

Appendix 2 – Benchmarking

KPI	Lead Officer	Benchmarking Source	Who we Benchmark against
<i>e.g. Unemployment Rate (%)</i>	JW	<i>NOMIS Local Authority Profile</i>	<i>Kent Districts</i>
% of due food safety inspections undertaken (Risk Category A-C)	MH	Food Standards Agency	All England LA'S
% of due food safety inspections undertaken (Risk Category D-E)	MH	Food Standards Agency	All England LA'S
Total attendance at LLC/AC/TSP/PWGC (cumulative for year by quarter)	SG	Tonbridge and Malling Leisure Trust and Sport England Moving Communities	Previous years data and other operators
Number of clients referred into the One You service	CP	Nil (information re TMBC provided to KCC but no access to other area's data)	Nil
Total number of ASB cases	AF	Nil	Nil
Total number of victim based crimes	AF	Kent Police	Kent districts
No. of red flags on our annual safeguarding self-assessment framework (SAF) and Section 11 audit.	GF	Nil	Nil
Social media clicks/engagement	JS	Nil	Nil
Website Myaccount Registrations (total)	JS	Nil	Nil
My TMBC app downloads (total)	JS	Nil	Nil
Staff Numbers (FTE)	MB	Nil	Nil
Vacant Posts (FTE)	MB	Nil	Nil
Sickness absence (days) - short term	MB	Kent Heads of HR Network and CIPD national survey	Kent Districts and KCC and all public sector employers
Sickness absence (days) - medically signed off	MB	Kent Heads of HR Network and CIPD national survey	Kent Districts and KCC and all public sector employers
Gender Pay Gap - Median	MB	Gov.uk - www.gov.uk/find-gender-pay-gap-data	All Public Sector employers with over 250 employees
Salary Monitoring data (£)	PW	Salary Monitoring Report to MT	nil

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Income Monitoring data (£)	PW	Income Monitoring Report to MT	nil
Council Tax collection (%) – cumulative	GP	Collection rates for Council Tax and non-domestic rates in England, 2022 to 2023 - GOV.UK (www.gov.uk)	Kent Districts (discussed at Kent Revenues Group)
NNDR collection (%) – cumulative	GP	Collection rates for Council Tax and non-domestic rates in England, 2022 to 2023 - GOV.UK (www.gov.uk)	Kent Districts (discussed at Kent Revenues Group)
Sales ledger - outstanding debt (£)	PW	Integra Ledger System	Nil
T&M carbon dioxide emissions data (tCO2e)	CS	Nil	Nil
TMBC annual carbon audit emissions data (tCO2e)	CS	Nil	Nil
<i>Biodiversity KPI – TBC</i>	<i>CS/JK</i>	<i>Nil</i>	<i>Nil</i>
% of household waste sent for recycling and composting	DCL	Waste Data Flow (Defra data system)	Kent Districts
Number of contaminated land enquiries.	CK	Nil	Nil
Total number of service requests leading to investigation	CK	Nil	Nil
Number of enforcement notices served	CK	Nil	Nil
Number of AQMA's in the Borough (currently 6) where NO2 results exceed the National Air Quality objective for which they were declared	CK	Nil	Nil
Total number of actual missed collections (waste)	DCL	Nil	Nil
Total attendance at LLC/AC/TSP/PWGC (duplicate - see 3)	SG	Tonbridge and Malling Leisure Trust and Sport England Moving Communities	Previous years data and other operators
No of parks with Green Flag status	JF	Nil	Nil
Housing Land Supply (years)	GuA	5 Year Housing Land Supply	Ourselves- target
Milestones achieved on delivering the T&M Local Development Scheme	GuA	Regulation 18b Q1 24/25; Regulation 19 Q3 2025/25	Ourselves- target

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Number of affordable homes built out per annum	GiA	40% of annual target	Our annual target
Number of people on housing register	LH	Kent Housing Group	Kent and Districts
Number of HR applications received	LH	Nil	Nil
Waiting time for assessment of HR applications (days)	LH	Nil	Nil
Number of people in Temporary Accommodation	Claire Keeling	Nil	Nil
Number of properties where property conditions have been improved	Hazel Skinner	Nil	Nil
Number of housing enforcement notices served	Hazel Skinner	Nil	Nil
Number of disabled facilities grants completed in the borough.	Tina Mitchell	Disabled Facilities Grants DELTA return	National
Number of economic projects delivered through the UKSPF and REPF	JW	Nil	Nil
Ratio of enterprise births to deaths	JW	Kent Analytics	Kent Districts
Town Centre Vacancy Levels (%)	JW	British Retail Consortium Quarterly Statistics	National
Unemployment rate (%)	JW	NOMIS Local Authority Profile	Kent Districts
% Occupation of rental properties	SE	Nil	Nil
Total income generated from property rentals (£)	SE	Previous financial year	Ourselves
Progress made on Tonbridge Town Centre Regeneration Plans.	SE	Nil	Nil
Total income generated by Tonbridge Castle (£)	LM	Previous financial year	Ourselves
Leisure Centres - overall income (% to profile)	SG	Tonbridge and Malling Leisure Trust and Sport England Moving Communities	Previous years data and other operators

KPI	Lead Officer	Benchmarking Source	Who we Benchmark against
Leisure Centres - overall expenditure (% to profile)	SG	Tonbridge and Malling Leisure Trust and Sport England Moving Communities	Previous years data and other operators
Total income from council run/supported events	SG	Previous financial year	TMBC
% against Government target of 60% (for major apps)	JB	HMCLG - NI 157a	Government Targets
% against Government target of 65% (for minor apps)	JB	HMCLG - NI 157b	Government Targets
% against Government target of 80% (for 'others')	JB	HMCLG - NI 157c	Government Targets
Number of appeals received	JB	Nil	Nil
Number of appeals determined – allowed	JB	Nil	Nil
Number of appeals determined - dismissed	JB	Nil	Nil
Number of planning enforcement cases opened	JB	Nil	Nil
Number of planning enforcement cases closed	JB	Nil	Nil
Number of planning enforcement notices served	JB	Nil	Nil
% Handled rate (Customer Services)	LM	Nil	Nil
% emails responded to within 24 hours (Customer Services)	LM	Nil	Nil
% webchat answer rate (Customer Services)	LM	Nil	Nil
Total number of licenced drivers	AG	1) Department for Transport - https://www.gov.uk/government/collections/taxi-statistics - 2) TMBC Licensing tracker data using December 2019 (pre Covid)	Kent Districts
Total number of vehicle licences	AG	1) Department for Transport - https://www.gov.uk/government/collections/taxi-statistics - 2) TMBC Licensing tracker data using December 2019 (pre Covid)	Kent Districts

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Total number of premises licences	AG	1) https://www.gov.uk/government/collections/beer-and-late-night-refreshment-licensing-england-and-wales-statistics - 2) TMBC Licensing tracker data using December 2019 (pre Covid)	Kent Districts