

Key performance indicators	20/21	Year end review	21/22	22/23	23/24
FUNDING/FINANCE					
Banking and Audit	Ensure continued compliance with audit regulations. Credit card application in hand	Credit card obtained Audit completed with no issues	Three year insurance term expires end of 21/22 review alternative provider Ensure compliance with audit regulations	Ensure continued compliance with audit regulations	Ensure continued compliance with audit regulations
Precept	Annual setting of precept & budget monitoring	Budget review in June 2020 0.3% reduction in the precept for 21/22 Improve public awareness of Council finances	Annual setting of precept and budget monitoring -. Use Social Media to further improve public awareness	Annual setting of precept & budget monitoring	Annual setting of precept & budget monitoring
Providing value for money	Delivery & monitoring against 5 year plan 4 times a year by committee chairman. Update & review at end of year by Finance Committee. Annual internal & external audit	Monitoring of the 5 year plan has been limited due to the Covid 19 restriction & other commitments. Internal audit booked for 10th May 2021. Annula Returnt to be completed by 30 the June 2021	Delivery & monitoring against 5 year plan 4 times a year by committee chairmen. Update & review at end of year by Finance Committee. Annual internal & external audit	Delivery & monitoring against 5 year plan 4 times a year by committee chairman. Update & review at end of year by Finance Committee. Annual internal & external audit	Delivery & monitoring against 5 year plan 4 times a year by committee chairman. Update & review at end of year by Finance Committee. Annual internal & external audit
Seek and apply for grant funding	Seek grants for community centre project	Grants applications submitted for green infrastructure for community centre	Seeks grants for new projects	Seeks grants for new projects	Seeks grants for new projects
Review leases/licences	Bowls Club Lease for renewal	New 25 year lease underway			
Members					
Training for councillors	All councillors to attend training as appropriate	Training has been limited during the year due to Covid 19 restrictions. Details of those courses attended are attached.	All councillors to attend trainin as appropriate - new councillors to attend Dynamic Councillor course as soon as possible after election.	All councillors to attend training as appropriate	All councillors to attend training as appropriate
Audit Councillor skills & interests	Deferred		Progress		
Handbook for Councillors	New website will have capacity to publish online for easy access	New website in progress	Documents can be published on the website to allow easy access for members	Documents can be published on the website to allow easy access for members	Documents can be published on the website to allow easy access for members
IT Equipment	All Councillors have been issued with dedicated email address - still a few problems to be resolved	Virus protection updated to new provider 1 new laptop purchased Accounts transferred to cloud based system.	Consider whether Cllrs should be issued with lap tops/tablets. Cemetery to be transferred to a secure Cloud based system as well. Online booking system to be explored.		
Highways improvement plan	KCC have advised they do not have a capacity to action until 2021	to be discussed by P & E at April21 meeting	Survey public and produce HIP	Keep updated	Keep up dated
Emergency Plan/community resilience		Flood wardens trained by KCC	Review the need for Emergency plan		
Staff					
Staff training	All staff to attend appropriate training.	Training has been limited during the year due to Covid 19 restrictions. Details of those courses attended are attached.	All staff to attend appropriate training.	All staff to attend appropriate training.	All staff to attend appropriate training.

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H & S	Keep updated all H & S needs	Legionella risk assesment carried out Tree survey carried out	Keep updated all H & S needs	Keep updated all H & S needs	Keep updated all H & S needs
Staff recruitment	Review Estates Management role and recruit new manager if required. Keep all staffing levels under review in light of planned new housing levels	Estates manager has deferred retirement for another 12 months	Review Estates Management role and recruit new manager if required. Keep all staffing levels under review in light of planned new housing levels		
Performance management	Appraisals to be carried in good time Deferred	Deferred	Appraisals to be carried in good time	Appraisals to be carried in good time	Appraisals to be carried in good time
IT & Communication	Funding allocated for wifi in day centre	Admin assistant seeking costs to arrange installation	Review IT for Estates office - budget to upgrade. Review mobile phone contract. Consider installation of projector or similar		Review photocopier contract
Employment Policies	PPP Committee to meet 4 times/year. Policies to be approved at Annual Meeting in May subject to government guidance	Meetings gone ahead	PPP Committee to meet 4 times/year. Policies to be approved at Annual Meeting in May subject to government guidance	PPP Committee to meet 4 times/year. Policies to be approved at Annual Meeting in May subject to government guidance	PPP Committee to meet 4 times/year. Policies to be approved at Annual Meeting in May subject to government guidance
Services					
Website	New website, in place	Councillors areas required to be implemented Some areas requiring enhancement/additional work			
Social media	Continue to develop regular presence on Social Media	Regular FB & Twitter posts Admin assistant has attended training	Continue to develop regular presence on Social Media. Video profile of members	Continue to develop regular presence on Social Media	Continue to develop regular presence on Social Media
Annual Report	To be prepared in time for Annual Town Meeting	ATM cancelled for 20/21	As the ATM has been brought forward a brief overview of the committees work will be given.	To be prepared in time for Annual Town Meeting	To be prepared in time for Annual Town Meeting
Other communication	Quarterly newsletter, monthly articles in Town Crier and/or similar	Regular articles in publications. Newsletter suspended for year due to Covid 19	Quarterly newsletter, monthly articles in Town Crier and/or similar	consider magazine sponsored by the council	Quarterly newsletter, monthly articles in Town Crier and/or similar
Estates Management	Maintain outside areas to the highest possible standards	Outdoor staff hours reduced during lockdown periods	Maintain outside areas to the highest possible standards	Maintain outside areas to the highest possible standards	Maintain outside areas to the highest possible standards
Management plan	Implement mangement plan. Create environmental management plan for green/open spaces	Deferred	Implement mangement plan. Create environmental management plan for green/open spaces		
Inventory of Assets	Review Council assets annually for Audit purposes	Ongoing - updated annually	Review Council assets annually for Audit purposes	Review Council assets annually for Audit purposes	Review Council assets annually for Audit purposes
Foal Hurst Wood Reserve	New mangement plan & Species audit to be carried out.	Deferred	New mangement plan & Species audit to be carried out.		

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Staffing	Ensure staff have the training and resources required	As required	Ensure staff have the training and resources required	Ensure staff have the training and resources required	Ensure staff have the training and resources required
Protection of green spaces	Monitor and maintenance of Council owned land. Arboricultural survey of all trees to be carried out.	Tree survey carried out - maintenance work scheduled	Maintenance work to be carried out	Tree survey renewed	
Leadership					
Planning	Respond to planning application as required. Respond to local plan consultation. Employ services of Planning advisor to assist.	consultant employed to assist	Respond to planning application as required and respond to the Local Plan with assistance of planning consultant	Respond to planning application as required	Respond to planning application as required
Neighbourhood Plan	Provide financial and practical support to Steering Group. Monitor NP development. New consultant appointed	Troy Planning Consultants employed to assist with project. Locality Grant received	Project to go to referendum		
Drainage- Southern Water	Continue to lobby	Ongoing - MP has been involved	Upgrade underway	Continue to lobby	Continue to lobby
Development	Engage with developers as building of new housing progresses -	Ongoing	Engage with developers as building of new housing progresses -	Engage with developers as building of new housing progresses -	
Community Centre	RIBA 4 - & apply for planning permission Contractor appointed	PP applied for. Borrowing approval applied for. Design Team meeting to plan internal. Re-orientation & upgrade of tennis courts agreed. Working party expanded	completion of project & formation of Management Committee		
Grants to local groups	Review policy regularly. Funding amount to be reviewed by Finance in November	Community Advice Centre received at £10k grant paid in 6 monthly installments. Grants made to Scouts, Guides, PWFC, HI Kent & Community Storehouse for a total of £500 each.	Review policy regularly. Funding amount to be reviewed by Finance in November	Review policy regularly. Funding amount to be reviewed by Finance in November	Review policy regularly. Funding amount to be reviewed by Finance in November
Policies	Review and update policies as required. PPP Committee to meet 4 times per year	ongoing	Review and update policies as required. PPP Committee to meet 4 times per year	Review and update policies as required. PPP Committee to meet 4 times per year	Review and update policies as required. PPP Committee to meet 4 times per year
Lobbying	Developers - lobby to deliver agreed section 106 benefits. TWBC - infrastructure improvements. Additional parking wardens. KCC - highways improvements	Chairman attends monthly Strategic sites meetings. In appropriate to lobby for parking wardens due to covid 19	Library and Putlands leisure centre improvements		
Carbon Footprint			Start review process		
Partnerships					

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Kent Association of Local Councils	Attend regular meetings & training to share experiences with other councils	Chairman attended additional liason meetings with BC. UP date of TW Agreement	Attend regular meetings & training to share experiences with other councils. Add TW Agreement to website when available	Attend regular meetings & training to share experiences with other councils	Attend regular meetings & training to share experiences with other councils
Bereko	Support website and representative on committee	Autumn Trip cancelled. Support ongoing	Support website and representative on committee	Support website and representative on committee	Support website and representative on committee
PW Business Association	Representative to attend meetings	Limited meetings in 20/21	Representative to attend meetings	Representative to attend meetings	Representative to attend meetings
Medway Valley Line	Send representative to meeting		Send representative to meeting	Send representative to meeting	Send representative to meeting
Hop Pickers line	Send representative to meeting	Attended JTB to present Hop Pickers line	Send representative to meeting	Send representative to meeting	Send representative to meeting
NP & Community Centre (See above)					
Chairman's meeting with TWBC	Chairman to attend	Attend regularly Continued via zoom	Chairman to attend	Chairman to attend	Chairman to attend
Paddock Wood Lions		Carnival Cancelled	Carnival planned		
PW Lights up	Stress test new lighting columns and order additional lighting. Event Cancelled for 2020	Additional Christmas lighting in Commercial Road approved		New contract for Christmas lights	
Putlands Liason Meetings	Attend quarterly meeting	Resumed in March 21	Attend quarterly meeting	Attend quarterly meeting	Attend quarterly meeting
Kent County Council	Regular liason with CC	Limited due to current restrictions	Regular liason with CC	Regular liason with CC	Regular liason with CC
Kent Police	Liaise with PCSO's	As required - regular updates held	Liaise with PCSO's	Liaise with PCSO's	Liaise with PCSO's