REDDITCH BOROUGH COUNCIL

Executive

Tuesday, 24 November 2026

Quarter 2 2026/27 Performance Report

Relevant Portfolio Holder		Councillor Craig Warhurst, Deputy Leader of the Council and Portfolio Holder for Finance and Governance
Portfolio Holder Consulted		Yes. 28th October 2026
Relevant Assistant Director		Rob Elmes, Assistant Director for Corporate Services and Transformation
Report Author: Helen Mole	Job Title: Performance and Improvement Manager Contact email: h.mole@bromsgroveandredditch.gov.uk Tel: 01527 534145	
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 2 performance for the period July to September 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.

Economy, Regeneration & Prosperity:

3.5 ***ERP-01/02*** The business grant funding performance measures track grants funded by the UK Shared Prosperity Fund (UKSPF) 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 depends on how quickly each business completes its funded project and submits its claim. One Innovation Lighthouse grant was paid during the quarter to a manufacturing business.

3.5.1 The grants have supported a series of operational improvement projects focused on modernising manufacturing processes and increasing productivity. Investments have enabled businesses to redesign production workflows, optimise manufacturing lines and integrate quality assurance into core operations. Collectively, these improvements are helping local manufacturers increase efficiency, reduce waste, improve product quality and build capacity to support future business growth.

3.5.2 The UKSPF closed on 30/9/26 with no further expenditure permitted. Unspent funds that were allocated to business grants have been reallocated to eligible projects to ensure maximum use of the UKSPF grant.

Green, Clean & Safe:

3.6 ***GCS-01*** The combined waste tonnage across all collection types has remained comparable to 25/26, but we have seen a slight increase (1.3% YTD) of residual waste against slightly lower dry recycling (-1.1%) and garden waste (-0.1%). Introduction of food waste in 27/28 is expected to help reduce residual waste tonnages and increase recycling performance, as well as support greater engagement regarding wider recycling habits.

3.6.1 ***GCS-02*** There were 566 recorded fly-tipping incidents during Quarter 2 2026, compared with 504 during Quarter 2 2025, an increase of 62 incidents (12.3%). From April to September, there were 1,022 recorded incidents, compared with 1,019 incidents during the same period in 2025, an increase of just 3 incidents (0.3%). This demonstrates that the deterioration seen during Quarter 2 has effectively offset the improvements achieved during Quarter 1, leaving overall year-to-date performance broadly unchanged from last year.

3.6.2 ***GCS-04/05*** The figure of active investigations of Fly-Tipping, littering and dog fouling reflects the amount of case work officers are dealing with. Cases are only created where evidence of an incident is apparent. Our focus in Redditch has been to tackle a handful of complex sites with multiple businesses as part of efforts to ensure businesses are accountable for how their waste is being disposed of. Initial focus has been on education and warnings through messaging and media. One Fixed Penalty Notice was issued during Quarter 2. The company accepted the notice, thereby discharging its liability for the offence and removing the need for prosecution. By accepting this sanction, the company discharged its liability for the offence.

3.6.3 ***GCS-06*** Performance remains below both the previous quarter and the equivalent period last year, with 44 Redditch households accessing the energy advice service during Quarter 2 2026/27, compared with 79 in Quarter 1 2026/27 and 196 in Quarter 2 2025/26. While demand for energy advice services typically increases during periods of higher household energy use and cost pressure, the longer-term trend also suggests a reduction in resident demand compared with the exceptionally high levels experienced during and immediately following the cost-of-living and energy price crises. The service continues to be actively promoted through Act on Energy and Council communications channels, and demand levels will continue to be monitored throughout the year to identify any emerging trends or unmet need.

3.6.4 ***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 insights provide context on local trends and preventative work, members to note that some Community Safety Team information cannot be shared in full.

3.6.5 Recorded crime in Batchley & Brockhill Ward increased by 21 offences. This increase was largely driven by an increase in shoplifting offences at a single store location, predominantly attributed to a small number of prolific offenders. Most frequently stolen items were confectionery and meat, followed by cheese and alcohol.

3.6.6 Central Ward saw an increase in recorded crime of 65 offences. Reports of Personal robbery increased by 9 offences, with repeat locations identified at Unicorn Hill, Mount Pleasant and Evesham Street, each recording two offences.

3.6.7 A knife was used to threaten victims in two personal robbery offences and mobile phones were stolen in five offences. Other property taken included a wallet, cigarettes, cash and a vape.

3.6.8 An increase in neighbourhood crime in Central Ward was influenced by residential burglary of homes, which increased by 5 offences in the quarter. No key repeat locations were identified for these offences.

3.6.9 In Central Ward, ASB was concentrated around Unicorn Hill, where 16 incidents were recorded, an increase of eight compared with the equivalent period. Four incidents took place at a Public House and other reported issues included young people riding electric bikes, drug use and a street race.

3.6.10 Matchborough & Woodrow Ward recorded an increase in youth-related ASB of 9 incidents. Recurring themes included criminal damage and arson and the use of scrambler bikes.

3.6.11 Whilst increases in ASB were recorded in the two wards highlighted, available data suggests these may have been offset by decreases or stable levels in other areas of Redditch. The North Worcestershire Community Safety Partnership (NWCSP) Quarter 2 report focuses on locations where increases have occurred and therefore does not provide detailed commentary on areas where ASB has reduced or remained stable.

3.6.12 Police.UK data for April and May is currently incomplete due to a technical issue which has been raised directly with West Mercia Police. The missing data is due to be restored; however, until this has been resolved, the overall ASB position for Redditch should be treated with caution as it is not yet possible to confirm the full extent of any reduction or whether the trend is being sustained.

Community & Housing:

3.7 ***CH-01*** This is a measure of the 'speed' of decision making for those planning applications defined as 'Major'. Government require 60% of these decisions to be made within their statutory time period of 13 weeks, or within an agreed Extension of Time (EoT) and officers work positively and practically with applicants to secure such time extensions where possible, as required by the National Planning Policy Framework (NPPF) and as set out on the Council's website. Current performance remains well above the Government target of 60% with the figure for this quarter being 100%. Two applications were determined, one in accordance with its statutory period and one in accordance with an agreed EoT.

3.7.1 ***CH-02*** This is a measure of the 'speed' of decision making for those planning applications defined as 'Minor'. Government require 70% of these decisions to be made within their statutory time period of 8 weeks, or within an agreed Extension of Time (EoT) and Officers work positively and practically with applicants to secure such time extensions where possible, as required by the NPPF and as set out on the Council's website. Current performance remains well above the Government target of 70%, with the figure for this quarter being 83%. This value which is comparable with the previous quarter.

3.7.2 ***CH-03*** Since June 2024, most planning enforcement functions have been delivered by Worcestershire Regulatory Services (WRS), working with Development Management officers. Cases are prioritised according to the Council's Enforcement Plan, with performance focused on effective case management and securing appropriate planning outcomes rather than fixed completion times. This quarter has seen more cases opened than in any other quarter.

3.7.3 ***CH-04*** As detailed in CH-03 above, thirteen cases were closed during Quarter 2, compared with 11 in Quarter 1. This remains below the recent high of 21 cases recorded in Quarter 2 2025/26.

3.7.4 ***CH-05*** Performance for building control applications was down from Quarter 1, due to the dual effects of increased application numbers coupled with resource issues. Measures have recently been put into place to address this situation. Statutory reports were also submitted to the Building Safety Regulator as required, ensuring continued compliance with regulatory obligations.

3.7.5 ***CH-07*** As of 30 September 2026, 33 homeless households were in temporary accommodation, including safe accommodation for

individuals fleeing domestic abuse, with 1 person in no Second Night Out provision and crash pad units for young people.

3.7.6 ***CH-06/08*** No families were placed in B&B accommodation for more than six weeks during Quarter 2 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.
The team are still actively assisting more customers earlier in the process to prevent homelessness.

Organisational Priorities:

3.8 ***ORG-01*** Quarter 2 Council Tax collection is 54.97%, compared with a profiled target of 55.75%. Whilst collection is below target, performance remains broadly aligned to historic collection trends and reflects the continuing economic pressures facing households. Recovery activity remains focused on maintaining in-year collection, supporting vulnerable customers and maximising income to the Collection Fund. Capacity of service to undertake targeted debt intervention is limited by available resources, and action is being undertaken to review resources, and recovery procedures to identify opportunities to improve performance.

3.8.1 ***ORG-02*** Business Rates collection at Quarter 2 stands at 53.83%, compared with a profiled target of 53.92% and a previous-year average of 53.58%. Collection performance is broadly on target, with a minimal variance of 0.09% against profile and collection levels marginally exceeding those achieved in previous years. Collection presents as stable but ongoing economic pressures, and the impact of front-loaded payment from preceptors requires continued monitoring.

3.8.2 **ORG-03/04/05** During Quarter 2, new Housing Benefit claims were processed within an average of 19 days and changes in circumstances within an average of 10 days, with both measures remaining stable and performing in line with national averages. The Department for Work and Pensions (DWP) has expressed satisfaction with the service's performance. Local authority error levels also remain consistently low, reflecting the robust quality assurance procedures in place to ensure that benefit entitlement is assessed accurately and that residents receive the correct level of financial support.

3.8.3 ***ORG-07/08*** All service areas performed well with a council average of 2.6 working days versus 10 working days policy target. All services 100% compliant apart from 2 complaints: 1 for homeless, 1 for domestic waste.

3.8.4 ***ORG-10*** Quarter 2 sickness absence was 3.55 days per FTE, compared with 2.99 days in Quarter 1 and 3.19 days in Quarter 2 2025/26. The increase is largely attributable to short-term absence. Analysis is being undertaken to identify the main reasons for absence, service-level trends and any areas requiring targeted management action. Alongside this, work is underway to strengthen sickness absence reporting, including clearer identification of short and long-term cases, management trigger points and Return to Work compliance. Performance will continue to be closely monitored during Quarter 3.

3.9 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.

3.10 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 No direct legal implications are considered to arise from this report. Any legal implications associated with individual projects, decisions or actions referred to within the report will be considered through the relevant decision-making processes as required.

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.

Climate Change Implications

6.2 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.

6.2.1 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

6.3 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 2 Performance Table 2026/27

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	28th October 2026
Assistant Director	Rob Elmes, Assistant Director for Corporate Services and Transformation	28th October 2026
Financial Services	Director of Finance and Section 151 Officer	28th October 2026
Legal and Democratic Services	Nicola Cummings, Principal Solicitor – Governance	Oct 26

	Jess Bayley-Hill, Principal Democratic Services Officer	
Performance and Improvement Team (if equalities implications apply)	Helen Mole, Performance & Improvement Manager	Author
Climate Change Team (if climate change implications apply)	Judith Willis, Assistant Director for Community and Housing Services	28th October 2026