

## Annex 1 – KPIs July-Sept 2024 (Q2)

CS Priority Action	Ref. No.	Aligned KPI	BASELINE				Q4 2023/24 Snapshot	2024/25				Target 2024/25	TREND	Benchmarking			Benchmark Source	Explanatory Comments
			Value	Date	Frequency	Source		Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar			Value	Date	Comparator		
Promote well-being and help people live healthy and active lifestyles.	001	% of due food safety inspections undertaken (Risk Category A-C)	33 due/47 done	Jan-Mar 2023	Quarterly	SSRS Reports from IDOX Uniform	37 due/57 done	42 due/40 done	37 due/52 done			100% of due inspections undertaken	→				Food Standards Agency	
	002	% of due food safety inspections undertaken (Risk Category D-E)	49 due/85 done	Jan-Mar 2023	Quarterly	SSRS Reports from IDOX Uniform	127 due/104 done	74 due/87 done	80 due/82 done			100% of due inspections undertaken	→				Food Standards Agency	
	003	Total attendance at LLC/AC/TSP/PWGC (cumulative for year by quarter)	1,191,704	2022/23	Quarterly	TMLT Management System	345,422 (1.325m for 2023/24)	393,713	N/A			1.4m					TMLT/ Sport England	Lag in provision of data due to access via third party.
	004	Number of clients referred into the One You service	214	Jan-Mar 2023	Quarterly	Refer All OYWK	194 (687 for 2023/24)	189	183			750 per annum	→				N/A	
Through key partnership working with Kent Police and other partners, support residents and ensure safeguarding is an integral part of council activity.	005	Total number of reported ASB cases	78	Jan-Mar 2023	Quarterly	ASB Database	65 (328 for 2023/24)	130	129			Under 300 pa	→				N/A	
	006	Total number of reported victim-based crimes	1,894	Jan-Mar 2023	Quarterly	Kent Police	1,690 (7,621 for 2023/24)	1,813	1,682			Under 7,500 pa	↑	6,708 (S); 12,890 (M) and 6,945 (TW)	2023/24	S'oaks, M'stone and TW	LG Inform Plus	
	007	No. of red flags on annual safeguarding self-assessment framework and Section 11 audit.	0	2022	Annually	Annual SAF	0	0	0			0	→	TBC	TBC	TBC	KCC	

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Deliver climate change plans which focus on cutting emissions and increasing biodiversity.	021	T&M carbon dioxide emissions data (ktCO2e)	816.4	2021	Annually	BEIS - CO2 Emissions Statistics	776.7	N/A	N/A			675 ktCO2e	→	867.1 - Maidstone Borough ; 755 – S'oaks District; 462 - TW Borough	2022	Adjoining Authorities	gov.uk	Marked as 'amber' as decreasing, however they are currently not on track to meet targets for 2030.
	022	TMBC annual carbon audit emissions data (tCO2e)	3604	2022/23	Annually	Primary Research/gov.uk	3327	N/A	N/A			3100	→				N/A	Marked as 'amber' as decreasing, however they are currently not on track to meet targets for 2030.
	023	Biodiversity KPI - TBC	TBC	TBC	Annually	TBC	TBC	TBC	TBC			TBC					N/A	Still to be confirmed.
Build on our track record of recycling more than anywhere else in Kent.	024	% of household waste sent for recycling and composting	51.6	2020/21 (audited)	Quarterly	Waste Data Flow (DEFRA)	47.5%	51%	N/A			52%	↑	47.8% (TW) and 34.5% (S'oaks)	2022/23	TW and S'oaks	Waste Data Flow (DEFRA)	Q2 data not yet received. A programme of activities to help increase recycling rates is taking place in 2024/25 onwards.
Improve environmental quality in the borough by tackling sources of pollution.	025	Number of contaminated land enquiries.	6	2022/23	Annually	EP Database	13	N/A	N/A			Reactive to need					N/A	Reported annually in Q4
	026	Total number of service requests leading to investigation	518	2022/23	Annually	Reports from IDOX	499	N/A	N/A			Reactive to need					N/A	Reported annually in Q4
	027	Number of enforcement notices served	8	2022/23	Annually	EP Notices Register	3	N/A	N/A			Reactive to need					N/A	Reported annually in Q4

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Improve environmental quality in the borough by tackling sources of pollution.	028	Number of AQMA's in the Borough (currently 6) where NO2 results exceed the National Air Quality objective for which they were declared	1	2022	Annually	Annual Status Report (ASR)	1	N/A	N/A			0					N/A	Reported annually in Q4
	029	Number of fly tip incidents	836	2022/23	Quarterly	Waste Data Flow (DEFRA)	257 (943 for 2023/24)	275	264			5% reduction	↑	2,391 (MBC); 2,148 (GBC); 801 (SDC); 721 (TWBC)	2022/23	Adjoining LAs	LG Inform Plus	2023/24 data shows TMBC as being 4th lowest in terms of incidents and 2nd highest for number investigated & FPNs issued.
Continue our successful management of parks, open spaces and leisure centres.	030	Total attendance at LLC/AC/TSP /PWGC (duplicate - KPI 003)	1,191,704	Apr-Jun 2022	Quarterly	TMLT Management System	345,422 (1.325m for 2023/24)	393,713	N/A			1.35m					TMLT/ Sport England	Please see comment for KPI 003
	031	No of parks with Green Flag status	3	Jun-22	Annually	Green Flag Award website	3	3	3			3	→	48	Sep-23	Kent and Medway	N/A	3 owned by TMBC - 4 in total in the borough (Manor Park in West Malling owned by KCC)

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<b>Waste Services</b>																	
115	% completion of scheduled collections	97.80%	2022/23	Quarterly	Whitespace Analytics	100%	100%	100%			99.00%	→					No reports of uncompleted scheduled collection rounds in this period
116	Number of formal complaints received - collections	274	2022/23	Quarterly	Whitespace Analytics	34	43	N/A			10% reduction						
117	Number of formal complaints received - street cleansing	29	2022/23	Quarterly	Whitespace Analytics	7	5	N/A			10% reduction						
118	% of individual collections missed (waste)	0.21	2022/23	Quarterly	Whitespace Analytics	0.10%	0.11%	N/A			Under 0.2%						% missed collections of approx. 1,542,000 per Quarter