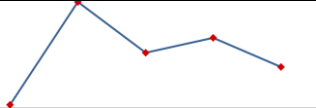


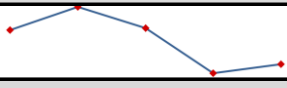
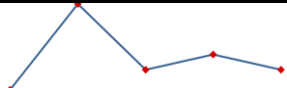

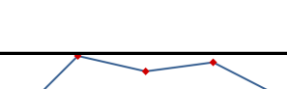
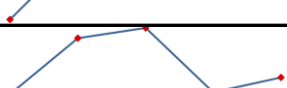



Economy, Regeneration & Prosperity

Measure name	Type	Q4 23/24	Q1 24/25	Q2 24/25	Q3 24/25	Q4 24/25	Target / Average	Aim	Trend
Business grant funding being taken up- start up	£	£0	£13,412.00	£6,806.67	£8,723.72	£4,955.56		⬆️	
Business grant funding being taken up- growth	£	£2,571.50	£16,646.70	£21,690.00	£17,962.76	£43,123.68		⬆️	

Green, Clean & Safe

Measure name	Type	Q4 23/24	Q1 24/25	Q2 24/25	Q3 24/25	Q4 24/25	Target / Average	Aim	Trend
% household waste recycled or composted	%	34.54	30.82	35.29	30.14	33.19		⬆️	
Target will be agreed following service review and implementation of major changes to recycling as a result of food waste requirements.									
# flytips	#	620	720	628	434	473		⬇️	
The number of fly tips has increased slightly from the previous quarter but is significantly down on Q4 in 2023/24.									
Average time taken to remove fly-tipping reported	# days	2.3	4	2.7	3	2.7		⬇️	
No. of households supported by energy advice service (AoE)	#	168		384	368	349		⬆️	
% of green flags awarded	%				25	25	25	⬆️	
# crimes recorded (excluding ASB)	#	1451	1674	1623	1653	1538		⬇️	
ASB	#	242	329	345	245	268		⬇️	

## Community & Housing

Measure name	Type	Q4 23/24	Q1 24/25	Q2 24/25	Q3 24/25	Q4 24/25	Target / Average	Aim	Trend
% of major planning applications determined within 13 weeks*	%	90	95	95	100	88.9	60%	⬆️	
% of minor planning applications determined within 8 weeks*	%	87.9	88.1	86.6	87.9	89.8	70%	⬆️	
No. of planning enforcement actions taken- cases opened	#					7			
No. of planning enforcement actions taken- cases closed	#					7			
% of Building Control applications determined within 5 weeks**	%				100	100	85	⬆️	
Number threatened with homelessness	#	5	5	16	20	23			
Number of homelessness preventions	#	3	0	3	7	2			
No. of households in temporary accommodation- snapshot	#					54		⬇️	
% of households in temporary accommodation- exceeded 6 weeks	%	20%	10%	16%	9%	7%	0	⬇️	
Void turnaround time	# days	31.3	28.7	21.7	20	21.7	22	⬇️	
Void rent loss	£	45364.42	53125.58	80839.22	48569.1	42650.55		⬇️	

\* or agreed extention

\*\* or 8 weeks on agreement with customer

## Organisational Priorities

Measure name	Type	Q4 23/24	Q1 24/25	Q2 24/25	Q3 24/25	Q4 24/25	Target / Average	Aim	Trend
% of media enquiries responded to within agreed timescales	#				100	100	100	⬆️	
Council Tax Collection Rate	%		28.11%	55.39%	82.60%	96.46%	97.00%	⬆️	
Business Rates Collection Rate	%		24.66%	52.74%	79.41%	96.38%	97.50%	⬆️	
Housing Benefit: Speed of processing new claims	# days	18	26.3	20.7	17.3	13.7	20	⬇️	
Housing Benefit: Speed of processing change of circumstances	# days	5.7	8	9.7	7.3	4	7	⬇️	
Housing Benefit: Local Authority error rate	%	0.34	0.09	0.11	0.09	0.09	0.48	⬇️	
% complaints answered within agreed timescales	%	75	75.5	88.9	66.7	72.7	100%	⬆️	
Staff turnover rates	%	8.60%	8.90%	9.40%	8.50%	9.80%	15.60%	⬇️	
Sickness absence	# days per FTE	2.15	1.65	3.24	5.03	6.4	7.8	⬇️	