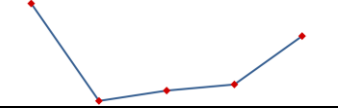
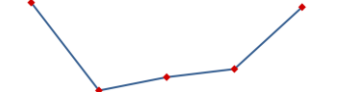


Economy, Regeneration & Prosperity

Measure name	Type	Q4 24/25	Q1 25/26	Q2 25/26	Q3 25/26	Q4 25/26	Target	Aim	Trend
Grant funding paid to businesses	£	£115,645.43	£0	£12,426.32	£19,568.00	£76,831.00	£76,831.00	⬆️⬆️⬆️⬆️⬆️	
This shows the total grant paid in 2025/26 (with spending extended to 30 September 2026), comprising four start-up grants to manufacturing, health and education businesses, and seven growth grants across wholesale, financial, business, machinery hire, technical and other services.									
Business grant funding- % spent	%	69.7%	0%	10.6%	17%	66%	66%	⬆️⬆️⬆️⬆️⬆️	
Reflecting the cumulative grant funding, total spend reached 66% by Q4, supported by the UK Government's extension of the external funding deadline to September 2026 to allow Innovation Lighthouse Programme participants to complete support before applying for delivery funding.									

Green, Clean & Safe

Measure name	Type	Q4 24/25	Q1 25/26	Q2 25/26	Q3 25/26	Q4 25/26	Target	Aim	Trend
% household waste recycled or composted	%	33.2%	30.2%	35.9%	33%	33.2%	44%	↕	
In 2025/26, a year on year reduction of 167 tonnes in household waste collected, with Redditch recycled or composted a lower proportion of household waste than the national average but improved on 2024/25 performance, reflecting the relatively small (though growing) garden waste service.									
# flytips	#	473	503	475	370	513	650	↕	
Average time taken to remove fly-tipping reported	# days	2.7	3.7	3	2.5	3	5	↕	
# active environmental enforcement cases	#		82	84	10	53			
# environmental enforcement fixed penalty notices	#	5	2	4	2	1			
No. of households supported by energy advice service (AoE)	#	349	282	196	184	163		↕	
The drop in calls from Q3 to Q4 likely reflects reduced household pressure from milder weather and lower energy costs, although international factors may drive increased demand in future.									
% of green flags awarded	%	25	50	50	50	50	75	↕	
Green Flag status (international recognised benchmark for publicly accessible parks and green spaces) has been applied for Morton Stanley and Overdale Park in Redditch, with successful awards anticipated and 75% Green Flag coverage expected to be maintained in 2026/27.									
# crimes recorded (excluding ASB)	#	1,538	1,707	1,572	1,575	1,635		↕	
ASB	#	268	370	344	289	254		↕	

**there is a lag with this data as it is obtained using verified figures from Police.uk*

Community & Housing

Measure name	Type	Q4 24/25	Q1 25/26	Q2 25/26	Q3 25/26	Q4 25/26	Target	Aim	Trend
% of major planning applications determined within 13 weeks (or agreed ext)	%	88.9%	90%	90%	89%	100%	60%	⬆️	
% of minor planning applications determined within 8 weeks (or agreed ext)	%	89.8%	89.8%	91.3%	90%	86%	70%	⬆️	
No. of planning enforcement actions taken- cases opened	#	12	14	16	9	9			
No. of planning enforcement actions taken- cases closed	#	7	14	21	15	2			
% of Building Control applications determined within 5 weeks (or 8 weeks on agreement)	%	100%	100%	96%	95%	100%	85%	⬆️	
Number threatened with homelessness preventions	#	23	15	17	27	19			
Prevention duties ended in Q4 as accommodation was secured.									
# households in temporary accommodation- snapshot	#	54	47	38	41	25		⬇️	
Of the 25 households in temporary accommodation, 22 are placed in dispersed units (properties designated for use for homelessness).									
% of households in temporary accommodation- + 6 weeks	%	7%	4%	0%	0%	0%	0%	⬇️	
Void turnaround time	# days	21.7	24.7	32	30	22	22	⬇️	

The overall void turnaround time was 22 days, while standard voids averaged 33.8 days due to a seasonal increase linked to Christmas contract closures during the quarter.

Void rent loss

£

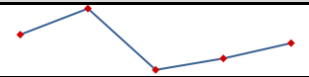
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75,674.94

43,134.37

49,180.16

57,319.34



Organisational Priorities

Measure name	Type	Q4 24/25	Q1 25/26	Q2 25/26	Q3 25/26	Q4 25/26	Target	Aim	Trend
% of media enquiries responded to within agreed timescales	%	100%	100%	100%	100%	100%	100%	⬆️	
Council Tax Collection Rate	%	96.46%	27.99%	55.36%	82.52%	96%	82.51%	⬆️	
Business Rates Collection Rate	%	96.38%	25.29%	51.53%	77%	94%	80.29%	⬆️	
HB: Speed of processing new claims	# days	13.7	15.3	13.7	15	11	20	⬇️	
HB: Speed of processing change of circumstances	# days	4	7.7	6.7	6	5	8	⬇️	
HB: Local Authority error rate	%	0.09%	0.04%	0.09%	0%	0.12%	0.48%	⬇️	
# complaints received*	#	17	11	33	18	26			
Average working days to respond to complaints*	# days	16.6	18.2	4.7	9	5	10	⬇️	
% complaints answered within agreed timescales*	%	68.8%	75%	87%	81%	85%	95%	⬆️	
Complaint volumes were low at 26 for the quarter. Four complaints exceeded the 10-day standard, leading to missing the 95% target. Data excludes housing-related and Housing Ombudsman complaints.									
Staff turnover rates	%	9.8%	10.2%	9.2%	10.2%	No data	13.4%	⬇️	
Sickness absence - long term	# days per FTE	6.4	2.88	3.19	3	2	7.8	⬇️	

