



Economy, Regeneration & Prosperity

Measure name	Type	Q1 24/25	Q2 24/25	Q3 24/25	Q4 24/25	Q1 25/26	Target	Average	Aim	Trend
Business grant funding being taken up- start up	£	£13,412.00	£6,806.67	£8,723.72	£4,955.56	£2,742.99			⬆️	
Business grant funding being taken up- growth	£	£16,646.70	£21,690.00	£17,962.76	£43,123.68	£0			⬆️	
No claims were received during the Q1 period, due to the funding starting afresh from April 2025; there have been grants awarded this financial year but they will feature in the Q2 figures.										


Green, Clean & Safe

Measure name	Type	Q1 24/25	Q2 24/25	Q3 24/25	Q4 24/25	Q1 25/26	Target	Average	Aim	Trend
% household waste recycled or composted	%	30.82	35.29	30.14	33.19	30.18		44%	↕	
Whilst the drier April has resulted in lower garden waste tonnages, we saw a significant drop in weight of residual waste in May that offset that, meaning our performance in Q1 is comparable with 2024/25, although below the national average of 44%. To further increase performance, an engagement strategy is currently being drawn up to support analysis of our waste collection data in partnership with WCC as the Disposal Authority in order to support targeted engagement with residents regarding existing services to improve the quality of recycling we collect.										
# flytips	#	720	628	434	473	503			↕	
The number of fly tips has increased slightly from the previous quarter but is significantly down on Q1 in 2024/25										
Average time taken to remove fly-tipping reported	# days	4	2.7	3	2.7	3.7	5		↕	
No. of households supported by energy advice service (AoE)	#		384	368	349	282			↕	
% of green flags awarded	%			25	25	50	75		↕	
Overdale has been awarded the Green Flag (alongside Morton Stanley). Unfortunately Batchley & Brockhill Park was not successful in 2025 but aspirations are to achieve the green flag for 2026.										
# crimes recorded (excluding ASB)	#	1674	1623	1653	1538	Not available			↕	
ASB	#	329	345	245	268	Not available			↕	

Community & Housing


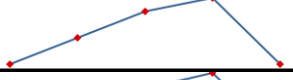
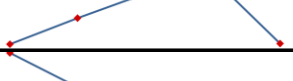
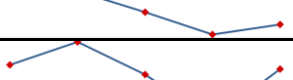

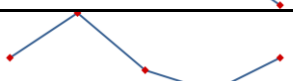
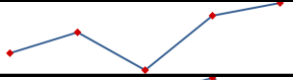
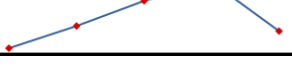
Measure name	Type	Q1 24/25	Q2 24/25	Q3 24/25	Q4 24/25	Q1 25/26	Target	Average	Aim	Trend
% of major planning applications determined within 13 weeks (or agreed extension)	%	95	95	100	88.9	90	60%		↕	
% of minor planning applications determined within 8 weeks (or agreed extension)	%	88.1	86.6	87.9	89.8	89.8	70%		↕	
No. of planning enforcement actions taken- cases opened	#				7	19				
No. of planning enforcement actions taken- cases closed	#				7	16				
% of Building Control applications determined within 5 weeks (or 8 weeks on agreement)	%				100	100		85	↕	
Number threatened with homelessness preventions	#	5	16	20	23	39				
No. of households in temporary accommodation- snapshot	#				54	47			↕	
% of households in temporary accommodation- exceeded 6 weeks	%	10%	16%	9%	7%	4%	0		↕	
Void turnaround time	# days	28.7	21.7	20	21.7	24.7	22		↕	

The annual average target includes time taken for repairs, maintenance and the new tenancy start date. Our goal is to reduce this time and rehouse people as fast as we can. When compared to Q1 last year, we remain in a strong position and are continuing to perform well, having addressed historic challenges. We are currently revising our processes to make more efficiencies to reduce void days; however, the increase in days over the summer is a seasonal norm due to leave.

Void rent loss	£	53125.58	80839.22	48569.1	61921.34	75674.94			↕	
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This is the potential loss of income for all void properties. As the void turnaround time reduces this will be mirrored in void rental income losses reducing, with the caveat that for voids requiring major repair works rent losses will be higher.

Organisational Priorities

Measure name	Type	Q1 24/25	Q2 24/25	Q3 24/25	Q4 24/25	Q1 25/26	Target	Average	Aim	Trend
responded to within agreed timescales	#				100	100	100		↕	
Council Tax Collection Rate	%	28.11%	55.39%	82.60%	96.46%	27.99%	28.25%		↕	
Business Rates Collection Rate	%	24.66%	52.74%	79.41%	96.38%	25.29%	25.57%		↕	
HB: Speed of processing new claims	# days	26.3	20.7	17.3	13.7	15.3		20	↕	
HB: Speed of processing change of circumstances	# days	8	9.7	7.3	4	7.7		8	↕	
HB: Local Authority error rate	%	0.09	0.11	0.09	0.09	0.04		0.48%	↕	
% complaints answered within agreed timescales	%	75	83.3	72.7	68.8	75	100%		↕	
Staff turnover rates	%	8.90%	9.40%	8.50%	9.80%	10.10%		13.40%	↕	
Sickness absence	# days per FTE	1.65	3.24	5.03	6.4	2.88		7.8	↕	