

Environment and Transport Performance Dashboard

Financial Year 2025/26

Results up to July/August 2025

Produced by Kent Analytics

Guidance Notes

Data is provided with monthly frequency except for Waste Management and Greenhouse Gases where indicators are reported with quarterly frequency and as rolling 12-month figures to remove seasonality.

RAG RATINGS

GREEN	Target has been achieved
AMBER	Floor Standard* achieved but Target has not been met
RED	Floor Standard* has not been achieved

*Floor Standards are the minimum performance expected and if not achieved must result in management action

Activity Indicators

Activity Indicators representing demand levels are also included in the report. They are not given a RAG rating. Instead, they are tracked within an expected range represented by Upper and Lower Expectations. The Alert provided for Activity Indicators is whether they are within their expected range or not. Results can either be within their expected range (**Yes**), or **Above** or **Below** their expected range.

Key Performance Indicators Summary

Highways & Transportation	Monthly RAG	YTD RAG
HT01 : Reported potholes repaired in 28 calendar days (routine works not programmed)	GREEN	GREEN
HT02 : Faults reported by the public completed in 28 calendar days	RED	RED
HT08 : Emergency incidents attended to within 2 hours	GREEN	AMBER
HT12 : Streetlights, illuminated signs and bollards repaired in 28 calendar days	GREEN	GREEN
DT01 : Percentage of public enquiries for Highways Maintenance completed online	GREEN	GREEN
DT03 : Percentage of concessionary bus pass applications completed online	GREEN	GREEN
DT04 : Percentage of speed awareness courses booking completed online	GREEN	GREEN

Environment & Circular Economy	RAG
WM01 : Municipal waste recycled and composted	AMBER
WM11 : Municipal waste diverted from landfill	GREEN
WM03 : Waste recycled and composted at HWRCs	AMBER
WM08 : Overall score for mystery shopper assessment of HWRCs	GREEN
WM10 : Customer satisfaction with HWRCs	GREEN
EW2 : Greenhouse Gas emissions from KCC estate (excluding schools)	GREEN
EW1 : Percentage of statutory planning consultee responses submitted within 21 days	GREEN

Appendix 1

Division	Corporate Director	Cabinet Member
Highways & Transportation	Simon Jones	Peter Osborne

Key Performance Indicators

Ref	Indicator description	May-25	Jun-25	Jul-25	Aug-25	Month RAG	Year to Date	YTD RAG	Target	Floor	Prev. Yr
HT01	Reported potholes repaired in 28 calendar days	93%	95%	92%	90%	GREEN	92%	GREEN	90%	80%	96%
HT02	Faults reported by the public completed in 28 calendar days	81%	79%	76%	77%	RED	79%	RED	90%	80%	88%
HT08	Emergency incidents attended to within 2 hours	95%	98%	97%	98%	GREEN	97%	AMBER	98%	95%	97%

Activity Indicators

Ref	Indicator description	May-25	Jun-25	Jul-25	Aug-25	Year to Date	In expected range?	<u>Expected Range</u> Upper Lower	
HT01b	Potholes due to be repaired (arising from routine faults reported)	1,486	1,214	1,140	1,199	7,171	Above	6,550	4,300
HT02b	Routine faults reported by the public due for completion	3,933	4,167	5,149	3,903	23,097	Yes	25,200	19,600
HT08b	Emergency incidents attended	153	149	221	146	805	Yes	960	640

HT01b – The number of pothole repairs made within the timescale remains above target despite a higher than expected number of potholes due to be repaired.

HT02 – Following performance having moved close to the floor standard in the second half of 2024/25, Amber weather events during this period have resulted in performance dropping below the floor standard. We continue to hold monthly performance meetings to assess ways to improve performance across all areas.

HT08 – Attendance at emergency incidents within two hours of notifications met the target for the latest month of August, with year to date performance just 1 percentage point below target due to several heavy rain events. Regular meetings are held between client and contractor to discuss performance where each failure is discussed and analysed accordingly.

Appendix 1

Division	Corporate Director	Cabinet Member
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Key Performance Indicators

Ref	Indicator description	May-25	Jun-25	Jul-25	Aug-25	Month RAG	Year to Date	YTD RAG	Target	Floor	Prev. Yr
HT12	Streetlights, illuminated signs and bollards repaired within timescale*	91%	97%	95%	92%	GREEN	94%	GREEN	90%	80%	93%
DT01	Percentage of public enquiries for Highways Maintenance completed online	68%	69%	68%	66%	GREEN	68%	GREEN	65%	60%	68%
DT03	Percentage of concessionary bus pass applications completed online	76%	80%	78%	82%	GREEN	79%	GREEN	75%	65%	77%
DT04	Percentage of speed awareness courses bookings completed online	91%	91%	90%	91%	GREEN	91%	GREEN	85%	75%	89%

Activity Indicators

Ref	Indicator description	May-25	Jun-25	Jul-25	Aug-25	Year to Date	In expected range?	<u>Expected Range</u> Upper Lower	
HT06	Number of new enquiries requiring further action (total new faults)	5,734	6,925	8,215	5,940	32,178	Below	40,200	33,700
HT07	Work in Progress (active enquiries/jobs) - end of month snapshot	5,734	6,080	6,711	6,644	N/a	Yes	6,800	5,400
HT13	Street work permit applications and change requests submitted	11,811	11,456	12,623	10,821	58,676	Yes	68,800	56,300

HT06 – The total number of new enquiries requiring further action received this year to August is below the expected range for the year, being approximately 10% lower than the previous year. The introduction of KCC highways staff completing minor and urgent repairs have helped to improve performance in this area. The top 3 services requested through public enquiries so far this year continue to be Potholes, Drainage and Flooding, and Emergency Response.

HT13 – Between April and August 2025, 17,627 permits were issued to KCC (39% of total permits), and 27,010 permits were issued to non-KCC bodies (61%).

Appendix 1

Division	Corporate Director	Cabinet Member
Environment & Circular Economy	Simon Jones	David Wimble

Key Performance Indicators - Rolling 12 months except WM08 (Quarterly) and WM10 (Half-yearly)

Ref	Indicator description	Jul-24	Oct-24	Jan-25	Apr-25	Jul-25	RAG	Target	Floor
WM01	Municipal waste* recycled and composted	43%	43%	43%	42%	42%	AMBER	50%	42%
WM11	Municipal waste diverted from landfill	99.4%	99.2%	99.2%	99.0%	99.4%	GREEN	99%	95%
WM03	Waste recycled and composted at Household Waste Recycling Centres (HWRCs)	50%	50%	50%	49%	48%	AMBER	50%	45%
WM08	Overall score for mystery shopper assessment of Household Waste Recycling Centres	98%	98%	97%	97%	97%	GREEN	97%	90%
WM10	Customers satisfied with HWRCs	Jun-24 96%	No survey	Dec-24 97%	No survey	Jun-25 96%	GREEN	95%	90%

* Municipal waste is collected by Districts, and by KCC via HWRCs.

WM01 –. The 50% target for this KPI is within the Kent Joint Municipal Waste Strategy agreed by the Kent Resource Partnership (KCC and district councils). The requirements of simpler recycling come into place in March 2026, and it is anticipated that recycling rates will gradually increase as all Waste Collection Authorities must comply.

WM03 – HWRC recycling rates have fallen slightly following dry spring weather resulting in less organic waste being produced.

Appendix 1

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Environment & Circular Economy	Simon Jones	David Wimble

Activity Indicators (Rolling 12 months)

Ref	Indicator description	Jul-24	Oct-24	Jan-25	Apr-25	Jul-25	In expected range?	<u>Expected Range</u> Upper Lower	
WM05	Waste tonnage collected by District Councils	562,802	563,361	563,002	560,007	553,575	Yes	570,000	550,000
WM06	Waste tonnage collected at HWRCs	108,180	111,626	115,083	118,607	118,447	Yes	125,000	105,000
05+06	Total waste tonnage collected	670,982	674,987	678,085	678,614	672,022	Yes	695,000	655,000
WM12	Household residual (non-recyclable) waste (kg/HH)	529	530	530	529	528	Yes	530	525
WM13	Reuse from HWRCs (tonnes)	149	154	169	243	253	Yes	450	150

Division	Corporate Director	Cabinet Member
Environment & Circular Economy	Simon Jones	David Wimble

Key Performance Indicator (rolling 12-month total, reported one Quarter in arrears)

Ref	Indicator description	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	RAG	Target	Floor
EW2	Greenhouse Gas emissions from KCC's overall estate and operations (excluding schools) in tonnes	11,251	10,985	10,323	10,388	10,252	9,612	GREEN	10,072	11,079

EW2 – The greenhouse gas emission target for Quarter 1, 2025/26 has been met with total greenhouse gas emissions of 9,612 tCO₂e compared to a target of 10,072 tCO₂e.

Although we have seen slight increases in consumption for KCC managed sites, non-KCC managed sites and our Traded Services, there has been an overall reduction of emissions from electricity due to the reduction in the UK Electricity emission factor for 2025. The contributions that the solar farms are having in reducing KCC's emissions also continue to be positive.

Key Performance Indicators (monthly)

Ref	Indicator description	Apr-25	May-25	Jun-25	Jul-25	Aug-25	YTD 25/26	YTD RAG	Target	Floor
EW1	Percentage of statutory planning consultee responses submitted within 21 days	90%	88%	91%	94%	89%	91%	GREEN	90%	80%