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To: Growth, Environment & Transport Cabinet Committee – 9 September 2026

Subject: Performance Dashboard

Classification: Unrestricted

Summary:

The Growth, Environment and Transport Cabinet Committee Performance Dashboard details performance against targets set for Key Performance Indicators (KPIs). This is the first dashboard for 2026/27 and includes data up to June 2026.

Forty of the 58 KPIs achieved target for latest performance and are RAG rated Green. Three KPIs are below target but did achieve the floor standard and are RAG rated Amber. Four KPIs are below their floor standards and are RAG rated Red, with eleven not being reported in Quarter 1 for various reasons detailed in the report.

Recommendation(s):

The Growth, Environment and Transport Cabinet Committee is asked to NOTE the Performance Dashboard.

1. Introduction

- 1.1. Part of the role of Cabinet Committees is to review the performance of the functions of the Council that fall within the remit of the Committee. To support this role, Performance Dashboards are regularly reported to Cabinet Committees throughout the year, with the most recent report having come before this Committee in July.

2. Performance Dashboard

- 2.1. The Dashboard reports on performance against targets for the Key Performance Indicators (KPIs) for 2026/27 up to end of June 2026. The current Growth, Environment and Transport Cabinet Committee Performance Dashboard is attached as Appendix 1. Due to there being several new KPIs in the Highways and Transportation section this year, definitions for all these KPIs are given in Appendix 2.

- 2.2. It was not possible to include results for five of the new Highways and Transportation KPIs, namely HT20 through to HT24, due to ongoing discussions and clarifications required with the service around the data. New KPIs occasionally have teething issues when first introduced. Recent changes in systems and contractors has compressed the time we'd usually take to fine-tune the KPI and then validate the data. Unfortunately as a result of this and an unplanned absence from the system owner, it was not possible to resolve some emerging issues before publication.
- 2.3. The KPIs in the report are presented with RAG (Red/Amber/Green) ratings to show progress against targets. Details of how the ratings are generated are outlined in the Guidance Notes, included with the Dashboard in Appendix 1.
- 2.4. Of the four red KPIs in the report, two come under Highways & Transportation, and two under Environment and Circular Economy:
- HT02 - All Highways and Transportation enquiries requiring a response, responded to within 28 days; the period covered in the report saw a combination of adverse weather, including a storm and periods of extreme heat, which increased service demand and placed additional pressure on operations during the transition from the previous Highways Term Maintenance Contract (HTMC) with Amey to the new contract with Ringway. This contributed to a Red RAG rating for the period. Enquiry handling arrangements are now being embedded under the new contract, and performance against this KPI is expected to improve as these processes become fully established in future quarters.
 - HT08 – Emergency incidents attended to within 2 hours; reporting for this measure is currently being verified, with preliminary findings indicating a Red RAG rating. All emergency incidents were attended; however, system integration issues with the new provider have affected the ability to fully evaluate performance results at this stage. Data and reporting arrangements are being jointly reviewed with Ringway to ensure future reporting is accurate and fully validated before publication.
 - EW4 - Percentage of local planning authority requests for advice from the Heritage Service responded to within 21 days; The KPI includes all applications that exceeded the 21-day response target, regardless of whether the delay was caused by application complexities or by late advice from the service. The recording system is being reviewed to determine how this can be better reflected. It is estimated that around 10% of applications require more than 21 days to advise on because of the complex nature of the work. The service's ability to meet deadlines is currently impeded by capacity of the team to respond to service demands, with pre and post application requests direct from developers adding to the planning workload from the districts and boroughs. A charging schedule for developers is currently in development - once implemented, this will enable income to be secured that can be used to expand the capacity of the team and meet these increased demands.
 - EW5 - Percentage of local planning authority requests for advice from the Ecological Advice Service responded to within 21 days; over the past 12 months, the Ecological Advice Service has been working at reduced capacity at the same time as responding to an increasing demand on the service from

the county's planning authorities as a result of the new biodiversity net gain requirement for development. This has led to a backlog in applications submitted to the service. In agreement with the local planning authorities, deadlines are being extended to enable the service to address this backlog – however this is impacting on the standard 21 days target response time this KPI is measured against. The service is working closely with the county's planning authorities to ensure that priority applications receive advice in a timely manner. Capacity issues in the team are also being managed. It is intended that there will be a steady improvement in service delivery as the year progresses. Biodiversity net gain has been a steep learning curve for all involved in the planning process - we are often finding that consultants and applicants are submitting incomplete or incorrect information in support, which isn't always picked up before being sent through to the advice service. Consequently, more time than the standard 21 days is often required to resolve such matters. As with EW4, the KPI includes all applications that exceeded the 21-day response target, regardless of whether the delay was caused by application complexities or by late advice from the service. The recording system is being reviewed to determine how this can be better reflected.

4. Recommendation(s):

The Growth, Environment and Transport Cabinet Committee is asked to NOTE the Performance Dashboard.

5. Contact details

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