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**Quarter 4 2025/26 Performance Report**

Relevant Portfolio Holder	Councillor Craig Warhurst
Portfolio Holder Consulted	
Relevant Assistant Director	Hannah Corredor, Assistant Director for Corporate Services and Transformation
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Wards Affected	All
Ward Councillor(s) consulted	N/A
Relevant Council Priority	All
Non-Key Decision	
If you have any questions about this report, please contact the report author in advance of the meeting.	

**1. RECOMMENDATIONS**

**The Executive Committee RESOLVE that: -**

**The overview of Quarter 4 performance for the period January to March 2026 against the Council Plan priorities, as detailed in Appendix 1 be noted.**

**2. BACKGROUND**

- 2.1 There are a set of corporate measures which are organised by the priorities set out in the Redditch Borough Council Plan 2025–2028. The summary table for quarterly performance can be found in Appendix 1.
- 2.2 The corporate measures are structured under the Council Plan priorities:
- Economy, Regeneration & Prosperity
  - Community & Housing
  - Green, Clean & Safe
  - Organisational Priorities
- 2.3 Appendix 1 includes the current quarter's data compared to previous quarters (where available) to support trend analysis.

2.4 The Council is looking at further alignment with Council Plan and Service Business Planning reporting, strengthening transparency, improving accessibility and strategic alignment. This continues to be undertaken as the Council works on developing a new style of quarterly performance reporting, as measures are aligned and refined to the Redditch Borough Council Plan 2025-2028.

2.5 The Council Plan confirms that progress will be monitored quarterly (where data is available) and reported through the Executive Committee and scrutiny arrangements. This report supports that approach, within the summary view of quarterly corporate performance in Appendix 1.

**3. OPERATIONAL ISSUES**

3.1 Quarterly performance reporting supports services to understand delivery against the Council Plan priorities and enables timely identification of emerging pressures, supporting responsive service management and informed Member oversight.

3.2 Officers intend to monitor progress with the implementation of agreed Motions on Notice in the future. This monitoring will commence from Quarter 1 of the 2026/27 municipal year onwards

**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 Where performance pressures are identified in demand led services, these are monitored alongside budget forecasts to ensure emerging financial impacts are understood early and reflected in financial planning.

**5. LEGAL IMPLICATIONS**

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

**6. OTHER - IMPLICATIONS**

**Local Government Reorganisation**

6.1 There are no direct implications arising from this report in relation to Local Government Reorganisation or Devolution. The performance reporting arrangements outlined in this report support the Council's ongoing governance and assurance frameworks and provide continuity in monitoring delivery against current Council Plan priorities.

**Delivery of Council Plan**

- 6.2 An assessment of performance for the last quarter offering insight into progress, stability, and challenges across each priority area, informing assurance on delivery against the Council Plan.

**Economy, Regeneration & Prosperity:**

- 6.2.1 The cumulative nature of grant funding resulted in the total spend reaching the target of 66% at the end of Quarter 4.
- 6.2.2 Members are asked to note that the external funding spend deadline has been extended to September 2026 by the UK Government, enabling Innovation Lighthouse Programme (Programme is aimed at boosting growth, competitiveness and resilience in the local manufacturing sector) participants to complete the support element before applying for grant funding to deliver their project.

**Community & Housing:**

- 6.2.3 Planning and building control performance has remained consistently strong, with major applications being determined reaching 100%, and minor applications at 86% and remaining above target, despite a slight dip and building control returning to 100% in Quarter 4.
- 6.2.4 Housing pressures have shown improvement, with the number of households in temporary accommodation reducing steadily to (25) in Quarter 4, with the majority housed in dispersed units (properties designated for use for homelessness).
- 6.2.5 Homeless preventions increased slightly in Quarter 3 before reducing again in Quarter 4, which is reflected in 73.1% of prevention duties ending due to households securing accommodation, demonstrating improved outcomes for cases that concluded.
- 6.2.6 Void turnaround times improved in Quarter 4, returning to target following earlier seasonal pressures, with the associated increase in void rent loss reflecting the continued focus on progressing properties back into use.

**Green, Clean & Safe:**

- 6.2.7 During 2025/26 the Council collected 167 fewer tonnes of household waste across all streams compared to the previous year. Redditch achieved below the national average for the proportion of household

waste recycled or composted in 2025/26 but saw increased performance compared to 2024/25.

- 6.2.8 The main reason for the variance from the national average is the small scale of the authority's garden waste service, which is considerably smaller than many other local authorities, although is growing slowly.
- 6.2.9 Operational activity has remained broadly stable throughout the year with fly tipping volumes and removal times consistently better than target (5 days).
- 6.2.10 Enforcement activity includes a range of actions including Fixed Penalty Notices (FPNs). While FPNs have reduced this period, more complex and time-intensive investigations such as large-scale fly tipping have increased where FPNs are not always the appropriate outcome, reflecting a shift in activity rather than an overall reduction.
- 6.2.11 Households supported by the energy advice service have reduced with commentary attributing this mainly to external factors (milder winter, lower bills/cap). Members are asked to note that demand could rise again due to international factors.
- 6.2.12 A Green Flag Award (International accreditation recognised as a national benchmark for publicly accessible parks and green spaces) has been applied for, and the Council is currently getting re-assessed for Morton Stanley and Overdale park in Redditch. Officers anticipate that these sites will be successful for a Green Flag award, and the Council will maintain a 75% completion in 2026/27.

**Organisational Priorities:**

- 6.2.13 Core responsiveness of the Council remained strong, with 100% of media enquiries responded to within agreed timescales in every quarter.
- 6.2.14 Council Tax and Business collection rates as expected improved progressively through the year, with Council Tax rising to 96% and Business Rates rising to 94% by Quarter 4.
- 6.2.15 Customer and assurance performance was mixed: average complaint response times improved to five days by Quarter 4, with complaint volumes remaining low at 26 for the quarter. Four complaints exceeded the 10-day standard, resulting in performance remaining below the 95% target for most of the year, despite a stronger year-end position of 85%. Data excludes housing-related and Housing Ombudsman complaints.

- 6.2.16 Workforce indicator (staff turnover rates) was mixed across Quarter 1–Quarter 3, with turnover rising in Quarter 3 after improvement in Quarter 2. Data for Quarter 4 was not available at the time of reporting because of payroll dates.

**Climate Change Implications**

- 6.3 There are no direct climate change implications arising from this report. However, the performance information includes measures that support delivery of the Council Plan 2025–28, within the Green, Clean & Safe Redditch priority. This includes monitoring progress against objectives relating to energy efficiency and carbon reduction, waste and recycling, environmental enforcement, biodiversity, and sustainable transport. Performance reporting therefore plays an important role in tracking progress and supporting continuous improvement against the Council’s environmental and climate-related ambitions set out in the Council Plan.

**Equalities and Diversity Implications**

- 6.4 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 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: Quarter 4 Performance Table 2025/26 provides detailed quarterly performance data to support trend analysis and deeper scrutiny where required.

**9. REPORT SIGN OFF**

<b>Department</b>	<b>Name and Job Title</b>	<b>Date</b>
Portfolio Holder	Councillor Jane Spilsbury, Deputy Leader of the Council and Portfolio Holder for Performance, Engagement and Governance	13/05/2026
Assistant Director	Hannah Corredor, Assistant Director for Corporate Services and Transformation	13/05/2026
Financial Services	Debra Goodall, Assistant Director for Finance and Customer Services	
Legal and Democratic Services	Nicola Cummings, Principal Solicitor – Governance Jess Bayley-Hill, Principal Democratic Services Officer	18/05/26
Performance and Improvement Team (if equalities implications apply)	Sarah Davis, Improvement Advisor	Author
Climate Change Team (if climate change implications apply)	Judith Willis, Assistant Director for Community and Housing Services	