
Quarter 1 2026/27 Performance Report

Relevant Portfolio Holder	Councillor C Warhurst, Deputy Leader of the Council and Portfolio Holder for Performance, Engagement and Governance
Portfolio Holder Consulted	
Relevant Assistant Director	Hannah Corredor, Assistant Director Transformation and Corporate Services and Transformation
Report Author: Sarah Davis	Job Title: Performance & Improvement Lead Contact email: sarah.davis@bromsgroveandredditch.gov.uk Tel: 01527 534156
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.	
This report contains exempt information as defined in Paragraph(s) of Part I of Schedule 12A to the Local Government Act 1972, as amended	

1. RECOMMENDATIONS

The Executive Committee RESOLVE that: -

The overview of Quarter 1 performance for the period April to June 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 which includes the current and previous quarters data.

3. OPERATIONAL ISSUES

- 3.1 The corporate measures are structured under the Council Plan priorities:

- Economy, Regeneration & Prosperity
- Green, Clean & Safe
- Community & Housing
- Organisational Priorities

Delivery of Council Plan (Measures)

- 3.2 An assessment of our performance measures over the last quarter offers insight into progress, stability, and challenges across each priority area, informing assurance on delivery against the Council Plan.
- 3.3 As part of the annual review of the Corporate Performance Framework, several performance measures have been added and removed for 2026/27. Members should note these changes when comparing performance trends with previous years.
- 3.4 This ensures that the framework remains relevant, reflects current service priorities, and focuses on the indicators that best demonstrate the Council's performance and the outcomes being achieved for residents.
- 3.5 In addition, a corporate measures directory which provides definitions, examples and source data for our corporate performance suite has been compiled which has been added as an Appendix 3 to this report.

Economy, Regeneration & Prosperity:

- 3.6 **ERP-01** The business grant funding performance measures track grants funded by the UK Shared Prosperity Fund from 1 April 2025 to 30 September 2026, with figures reported cumulatively. Businesses apply for funding and, if successful, receive an award confirmed through a funding agreement. "Business Grant funding awarded (£)" measures the total value of these confirmed awards. Businesses then deliver their approved projects and submit claims to receive the grant. "Business Grant funding – % spent" measures the proportion of the total grant funding available that businesses have claimed and received. There is a natural delay between funding being awarded and paid, which largely depends on how quickly each business completes its funded project and submits its claim. Reporting against these measures will end after Quarter 2 2026/27, when the UK Shared Prosperity Fund closes.
- 3.6.1 **ERP-01** One Innovation Lighthouse grant was awarded during the quarter to a manufacturing business, with a further application approved. As the remaining funding is restricted to programme participants, members to note that it is unlikely that the budget will be fully utilised, and any underspend will be reallocated to other UKSPF projects.

Green, Clean & Safe:

- 3.7 **GCS-01** Performance has improved compared with Quarter 1 2025/26, with higher levels of dry recycling and garden waste collected alongside a reduction in residual waste tonnage. Worcestershire County Council provides waste data on a monthly basis, enabling both seasonal and year-on-year comparisons. Quarter 1 data shows a notable variation from established collection patterns, and further analysis is being undertaken with Worcestershire County Council to understand the factors contributing to these changes and validate the reported figures.
- 3.7.1 **GCS-02** Fly-tipping levels remained steady during the quarter. New signage has been commissioned and installed across the district, and officers continue to work closely with Worcestershire Regulatory Services (WRS) to address issues relating to unauthorised metal collectors. In partnership with Environmental Services, WRS is also developing a Fly-tipping Strategy that will establish the overarching principles for preventing, investigating, and addressing fly-tipping.
- 3.7.2 **GCS-04** Active environmental enforcement cases increased during the quarter, reflecting higher levels of reported environmental issues requiring investigation. This continues the seasonal pattern observed since Worcestershire Regulatory Services (WRS) assumed responsibility for the service, with higher volumes of fly-tipping and related environmental incidents typically recorded during the first two quarters of the year. The average figure is provided for comparative purposes only and does not represent a target.
- 3.7.3 **GCS-05** Fewer Fixed Penalty Notices (FPNs) were issued during the quarter, reflecting a reduction in waste-related incidents where sufficient supporting evidence was available to support enforcement action. In some identified hotspots, a targeted programme of education and warning campaigns is being delivered prior to any escalation to formal enforcement measures. As a result, FPN activity should be considered alongside wider prevention and compliance initiatives. The average figure is provided for comparative purposes only and does not represent a target, as FPNs should only be issued where appropriate and supported by the available evidence.
- 3.7.4 **GCS-06** Quarter 1 2026/27 performance for households supported by energy advice service is below both the previous quarter and the same period last year, largely reflecting lower seasonal demand for energy advice services during the warmer months. Officers will continue to

promote the service through Act on Energy and monitor demand trends throughout the year.

- 3.7.5 **GCS-07/08** Crime data is sourced from Police.uk, sits outside the Council's control, and is subject to reporting delays. Figures are presented separately for recorded crime (excluding ASB) and ASB, with trends potentially influenced by reporting practices and police activity. Commentary from the Community Safety Team and relevant North Worcestershire Community Safety Partnership insights provide context on local trends and preventative work, members to note that some Community Safety Partnership information cannot be shared in full.
- 3.7.6 **GCS-07** Crime levels reported quarterly to North Worcestershire Community Safety Partnership were broadly in line with expected levels. Reported increases in business robbery are likely attributable to changes in police recording practices, whereby theft and shoplifting incidents involving violence are now recorded as robbery.
- 3.7.7 **GCS-07** Notable localised issues included increased shoplifting and vehicle-related criminal damage in Batchley and Brookhill Ward, largely driven by a single offender across a small number of repeated locations.
- 3.7.8 **GCS-07** Positively, crimes reduced significantly in both Central Ward (-15%, 66 fewer offences) and Greenlands & Lakeside Ward (-22%, 72 fewer offences) compared with the same period in 2025/26
- 3.7.9 **GCS-08** ASB data from Police.UK has not been publicly published since March 2026, however, quarterly analysis provided to North Worcestershire Community Safety Partnership identified a small number of localised hotspots across Redditch.
- 3.7.10 **GCS-08** The only ASB exception reported in Redditch during Quarter 1 was Winyates Ward, where 70% of incidents occurred at repeat locations, indicating a concentrated and recurring issue. Winyates Centre remains the primary hotspot and continues to require monitoring through the North Worcestershire Community Safety Partnership
- 3.7.11 **GCS-08** Youth-related ASB was the most common issues within the Winyates Ward, increasing by 267% (8 additional incidents) compared with the same period in 2025/26, with incidents linked to noise, drugs, vehicle nuisance, and alcohol-related behaviour.

Community & Housing:

- 3.8 **CH-01** Performance for major planning applications was 100% during the quarter, with only one major application in this category determined within the agreed timescale through the use of an Extension of Time agreement. Officers continue to work proactively with applicants to secure extensions of time where appropriate, supporting timely and well-considered decision-making.
- 3.8.1 **CH-02** Performance for minor planning applications was 82.9% during the quarter, with 39 of 47 applications determined within the statutory timescale. Whilst the volume of applications in this category is higher than for major applications, performance remains significantly above the Government target of 70%. Officers continue to work proactively with applicants to secure extensions of time where appropriate, supporting timely and effective decision-making.
- 3.8.2 **CH-03/04** Since June 2024, the majority of planning enforcement functions have been delivered by Worcestershire Regulatory Services (WRS) on behalf of the Council, working closely with Development Management officers to investigate and resolve alleged breaches of planning control. The Council's adopted Enforcement Plan (January 2024) provides the framework for prioritising cases according to the seriousness of the breach. Enforcement cases can vary considerably in complexity and timescales, with some resolved quickly and others requiring detailed investigation, negotiation, planning applications, appeals, or legal action. As a result, performance is focused on securing appropriate planning outcomes and effective case management rather than achieving fixed completion targets.
- 3.8.3 **CH-03** More planning enforcement cases were opened during Quarter 1 (12) compared with Quarter 4 (9). This continues the trend observed since WRS assumed responsibility for the service, with reported breaches typically increasing during Quarter 1 each year. Cases may be opened in response to alleged breaches of planning control, untidy land complaints, or other matters within the scope of planning enforcement legislation.
- 3.8.4 **CH-04** The number of planning enforcement cases closed during the quarter (11) was markedly higher than the previous quarter (2). Cases may be closed for a variety of reasons, including where investigations conclude through immunity, informal resolution, service of a notice, direct action, or prosecution. The measure also includes untidy land cases falling within the remit of the Town and Country Planning Act and ASB legislation.
- 3.8.5 **CH-05** Performance for building control applications was 100% during Quarter 1, with all applications determined within the required statutory

timescales. Statutory reports were also submitted to the Building Safety Regulator as required, ensuring continued compliance with regulatory obligations.

3.8.6 **CH-07** As of 30 June 2026, 43 homeless households were in temporary accommodation, including safe accommodation for individuals fleeing domestic abuse, with no Second Night Out provision and crash pad units for young people.

3.8.7 **CH-06/08** No families were placed in B&B accommodation for more than six weeks during Quarter 1 and performance in homelessness prevention has increased from the previous quarter, reflecting the team's proactive work to support more customers at an earlier stage.

Organisational Priorities:

3.9 **ORG-01** Performance shows a minor variance against both the target and the position reported at Quarter 1 2025/26. At this stage, the variance is not considered significant and will continue to be monitored through routine performance management arrangements. A further review will be undertaken at Quarter 2 to determine whether this represents normal fluctuation or the emergence of a longer-term trend requiring corrective action.

3.9.1 **ORG-02** Performance remains broadly positive, with a small variance against the target while continuing to outperform the position reported at Quarter 1 2025/26. The measure will continue to be monitored through regular performance management arrangements to ensure performance is maintained.

3.9.2 **ORG-03/04/05** Local authority error rates remain low, reflecting robust assessment procedures. While new claim processing times remain on target, a Civica Open Revenues system fault increased change of circumstances processing times during Quarter 1; this issue is expected to be resolved imminently, with normal performance anticipated to resume in Quarter 2 onwards.

3.9.3 **ORG-07** All services achieved 100% performance, with the exception of Homelessness and Housing Solutions (57%).

3.9.4 **ORG-08** Responses were provided within the 10-day target across all services, except for Homelessness and Housing Solutions, where the average response time was 25.9 days.

3.10 Alignment between the Council Plan and Service Business Planning reporting has been strengthened, improving transparency, accessibility,

and strategic alignment. This is reflected in the Quarter 1 2026/27 performance measures, with the Council introducing a refined approach to quarterly performance reporting, with measures aligned to the Redditch Borough Council Plan 2025–2028 and the Local Outcome Framework.

- 3.11 The quarterly performance reports provide an opportunity to recognise both areas for improvement and areas of strong performance. Members to note that the information from these reports will be used to develop an annual report which will provide a public-facing performance overview, highlighting key achievements and outcomes against the Council Plan.
- 3.12 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.

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 Please consult with the Legal team about these.

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.

Local Outcome Framework – Core outcome metrics

- 6.2 The Local Outcome Framework (LOF) provides a set of national performance measures, enabling the Council to understand local

performance in the context of comparable authorities across key outcome areas.

6.2.1 The core outcome metrics set out below are drawn from the Local Outcome Framework via the LG Inform platform, providing national and local comparable data. These measures sit alongside and supplement the Council Plan quarterly performance measures, offering additional context. In some cases, data is subject to a reporting lag; the detailed datasets can be found in Appendix 2.

- Percentage of major development applications excluding Planning Performance Agreements (PPA), Extension of Time (EoT) or Environmental Impact Assessments (EIA) decided in time (Annual)
- Rate of households with children in temporary accommodation (per 000s households)
- Percentage of duties owed where homelessness was prevented or relived
- Number of people sleeping rough on a single night (snapshot count)
- Estimated number of people sleeping rough over the month-long term
- Percentage of household waste sent for reuse, recycling, and composting (Annual)
- Residual was per household (Annual)
- Number of fly-tipping actions per (000s) incidents

6.2.2 The LG Inform platform provides a quantiles dashboard which compares key indicators set out below against other local authority districts. These dashboards sit alongside and supplement the Council Plan quarterly performance measures. In some cases, data is subject to a reporting lag; the dashboard can be found in Appendix 2.

- Average number of days taken to process housing benefit new claims (Quarterly)
- Total households on the housing waiting lists per (000s) households on 31st March
- Households in temporary accommodation per (000s) households
- Percentage of minor development planning applications with Planning Performance Agreements (PPA), Extension of Time (EoT) or Environmental Impact Assessments (EIA) decided in time (Quarterly)
- Percentage of household waste sent for reuse, recycling, and composting (Annual)
- Council Tax not collected as a percentage of council tax due

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, and environmental enforcement.

- 6.3.1 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 1 Performance Table 2026/27

Appendix 2: Quantiles dashboard key performance indicators and Local Outcome Framework core outcome metrics (New for 2026/27)

Appendix 3: Corporate Measures Directory (New for 2026/27)

**Executive
2026**

Tuesday, 8 September

9. REPORT SIGN OFF

Department	Name and Job Title	Date
Portfolio Holder	Councillor Craig Warhurst, Deputy Leader of the Council and Portfolio Holder for Finance and Governance	
Assistant Director	Hannah Corredor, Assistant Director for Corporate Services and Transformation	
Financial Services	Debra Goodall, Assistant Director for Finance and Customer Services	
Legal and Democratic Services		
Performance and Improvement Team (if equalities implications apply)	Sarah Davis, Performance & Improvement Lead	Author
Climate Change Team (if climate change implications apply)	Judith Willis, Assistant Director for Community and Housing Services	