



Climate Change Action Plan Year 6 Progress Report

2025-26

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1. Introduction

Tonbridge and Malling Borough Council (TMBC) published its Climate Change Strategy following a motion adopted by Full Council in July 2019, which set the aspiration for the borough to be carbon neutral by 2030 and committed the Council to developing a strategy to support this.

Achieving carbon neutral is ambitious and requires commitment throughout the Council, from day to day working to large scale investments that address the most significant sources of emissions. Successful climate change action requires both measurable reductions in emissions and improved readiness and resilience to the impacts of climate change.

The Climate Change Strategy 2020-2030 is delivered through a rolling Climate Change Action Plan, which is updated annually and sets out the actions the Council will take to reduce emissions and progress towards becoming carbon neutral. While the strategy identified key focus areas, the themes have been refined to better align with TMBC's current service delivery.

This report summarises progress and achievements delivered through the Climate Change Action Plan 2025-26. Emissions from the Council's estate and operations are measured annually and reported through the Carbon Audit. Progress is also monitored through the TMBC Annual Service Delivery Plan (ASDP).

TMBC publishes its [Climate Change Action Plans, Progress Reports](#) and [Carbon Audits](#) on the Council website, with the aim of publishing the latest annual reports by the end of July each year.

Borough-wide emissions data is published by the Department for Energy Security and Net Zero (DESNZ) with a two-year time-lag. Opportunities to incorporate borough-wide emissions data within future carbon audits will be considered.

2. Progress in 2025-26

TMBC made good progress during 2025-26 on actions to reduce emissions and address climate change. Improving energy efficiency, increasing renewable energy generation, awarding grants to support low-carbon actions by businesses and communities, and working in partnership are all having a positive impact on tackling carbon emissions.

The 2025-26 climate change action plan contained 36 actions, covering a mix of time-bound activities completed within the reporting year, continuing workstreams that support ongoing delivery, and multi-year projects that extend beyond the current action plan period.

To provide clear progress reporting, RAG status is now applied to the key milestones scheduled for the reporting year, rather than to the long-term continuation of the activity. Where milestones have been delivered as planned, actions are recorded as green. Previously, actions relating to longer term activities were sometimes reported as amber or ongoing, even where the work for the reporting period had been delivered.

Of the key milestones in the 2025-26 climate change action plan, 72% have been completed and 25% remain in progress, as shown in Figure 1. One action was delayed during the reporting period due to a number of challenges, which is to be revisited in 2026-27. The proportion of actions and progress across each theme is summarised in Table 1. The complete monitoring report on all actions is provided in the Annex.

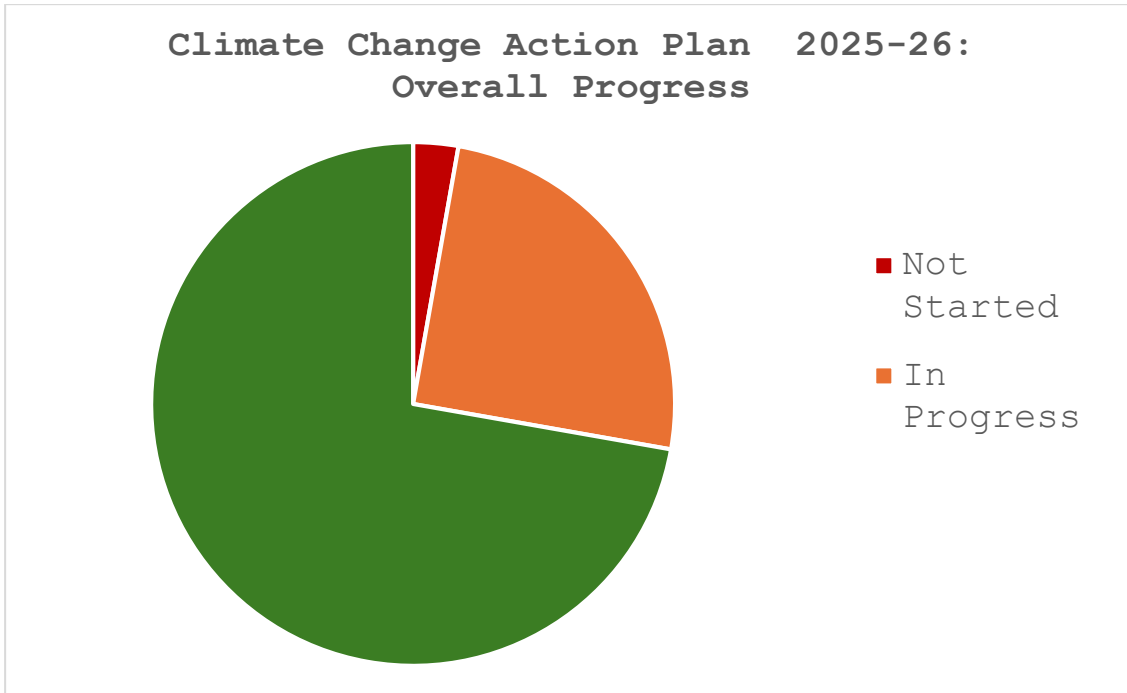


Figure 1: Overall progress of the 2025–26 Climate Change Action Plan

Table 1: Progress of climate change actions by theme

	Policy & Engagement	Sustainable Dev & Transport	ULEV	Air Quality	Habitats & Biodiversity	Housing & Energy	Waste & Recycling	Community & Business	TMBC Estate	Total Actions
% Completed	100%	100%	60%	0%	100%	100%	100%	71%	33%	72%
% In Progress	0%	0%	20%	100%	0%	0%	0%	29%	67%	25%
% Not Started	0%	0%	20%	0%	0%	0%	0%	0%	0%	3%

2.1 Key achievements

Key actions delivered during 2025–26

The following section highlights a selection of key actions delivered during 2025–26, aligned with priorities set out in the Climate Change Action Plan. These actions reflect progress across the Council’s operations, as well as work with residents, businesses and communities to reduce emissions and improve climate resilience across the borough.

Council Operations

- Council building retrofit underway at Gibson East to reduce operational emissions
- Two leisure centre decarbonisation projects progressing
- 80 energy-efficient laptops rolled out to staff

Nature and Environment

- Over 1,000 trees planted across the borough

Waste and Resources

- Two waste composition audits completed to inform future recycling initiatives
- 2,000 food waste bins ordered to support expanded food waste recycling for residents
- 19% increase in food waste recycling

Community and Businesses

- Eight local businesses supported through green grant funding
- 26 solar PV installations, 22 battery systems and 3 retrofit batteries delivered through the Solar Together scheme
- Schools provided with anti-idling signage, 10 schools engaged to date

2.2 TMBC estate and operations

Tackling major sources of emissions

Leisure facilities remain the most significant source of emissions within TMBC's operational estate. In previous reporting years, leisure facilities have accounted for up to 62% of the Council's Scope 3 emissions, highlighting the importance of continued investment in decarbonisation.

During 2025-26, several projects progressed to support emissions reduction across the Council's leisure estate. At Larkfield Leisure Centre, installation of an air source heat pump and air handling unit is being delivered through Public Sector Decarbonisation Scheme (PSDS) and TMBC funding, alongside previous LED lighting and solar photovoltaic panels installations. While some delays have been encountered relating to equipment delivery and legal agreements, the project continues to progress and remains an important step in reducing operational emissions at the site.

Work was undertaken to explore options for the decarbonisation of heat at Tonbridge Swimming Pool. While several options were examined, current funding constraints mean that replacement of the boilers with low-carbon alternatives is not presently viable.

In addition, the Council previously secured funding through PSDS, alongside Council capital funding, to replace the end-of-life oil boilers at Poulton Wood Golf Centre with a low-carbon heat pump system. The project progressed through design and an open market procurement exercise; however, the contract could not be awarded due to higher than anticipated costs. A review of the design is now underway to inform next steps.

How the council works and delivers services

The council has continued to make good progress in decarbonising emissions produced directly at the sites the council both owns and operates. Work to decarbonise Gibson East, as part of the Council's rationalisation of office space at Kings Hill, is progressing. The contract for the project was awarded in 2025. The scheme includes the installation of heat pumps, solar PV and LED lighting. Works are underway and, following a minor adjustment to the delivery programme, the project is expected to complete in August 2026.

Actions to decarbonise the TMBC fleet and to continue the roll-out of more energy-efficient devices, alongside wider digitisation and mobile solutions, are ongoing. To date, three of the Council's eight parking vehicles have been replaced with electric vehicles. The programme to replace staff devices with more energy-efficient equivalents has exceeded the original 2025-26 target, and several projects were identified and implemented across key services improving efficiency and automation. Additional projects are progressing.

The emissions impact of these and other actions to improve energy efficiency in how we work and deliver services will continuously reduce emissions over the next few years.

Habitats and Biodiversity

The council has continued to make progress in enhancing habitats and biodiversity across its estate. The annual target to plant 1,000 trees and whips has been achieved. In total, 2426 mixed native trees and whips were planted at 17 Council owned sites across the Borough, supporting a net gain in tree numbers. Funding has also been secured through Kent Plan Tree to support the watering programme and improve tree establishment.

Work has also progressed to enhance biodiversity within existing Roadside Nature Reserves and additional sites have been identified that could benefit from revised mowing regimes to support wildlife. A pollinator pledge is also being developed.

2.3 Climate action across the Borough

Housing and Energy Conservation

The council has continued to support renewable energy uptake for residents through the energy group-buying Solar Together scheme delivered in partnership with Kent County Council. Targeted promotion was undertaken for the Spring round and TMBC participated in the Autumn 2025 round of the scheme. This has resulted in a total of 26 solar PV, 22 battery storage and 3 retrofit battery storage installations during the reporting period.

Waste Minimisation and Recycling

Work has continued to promote waste reduction, reuse and recycling through events, communications and Kent-wide initiatives. The roll-out of food waste collections to flats in key urban hotspots is ongoing, to further expand access to food waste recycling across the borough. Waste composition analysis, funded through KCC/WRAP, was undertaken to identify the key materials remaining in the residual waste stream and inform future waste initiatives. A programme of targeted campaigns, has also been delivered throughout the year, helping to increase resident awareness of recycling and food waste reduction. Food waste recycling increased by over 19% across the period.

Community and Business Engagement

The Council has continued to support local businesses in reducing emissions by providing up to date information, resources and grant information. Financial support has been delivered through several grant schemes funded by the UK Shared Prosperity Fund programme, including the Green Business Grant, the West Kent Rural Grant as well as the Community Development Grants, which supports local community initiatives. The 2025-26 funding rounds were delivered and completed. Further rounds of the Green Business Grant are on track for delivery in the 2026-27 financial year.

Feedback from a grant recipient, Capital Space, highlights the impact of this support:

“This is an excellent scheme in that without the grant, the savings made would not have justified the capex – the pay back periods would have been beyond what the business could have accepted. The grant enabled us to carry out work that not only reduced costs, but has also saved a considerable amount of fossil fuel being used by the buildings. This is always important – but particularly so with the buildings at Churchill Square, which are listed and therefore incapable of significant adaptation.”

To date, 58 electric vehicle (EV) charging sockets have been installed and commissioned in council-owned car parks across the borough. Delivery of Phase 2 infrastructure, in partnership with Connected Kerb, is now complete and supports residents, businesses and visitors in transitioning to lower-carbon travel. The infrastructure comprises 42 standard (7kW), 14 fast (22kW) and 2 rapid (50kW) charging sockets. Further sockets have been installed and are awaiting commissioning.

Annex: action plan 2025-26 monitoring

Climate Change Action Plan 2025/26 YEAR SIX MONITORING REPORT

Key		
Completed	In Progress	Not Started

Theme	Actions	Timescale	Key milestones	Status	Update
Recognise climate change as a corporate commitment for the Council	Deliver climate change training to staff and Members, offering courses on an ongoing basis	Ongoing	In person briefing delivered to all staff by March 2026 Further enhanced training delivered to key staff/Members by March 2026		Following the end of carbon literacy training subsidy for local authorities, alternative training has been implemented. This includes an e-learning package for staff and Members, carbon literacy training has been offered via KCC and the LGA. An update was delivered at the January 2026 All Staff Briefing. Training uptake to be monitored in 2026/27.
Monitor and report Tonbridge and Malling Borough Council's carbon emissions	Ensure all Climate Change Action Plans, Progress Reports and Carbon Audits are easily accessible and published on the climate change webpage	July 2025	Action plans, progress reports and audits endorsed at Communities and Environment Scrutiny Select Committee in July 2025, published on website by end of July 2025		The Climate Change Action Plan 2025/26, Progress Report and Carbon Audit for 2024/25 were endorsed at CESSC in July. Reports were published on the TMBC website in October (completed later than originally scheduled).
Work with partners to address climate change issues, lower carbon and adapt to the effects of climate	Engage with KCC and other councils through Climate Change Network (CCN) meetings sharing case studies, best practice, and seeking areas of support and collaboration	Ongoing	Represent the council at climate change partnership meetings throughout the year		TMBC's Climate Change Officer participates in KCC's Climate Change Network and relevant sub-groups to share case studies, best practice examples, and identify possible areas for collaboration.
Work with partners to address climate change issues, lower carbon and adapt to the effects of climate	Continue to engage with the delivery of the Kent and Medway Energy and Low Emissions Strategy (ELES) through TMBC's actions and partnership working	Ongoing	Represent the council at climate change partnership meetings throughout the year		TMBC continues to engage with the delivery of the Energy and Low Emissions Strategy at local level and in partnership.

Theme	Actions	Timescale	Key milestones	Status	Update
Sustainable Development	Continue to pursue planning policies in the Council's emerging Local Plan that will facilitate the delivery of climate change adaptation and mitigation, design measures and sustainable development patterns, progressing to Regulation 18 and public consultation, drawing on updated evidence, including on green infrastructure and climate change	Ongoing	Public consultation underway by Autumn 2025		Regulation 18 Local Plan consultation was undertaken in November 2025–January 2026, including draft planning policies supporting climate change mitigation and adaptation, sustainable design, and green infrastructure. Work will continue toward Regulation 19.
Sustainable Development	Through the grant of planning permission, the Council will seek to deliver sustainable development outcomes in line with the adopted development plan, national policy and material planning considerations	Ongoing	Continue to deliver sustainable development outcomes in accordance with the adopted development plan		The Development Management team continue to determine planning applications in line with the Council's adopted development plan unless superseded with national legislation / policy. Policy to be updated under the Local Plan.
Transport. Support the improvement of walking and cycling infrastructure in the borough	Complete preparation of the new active travel strategy which will include cycling and walking infrastructure recommendations	Autumn 2025	Publish draft strategy by Autumn 2025		This work continues to progress alongside the preparation of the Local Plan. The draft Active Travel Strategy was published for consultation in November 2025, aligned with the Local Plan and Infrastructure Delivery Plan. https://www.tmbc.gov.uk/downloads/file/4025/active-travel-strategy
Provide electric charging points across the borough	Deliver Phase 2 provision of an additional 60 chargers in the Council's car parks over the 2-year contract	September 2025	Completion of phase 2 by September 2025	G	Installation of Phase 2 EV charging infrastructure is complete. Delivery experienced delays during implementation.
Decarbonise TMBC owned vehicles	Undertake a vehicle replacement schedule (transitioning to ULEV) for all parking vehicles, in line where possible with the capital renewals programme and expected lifespan	Ongoing	Transition to ULEV will continue with careful consideration of business need and resilience		As and when vehicles reach end of life, options will be fully reviewed.

Theme	Actions	Timescale	Key milestones	Status	Update
Air Quality	Provide wider information regarding taxi EV charging provision as those installations progress	Ongoing	As and when new charge points are installed, engagement via social media/website to ensure widespread knowledge of EV capacity in the borough		No new taxi EV charge point installations were delivered during the reporting period. Therefore, engagement activity was not required. Communications will be undertaken alongside future installations.
	Continue engagement with KCC through the Climate Change Network regarding future taxi licencing. Share with trade and participate in schemes as appropriate, for example 'try before you buy'	Ongoing	Advertise "try before you buy" sessions with the trade		No events were scheduled during the 2025-26 period to promote. TMBC promoted the Drive Electric event in Maidstone (April 2026). Details of event were emailed to the Taxi trade (599 drivers) to promote the event and encourage them to attend.
	Progress strategy for future of licenced taxi fleet through Licensing & Appeals committee report on air quality, changes in the licenced taxi vehicle fleet, and proposals for vehicle requirements to 2030	Ongoing	Consider options and present to Licensing and Appeals Committee by March 2026		Progress on this action has been limited during the reporting period, reflecting resource constraints, changes in personnel, and the need to develop a clear and supported approach. Further work is required to establish direction, and the action will continue into 2026–27.
	Continue the full implementation of a borough wide Anti-idling Campaign, to reduce emissions from idling engines	Ongoing	Anti – idling posters to all primary schools in the borough by December 2025 Promotion via social media campaign by March 2026		Schools contacted borough-wide, with those engaging provided with anti-idling signage. Campaign (social media and leaflets) delayed due to resourcing constraints, delivery is proposed to be undertaken when capacity allows.
	Pilot a Car Club within the Council for individuals use in local communities	March 2026	Develop staff survey to establish usage by Autumn 2025 Report finding to Management Team by end of 2025		Survey has been delayed while car club provider options were refreshed to ensure current models and costs are accurately reflected. A draft survey has been developed to help inform potential uptake/usage amongst staff. Options and proposed survey will be taken to Management Team for approval prior to circulation.

Theme	Actions	Timescale	Key milestones	Status	Update
	Continue to plant a mixture of 1000 trees and whips a year in appropriate areas of Council Owned Land. Following planting, monitor planted trees to ensure best chance of establishment, and plant more trees than are removed to ensure an annual net gain overall.	Ongoing	1000 trees planted by March 2026		Target achieved – 1000 trees planted.
	Investigate additional sites that may be suitable for RNRs instead of participating in No Mow May	March 2026	Investigate additional sites by December 2025 Implement new mowing regime at selected sites by March 2026		36 additional sites have been identified for consideration, along with 9 existing sites where plot areas could be extended. Mowing at these sites would be reduced from 12 occasions per year to one occasion per year (in September), including the collection of arisings. Implementation of the revised mowing regime from March 2026 was approved by the Communities & Environment Scrutiny Select Committee, with the exception of one site and agreed by Cabinet in April 2026.
	Using the recommendations provided within the Roadside Nature Reserve (RNR) monitoring program, enhance biodiversity within existing RNR's	March 2026	Review recommendations in RNR monitoring report in November 2025 Action recommendations in Spring 2026, subject to approval		Recommendations from the RNR monitoring report have been reviewed. A report was presented to the Communities & Environment Scrutiny Select Committee (CESSC) in March 2026 and the proposed actions were approved, with the exception of one site. Implementation of the agreed recommendations will proceed following Cabinet approval in April 2026.
	Consider options and partnership funding opportunities for tree watering to aid and support the establishment of all trees planted by the Borough Council	March 2026	Continue to implement watering programme developed with Kent Plan Tree		Awarded funding through Kent Plan Tree, funding secured for 2026.
	Consider adopting a pollinator pledge	March 2026	Investigate options by end of 2025		Potential pledge is in initial draft.

Theme	Actions	Timescale	Key milestones	Status	Update
Reduce the carbon emissions of residential homes	Collaborate with Kent County Council and iChoosr to make solar PV and batteries more accessible and affordable for our residents by delivering a group buying scheme. Deliver a marketing campaign with Kent County Council to target eligible households to participate Solar Together Kent.	Ongoing	Participate and collaborate with KCC in any future rounds of Solar Together during 2025/26		The Council undertook targeted promotion for Spring 2025 and also participated in Autumn 2025 rounds of Solar Together with a total of 26 solar PV, 22 battery storage and 3 retrofit battery storage installations completed.
Encourage more people to reduce their waste and make it easier for residents to recycle	Continue with Kent Resource Partnership (KRP) re-use campaigns, including promotion of food waste & garden waste collections; and ongoing promotions aimed at reducing contamination & increasing recycling performance	Ongoing	Attendance at VE Day event – May 2025 Attendance at Picnic in the Park (East Malling) - June 2025 Major Food Waste campaign planned for October 2025		Delivered active promotion at multiple events to increase awareness of recycling and food waste. Representation at KRP meetings continues. Additional activity has included improvements to the KCC website and delivery of targeted WRAP campaigns, including Metals Matter and Pumpkin Rescue.
Encourage more people to reduce their waste and make it easier for residents to recycle	Complete roll out of food waste for flats in key urban hotspots	September 2025	Complete final phase by Summer 2025		Implementation of food waste collection was completed across key urban hotspots in November/December (completed later than originally scheduled).
Encourage more people to reduce their waste and make it easier for residents to recycle	Continue working with KRP and national partners such as WRAP and Recoup (plastic specific)	Ongoing	WRAP project to identify efficiencies in waste disposal and collection in Kent. Initial findings to be presented July 2025.		Work with national partners continues, with activity predominantly focused on food waste. A waste composition analysis, funded through KCC/WRAP, has been completed, with results shared in November (completed later than originally scheduled). Findings highlighted food waste, WEEE, textiles, and non-recyclable textiles (including duvets).

Theme	Actions	Timescale	Key milestones	Status	Update
Support local businesses and encourage sustainable growth in the economy	Delivery of Round 5 of the Green Business Grant Scheme to support local businesses/organisations with capital investments, including PV panels, heat source pumps, LED lighting and insulation	March 2026	Grants awarded July 2025 Minimum of 5 carbon reduction/energy efficiency projects completed by March 2026		Five grants awarded through Round 5. As of 31 March 2026, three projects have completed, one has now secured planning permission but has been extended into 2026/27, and another did not take up the offer of a grant. Round 6 launched February 2026 and has seen a higher level of interest. This round will close in April 2026.
Support local businesses and encourage sustainable growth in the economy	Delivery of the West Kent Rural Grant scheme, including grant support for energy efficiency measures	March 2026	Minimum of 5 carbon reduction/energy efficiency projects by March 2026		Funding allocated to nine projects by September 2025, including five with sustainability/carbon-reduction elements. These have now all been completed. Government confirmed there will be no further funding for 2026/27.
Support local businesses and encourage sustainable growth in the economy	Promote the climate change strategy and its objectives via the council's e-bulletin, with at least 2 articles per annum	Ongoing	2 articles by March 2026		Two articles produced, with the most recent one in March 2026. In addition, there have also been several project level articles relating to climate change/carbon reduction (see below).
Work with partners in the community to engage the public and identify areas of collaboration for climate change action, adaptation, protection and enhancement of the environment.	Work with KCC and local business to share and signpost information, support and grants for business carbon reduction	Ongoing	Continue to promote and refer organisations to KCC low carbon support and advice – ongoing		Ongoing promotion via articles. For example, February 2026 business e-bulletin promoted the Low Carbon Kent ISEP Sustainability Skills courses.
Work with partners in the community to engage the public and identify areas of collaboration for climate change action, adaptation, protection and enhancement of the environment.	Build collaborative working and public engagement with the Climate Change Forum, identifying areas for joint Council and community climate and environment action	Ongoing	Support Green/Environment events in the community throughout the year, attending events to promote climate change messaging. Work with the Climate Change Forum on initiatives and activities to raise awareness and encourage wider participation in environmental action.		The Climate Change Forum continues to meet quarterly to develop opportunities for community engagement on climate action. A number of events were attended throughout the year.

Theme	Actions	Timescale	Key milestones	Status	Update
Support communities, voluntary groups and Parishes in taking climate action	Deliver Round 3 of Community Development Grants, funded by the UK Shared Prosperity Fund, to support organisations based in the borough and/or providing a direct service to residents in line with community priorities	October 2025	Launch scheme in July 2025 Close scheme September 2025 Distribute grants October 2025		Round 3 of the Community Development Grants, funded by the UK Shared Prosperity Fund, distributed grants to a range of projects underway in 2025/26, including energy-efficiency projects and pond creation projects.
Raise awareness of climate change, providing regular updates and information	To continue to provide local borough information to residents, identifying likely topics of interest	Ongoing	Promotion of energy efficient adaptations to Poulton Wood Golf Centre – March 2026 Promotion of “No Mow May” throughout April/May 2025 Green Flag Award promotion (Haysden Country Park) by August 2025 Promotion of “Love Parks Week” - By July 2025 Event and social media regarding food waste at VE Day Celebrations – May 2025 Social media campaign to reduce food waste – Sept 2025 Fly tipping campaign – promote to residents and raise awareness of how to report fly tipping and arrange for legal collections of waste – Autumn 2025 Christmas campaign around wrapping/recycling - Dec 2025 Promote Food Waste Action Week – March 2026		Environmental communications were delivered throughout the year via campaigns, events, press releases, and social media. Strong engagement achieved through food waste campaigns. A small number of activities were postponed or delayed, including “Love Parks Week”, the fly-tipping campaign and food waste action week. Communications activity contributed to measurable improvements in engagement and behaviour change. Food waste recycling increased by over 19% across the period, alongside a significant uplift in digital engagement, including a 125% increase in visits to food waste web pages and a 22% increase in overall recycling-related web traffic. In addition to the planned programme, a range of further communications and engagement activities were delivered during the year, including: Green Business Grants promotion, “My Account” and paperless billing campaign, Great British Spring Clean, Miyawaki copse planting, “Shake It Out” recycling campaign, Global Recycling Day, Haysden Country Park accreditation, CommuniGrow solar panel launch event, TMBC staff travel survey.

Theme	Actions	Timescale	Key milestones	Status	Update
Reduce the environmental impact of the council's activities, increasing the sustainability of all our operations	Complete installation of heat pump to replace end-of-life oil boilers at Poulton Wood Golf Centre, using the Public Sector Decarbonisation Fund grant from the Department of Energy Security and Net Zero, administered by Salix	October 2026	Completion of design phase – Sept 2025 Completion of procurement exercise – Feb 2026 Completion of work – Oct 2026		An open market procurement exercise was undertaken; however the contract could not be awarded due to high cost. A review of the design is now being undertaken to inform next steps
Reduce the environmental impact of the council's activities, increasing the sustainability of all our operations	Complete installation of heat pump to replace end-of-life gas boilers at Larkfield Leisure Centre through the Public Sector Decarbonisation Fund grant from the Department of Energy Security and Net Zero, administered by Salix	February 2026	Installation of heat pumps – Dec 2025 Installation of air handling unit – Nov 2025 Completion – Feb 2026		The project is progressing. Some delays were encountered with delivery of equipment and legal agreements which will slightly delay completion to summer 2026.
Reduce the environmental impact of the council's activities, increasing the sustainability of all our operations	Develop heat decarbonisation plans for Tonbridge Pool with a view to removing the gas fired boilers	September 2025	Assessment of options – August 2025 Final option and design work – Sept 2025		Options have been explored and reported to Members. Current funding constraints mean that replacement of the existing gas boilers with low-carbon alternatives is not presently viable. Options are being explored for other ways to decarbonise.
Reduce the environmental impact of the council's activities, increasing the sustainability of all our operations	Decarbonise Gibson East as part of the Council's rationalisation of Kings Hill office space	February 2026	Award of contract – July 2025 Installation of heat pumps, solar PV and LED lighting – January 2026 Scheme completion – Feb 2026		Project is progressing, solar panels installed February. Delivery timescale has been slightly adjusted, completion expected August 2026.
Progress the digitisation of services and reduce the amount of paper both internally and being sent out to clients	New efficient devices to be rolled out to staff in line with the renewals of equipment	March 2026	80 laptops to be replaced with energy efficient equivalents over the year (20 per quarter)		Target has been achieved, with outcomes exceeded with an extra 20 delivered.

Theme	Actions	Timescale	Key milestones	Status	Update
Progress the digitisation of services and reduce the amount of paper both internally and being sent out to clients	Business process re-engineering, mobile solutions and digitisation to improve efficiency and reduce carbon footprint continues across services	Ongoing	Continue mapping current solutions with SDS. After approval, these are then passed to the Solution Architect for re-engineering and then to IT Dev team for implementation.		A number of re-engineering projects have been progressed during 2025–26 to improve efficiency, automation, and customer access. Key services delivered within the reporting period include DVLA, the SNN Portal and Corporate Complaints. A further five services have progressed through development readiness, with additional projects ongoing.

TMBC.GOV.UK
Serving our community

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