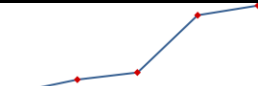
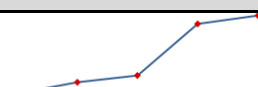
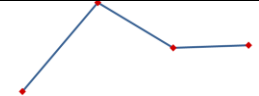
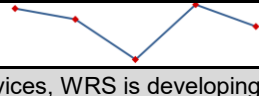
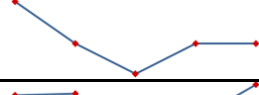
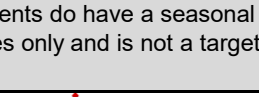
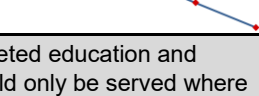
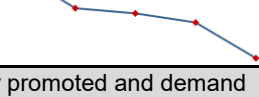
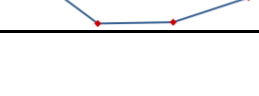


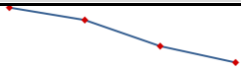
Economy, Regeneration & Prosperity

Measure ID	Measure name	Type	Q1 25/26	Q2 25/26	Q3 25/26	Q4 25/26	Q1 26/27	Target	Average	Aim	Trend
ERP-01	Business Grant funding - £s paid	£	£0	£12,426.32	£19,568.00	£76,831.00	£86,366.00			⬆️	
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. One grant has been awarded this quarter through the Innovation Lighthouse programme to a manufacturing business.											
ERP-02	Business grant funding- % spent	%	0%	10.6%	17%	66%	73.9%			⬆️	
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. One grant has been awarded this quarter with a further grant application approved. The remaining grant funding is only available to participants in the Lighthouse Innovation programme. It is unlikely that all participants will seek grant funding and so, its anticipated that the current budget will not be fully defrayed. Any underspend will be reallocated to other UKSPF projects.											

Green, Clean & Safe

Measure ID	Measure name	Type	Q1 25/26	Q2 25/26	Q3 25/26	Q4 25/26	Q1 26/27	Target	Average	Aim	Trend
GCS-01	% household waste recycled or composted	%	30.2%	35.9%	33%	33.2%	31.19%		33%	⬆️	
Performance has improved compared with Quarter 1 2025/26, although further analysis is underway with Worcestershire County Council to understand significant variations in waste collection tonnages.											
GCS-02	No. of fly tips	#	503	475	370	513	456		465	⬆️	
Newly designed signage commissioned and out in the communities and actively working alongside WRS regarding metal collector issues. In conjunction with Environmental Services, WRS is developing a Strategy to tackle Fly tipping which will set out the overarching principles of how fly-tipping will be addressed. The trend line follows the pattern observed since WRS took over enforcement elements of the service with an increase in reported breaches for Q1 each year. The average is given for comparative purposes only and is not a target figure.											
GCS-03	Average time taken to remove fly-tipping reported	# days	3.7	3	2.5	3	3	5		⬆️	
GCS-04	No. of active environmental enforcement cases	#	82	84	10	53	95		58		
Active environmental enforcement cases increased during the period due to higher levels of reported environmental issues requiring investigation. The number of fly tipping incidents do have a seasonal fluctuation which has been observed since WRS took on the work, with higher levels observed in the first two quarters of any year. The average is given for comparative purposes only and is not a target figure.											
GCS-05	No. of environmental enforcement fixed penalty notices	#	2	4	2	1	0		2		
Fewer Fixed Penalty Notices (FPNs) were issued this quarter due to a drop in incidents where evidence was obtained in the preceding quarter and also, for some hot spots, targeted education and warning campaigns are being delivered, ahead of proposed enforcement escalation. The average is given for comparative purposes only and is not a target figure as FPNs should only be served where appropriate.											
GCS-06	No. of households supported by energy advice service (AoE)	#	282	196	184	163	79		206	⬆️	
Q1 is a third lower in comparison with previous quarters and equivalent period last year, this reduction is largely contributed to season demand with the service still being actively promoted and demand monitored											
GCS-07	No. of crimes recorded (excluding ASB)	#	1,707	1,572	1,575	1,635	1,107		1622	⬆️	

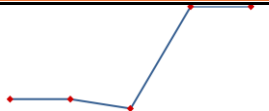
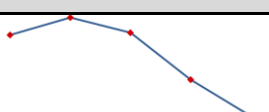
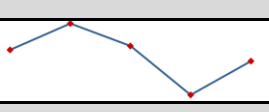
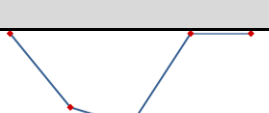
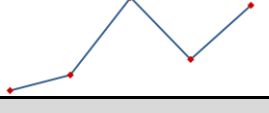
Data figures for Q1 cover April & May only, as this measure usually has an approximate 6 week lag before going live publicly via the police.gov website, however the NWCSP receives a quarterly report for the borough.

GCS-08	ASB reports	#	370	344	289	254	No Data		314		
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ASB data hasn't been updated publicly since March 2026 on police.uk website, however NWCSP quarterly ASB data report provides an overview of ASB across the borough.

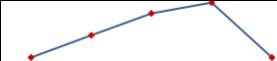
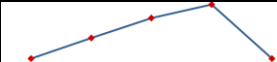
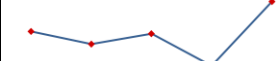
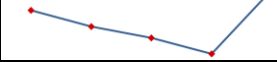
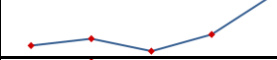
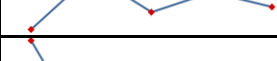
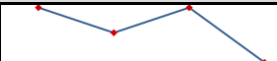
****there is a lag with this data as it is obtained using verified figures from Police.uk***

Community & Housing

Measure ID	Measure name	Type	Q1 25/26	Q2 25/26	Q3 25/26	Q4 25/26	Q1 26/27	Target	Average	Aim	Trend
CH-01	% of major planning applications determined within 13 weeks (or agreed ext)	%	90%	90%	89%	100%	100%	60%		⬆️	
This is the 'speed' at which major applications were determined. There was just one application in this group this quarter, which was determined in accordance with an agreed extension of time, hence the 100% value.											
CH-02	% of minor planning applications determined within 8 weeks (or agreed ext.)	%	89.8%	91.3%	90%	86%	82.9%	70%		⬆️	
This is the 'speed' at which minor applications were determined. There are more applications in this group, (47 in this quarter) of those 82.9% (or 39) were determined within an agreed time scale. This is significantly above the government target of 70%											
CH-03	No. of planning enforcement actions taken- cases opened	#	14	16	9	9	12		12		
This measure records the actual number of planning enforcement cases opened during the reporting period. The trend follows the pattern observed since WRS assumed responsibility for the service, with reported breaches typically increasing during Q1 each year. Cases may be opened in response to alleged breaches of planning control, untidy land complaints, or matters falling within the scope of related planning enforcement legislation. The average figure is provided for comparative purposes only and does not represent a target.											
CH-04	No. of planning enforcement actions taken- cases closed	#	14	21	15	2	11		13		
The measure is the actual number of cases closed. An investigation can be concluded and the case closed for a variety of reasons, including closed due to reaching immunity, informal resolution, service of notice, direct action or prosecution. It also includes untidy land cases falling under the Town and Country Planning Act and ASB legislation remits. The average is given for comparative purposes only and is not a target figure.											
CH-05	% of Building Control applications determined within 5 weeks (or 8 weeks on agreement)	%	100%	96%	95%	100%	100%	85%		⬆️	
All building regulation applications decided in this Q have been done so within statutory timescales. Statutory reports to the Building Safety Regulator provided.											
CH-06	No. of households threatened with homelessness - preventions	#	15	17	27	19	26		20	⬆️	
Prevention number increase is a reflection of the service actively assisting more earlier in the process											
CH-07	No. of households in temporary accommodation - snapshot	#	47	38	41	25	43		38	⬆️	

As of the 30.06.26, there were no second night out accommodation or crash pads for young people recorded										
CH-08	No. of households with children in B&B + 6 weeks	#	4	0	0	0	0	0		

Organisational Priorities

Measure ID	Measure name	Type	Q1 25/26	Q2 25/26	Q3 25/26	Q4 25/26	Q1 26/27	Target	Average	Aim	Trend
ORG-01	Council Tax Collection Rate	%	28%	55.36%	82.52%	96%	27.86%	28.39%		⬆️	
Performance shows a minor variance against target and Q1 2025/26. Further review will take place in Q2.											
ORG-02	Business Rates Collection Rate	%	25.29%	51.53%	77%	94%	25.34%	25.65%		⬆️	
Performance shows a small variance against target but performance remains on track with no further review required.											
ORG-03	HB: Speed of processing new claims	# days	15	14	15	11	19	20		⬇️	
ORG-04	HB: Speed of processing change of circumstances	# days	8	7	6	5	9	8		⬇️	
Civica Open Revenues system fault has increased the time of processing. A fix is due imminently with a reduction previous levels in Q2 onwards											
ORG-05	HB: Local Authority error rate	%	0.04%	0.09%	0%	0.12%	0.40%	0.48%		⬇️	
ORG-06	No. of complaints received (excluding housing)	#	11	33	18	26	20		22	⬇️	
ORG-07	Average working days to respond to complaints (excluding housing)	# days	18	5	9	5	11	10		⬇️	
All services responded within 10 days apart from Homelessness and Housing Solutions (not excluded) who took 25.9 days on average to respond											
ORG-08	% complaints answered within agreed timescales (excluding housing)	%	75%	87%	81%	85%	84%	95%		⬆️	
100% score across all (non-Housing Ombudsman) departments with the exception of Homeless and Housing Solutions (57%)											
ORG-09	Staff turnover rates	%	10.2%	9.2%	10.2%	8%	11%		14.5%	⬇️	
ORG-10	Sickness absence - short & long term	# days per FTE	2.88	3.19	3	2	2.99		9.4	⬇️	