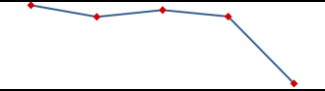
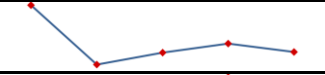
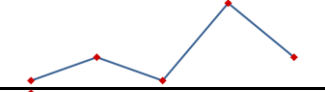
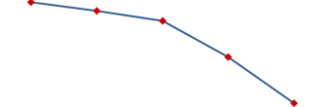
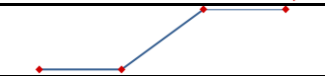
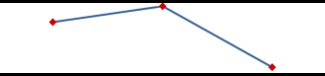


Economy, Regeneration & Prosperity

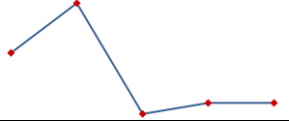
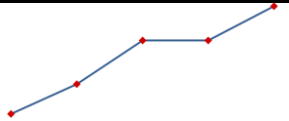
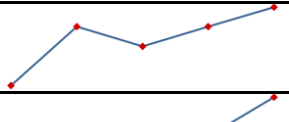
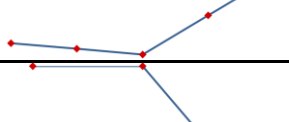
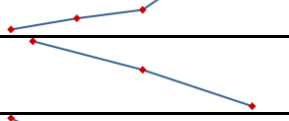
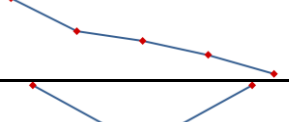
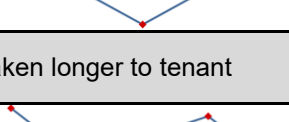
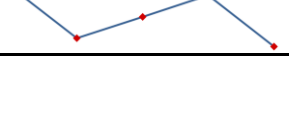
Measure name	Type	Q2 24/25	Q3 24/25	Q4 24/25	Q1 25/26	Q2 25/26	Target	Average	Aim	Trend
Business grant funding awarded	£	£58,555.37	£81,899.69	£115,645.43	£0	£12,426.32			⬆️	
Business grant funding- % spent	%	35.30%	49.30%	69.70%	0%	10.60%			⬆️	
56% of the total grant pot has been committed. A new grant will be launched in Q3 (Innovation Lighthouse) which accounts for 34.2% of the total funding.										

Green, Clean & Safe

Measure name	Type	Q2 24/25	Q3 24/25	Q4 24/25	Q1 25/26	Q2 25/26	Target	Average	Aim	Trend
% household waste recycled or composted	%	35.29	30.14	33.19	30.18	35.93%		44%	⬆️	
Whilst Q2 is below the National Average, it marks the highest performance in RBC since 2022/23. With only 2,000 customers receiving a dedicated garden waste service it will not be possible to achieve the 44% average with our current service.										
# flytips	#	628	434	473	503	475			⬇️	
Average time taken to remove fly-tipping reported	# days	2.7	3	2.7	3.7	3	5		⬇️	
No. of households supported by energy advice service (AoE)	#	384	368	349	282	196			⬆️	
% of green flags awarded	%		25	25	50	50	75		⬆️	
# crimes recorded (excluding ASB)	#	1623	1653	1538	1707	Not available*			⬇️	
ASB	#	345	245	268	370	Not available*			⬇️	

*there is a lag with this date as it is obtained using verified figures from Police.uk and they are not currently available.

Community & Housing

Measure name	Type	Q2 24/25	Q3 24/25	Q4 24/25	Q1 25/26	Q2 25/26	Target	Average	Aim	Trend
% of major planning applications determined within 13 weeks (or agreed ext)	%	95	100	88.9	90	90	60%		↕	
% of minor planning applications determined within 8 weeks (or agreed ext)	%	86.6	87.9	89.8	89.8	91.3	70%		↕	
No. of planning enforcement actions taken- cases opened	#	8	14	12	14	16				
No. of planning enforcement actions taken- cases closed	#	9	8	7	14	21				
% of Building Control applications determined within 5 weeks (or 8 weeks on agreement)	%			100	100	96		85	↕	
Number threatened with homelessness preventions	#	16	20	23	39	37				
# households in temporary accommodation- snapshot	#			54	47	38			↕	
% of households in temporary accommodation- + 6 weeks	%	16%	9%	7%	4%	0%	0		↕	
Void turnaround time	# days	21.7	20	21.7	24.7	32	22		↕	
Void times have increased over the summer months due reduced staffing levels due to leave, contractor capacity and some hard to let properties that have taken longer to tenant										
Void rent loss	£	80,839.22	48,569.10	61,921.34	75,674.94	43,134.37			↕	

Organisational Priorities

Measure name	Type	Q2 24/25	Q3 24/25	Q4 24/25	Q1 25/26	Q2 25/26	Target	Average	Aim	Trend
% of media enquiries responded to within agreed timescales	#			100	100	100	100		⬆️	
Council Tax Collection Rate	%	55.39%	82.60%	96.46%	27.99%	55.36%	55.75%		⬆️	
Business Rates Collection Rate	%	52.74%	79.41%	96.38%	25.29%	51.53%	53.92%		⬆️	
HB: Speed of processing new claims	# days	20.7	17.3	13.7	15.3	13.7		20	⬇️	
HB: Speed of processing change of circumstances	# days	9.7	7.3	4	7.7	6.7		8	⬇️	
HB: Local Authority error rate	%	0.11	0.09	0.09	0.04	0.09		0.48%	⬇️	
# complaints received*	#	12	11	17	11	33				
Average working days to respond to complaints*	# days	6.25	6.6	16.6	18.2	4.7	10			
% complaints answered within agreed timescales*	%	83.3	72.7	68.8	75	87%	95%		⬆️	
Staff turnover rates	%	9.40%	8.50%	9.80%	10.20%	9.10%		13.40%	⬇️	
Sickness absence	# days per FTE	3.24	5.03	6.4	2.88	3.19		7.8	⬇️	

*complaints data excludes all Housing as this is reported separately