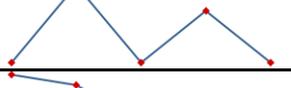
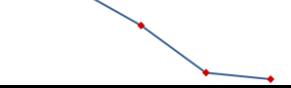
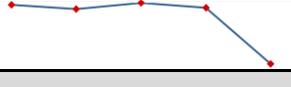
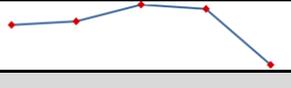


Economy, Regeneration & Prosperity

Measure name	Type	Q3 24/25	Q4 24/25	Q1 25/26	Q2 25/26	Q3 25/26	Target	Average	Aim	Trend
Grant funding paid to businesses	£	£81,899.69	£115,645.43	£0	£12,426.32	£19,568.00	£23,366.20		⬆️	
This is the cumulative amount of grant paid for 2025/26. During Q3, 1 start-up grant was paid to a retailer and 1 growth grant was paid to a manufacturer.										
Business grant funding- % spent	%	49.30%	69.70%	0%	10.60%	17.00%	20%		⬆️	
A further 13 grants have been approved this quarter. 53% of funding has been allocated. Start-up grants and growth grants are now closed to new applicants as those grants already approved and being processed will exhaust all funding. The remaining grant is only available to participants in the Innovation Lighthouse programme.										

Green, Clean & Safe

Measure name	Type	Q3 24/25	Q4 24/25	Q1 25/26	Q2 25/26	Q3 25/26	Target	Average	Aim	Trend
% household waste recycled or composted	%	30.14	33.19	30.18	35.93%	33.00%		44%	⬆️	
Although a reduction on Q2, this represents the best performance for Q3 in the last 5 years. It is planned to develop more proactive engagement and communication with residents during 26/27. The implementation of the food waste collections will also increase performance in this area.										
# flytips	#	434	473	503	475	370	650		⬇️	
Average time taken to remove fly-tipping reported	# days	3	2.7	3.7	3	2.5	5		⬇️	
# active environmental enforcement cases	#			82	84	10				
# environmental enforcement fixed penalty notices	#	2	5	2	4	2				
No. of households supported by energy advice service (AoE)	#	368	349	282	196	184			⬆️	
% of green flags awarded	%	25	25	50	50	50	75		⬆️	
No change; new round of applications to be submitted end of Jan 26 for Morton Stanley and Overdale.										
# crimes recorded (excluding ASB)	#	1653	1538	1707	1,572	Data not available			⬇️	
For comparison, the figure for Q2 24/25 was 1623.										
ASB	#	245	268	370	344	Data not available			⬇️	
For comparison, the figure for Q2 24/25 was 345.										

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

Community & Housing

Measure name	Type	Q3 24/25	Q4 24/25	Q1 25/26	Q2 25/26	Q3 25/26	Target	Average	Aim	Trend
% of major planning applications determined within 13 weeks (or agreed ext)	%	100	88.9	90	90	89	60%		⬆️	
% of minor planning applications determined within 8 weeks (or agreed ext)	%	87.9	89.8	89.8	91.3	90	70%		⬆️	
No. of planning enforcement actions taken- cases opened	#	14	12	14	16	9				
No. of planning enforcement actions taken- cases closed	#	8	7	14	21	15				
% of Building Control applications determined within 5 weeks (or 8 weeks on agreement)	%		100	100	96	95		85	⬆️	
Number threatened with homelessness preventions	#	20	23	39	37	58				
# households in temporary accommodation- snapshot	#		54	47	38	41			⬇️	
% of households in temporary accommodation- + 6 weeks	%	9%	7%	4%	0%	0%	0		⬇️	
Void turnaround time	# days	20	21.7	24.7	32	30	22		⬇️	
<p>The target is for the annual average time for standards measured from the tenancy end date to the new tenancy start date. This excludes properties requiring major works, decant properties, insurance claims following a fire damaged properties and emergency dispersed units of accommodation. Electrical works have been taking longer this quarter; we've been liaising with the contractors to speed up the process to improve our performance.</p>										
Void rent loss	£	48,569.10	61,921.34	75,674.94	43,134.37	49,180.16			⬇️	

Organisational Priorities

Measure name	Type	Q3 24/25	Q4 24/25	Q1 25/26	Q2 25/26	Q3 25/26	Target	Average	Aim	Trend
% of media enquiries responded to within agreed timescales	#		100	100	100	100	100		⬆️	
Council Tax Collection Rate	%	82.60%	96.46%	27.99%	55.36%	82.52%	82.51%		⬆️	
Business Rates Collection Rate	%	79.41%	96.38%	25.29%	51.53%	77.00%	80.29%		⬆️	
HB: Speed of processing new claims	# days	17.3	13.7	15.3	13.7	15		20	⬇️	
HB: Speed of processing change of circumstances	# days	7.3	4	7.7	6.7	6		8	⬇️	
HB: Local Authority error rate	%	0.09	0.09	0.04	0.09	0		0.48%	⬇️	
# complaints received*	#	11	17	11	33	18				
Average working days to respond to complaints*	# days	6.6	16.6	18.2	4.7	9	10			
% complaints answered within agreed timescales*	%	72.7	68.8	75	87%	81%	95%		⬆️	
Housing have now provided us with a list of excluded categories from their reporting so some housing services will now be included in corporate reporting. All services achieved 100% response within 10 days with the exception of Community & Housing Services – Homeless & Housing Solutions.										
Staff turnover rates	%	8.50%	9.80%	10.20%	9.20%	10.20%		13.40%	⬇️	
Sickness absence	# days per FTE	5.03	6.4	2.88	3.19	3		7.8	⬇️	