESSC	Annually
	27	Total number of service requests leading to investigation	CESSC	Annually
	28	Number of enforcement notices served	CESSC	Annually
	29	Number of AQMA's in the Borough (currently 6) where NO2 results exceed the National Air Quality objective for which they were declared	CESSC	Annually
Continue our successful management of parks, open spaces and leisure centres.	30	Total attendance at LLC/AC/TSP/PWGC (duplicate)	CESSC	Quarterly
	31	No of parks with Green Flag status	CESSC	Annually
Develop a Local Plan which will ensure the provision of new homes in appropriate	32	Housing Land Supply (years)	HPSSC	Annually

locations, focusing on tackling the need to deliver a range of housing for the whole community.	33	Milestones achieved on delivering the T&M Local Development Scheme	HPSSC	Quarterly
Ensure a supply of affordable housing for people who would struggle to buy on the open market	34	Number of affordable homes built out per annum	HPSSC	Annually
Use every power we can to support those who are most in need of housing support and at risk of becoming homeless.	35	Number of people on housing register	HPSSC	Quarterly
	36	Number of HR applications received	HPSSC	Quarterly
	37	Waiting time for assessment of applications (days)	HPSSC	Quarterly
	38	Number of people in Temporary Accommodation	HPSSC	Quarterly
Improving standards in rented accommodation.	39	Number of properties where property conditions have been improved	HPSSC	Quarterly
	40	Number of housing enforcement notices served	HPSSC	Quarterly
	41	Number of disabled facilities grants completed in the borough.	HPSSC	Quarterly
Deliver a range of measures to help our local economy bounce back.	42	Number of economic projects delivered through the UKSPF and REPF	FRPSSC	Quarterly
	43	Ratio of enterprise births to deaths	FRPSSC	Annually

	44	Town Centre Vacancy Levels (%)	FRPSSC	Annually
	45	Unemployment rate (%)	FRPSSC	Quarterly
Identify ways we could use our land and other assets better, especially in Tonbridge Town Centre.	46	% Occupation of rental properties	FRPSSC	Quarterly
	47	Total income generated from property rentals (£)	FRPSSC	Quarterly
	48	Progress made on Tonbridge Town Centre Regeneration Plans.	FRPSSC	Quarterly
Develop proposals to raise the profile of Tonbridge Castle and all council assets.	49	Total income generated by Tonbridge Castle (£)	FRPSSC	Annually
	50	Leisure Centres - overall income (% to profile)	FRPSSC	Quarterly
	51	Leisure Centres - overall expenditure (% to profile)	FRPSSC	Quarterly
	52	Total income from council run/supported events	FRPSSC	Annually
Strengthen our links with strategic partners and funding bodies.	54	External funding received for economic initiatives (£)	FRPSSC	Annually
	55	No of projects jointly delivered with strategic partners.	FRPSSC	Annually

Additional KPIs

Useful data that will give an indication of performance within specific parts of the borough council		Planning		
		% against Government target of 60% (for major apps)	HPSSC	Quarterly
		% against Government target of 65% (for minor apps)	HPSSC	Quarterly
		% against Government target of 80% (for 'others')	HPSSC	Quarterly
		Number of appeals received	HPSSC	Quarterly
		Number of appeals determined - allowed	HPSSC	Quarterly
		Number of appeals determined - dismissed	HPSSC	Quarterly
		Number of planning enforcement cases opened	HPSSC	Quarterly
		Number of planning enforcement cases closed	HPSSC	Quarterly
		Number of planning enforcement notices served	HPSSC	Quarterly
		Customer Services and Licensing		
		% Handled rate (Customer Services)	O&S	Quarterly
		% emails responded to within 24 hours (Customer Services)	O&S	Quarterly
		% webchat answer rate (Customer Services)	O&S	Quarterly
		Total number of licenced drivers	O&S	Quarterly
		Total number of vehicle licences	O&S	Quarterly
		Total number of premises licences	O&S	Quarterly