

Growth, Environment and Transport Performance Dashboard

Financial Year 2025/26

Results up to Sept/Oct 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

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*	GREEN
EC15: Amount of loan funding awarded to local SMEs by the Kent & Medway Business Fund	GREEN
EC16: Number of people supported to access employment by the Connect to Work programme	GREEN
EC17: Number of people supported with upskilling through a 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

* Following the closure of Visit Kent and Locate in Kent in September 2025, KCC is no longer able to report on these KPIs in future. A new delivery model, with a small in-house team, is being put in place and KPIs will be agreed as soon as possible between KCC, Medway Council and local industry stakeholders

Community Protection	RAG	Innovation & Business Intelligence	RAG
CST02: % of Lessons Learnt Domestic Homicide Review attendees rating the event as good or better	GREEN	CP01: Percentage of the most vulnerable victims of scams recorded on the National Scams Hub supported by Public Protection	GREEN
CST03: Percentage of service users who report feeling safer due to warden support	GREEN	CP02: Percentage of trader applications to the 'Trading Standards Checked' scheme processed within 10 working days	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	AMBER		
KSS03: Percentage of independent proficiency tests rated as "good" or "satisfactory"	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		
Planning Applications	RAG	Strategic Development and Place	RAG
		DC08: Developer contributions secured against total contributions sought (section 106)	GREEN
		PROW14: Percentage of Public Rights of Way (PROW) faults reported online	AMBER
		PROW16: Median number of days to resolve priority faults on public rights of way network (rolling 12-months)	GREEN

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Highways & Transportation	Monthly RAG	YTD RAG	Environment & Circular Economy	RAG
HT01 : Reported potholes repaired in 28 calendar days (routine works not programmed)	GREEN	GREEN	WM01 : Municipal waste recycled and composted	AMBER
HT02 : Enquiries requiring a response, responded to within 28 days lic completed in 28	AMBER	AMBER	WM11 : Municipal waste diverted from landfill	GREEN
HT08 : Emergency incidents attended to within 2 hours	RED	AMBER	WM03 : Waste recycled and composted at HWRCs	GREEN
HT12 : Streetlights, illuminated signs and bollards repaired in 28 calendar days	GREEN	GREEN	WM08 : Overall score for mystery shopper assessment of HWRCs	GREEN
DT01 : Percentage of highway enquiries reported through the online fault reporting tool Highways	AMBER	GREEN	WM10 : Customer satisfaction with HWRCs	GREEN
DT03 : Percentage of concessionary bus pass applications completed online	GREEN	GREEN	EW2 : Greenhouse Gas emissions from KCC estate (excluding schools)	GREEN
DT04 : Percentage of speed awareness courses booking completed online	GREEN	GREEN	EW1 : Percentage of statutory planning consultee responses submitted within 21 days	GREEN

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Division	Director	Cabinet Member
Growth & Communities - Economy	Stephanie Holt-Castle	David Wimble/Paul King (no use Empty)

Ref	Performance Indicators	Sep-24 (Q2)	Dec-24 (Q3)	Mar-25 (Q4)	Jun-25 (Q1)	Sep-25 (Q2)	RAG	Target	Floor
EC05	Number of homes brought back to market through No Use Empty (rolling 12 months)	493	422	449	391	400	GREEN	400	360
EC10	Businesses assisted via Kent and Medway Growth Hub contract (Year to Date)	419	574	797	209	560	GREEN	436	371
EC11	Businesses assisted through intensive support provided via the Growth Hub contract (Year to Date)	32	42	79	22	37	GREEN	12	10
EC12	Number of visitor economy businesses supported (Cumulative from start of project 1.11.24)	*	*	390	468	468**	GREEN	400	360
EC13	Number of inward investment projects secured (Cumulative from start of project 1.11.24)			18	24	26**	GREEN	25	20
EC14	Number of jobs created or safeguarded (Cumulative from start of project 1.11.24)			379	840	1,280**	GREEN	895	716

* It was not possible to report on these indicators until Quarter 4, 2024/25 due to delays in agreeing funding.

** Following the closure of Visit Kent and Locate in Kent in September 2025, KCC is no longer able to report on these KPIs. A new delivery model, with a small in-house team, is being put in place and KPIs will be agreed as soon as possible between KCC, Medway Council and local industry stakeholders

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Division		Director					Cabinet Member			
Growth & Communities - Economy		Stephanie Holt-Castle					David Wimble			
Ref	Performance Indicators (quarterly figures are cumulative)	Sep-24 (Q2)	Dec-24 (Q3)	Mar-25 (Q4)	Jun-25 (Q1)	Sep-25 (Q2)	RAG	Target	Floor	
EC15	Amount of loan funding awarded to local SMEs by the Kent & Medway Business Fund	New indicators in 2025/26				£1.97 m	£2.30 m	GREEN	£1.5m	£1m
EC16	Number of people supported to access employment by the Connect to Work programme (Kent only)					*	271	GREEN	269	188
EC17	Number of people supported with upskilling through a Skills Bootcamp programme						210	GREEN	200	140
EC18	Number of new people receiving entrepreneurship mentoring support from Kent Foundation					12	31	GREEN	30	25

* The Connect to Work and Skills Bootcamp programmes did not go live until Quarter 2, so there was no reporting for Quarter 1.

Division	Director	Cabinet Member
Growth & Communities – Libraries, Registrations and Archives	Stephanie Holt-Castle	Paul Webb

Quarterly KPIs

Ref	Performance Indicators	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	RAG	Target	Floor
LRA06	Customer satisfaction with Registration Services	96%	96%	96%	96%	97%	GREEN	96%	91%
LRA15	Total number of customers attending events in Libraries and Archives	54,564	48,772	60,907	57,292	69,304	GREEN	54,600	49,100
LRA17	Number of volunteer hours adding extra value to the LRA service	7,645	8,099	7,992	8,342	8,365	GREEN	7,700	7,000

Sep-25 (Q2): LRA06 – 919 customers were surveyed, 888 were satisfied.

Annual KPIs

Ref	Performance Indicators	2020/21	2021/22	2022/23	2023/24	2024/25	RAG	Target 2024/25	Floor 2024/25
LRA12	Customer satisfaction with libraries	83%	94%	94%	95%	95%	GREEN	94%	90%
LRA13	Customer satisfaction with archives	No Survey	97%	98%	100%	98%	GREEN	96%	91%

2024/25: LRA12 – 8,613 surveyed, 8,183 satisfied; LRA13 – 117 surveyed, 115 satisfied.

Activity indicators (Quarterly)

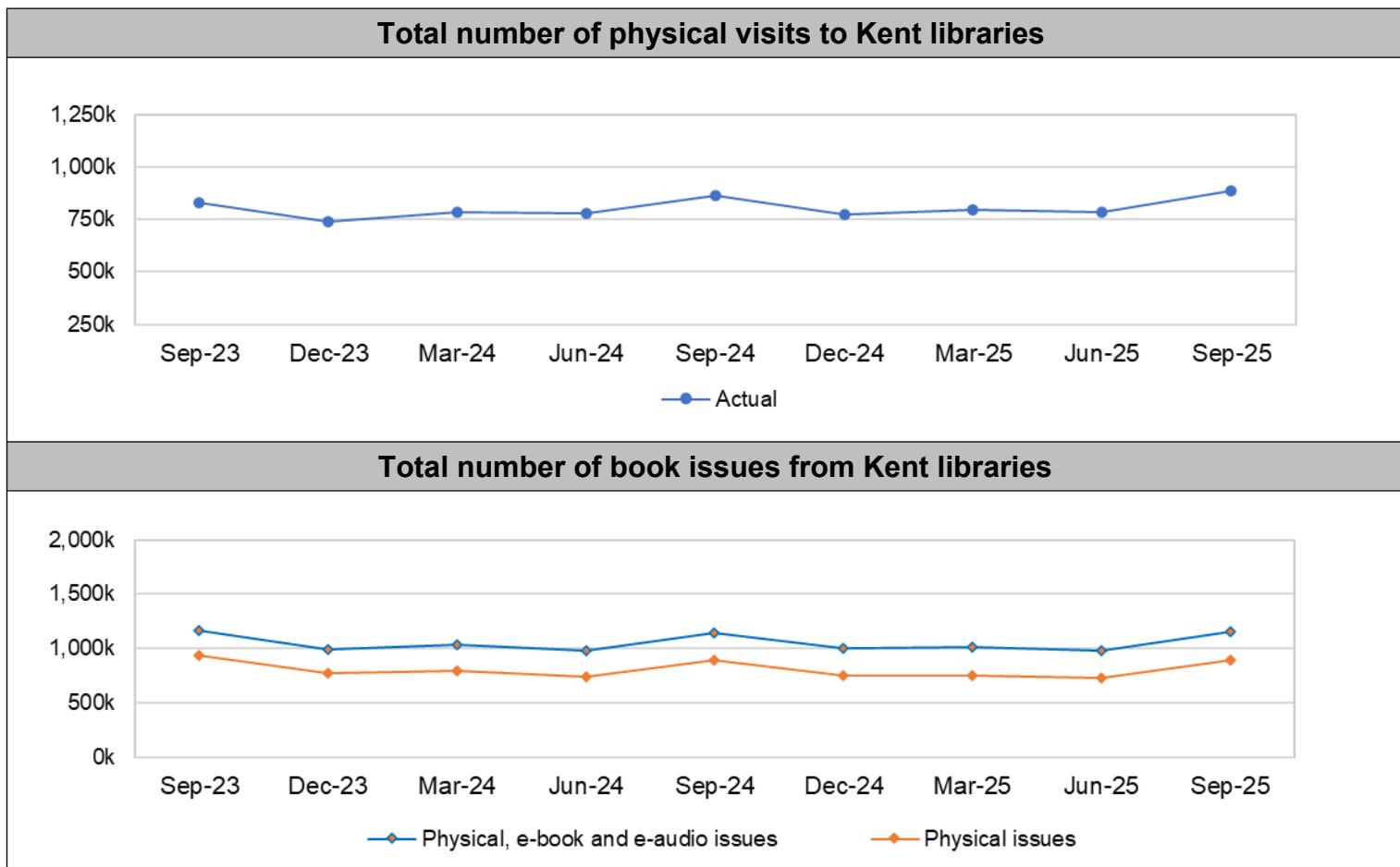
Ref	Activity Indicators (Quarterly totals)	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	Value vs Expected	<u>Expected Activity</u>	
		Upper	Lower						
LRA01	Number of visits to libraries (including mobiles) (000s)	862	772	797	787	884	Above	870	827
LRA02b	Physical, e-book and e-audio issues (000s)	1,144	998	1,009	983	1,160	In line	1,194	1,134
LRA04	Number of wedding, civil partnership and citizenship ceremonies carried out by KCC Officers	2,984	1,469	915	2,165	2,821	Below	3,000	2,900
LRA25	Number of archive enquiries answered	New Indicator			2,329	2,256	Above	2,100	2,000

LRA01 - The number of visits to Kent's Libraries was higher by 2.6% in Quarter 2 compared to the same period in 2024/25, which was above expectations. Visits in Quarter 2 were particularly boosted by the popularity of this year's Summer Reading Challenge.

LRA04 – The number of ceremonies was lower by 5% on Quarter 2, 2024/25, which was below expectations. This is in part due to fewer numbers of citizens being referred by the Home Office, which means that fewer ceremonies are required and equally there is less demand for individual ceremonies.

LRA25 - The Archive Search Room continued to draw in more researchers, recording 96 additional visits compared with Quarter 2 last year, an increase of 14%. With remote enquiries remaining steady, the Archive Team responded to over 2,250 enquiries altogether, over 150 above their quarterly target.

Division	Director	Cabinet Member
Growth & Communities – Libraries, Registrations and Archives	Stephanie Holt-Castle	Paul Webb



Appendix 1

Division		Director					Cabinet Member			
Growth & Communities – Community Protection		Stephanie Holt-Castle					Paul Webb			
Ref	Performance Indicators	Sep-24 (Q2)	Dec-24 (Q3)	Mar-25 (Q4)	Jun-25 (Q1)	Sep-25 (Q2)	YTD 25/26	YTD RAG	Target	Floor
CST02	Percentage of Lessons Learnt Domestic Homicide Review (DHR) Seminar attendees rating the event as Good or better.	*	100%	100%	98%	*	98%	GREEN	90%	81%
CST03	Percentage of service users who report feeling safer due to warden support**	87%	84%	95%	74%	90%	84%	GREEN	70%	65%
COR02	Coroners' inquests held within 12 months of the date on which the coroner is notified of the death	New indicator in 2025/26			95%	94%	95%	GREEN	75%	65%

* No seminars were held.

** Figures exclude those surveyed who indicated the warden support was not applicable to safety; this has revised figures previously reported (Jun-24 to Mar-25).

2025/26: CST02 – 144 reviews, 140 rated the event as good or better. CST03 – 104 surveys were returned, 87 responses indicated the service user felt safer. COR02 – 462 inquests held, 437 held within 12 months of notification of death.

Division	Director	Cabinet Member
Growth & Communities – Community Protection	Stephanie Holt-Castle	Paul Webb

Ref	Performance Indicators	Sep-24 (Q2)	Dec-24 (Q3)	Mar-25 (Q4)	Jun-25 (Q1)	Sep-25 (Q2)	YTD 25/26	YTD RAG	Target	Floor
KSS02	Percentage of priority 1 food, feed and consumer products sample tests reported to clients within 5 working days	95%	96%	96%	91%	89%	90%	AMBER	93%	88%
KSS03	Percentage of external independent proficiency tests rated as “good” or “satisfactory” with a statistical Z score of 2 or less.	82%	74%	79%	89%*	83%	86%	GREEN	75%	67%
TS05	Number of residents attending safeguarding from financial abuse presentation meetings	New indicators in 2025/26			337	478	816	GREEN	750	660
TS06	Completed visits carried out by Trading Standards to higher-risk premises				104	95	199	GREEN	90	60
TS07	Number of engagements with businesses and partners aimed at preventing age restricted sales and reducing youth harm				299	228	527	GREEN	240	210

* Based on April and May data only.

Jun-25: KSS02 – 539 samples tested, 490 reported within 5 working days; KSS03 (Apr to May 25 – 45 tests rated, 40 rated as good or satisfactory

KSS02 – In some cases, products need to be sent to a partner laboratory for more precise testing which can take longer than the target of 5 working days. The team are developing an in-house method to avoid having to do this, and hope to have this up and running soon.

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Division	Director	Cabinet Member
Growth & Communities – Innovation & Business Intelligence	Stephanie Holt-Castle	Paul Webb

Ref	Performance Indicators	Sep-24 (Q2)	Dec-24 (Q3)	Mar-25 (Q4)	Jun-25 (Q1)	Sep-25 (Q2)	YTD 25/26	YTD RAG	Target	Floor
CP01	Percentage of the most vulnerable victims of scams recorded on the National Scams Hub supported by Community Protection	100%	*	*	100%	100%	100%	GREEN	90%	80%
CP02	Percentage of trader applications to Community Protection's 'Trading Standards Checked' scheme processed within 10 working days (<i>excluding those requiring enhanced checks by external organisations</i>).	100%	100%	100%	100%	100%	100%	GREEN	100%	90%

* No additional victims recorded

2025/26: CP01 – 4 people supported. CP02 – 75 trader applications processed, 75 were within 10 working days

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Division	Director	Cabinet Member
Growth & Communities – Planning Applications	Stephanie Holt-Castle	Paul King

Ref	Performance Indicators	Sep-24 (Q2)	Dec-24 (Q3)	Mar-25 (Q4)	Jun-25 (Q1)	Sep-25 (Q2)	YTD 25/26	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)	89%	84%	84%	92%	100%	95%	GREEN	90%	80%

2025/26: PAG01 – 80 planning applications, all of which met Ministry of Housing, Communities and Local Government performance standard; PAG02 – 150 responses, 143 of which were within 21 days.

Division	Director	Cabinet Member
Growth & Communities – Strategic Development & Place	Stephanie Holt-Castle	David Wimble, (Developer Contributions), Paul Webb

Ref	Performance Indicators	Sep-24 (Q2)	Dec-24 (Q3)	Mar-25 (Q4)	Jun-25 (Q1)	Sep-25 (Q2)	YTD 25/26	YTD RAG	Target	Floor
DC08	Developer contributions secured against total contributions sought (section 106)	93.2%	80.9%	95.3%	100%	96.9%	98.2%	GREEN	98%	85%
PROW14	Percentage of Public Rights of Way (PRoW) faults reported online	87%	88%	88%	87%	85%	86%	AMBER	92%	86%
PROW16	Median number of days to resolve priority faults on public rights of way network (rolling 12-month figure)	8	8	8	14	9	*	GREEN	10	15

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

2025/26: DC08 - £8.8m secured; PROW14 – 3,764 faults reported, 3,248 were online; PROW16 – 93 priority faults resolved.

PROW14 – The target remains a deliberately challenging one which has increased over time as performance has improved. However, there remains a number of people who prefer to use other means to contact the council regarding public rights of way issues, rather than go online.

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

Key Performance Indicators

Ref	Indicator description	Jul-25	Aug-25	Sep-25	Oct-25	Month RAG	Year to Date	YTD RAG	Target	Floor	Prev. Yr
HT01	Reported potholes repaired in 28 days, of those becoming due	92%	90%	90%	91%	GREEN	92%	GREEN	90%	80%	96%
HT02	All enquiries requiring a response, responded to within 28 days	76%	77%	80%	83%	AMBER	80%	AMBER	90%	80%	88%
HT08	Emergency incidents attended to within 2 hours	97%	98%	98%	91%	RED	97%	AMBER	98%	95%	97%

Activity Indicators

Ref	Indicator description	Jul-25	Aug-25	Sep-25	Oct-25	Year to Date	In expected range?	Expected Range Upper Lower
HT01b	Number of potholes due to be repaired in the month	1,140	1,199	1,276	1,582	10,029	Above	8,250 5,450
HT02b	Enquiries reported by the public due for completion in 28 calendar days	5,149	3,903	3,374	3,758	30,229	Yes	34,500 26,700
HT08b	Emergency incidents attended in the month	221	146	169	179	1,153	Yes	1,320 880

HT01b – The volume of potholes requiring repair continues to exceed expectations, with October more than double those recorded in the same month last year (789) and surpassing our anticipated range for the year to date. Nevertheless, the proportion of potholes repaired within the designated timescale remains above target. This strong performance reflects several key factors: KCC highways staff have been empowered to address minor and urgent repairs directly, operational hours have been extended during the period with lighter evenings and longer working days, and additional resources have been allocated through our Reforming Kent's Roads programme.

HT02 – The timely completion rate for faults reported by the public continues to show steady improvement, moving closer to our target percentage. Service delivery in this area covers a wide range of issues, including information about roadworks, bus and bus stop

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concerns, removal of dead animals, highway boundary queries, crash barriers, potholes, street lighting, soft landscaping, drainage, flooding, planning information enquiries and more. Given the breadth of these responsibilities, most of the performance remains highly sensitive to weather conditions. To drive ongoing progress, we hold monthly performance meetings focused on identifying challenges and implementing actions to achieve our performance targets.

HT08 – Attendance to emergency incidents within target timescale has decreased across October due to adverse weather events, including Storm Benjamin, which caused an increase of simultaneous emergency calls, putting pressure on dedicated resource allocations for local areas. We continue to hold regular meetings with the contractor at an area level to discuss both failures and lessons learned to improve this KPI moving forward.

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

Key Performance Indicators

Ref	Indicator description	Jul-25	Aug-25	Sep-25	Oct-25	Month RAG	Year to Date	YTD RAG	Target	Floor	Prev. Yr
HT12	Streetlights, illuminated signs and bollards repaired within timescale*	95%	92%	96%	97%	GREEN	95%	GREEN	90%	80%	93%
DT01	Percentage of highway enquiries reported by the public using our online fault reporting tool	68%	66%	64%	63%	AMBER	65%	GREEN	65%	60%	68%
DT03	Percentage of concessionary bus pass applications completed online	78%	82%	76%	80%	GREEN	79%	GREEN	75%	65%	77%
DT04	Percentage of speed awareness courses bookings completed online	90%	91%	90%	89%	GREEN	90%	GREEN	85%	75%	89%

Activity Indicators

Ref	Indicator description	Jul-25	Aug-25	Sep-25	Oct-25	Year to Date	In expected range?	Expected Range Upper Lower
HT06	Number of new enquiries requiring further action (total new faults)	8,215	5,940	6,896	6,513	45,587	Below	56,100 46,900
HT07	Work in Progress (active enquiries/jobs) - end of month snapshot	6,711	6,644	6,415	6,198	N/a	Yes	6,800 5,500
HT13	Street work permit applications and change requests submitted	12,623	10,821	12,128	13,045	83,849	Yes	96,000 78,500

DT01 - While there has been a modest decrease in the proportion of online enquiries completed, with performance currently just below our target, we are proactively developing a new fault reporting system. This enhanced platform will offer additional features and streamline the process for users, making it more intuitive and efficient. Given the complexity of the project, services are being transitioned to the new system in phases as each component is completed. As the rollout progresses and the user experience improves, we anticipate a steady increase in digital engagement.

HT06 – Thanks to the increased capability of KCC highways staff to address both minor and urgent repairs directly, the volume of new enquiries requiring further action has consistently remained below the expected range, currently about 8% lower than this time last year. The most frequently requested services through public enquiries continue to be Potholes, Emergency Response, and Drainage and Flooding.

HT13 – Between April and October 2025, 24,748 permits were issued to KCC (39% of total permits), and 38,742 permits were issued to non-KCC bodies (61%).

Definitions**HT01 & b****Potholes repaired within 28 calendar days**

This measure counts all potholes due to be repaired in the month (reaching the 28 calendar days deadline within the month). It includes all potholes carried out by our term maintenance contractor, our own Stewards and Inspectors or part of scheduled maintenance. HT01b reports the number of potholes due to be repaired in the month (those reaching the 28 calendar day limit within the month). HT01 reports the percentage of these that were repaired within 28 calendar days of it being reported to us.

HT02 & b**All enquiries across H&T logged by the online fault reporting tool and the contact centre requiring a response in 28 calendar days**

HT02b counts all enquiries raised by the public from the fault reporting tool and the contact centre which require a response within 28 days. It only includes everyday issues that need a standard repair, not larger planned projects or major works that require further investigation and planning/design. HT02 reports the percentage of these that were responded to within 28 calendar days.

HT06**Number of new enquiries requiring further action**

This measure counts every new enquiry we receive across Highways and Transportation that needs us to take further action such as investigating the issue, arranging repairs, or following up with more information. It only includes new enquiries that require extra steps to resolve, not those that can be handled immediately.

HT07**Work in Progress (active enquiries/jobs) - end of month snapshot**

This measure shows the total number of open/active enquiries or requests across Highways and Transportation that are still being worked on at the end of the month. It includes everything that has not been finished yet, whether the request just came in or has been waiting for a while.

HT08 & b**Number of emergency incidents attended to within 2 hours**

This measure counts how many emergency problems our teams respond to within 2 hours of being notified. It covers all emergencies, day or night. If there are a lot of emergencies at once, especially during bad weather, it can sometimes affect how quickly we can respond, but each time we miss the 2-hour target we review what happened to learn and improve. Most emergency incidents are attended by our own Incident Response Officer who will assess the site and call out the contractor when required and will remain on site to keep the site safe whilst the contractor attends.

HT12	Percentage of streetlights, illuminated signs and bollards repaired in 28 days This measure provides the percentage of streetlights, illuminated signs, and bollards fixed within 28 days of being scheduled for repair. It includes all types of repairs, whether planned in advance or needed unexpectedly as long as they are completed within the 28-day target.
HT13	Street work permit applications and change requests submitted (Total) This measure counts the total number of street work permit applications and change requests submitted each month. It includes permits for work carried out by the council, utility companies, and any requests to change existing permits.
DT01	Percentage of highway enquiries reported by the public using our online fault reporting tool This measure provides the percentage of the total number of new requests from the public about highway maintenance that are completed directly online by the public each month.
DT03	Percentage of new Concessionary bus pass applications successfully completed online This measure shows the percentage of new applications for concessionary bus passes that are completed online each month. It only counts new applications, not requests for replacement passes.
DT04	Percentage of Speed Awareness courses successfully booked online This measure shows the percentage of Speed Awareness courses that are successfully booked online each month. It only counts bookings made directly by the public using the online system.

Division	Corporate Director	Cabinet Member
Environment & Circular Economy	Simon Jones	Paul King

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

Ref	Indicator description	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	RAG	Target	Floor
WM01	Municipal waste* recycled and composted	43%	43%	42%	42%	42%	AMBER	50%	42%
WM11	Municipal waste diverted from landfill	99.2%	99.2%	99.2%	99.4%	99.6%	GREEN	99%	95%
WM03	Waste recycled and composted at Household Waste Recycling Centres (HWRCs)	50%	50%	49%	50%	50%	GREEN	50%	45%
WM08	Overall score for mystery shopper assessment of Household Waste Recycling Centres	97%	98%	97%	97%	97%	GREEN	97%	90%
WM10	Customers satisfied with HWRCs	No Survey	97%	No Survey	96%	No Survey	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.

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Division	Corporate Director	Cabinet Member
Environment & Circular Economy	Simon Jones	Paul King

Activity Indicators (Rolling 12 months)

Ref	Indicator description	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	In expected range?	Expected Range Upper Lower
WM05	Waste tonnage collected by District Councils	560,733	563,125	561,121	555,277	553,709	Yes	570,000 550,000
WM06	Waste tonnage collected at HWRCs	111,341	115,144	116,774	118,503	117,352	Yes	125,000 105,000
05+06	Total waste tonnage collected	672,074	678,269	677,895	673,780	671,061	Yes	695,000 655,000
WM12	Household residual (non-recyclable) waste (Kg/HH)	528	529	529	526	525	Yes	530 525
WM13	Reuse at the Household Waste Recycling Centres (HWRCs) - tonnage	151	167	185	196	212	Yes	450 150

Division	Corporate Director	Cabinet Member
Environment & Circular Economy	Simon Jones	Paul King

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