Appendix 1

Growth, Environment and Transport Performance Dashboard

Financial Year 2026/27

Results up to end of June 2026

Produced by Kent Analytics

Kent County Council
kent.gov.uk

Appendix 1

Guidance Notes

RAG RATINGS

Results in this report show either quarterly data or Year to Date (**YTD**) values.

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 compared with previous year or tracked within an expected range represented by Upper and Lower Expectations. The Alert provided for Activity Indicators is whether they are in expected range or not. Results may be within the expected range or **Above** or **Below**.

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Key Performance Indicators Summary

Economy	RAG
EC05: Number of homes brought back to market through No Use Empty	GREEN
EC10: Businesses assisted via Kent and Medway Growth Hub contract	GREEN
EC11: Businesses assisted through intensive support provided via the Growth Hub contract	GREEN
EC12: Number of visitor economy businesses supported*	GREEN
EC13: Number of inward investment projects secured*	GREEN
EC14: Number of jobs created or safeguarded*	**
EC15: Amount of loan funding awarded to local SMEs by the Kent & Medway Business Fund	GREEN
EC19: Number of jobs to be protected or created by KMBF beneficiary companies	GREEN
EC20: Private sector leverage related to KMBF	GREEN
EC16: Number of people supported to access employment by the Connect to Work programme	GREEN

* Through the Grow in Kent team.
** Annual KPI to be reported in year-end report.

Economy (continued)	RAG
EC17: Number of people supported with upskilling through a Skills Bootcamp programme	GREEN
EC21: Number of people securing employment, enhanced new roles or self-employment outcome through the Skills Bootcamp programme	GREEN
EC18: Number of new people receiving entrepreneurship mentoring support from Kent Foundation	GREEN

Libraries, Registrations and Archives (LRA)	RAG
LRA06: Customer satisfaction with Registration Services	GREEN
LRA15: Total number of customers attending events in Libraries and Archives	GREEN
LRA17: Number of volunteer hours adding extra value to the LRA service	GREEN
LRA12: Customer satisfaction with libraries	GREEN
LRA13: Customer satisfaction with archives	GREEN

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Community Protection	RAG
CST02: % of Lessons Learnt Domestic Homicide Review attendees rating the event as good or better	*
CST03: Percentage of service users who report feeling safer due to warden support	GREEN
COR02: Coroners' inquests held within 12 months of the date on which the coroner is notified of the death	GREEN
KSS02: Percentage of priority 1 food, feed and consumer products sample tests reported to clients within 5 working days	GREEN
KSS03: Percentage of independent proficiency tests rated as "good" or "satisfactory"	GREEN
CP02: Percentage of trader applications to the 'Trading Standards Checked' scheme processed within 10 working days	GREEN
TS05: Number of residents attending safeguarding from financial abuse presentation meetings	GREEN
TS06: Completed visits carried out by Trading Standards to higher-risk premises	GREEN
TS07: Number of engagements with businesses and partners aimed at preventing age restricted sales and reducing youth harm	GREEN

* No RAG rating as no seminars held in Q1

Planning Applications	RAG
PAG01: Percentage of planning applications determined to meet DLUHC performance standards	GREEN
PAG02: Percentage of statutory planning consultee responses submitted to the local planning authority within 21 days (Minerals & Waste)	GREEN

Strategic Development and Place	RAG
DC08: Developer contributions secured against total contributions sought (section 106)	GREEN
PROW16: Median number of days to resolve priority faults on public rights of way network (rolling 12-months)	GREEN

Highways & Transportation	Monthly RAG	YTD RAG
HT01: Reported potholes repaired in 28 calendar days (routine works not programmed)	GREEN**	GREEN**
HT02: Enquiries requiring a response, responded to within 28 days lic completed in 28 calendar days	RED	RED
HT08: Emergency incidents attended to within 2 hours	RED	RED

**Based on April data only. May and June data unavailable at time of reporting

Highways & Transportation (continued)	Monthly RAG	YTD RAG
HT12: Streetlights, illuminated signs and bollards repaired in 28 calendar days	GREEN	GREEN
HT15: Percentage of all streetlights on and functioning correctly (NEW)	GREEN	GREEN
HT17: Drainage - Emergency & Urgent incidents attended to on time (NEW)	No data at time of reporting*	
HT18: Drainage - Risk Based cleansing completed on time (NEW)		
HT19: Percentage of Winter Service Runs completed on time (NEW)	Not applicable for Quarter 1	
HT20: Percentage of structures (bridges, tunnels, walls) visual condition inspections completed (NEW)	No data at time of reporting**	
HT21: Percentage of High-Speed Road (e.g. A249, A229) programmed sites completed on time (NEW)		
HT22: Percentage of planned preservation road surfacing works completed to program (HTMC) (NEW)		
HT23: Percentage of planned renewal road surfacing works completed to program (RARC) (NEW)		
HT24: Percentage of planned footway surfacing works completed to program (NEW)		
HT25: Highway Statutory Safety Inspections completed on time (NEW)	AMBER	AMBER
DT01: Percentage of highway enquiries reported through the online fault reporting tool Highways Maintenance completed online	GREEN	GREEN
DT03: Percentage of concessionary bus pass applications completed online	GREEN	GREEN

* System integration issues with the new provider (Ringway) have affected the ability to fully evaluate performance results at this stage. Work is ongoing with Ringway to resolve these issues.

Highways & Transportation (continued)	Monthly RAG	YTD RAG
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	GREEN
WM08: Overall score for mystery shopper assessment of HWRCs	AMBER
WM10:Customer satisfaction with HWRCs	GREEN
EW1: Percentage of statutory planning consultee responses submitted within 21 days	GREEN
EW2: Greenhouse Gas emissions from KCC estate (excluding schools)	GREEN
EW3: Number of trees planted as part of Plan Tree (NEW)	***
EW4: Percentage of local planning authority requests for advice from the Heritage Service responded to within 21 days (NEW)	RED
EW5: Percentage of local planning authority requests for advice from the Ecological Advice Service responded to within 21 days (NEW)	RED

** Data for these new KPIs (HT20-24) could not be sufficiently validated. Work is ongoing to resolve this.
*** Tree planting does not commence until the autumn

Appendix 1

Division	Director	Cabinet Member
Growth & Communities - Economy	**Stephanie Holt-Castle**	**David Wimble**

Ref	Performance Indicators	Jun-25 (Q1)	Sep-25 (Q2)	Dec-25 (Q3)	Mar-26 (Q4)	Jun-26 (Q1)	RAG	Target	Floor
EC05	Number of homes brought back to market through No Use Empty (rolling 12 months)	391	400	401	443	**442**	GREEN	400	360
EC10	Businesses assisted via Kent and Medway Growth Hub contract (Year to Date)	209	560	1,035	1,291	**727**	GREEN	340	290
EC11	Businesses assisted through intensive support provided via the Growth Hub contract (Year to Date)	22	37	71	109	**6**	GREEN	0	0
EC12	Number of visitor economy businesses supported through 'Grow in Kent' team (Year to Date)	New KPIs for 20026/27				**190**	GREEN	50	37
EC13	Number of inward investment projects secured through 'Grow in Kent' team (Year to Date)					**2**	GREEN	1	0
EC14	Number of jobs created or safeguarded through 'Grow in Kent' team (Year to Date)	This will be reported as an annual indicator in the year-end report						200	150

EC11 – The year-end target has been updated from that given at March Cabinet Committee and has increased from 120 to 150. The target is profiled with lower targets for the first two quarters before the final two quarters when increasing numbers of businesses are expected to reach the threshold number of hours which equates to intensive support.

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Division	Director	Cabinet Member
Growth & Communities - Economy	**Stephanie Holt-Castle**	**David Wimble**

Ref	**Performance Indicators** (quarterly figures are cumulative)	Jun-25 (Q1)	Sep-25 (Q2)	Dec-25 (Q3)	Mar-26 (Q4)	Jun-26 (Q1)	RAG	Target	Floor
EC15	Amount of loan funding awarded to local SMEs by the Kent & Medway Business Fund (Year to Date)	£1.97m	£2.30m	£2.84m	£3.8m	£0.45m	GREEN	£0.3m	£0.2m
EC19	Number of jobs to be protected or created by KMBF beneficiary companies	New KPIs in 2026/27				22	GREEN	20	15
EC20	Private sector leverage related to KMBF					£0.21m	GREEN	£0.2m	£0.15m
EC16	Number of people supported to access employment by the Connect to Work programme - Kent only (Year to Date)	*	271	514	747	412	GREEN	410	
EC17	Number of people supported with upskilling through a Skills Bootcamp programme (Year to Date)		210	300	500	154	GREEN	80	60
EC21	Number of people securing employment, enhanced new roles or self-employment outcome through the Skills Bootcamp programme	New KPI in 2026/27				324	GREEN	200	180
EC18	Number of new people receiving entrepreneurship mentoring support from Kent Foundation (Year to Date)	12	31	39	63	16	GREEN	15	12

* The Connect to Work and Skills Bootcamp programmes did not go live until Q2, 2025/26.

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Division	Director	Cabinet Member
Growth & Communities – Libraries, Registrations and Archives	**Stephanie Holt-Castle**	**Richard Palmer**

Quarterly KPIs

Ref	Performance Indicators	Jun-25 (Q1)	Sep-25 (Q2)	Dec-25 (Q3)	Mar-26 (Q4)	Jun-26 (Q1)	RAG	Target	Floor
LRA06	Customer satisfaction with Registration Services	96%	97%	97%	96%	96%	GREEN	96%	91%
LRA15	Total number of customers attending events in Libraries and Archives	57,292	70,932	53,239	58,620	**58,028**	GREEN	50,100	45,100
LRA17	Number of volunteer hours adding extra value to the LRA service	8,342	8,743	8,576	8,794	**8,879**	GREEN	8,500	7,700

Jun-26 (Q1): LRA06 – 1,227 customers were surveyed, 1,179 were satisfied.

Annual KPIs (surveys conducted towards the year-end)

Ref	Performance Indicators	2021/22	2022/23	2023/24	2024/25	2025/26	RAG	Target 2025/26	Floor 2025/26
LRA12	Customer satisfaction with libraries	94%	94%	95%	95%	**95%**	GREEN	94%	90%
LRA13	Customer satisfaction with archives	97%	98%	100%	98%	**96%**	GREEN	96%	91%

2025/26: LRA12 – 7,910 surveyed, 7,542 satisfied
2025/26: LRA13 – 134 surveyed, 129 satisfied

Activity indicators (Quarterly)

Ref	Activity Indicators (Quarterly totals)	Jun-25 (Q1)	Sep-25 (Q2)	Dec-25 (Q3)	Mar-26 (Q4)	Jun-26 (Q1)	Value vs Expected	Expected Activity Upper	Expected Activity Lower
LRA01	Number of visits to libraries (including mobiles) (000s)	787	884	755	773	**767**	In line	791	752
LRA02b	Physical, e-book and e-audio issues (000s)	983	1,160	992	1,015	**1,022**	**Above**	986	937
LRA04a	Number of weddings and civil partnership ceremonies carried out by KCC Officers	2,104	2,768	1,451	853	**2,263**	**Above**	2,050	1,850
LRA25	Number of archive enquiries answered	2,329	2,269	1,768	2,512	**2,216**	In line	2,360	2,120

LRA02b – Overall we have seen a positive increase of 4% in comparison with issue figures for Quarter 1 last year. This is due to a number of factors: the continued and steady increase in eBook and eAudiobook issues, the reopening of libraries that were temporarily closed for co-location works, building repairs or relocation, and the impact of the promotions and events including for the National Year of Reading.

LRA04a – Marriage and civil partnership ceremonies increased by 8% in comparison with Quarter 1 last year. Forecasts for 2026/27 were set cautiously, reflecting the slight decrease in ceremony numbers during the previous year. Positively, performance has exceeded expectations although it must be recognised that while we promote our Kent Venues as a service, our role is mainly to respond to demand which we don’t directly influence. We can also positively report as part of that increase we have seen our KCC venue offers - the Register Office and Kent Approved Ceremonies (venues licenced by KCC), increasing by 13% and 19% respectively. This positive growth suggests a continuing trend for couples to choose one of our venues for their ceremony.

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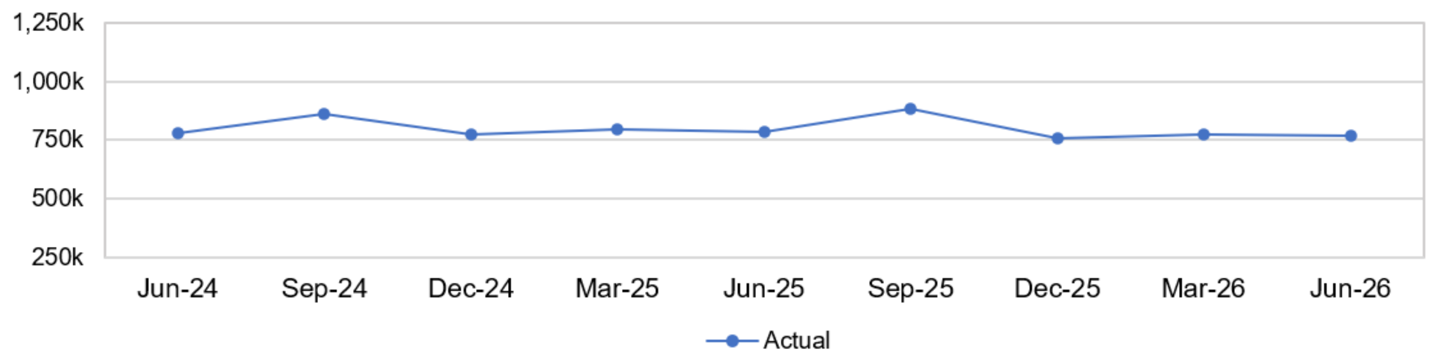
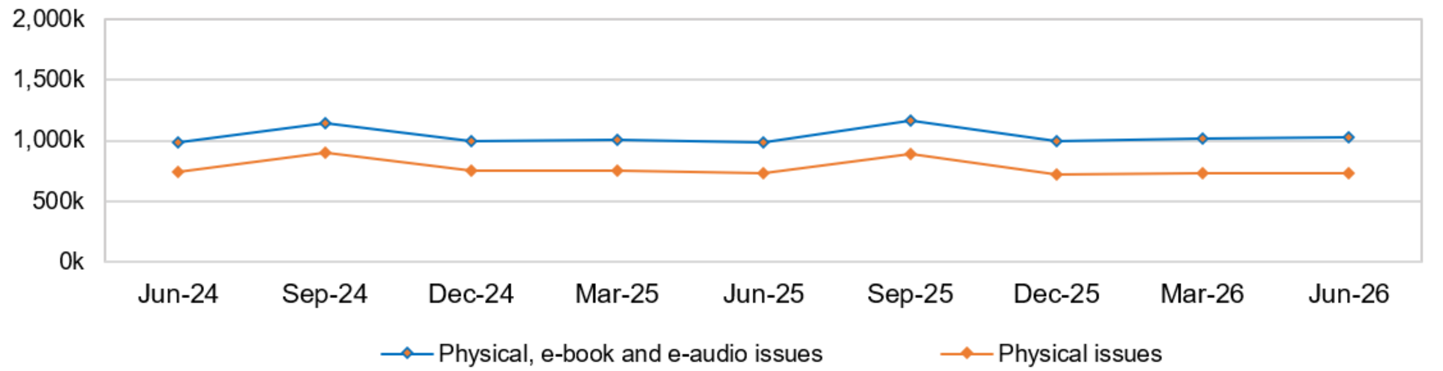
Division	Director	Cabinet Member
Growth & Communities – Libraries, Registrations and Archives	**Stephanie Holt-Castle**	**Richard Palmer**

Total number of physical visits to Kent libraries



Total number of book issues from Kent libraries



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Division	Director	Cabinet Member
Growth & Communities – Community Protection	**Stephanie Holt-Castle**	**Richard Palmer**

Ref	Performance Indicators	Jun-25 (Q1)	Sep-25 (Q2)	Dec-25 (Q3)	Mar-26 (Q4)	Jun-26 (Q1)	YTD 26/27	YTD RAG	Target	Floor
CST02	Percentage of Lessons Learnt Domestic Homicide Review (DHR) Seminar attendees rating the event as Good or better.	98%	*	100%	100%	*	*	N/a	90%	81%
CST03	Percentage of service users who report feeling safer due to warden support	74%	90%	82%	96%	90%	**90%**	GREEN	70%	65%
COR02	Coroners' inquests held within 12 months of the date on which the coroner is notified of the death	95%	94%	92%	93%	92%	**92%**	GREEN	75%	65%

* No seminars were held.

2026/27 (Q1)
CST03: 21 surveys were returned, 19 responses indicated the service user felt safer.
COR02: 209 inquests held, 193 held within 12 months of notification of death.

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Division	Director	Cabinet Member
Growth & Communities – Community Protection	**Stephanie Holt-Castle**	**Richard Palmer**

Ref	Performance Indicators	Jun-25 (Q1)	Sep-25 (Q2)	Dec-25 (Q3)	Mar-26 (Q4)	Jun-26 (Q1)	YTD 26/27	YTD RAG	Target	Floor
KSS02	Percentage of priority 1 food, feed and consumer products sample tests reported to clients within 5 working days	91%	89%	93%	87%	92%	**92%**	GREEN	90%	85%
KSS03	Percentage of external independent proficiency tests rated as “good” or “satisfactory”	89%	83%	80%	86%	84%	**84%**	GREEN	75%	67%
CP02	Percentage of trader applications to Community Protection’s ‘Trading Standards Checked’ scheme processed within 10 working days *(excluding those requiring enhanced checks by external organisations).*	100%	100%	100%	100%	100%	**100%**	GREEN	100%	90%
TS05	Number of residents attending safeguarding from financial abuse presentation meetings	337	478	310	406	436	**436**	GREEN	375	330
TS06	Completed visits carried out by Trading Standards to higher-risk premises	104	95	115	131	98	**98**	GREEN	45	30
TS07	Number of engagements with businesses and partners aimed at preventing age restricted sales and reducing youth harm	299	228	103	41	235	**235**	GREEN	120	105

2026/27 (Q1

KSS02: 800 samples tested, 734 reported within 5 working days.
KSS03: 76 tests rated, 64 rated as good or satisfactory.
CP02: 69 applications processed, all were processed within 10 working days.

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Division	Director	Cabinet Member
Growth & Communities – Planning Applications	**Stephanie Holt-Castle**	**David Wimble**

Ref	Performance Indicators	Jun-25 (Q1)	Sep-25 (Q2)	Dec-25 (Q3)	Mar-26 (Q4)	Jun-26 (Q1)	YTD 26/27	YTD RAG	Target	Floor
PAG01	Percentage of planning applications determined to meet DLUHC performance standards	100%	100%	100%	100%	100%	**100%**	GREEN	100%	90%
PAG02	Percentage of statutory planning consultee responses submitted to the local planning authority within 21 days (Minerals & Waste)	92%	100%	98%	100%	95%	**95%**	GREEN	90%	80%

2026/27 (Q1)
PAG01: 45 planning applications, all of which met Ministry of Housing, Communities and Local Government performance standard.
PAG02: 63 responses, 60 of which were within 21 days.

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Division	**Director**	**Cabinet Members**
Growth & Communities – Strategic Development & Place	**Stephanie Holt-Castle**	**David Wimble, Richard Palmer**

Ref	**Performance Indicators**	**Jun-25 (Q1)**	**Sep-25 (Q2)**	**Dec-25 (Q3)**	**Mar-26 (Q4)**	**Jun-26 (Q1)**	**YTD 26/27**	**YTD RAG**	**Target**	**Floor**
DC08	Developer contributions secured against total contributions sought (section 106)	100%	96.9%	97.7%	89.7%	100%	**100%**	GREEN	96%	85%
PROW16	Median number of days to resolve priority faults on public rights of way network (rolling 12-month figure)	14	9	8	8	**6**	*	GREEN	10	14

* No Year-to-Date figure as this is a Rolling 12-month indicator

2026/27 (Q1)
DC08: £71.4m secured (one of the highest quarterly totals in recent years).
PROW16: 52 priority faults resolved.

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

Key Performance Indicators

Ref	Indicator description	Mar-26	Apr-26	May-26	Jun-26	Month RAG	Year to Date	YTD RAG	Target	Floor	Prev. Yr
HT01	All potholes repaired within 28 days	87%	93%	*	*	GREEN	**93%**	GREEN	90%	80%	96%
HT02	All enquiries requiring a response, responded to within 28 days	66%	76%	72%	72%	RED	**73%**	RED	90%	80%	88%
HT08	Emergency incidents attended to within 2 hours	93%	89%	50%	70%	RED	**73%**	RED	98%	95%	97%

Activity Indicators

Ref	Indicator description	Mar-26	Apr-26	May-26	Jun-26	Year to Date	In expected range?	Expected Range Upper	Lower
HT01b	Number of potholes due to be repaired in the month	4,423	2,793	*	*	**2,793**	**Below**	4,800	3,150
HT02b	Enquiries reported by the public due for completion in 28 calendar days	13,367	5,738	5,901	8,199	**19,838**	**Above**	14,800	11,500
HT08b	Emergency incidents attended	310	185	109	122	**416**	Yes	600	400

* The new Highways Term Maintenance Contract (HTMC) commenced on 1st May with Ringway, a division of the VINCI Group. Reporting for this measure is currently being aligned with the new contractor's system to ensure accurate and consistent performance monitoring

HT02 – This period was affected by 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.

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HT08 – 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 reliable.

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

Key Performance Indicators

Ref	Indicator description	Mar-26	Apr-26	May-26	Jun-26	Month RAG	Year to Date	YTD RAG	Target	Floor	Prev Yr
HT12	Streetlights, illuminated signs and bollards repaired within timescale*	99%	96%	98%	98%	GREEN	**97%**	GREEN	90%	85%	93%
HT15	Percentage of all streetlights on and functioning correctly (NEW)	New KPIs	99.95%	99.94%	99.91%	GREEN	**99.93%**	GREEN	98%	95%	New KPIs
HT25	Highway Statutory Safety Inspections completed on time (NEW)		89%	88%	87%	AMBER	**88%**	AMBER	90%	80%	

* For priority jobs this is 28 calendar days

Activity Indicators

Ref	Indicator description	Mar-26	Apr-26	May-26	Jun-26	Year to Date	In expected range?	Expected Range Upper	Lower
HT12b	Number of Streetlights/illuminated signs/bollards scheduled for repair within 28 calendar days	1,192	475	471	374	**1,320**	**Above**	1,060	865
HT25b	Number of Statutory Safety Inspections due in month (NEW)	New KPI	6,055	4,862	4,768	**15,685**	Yes	15,750	15,250

Key Performance Indicators

<table>
<tr><th>Ref</th><th>Indicator description</th><th>Mar-26</th><th>Apr-26</th><th>May-26</th><th>Jun-26</th><th>Month RAG</th><th>Target</th><th>Floor</th><th>Prev. Yr</th></tr>
<tr><td>HT20</td><td>Structures (bridges, tunnels, walls) visual condition inspections: % of full financial year’s programme completed so far (NEW)</td><td rowspan="5">New KPIs</td><td rowspan="5">KPIs started in May</td><td rowspan="5" colspan="5">No data at time of reporting*</td><td rowspan="5">New KPIs</td></tr>
<tr><td>HT21</td><td>High-Speed Road (e.g. A249, A229) programmed sites: % of full financial year’s programme completed so far (NEW)</td></tr>
<tr><td>HT22</td><td>Planned preservation road surfacing works: % of full financial year’s HTMC programme completed so far (NEW)</td></tr>
<tr><td>HT23</td><td>Planned renewal road surfacing works: % of full financial year’s RARC programme completed so far (NEW)</td></tr>
<tr><td>HT24</td><td>Planned footway surfacing works: % of full financial year’s HTMC programme completed so far (NEW)</td></tr>
</table>

* We are not able to include results for the new KPIs HT20-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 target definitions and then quality assure the data processing. 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.

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Key Performance Indicators

Ref	Indicator description	Mar-26	Apr-26	May-26	Jun-26	Month RAG	Year to Date	YTD RAG	Target	Floor	Prev. Yr
DT01	Percentage of highway enquiries reported by the public using our online fault reporting tool	73%	69%	69%	67%	GREEN	**68%**	GREEN	65%	60%	68%
DT03	Percentage of concessionary bus pass applications completed online	80%	80%	80%	81%	GREEN	**81%**	GREEN	75%	65%	77%
DT04	Percentage of speed awareness courses bookings completed online	88%	89%	90%	90%	GREEN	**90%**	GREEN	85%	75%	89%

Activity Indicators

Ref	Indicator description	Mar-26	Apr-26	May-26	Jun-26	Year to Date	In expected range?	Expected Range Upper	Lower
DT01b	Total number of all enquiries received by the contact centre, fault reporting tool and HT staff	9,593	5,913	5,791	8,021	**19,725**	Yes	25,000	15,000
HT27	Total number of contacts made by the public (NEW)	New KPI	10,695	10,549	7,020	**28,264**	**Below**	42,500	32,500
HT06	Number of new enquiries logged in month requiring further action (excluding 28 day enquiries)	8,775	5,349	5,097	7,068	**17,514**	**Below**	24,200	20,300
HT07	Work in Progress (active enquiries/jobs) - end of month snapshot	8,676	5,903	6,234	**7,413**	N/a	**Above**	7,300	5,800
HT13	Street work permit applications and change requests submitted	13,153	10,190	8,739	10,457	**29,386**	**Below**	41,900	34,300

HT13 - The lower-than-expected figure in June was due to the transition to the new HTMC contract, with Amey's workload winding down before Ringway had fully mobilised. Performance is expected to return to normal levels as the transition period concludes, and regular activity levels should continue going forward.

HT27 & HT06 - It is difficult to determine with certainty why public contact levels fell below the expected range. However, this may have been influenced by the period of extreme heat and the start of the summer holiday season, when some residents are spending time away from their usual routines.

HT07 - April marked the end of the Highways Maintenance contract with Amey, followed by the commencement of the new contract with Ringway in May. During the transition period, there was a necessary pause in new work being picked up by the outgoing contractor to support demobilisation and handover arrangements. As a result, Ringway inherited a backlog of jobs at the start of the new contract and has been working through these as operations have progressed.

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Division	Corporate Director	Cabinet Member
Environment & Circular Economy	**Simon Jones**	**Jamie Henderson**

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

Ref	Indicator description	Jun-25	Sep-25	Dec-25	Mar-26	Jun-26	RAG	Target	Floor
WM01	Municipal waste* recycled and composted	42%	42%	43%	43%	**44%**	AMBER	50%	42%
WM11	Municipal waste diverted from landfill	99.4%	99.6%	99.6%	99.6%	**99.9%**	GREEN	99%	95%
WM03	Waste recycled and composted at Household Waste Recycling Centres (HWRCs)	51%	50%	52%	53%	**53%**	GREEN	50%	45%
WM08	Overall score for mystery shopper assessment of Household Waste Recycling Centres	97%	97%	97%	97%	**95%**	AMBER	97%	90%
WM10	Customers satisfied with HWRCs	97%	No Survey	**96%**	No Survey	No Survey	GREEN	95%	90%

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

WM01 – The 50% target for this KPI was set out in the previous Kent Joint Municipal Waste Management Strategy agreed by the Kent Resource Partnership (KCC and district councils). An updated strategy is currently being presented to elected Members of the authorities for endorsement, and includes four strategic aims that include an ambition to increase the proportion of household waste that is collected for recycling. Statutory ‘Simpler Recycling’ requirements for municipal waste came into force in March 2026, with further requirements for flexible plastics from 2030. It is anticipated that these changes will support a gradual increase in recycling rates as Waste Collection Authorities implement compliant services.

WM08 – A new contract for the delivery of the Mystery Shopping Assessment Programme commenced in May 2026. As the new provider uses a different scoring methodology, caution should be exercised when comparing results with those reported under the previous contract.

WM10 – A new booking system was introduced in June 2026 through a new provider. Consequently, the Summer wave of the Customer Satisfaction Survey will be conducted in August this year.

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Division	Corporate Director	Cabinet Member
Environment & Circular Economy	**Simon Jones**	**Jamie Henderson**

Activity Indicators (Rolling 12 months)

Ref	Indicator description	Jun-25	Sep-25	Dec-25	Mar-26	Jun-26	In expected range?	Expected Range Upper | Lower	
WM05	Waste tonnage collected by District Councils	554,940	553,347	554,427	558,360	**558,089**	Yes	565,000	545,000
WM06	Waste tonnage collected at HWRCs	115,688	116,172	118,129	118,437	**118,450**	Yes	125,000	105,000
05+06	Total waste tonnage collected	670,628	669,519	672,556	676,797	**676,539**	Yes	690,000	650,000
WM12	Household residual (non-recyclable) waste (Kg/HH)	522	521	517	515	**513**	**Below**	530	525
WM13	Reuse at the Household Waste Recycling Centres (HWRCs)	156	181	202	199	**194**	Yes	300	150

WM12 – Lower than expected residual waste per household is a positive sign, as this means less non-recyclable waste is being produced per household.

Appendix 1

Division	Corporate Director	Cabinet Member
Environment & Circular Economy	**Simon Jones**	**Jamie Henderson**

Key Performance Indicators (monthly)

Ref	Indicator description	Feb-26	Mar-26	April-26	May-26	Jun-26	YTD 26/27	YTD RAG	Target	Floor
EW1	Percentage of statutory planning consultee responses submitted within 21 days (Flood & Water Management)	91%	92%	95%	91%	100%	**95%**	GREEN	90%	80%
EW3	Number of trees planted as part of Plan Tree	New for 2026/27		Tree planting does not commence until the autumn					N/a	N/a
EW4	Percentage of local planning authority requests for advice from the Heritage Service responded to within 21 days			67%	62%	66%	**65%**	RED	90%	80%
EW5	Percentage of local planning authority requests for advice from the Ecological Advice Service responded to within 21 days			22%	18%	19%	**20%**	RED	90%	80%

EW3 - Tree planting is seasonal and does not commence until autumn (typically October/November), therefore no trees were planted during the first quarter.

EW4 - The reporting function does not exclude applications which exceeded the 21 days response target due to complications with the application, rather than a delay in the service providing timely advice. 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 - 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 reporting function does not exclude applications which exceeded the 21 days response target due to complications with the application, rather than a delay in the service itself. The recording system is being reviewed to determine how this can be better reflected

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

Ref	Indicator description	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25	Mar-26	RAG	Target	Floor
EW2	Greenhouse Gas emissions from KCC's overall estate and operations (excluding schools) in tonnes	10,388	10,252	9,613	9,290	9,342	**9,227**	GREEN	9,297	10,227

EW2 – The greenhouse gas emission target to March 2025 has been met with total greenhouse gas emissions of 9,227.62 tCO_2e compared to a target of 9,297 tCO_2e.

There have been positive reductions across the KCC estate and Kent Highways largely driven by a 13% reduction in the electricity emissions factor, though this has also reduced the CO_2e savings from the Solar Sites. Additional reductions were made across street lighting, and KCC buildings.