

Executive Committee 2025

25th November

Quarter 2 Performance Report 2025/26

Relevant Portfolio Holder		Councillor Jane Spilsbury
Portfolio Holder Consulted		No
Relevant Assistant Director		Claire Felton, Assistant Director of Legal Democratic and Procurement Services
Report Author Rebecca Green	Job Title: Policy Manager Contact email: r.green@bromsgroveandredditch.gov.uk Contact Tel: 01527 881616	
Wards Affected		All
Ward Councillor(s) consulted		N/A
Relevant Council Priority		All
Non-Key Decision		

1. **RECOMMENDATIONS**

Executive Committee resolve that:-

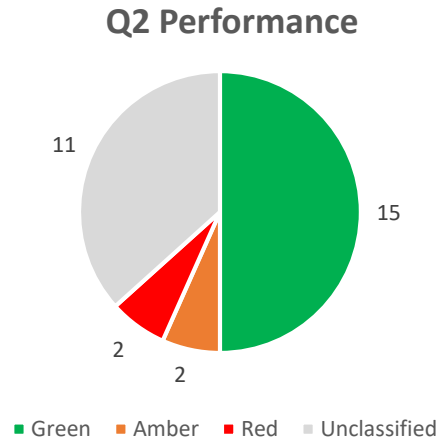
- 1. The Quarter 2 Performance Report for the period July to September 2025 attached at Appendix 1 be noted.**

2. **BACKGROUND**

- 2.1 There are a total of 30 corporate measures for Redditch Borough Council. These are organised by the priorities set out in the Redditch Council Plan 2025 and can be found in a summary table at Appendix 1.
- 2.2 The 30 corporate measures are structured under the Council priorities:
 - Economy & Regeneration
 - Green, Clean & Safe Redditch
 - Community & Housing

The measures provide information against the key areas identified in the Council Plan and other important organisational data. Data is shown for the current quarter and the four quarters prior to allow for trend analysis.

Green indicators are on target/performing well against national averages, amber indicators are within tolerance and red indicators are off target. There are some measures which do not currently have a target or national average to compare against; these are currently unclassified.



- 2.3 The measures for business grants have been amended to reflect how performance is reported elsewhere, aiding clarity. Data for the previous four quarters for this measure has been included.
- 2.4 The complaints measures have also been expanded on request of the Corporate Management Team, to give more detailed information regarding the complaints process and response times. Data for the four previous quarters has also been included.
- 2.5 Work to develop a new style of quarterly performance report began in Spring 2025, aligned to the priorities of the Council Plan. The streamlined report will continue to develop as measures are refined and will sit alongside the service business planning process.

The organisation is transitioning towards more informative, visual, and accessible performance reporting to strengthen delivery of both the Council Plan and individual Service Business Plans (SBPs).

This shift is designed to ensure joined-up actions across services, enhancing outcomes for residents. The introduction of the SBP process in August 2025 marked a significant milestone in aligning operational activity with strategic priorities.

While the process will continue to evolve, it already reflects a commitment to greater transparency, accountability, and strategic alignment from the Senior Leadership Team.

To support this transformation, a suite of Power BI dashboards is currently in development.

These dashboards will provide dynamic, real-time insights into performance, enabling clearer tracking of progress against defined milestones and measures. By integrating SBPs with the Council Plan implementation framework and corporate project monitoring, the dashboards will offer a unified reporting environment that supports proactive service management.

This initiative is expected to be refined during Q3 2025/26, and once launched, will reinforce ownership, improve clarity, and enhance decision-making across the organisation.

3. OPERATIONAL ISSUES

3.1 The quarterly performance reporting enables service areas to understand how they are delivering against key priorities and to respond in a timely manner.

3.2 Service Area Performance Overviews:

3.2.1 Finance & Customer Services

The Council has made notable strides in stabilising the financial operations. The council has faced challenges in completing statutory accounts in recent years but has actively implemented plans which have recovered this position.

The Council's collection rates for Council Tax and Business Rates remain strong, with performance close to or exceeding national averages. Benefits processing times are within expected parameters, despite increased complexity in cases retained by the Council.

3.2.2 Planning & Leisure Services

National returns provided for planning performance around the quality and speed of decision making continue to be very satisfactory.

3.2.3 Environmental Services *(Housing Property performance is not part of this quarterly report)*

Over the past quarter, Environmental Services has delivered notable improvements across several key areas:

- **Grass Cutting:** The number of grass cuts across the Borough has increased significantly compared to historical levels, enhancing the overall appearance and maintenance of public spaces.

- **Tree Works:** Performance in delivering tree work packages has improved, contributing to better management of green infrastructure.
- **Investment in Equipment:** We've invested in new plant and machinery, including mini sweepers, to boost operational efficiency and service quality.
- **Sustainable Tools:** Approximately 40% of hand tools are now electric, supporting our commitment to environmental sustainability and reducing carbon emissions.
- **Waste Services:** Despite operating with the old fleet, the domestic waste service continues to be effectively managed. The new fleet is expected to be introduced in Q3.
- **Digital Transformation:** We are expanding the use of the Abavus system across services to streamline operations and improve service delivery.

3.2.4 Community & Housing Services

Over the past quarter, Community & Housing Services has delivered notable improvements across several key areas:

- **Temporary Accommodation:** The number of individuals or residents in Bed & Breakfast has reduced, with a number of weeks having no one in B&B.
- **Housing Development:** A number of former Council properties have been brought back in stock (buy backs) that will provide new homes for families on the waiting list.
- **Anti Social Behaviour:** The number of council housing tenants supported with ASB has increased.
- **Housing Improvement Action Plan:** This Action Plan has been approved by Executive Committee in response to the Inspection outcome from the Housing Regulator.
- **Housing Complaints:** Compared to 61% of housing complaints being responded to within 10 days, this increased to 81% in this quarter.

3.2.5 Regeneration & Property Services

Work is progressing well on the development of the Innovation Centre with stage 3 designs concluded and stage 4 designs now underway and the public realm works to Church Green West have been successfully completed.

A new marketing strategy for Redditch market has been agreed with a dual focus on attracting more visitors and attracting and retaining new traders.

A scheme to redevelop parts of the town hall had now been agreed to include refurbishment of the civic suite, additional meeting rooms and pods to support face to face engagement with the community. These spaces will be used by the Council, other stakeholders and community groups to develop the town hall into a community hub.

A number of grants and awards have been made from the UK Shared Prosperity fund to support local businesses, community groups and events and to provide support around employment and skills.

3.2.6 Legal, Democratic & Procurement Services

During Quarter 2 a lot of work has been undertaken to support the Local Government Reorganisation process, including the organisation of an extraordinary Council meeting, working closely with KPMG and Mutual Ventures on member briefings to ensure that the proposal will meet the November deadline.

4. FINANCIAL IMPLICATIONS

- 4.1 Finance and performance reporting will continue to be aligned, with this report sitting alongside the quarterly financial reports.
- 4.2 Effective performance management supports the organisation in understanding needs and challenges and helps to inform financial decision making.

5. LEGAL IMPLICATIONS

- 5.1 There are no legal implications arising directly from this report.

6. OTHER - IMPLICATIONS

Council Priorities

- 6.1 This report is structured around the priorities identified in the Council:
- Economy & Regeneration
 - Green, Clean & Safe Redditch
 - Community & Housing
- 6.2 There is also a section on Organisational Priorities, which includes measures on the wider performance of the organisation.

Climate Change Implications

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- 6.2 There are no climate change implications arising directly from this report; however, some the measures under the Green, Clean & Safe priority contribute to our understanding of the Council's activities to support the climate change agenda.

Equalities and Diversity Implications

- 6.3 There are no equality and diversity implications arising directly from this report.

7. RISK MANAGEMENT

- 7.1 Monitoring performance regularly will assist the Council in in effective identification and management of risks. It will also support the management of risks identified around robust decision making and the accuracy/effectiveness of performance data.

8. APPENDICES and BACKGROUND PAPERS

Appendix 1- Q2 Performance Report 2025/26

9. REPORT SIGN OFF

Department	Name and Job Title	Date
Portfolio Holder	Cllr Jane Spilsbury	11/11/2025
Lead Director / Assistant Director	Claire Felton, Assistant Director of Legal Democratic and Procurement Services	15/10/2025
Financial Services	Debra Goodall, Assistant Director Finance and Customer Services	15/10/2025
Legal Services	Claire Felton, Assistant Director of Legal Democratic and Procurement Services	15/10/2025
Policy Team (if equalities implications apply)	Rebecca Green, Policy Manager	Author

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Climate Change Team (if climate change implications apply)	Judith Willis, Assistant Director of Community and Housing Services	15/10/2025
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