

Redditch Borough Council **Corporate Measures Directory**

Reference Guide for Quarterly Performance Reporting



Purpose



People



Pride



Performance

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Introduction

This Corporate Measures Directory is designed as a practical reference for members, aligning with the priorities outlined in the Council Plan 2025-28. It features clear definitions, working examples and source data for each key measure and metric, supporting a shared understanding of how corporate progress is evaluated each quarter.

Alongside these measures, selected Local Outcome Framework metrics are included to provide wider context on long-term outcomes, complemented by the quartile dashboard which benchmarks performance against comparable authorities. Together, this ensures a balanced view of both local delivery and broader place-based performance.

1. Economy, Regeneration & Prosperity Measures

Measure ID	Measure name	Definition	Example
ERP-01	Business Grant Funding - £ Paid	Total value of business grant funding awarded during the financial year to date. It includes all approved grant payments made to businesses up to the end of the quarter.	Total value of grant claims paid during the quarter.
ERP-02	Business Grant Funding - % Spend	Percentage of grant funding awarded against available budget up to the end of the quarter.	5 grants of £10,000 have been awarded from a pot of £100,000 equals 50%

2. Green, Clean & Safe Measures

Measure ID	Measure name	Definition	Example
GCS-01	% household waste recycled or composted	The percentage of total household waste collected that is sent for reuse, recycling, or composting during the reporting period. This was previously reported as NI 192 and includes street sweeper arisings.	If 100,000 tonnes of total waste is collected and 46,000 tonnes are sent for reuse, recycling, or composting, the reported figure would be 46%.
GCS-02	No. of fly tips	The total number of fly-tipping incidents reported and recorded during the reporting period.	Total number reported and recorded during quarter.
GCS-03	Average time taken to remove fly-tipping report (by days)	The average number of days taken to remove reported fly-tipping incidents, measured from the date reported to the date cleared.	If five fly tipping incidents took 2, 3, 4, 5 and 6 days to clear, the average time would be 4 days.

Measure ID	Measure name	Definition	Example
GCS-04	No. of active environmental enforcement cases	The number of open environmental enforcement cases being actively investigated during the reporting period. It includes cases at any stage of investigation and excludes cases that have been closed.	If 30 cases were open at the start of the quarter, 10 new cases were added, and 15 were closed, the reported figure at period end would be 25 active cases.
GCS-05	No. of environmental enforcement fixed penalty notices	The number of Fixed Penalty Notices (FPNs) issued for environmental offences during the reporting period, excluding any that are cancelled or withdrawn. FPNs are one of several enforcement actions used where sufficient evidence has identified a perpetrator.	If 45 FPNs are issued in a quarter and 5 are later withdrawn, the reported figure would be 40 FPNs issued.
GCS-06	No. of households supported by energy advice service (AoE)	The number of households that received support or advice through the energy advice service during the reporting period.	If 60 households contact the service and receive energy advice, the reported figure would be 60 households supported.
GCS-07	No. of crimes recorded (excluding ASB) Data provided via Police.uk	The number of recorded crimes reported to the police during the reporting period, excluding incidents classified as anti-social behaviour (ASB). This includes all notifiable offences logged within the period, regardless of outcome.	If 325 crimes are reported during the period, excluding 75 incidents recorded as ASB, the total number of crimes reported (excluding ASB) would be 250.
GCS-08	ASB Data provided via Police.uk	The number of incidents reported during the reporting period that are classified as anti-social behaviour (ASB), based on police or partner agency definitions. This includes incidents involving nuisance, disturbance, or behaviour causing harassment, alarm, or distress.	If 75 incidents of anti-social behaviour are reported during the period, the total number of ASB incidents would be 75.

3. Community & Housing Measures

Measure ID	Measure name	Definition	Example
CH-01	% of major planning applications determined within 13 weeks (or agreed extension)	The percentage of major planning applications determined within 13 weeks or an agreed extension during the reporting period. It includes all decisions made within the statutory timeframe or formally agreed extensions.	If 20 major planning applications are determined and 15 are decided within 13 weeks or an agreed extension, the reported figure would be 75%.
CH-02	% of minor planning applications determined within 8 weeks (or agreed extension)	The percentage of minor planning applications determined within 13 weeks or an agreed extension during the reporting period. It includes all decisions made within the statutory timeframe or formally agreed extensions.	If 40 minor planning applications are determined and 32 are decided within 8 weeks or an agreed extension, the reported figure would be 80%.
CH-03	No. of planning enforcement actions taken - cases opened	The number of new planning enforcement cases formally opened during the reporting period. It includes all cases where an investigation has been initiated and excludes enquiries that do not progress to a case.	If 50 planning complaints are received and 30 proceed to formal investigation, the reported figure would be 30 cases opened.
CH-04	No. of planning enforcement actions taken - cases closed	The number of planning enforcement cases formally closed during the reporting period. It includes cases closed following resolution, compliance, or no further action.	If 25 cases are resolved and closed during the quarter, the reported figure would be 25 cases closed.
CH-05	% of building control applications determined within 5 weeks (or 8 weeks on agreement)	The percentage of building control applications determined within 5 weeks, or within 8 weeks where an extension has been agreed, during the reporting period. It includes all valid applications with a recorded decision.	If 50 building control applications are determined and 40 are decided within 5 weeks or an agreed 8 week extension, the reported figure would be 80%.
CH-06	No. of households threatened with homelessness - preventions	Counts the number of households where action was taken by the council to prevent homelessness before it happened.	If 60 households approached the council at risk of homelessness and 40 were supported to stay in their home or find alternative accommodation, the reported figure would be 40 preventions.

Measure ID	Measure name	Definition	Example
CH-07	No. of households in temporary accommodation (snapshot)	The number of households placed in temporary accommodation at a single point in time. It includes all households housed by the council, regardless of property type, but excludes placements arranged by other organisations.	If there were 42 households in temporary accommodation on 31 March, the reported figure is 42, even if more households used temporary accommodation during the whole quarter.
CH-08	No. of households with children in B&B + 6 weeks	The number of households with children who have stayed in bed and breakfast for 6 weeks or longer. Statutory requirement for the Council to be compliant under 6 weeks.	If 2 households with children were placed in B&B stayed longer than 6 weeks the reported figure would be 2.

4. Organisational Priority Measures

Measure ID	Measure name	Definition	Example
ORG-01	Council Tax Collection Rate	The percentage of Council Tax due that has been collected during the reporting period. It includes all Council Tax payments received and is measured against the total amount due for the same period.	If £10 million of Council Tax is due and £9 million is collected, the reported collection rate would be 90%.
ORG-02	Business Rates Collection Rate	The percentage of Business Rates due that has been collected during the reporting period. It includes all payments received and is measured against the total amount due for the same period.	If £8 million of Business Rates is due and £6.4 million is collected, the reported collection rate would be 80%.
ORG-03	Housing Benefit: Speed of processing new claims (by days)	The average number of days taken to process new Housing Benefit claims during the reporting period. It is measured from the date a complete claim is received to the date a decision is made.	If three new claims are processed in 10, 15 and 20 days, the reported average processing time would be 15 days.
ORG-04	Housing Benefit: Speed of processing change of circumstances (by days)	The average number of days taken to process changes in circumstances for Housing Benefit claims during the reporting period. It is measured from the date the change is reported to the date the updated decision is made.	If three changes in circumstances are processed in 5, 8 and 11 days, the reported average processing time would be 8 days.

Measure ID	Measure name	Definition	Example
ORG-05	Housing Benefit: Local Authority Error Rate	The percentage of Housing Benefit payments that are incorrect due to Local Authority error during the reporting period. It includes all cases where an error has resulted in an overpayment or underpayment.	If 1,000 Housing Benefit claims are assessed and 5 are found to contain a Local Authority error, the reported error rate would be 0.5%.
ORG-06	No. of complaints received (excluding housing)	The total number of formal complaints received during the reporting period. It includes all complaints recorded through the Council's corporate complaints process and excludes general enquiries, service requests, and informal feedback.	If 150 contacts are received and 90 are logged as formal complaints, the reported figure would be 90 complaints.
ORG-07	Average working days to respond to complaints (excluding housing)	The average number of working days taken to provide a full response to formal complaints during the reporting period. It includes all closed complaints and is measured from the date the complaint is received to the date the response is issued.	If three complaints are responded to in 5, 10 and 15 working days, the reported average response time would be 10 days.
ORG-08	% complaints answered within 10 days (excluding housing)	The percentage of complaints (excluding housing) where a full response was sent to the customer within 10 working days. It includes all formal complaints logged in the system but excludes enquiries or service requests.	Percentage is based on number of complaints vs responded within 10 working days i.e. 30 complaints with 3 completes answered outside of target = 90%
ORG-09	Staff turnover rates	Percentage of employees who leave the organisation during the reporting period (rolling 12 months) compared to the average number of employees.	If 20 employees leave during the year and the council employs 200 staff on average, the turnover rate is 10%.
ORG-10	Sickness absence - short & long term (days per FTE)	Measures the average number of days lost to short & long-term sickness absence per full-time equivalent employee.	If a total of 780 days is lost to short & long-term sickness and there are 100 full-time equivalent staff, the average is 7.8 days per FTE.

5. Quantile Dashboard & Local Outcome Framework

Measure	Definition	Source
Average number of days taken to process housing benefit new claims (Quarterly)	This measures the average number of calendar days taken to process new Housing Benefit claims within the quarter, from receipt to decision. The average is calculated by dividing the total days taken by the number of cases processed.	Data is from the Single Housing Benefit Extract (SHBE). Source name: Department for Work and Pensions Collection name: Housing Benefit: statistics on speed of processing (SoP) Polarity: Low is good
Total households on the housing waiting list on 31st March per 1,000 households (Annual)	The housing waiting list includes both households in housing need and those without an identified housing need. Although there is no longer a statutory duty to maintain a Housing Register, local authorities retain waiting lists to support their housing allocation responsibilities.	Figures in this table are unaudited by local authorities. Source name: Ministry of Housing, Communities and Local Government Collection name: Local Authority Housing Statistics (LAHS) Polarity: Low is good
Total number of households in Temporary Accommodation per (000s) households	Households threatened with homelessness within 56 days are entitled to support from the local authority to prevent homelessness, while those already homeless receive assistance to secure accommodation. Statutory homeless households are owed duties across three stages: prevention, relief, and the main homelessness duty.	Source name: Ministry of Housing, Communities and Local Government Collection name: Statutory homelessness live tables Polarity: Low is good
Percentage of minor development planning applications with Planning Performance Agreements, Extension of Time or Environmental Impact Assessments decided in time	This measures the percentage of minor planning applications determined within statutory timescales of 8 weeks (or 16 weeks where an Environmental Impact Assessment is required). While the focus is on minor applications, data is also available for county, major, and other application types. Minor applications include developments such as dwellings, industry and warehousing, offices, retail and services, traveller sites, and other categories.	Source name: Ministry of Housing, Communities and Local Government Collection name: Development Control statistics Polarity: High is good

Measure	Definition	Source
Percentage of household waste sent for reuse, recycling, and composting (Annual)	This measures the percentage of household waste collected that is sent for reuse, recycling, composting, or anaerobic digestion. It is calculated by dividing the total tonnage of waste sent for these treatments by the total tonnage of household waste collected.	Source name: Department for Environment, Food and Rural Affairs Collection name: Local authority collected waste management Polarity: High is good
Council tax not collected as a percentage of council tax due	This explains how council tax is set and collected by the billing authority to meet its budget and precept requirements, based on property valuation bands. The data is drawn from the final quarterly returns (QRC4) submitted by billing authorities to the Department for Levelling Up, Housing and Communities.	QRC4 returns Source name: Ministry of Housing, Communities and Local Government Collection name: Council tax collection rates Polarity: Low is good
Percentage of major development planning applications with Planning Performance Agreements, Extension of Time or Environmental Impact Assessments decided in time	This measures the percentage of major planning applications (excluding those with a Planning Performance Agreement, Extension of Time, or Environmental Impact Assessment) determined within statutory timescales. Timely determination is defined as within 13 weeks, or 16 weeks where an Environmental Impact Assessment applies.	Source: Ministry of Housing, Communities and Local Government Collection Name: Development Control statistics Polarity: High is good
Percentage of duties owed where homelessness was prevented or relieved	This measures the percentage of prevention or relief duties that result in homelessness being prevented or relieved within the quarter. Success is defined as securing accommodation for at least 6 months, compared to the number of new duties owed in that period.	Source name: Ministry of Housing, Communities and Local Government Collection name: Statutory homelessness live tables Polarity: Low is good
Households with children in temporary accommodation per (000s) households	This measures the rate of households with dependent children living in temporary accommodation per 1,000 households. The data is reported by MHCLG and provides a comparative measure of the scale of temporary accommodation use.	Source name: Ministry of Housing, Communities and Local Government Collection name: Statutory homelessness live tables Polarity: Low is good

Measure	Definition	Source
Total number of people sleeping rough (Snapshot)	This measures the number of people sleeping rough on a single night, including those bedding down in open air or makeshift shelters. It excludes people in hostels, shelters, or other temporary accommodation, and only counts those seen or believed to be sleeping rough at the time of the snapshot.	Source name: Ministry of Housing, Communities and Local Government Collection name: Rough sleeping snapshot Polarity: Low is good
Estimated number of people sleeping rough over the month-long term	This estimates the number of people sleeping rough over a month, including those with long-term rough sleeping identified through outreach or snapshot data. Long-term rough sleepers are those seen within the month who have been recorded sleeping rough in 3 or more months over the past year.	Source name: Ministry of Housing, Communities and Local Government Collection name: Rough Sleeping Data Framework Polarity: Low is good
Residual household waste per household (Annual)	Residual household waste per household (annual) - This is the number of kilograms of residual household waste collected per household. Residual waste is any collected household waste that is not sent for reuse, recycling, or composting.	Source name: Department for Environment, Food and Rural Affairs Collection name: Local authority collected waste management Polarity: Low is good
Number fly-tipping actions per 1,000 incidents	This measures the number of fly-tipping enforcement actions taken per 1,000 reported incidents, based on data recorded in WasteDataFlow. Figures should be interpreted with caution, as reporting practices, local conditions, and data quality can vary, limiting direct comparison between authorities.	Source name: Department for Environment, Food and Rural Affairs Collection name: Fly-tipping incidents and actions taken Polarity: High is good

Appendix: Using the Directory

- Review the directory alongside quarterly reports to understand the rationale behind each assessment.
- Refer to measure definitions and examples for clarity in interpreting results.
- Contact the Performance & Improvement Team for further details or support.

This directory is updated regularly to reflect evolving council priorities and reporting requirements. Feedback is welcomed to ensure continued relevance and clarity for all members.