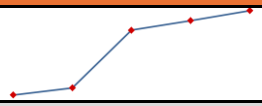
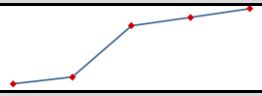
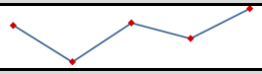
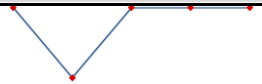
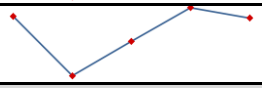
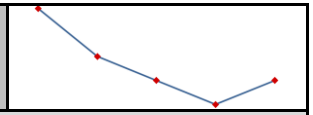
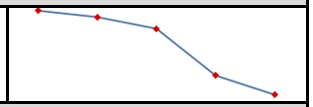
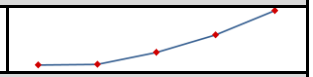
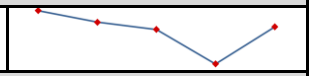
Economy, Regeneration & Prosperity

Measure ID	Measure name	Type	Q2 25/26	Q3 25/26	Q4 25/26	Q1 26/27	Q2 26/27	Target	Average	Aim	Trend
ERP-01	**Business Grant funding - £s paid**	£	£12,426.32	£19,568.00	£76,831.00	£86,366.00	**£96,366.00**				
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. This quarter, one grant has been paid to a manufacturing business through the Innovation Lighthouse programme.											
ERP-02	**Business grant funding- % spent**	%	10.6%	17.0%	66.0%	73.9%	**82.4%**				
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 paid this quarter. The UK Shared Prosperity Fund closed on 30/9/26 with no further expenditure permitted. The unspent funds allocated to business grants have been reallocated to eligible projects to ensure maximum use of the UKSPF grant.											

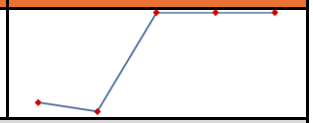
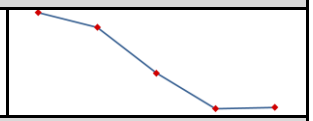
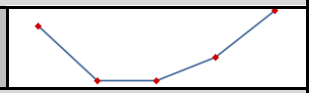
Green, Clean & Safe

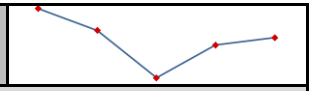
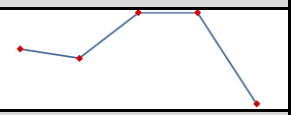
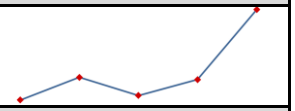
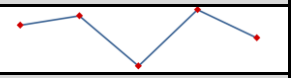
Measure ID	Measure name	Type	Q2 25/26	Q3 25/26	Q4 25/26	Q1 26/27	Q2 26/27	Target	Average	Aim	Trend
GCS-01	**% household waste recycled or composted**	%	35.9%	33.0%	33.2%	31.2%	**34.9%**		33%		
Only 1 ton variance on total waste collected YTD when compared with 25/26. Residual Waste up 1.3% YTD against 25/26. Dry recycling down 1.1%. Garden Waste down 0.1%. The latter likely due to extreme temperatures and lack of growth over summer.											
GCS-02	**No. of fly tips**	#	504	370	513	456	**566**		465		
566 recorded during Q2 2026, compared with 504 during Q2 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%). Overall year-to-date performance broadly unchanged from last year.											
GCS-03	**Average time taken to remove fly-tipping reported**	# days	3	2.5	3	3	**3**	5			
GCS-04	**No. of active environmental enforcement cases**	#	84	10	53	95	**82**		58		
Our focus in Redditch has been to tackle a handful of complex sites with multiple businessesas 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											

GCS-05	**No. of environmental enforcement fixed penalty notices**	#	4	2	1	0	**1**		2		
One Fixed Penalty Notice was issued during Quarter 2, compared with none in Quarter 1. A number of other cases remain open but have not yet reached the stage at which enforcement action can be taken.											
GCS-06	**No. of households supported by energy advice service (AoE)**	#	196	184	163	79	**44**		206		
44 households supported represent 44% lower than the previous quarter (79) and 78% lower than the equivalent period last year (196). This forms part of a continuing reduction in demand from the elevated levels experienced during the cost-of-living and energy price crisis period.											
GCS-07	**No. of crimes recorded** (excluding ASB)	#	1,572	1,575	1,635	1,721	**1,842**		1622		
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. Central Ward saw an increase in recorded crime of 65 offences.											
GCS-08	**ASB reports**	#	344	289	254	90	**266**		314		
Whilst increases in ASB were recorded in the Central and Matchborough & Woodrow Wards, available data suggests these may have been offset by decreases or stable levels in other areas of Redditch.											

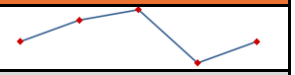
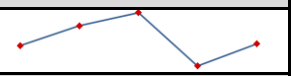
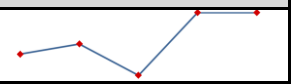
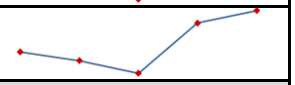
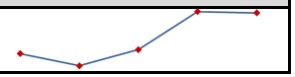
there is a lag with this data as it is obtained using verified figures from Police.uk

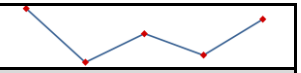
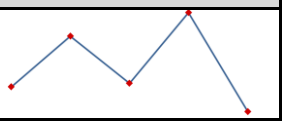
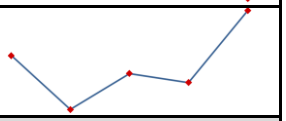
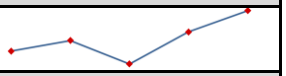
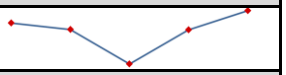
Community & Housing

Measure ID	Measure name	Type	Q2 25/26	Q3 25/26	Q4 25/26	Q1 26/27	Q2 26/27	Target	Average	Aim	Trend
CH-01	**% of major planning applications determined within 13 weeks** (or agreed ext)	%	90.0%	89.0%	100.0%	100.0%	**100.0%**	60%			
This is a measure of the 'speed' of decision making, where for Major applications, government require 60% or above. Current performance exceeds government requirements at 100%.											
CH-02	**% of minor planning applications determined within 8 weeks (or agreed ext.)**	%	91.3%	90.0%	86.0%	82.9%	**83.0%**	70%			
This is a measure of the 'speed' of decision making, where for Minor applications, government require 70% or above. Current performance exceeds government requirements at 83%.											
CH-03	**No. of planning enforcement actions taken- cases opened**	#	16	9	9	12	**18**		12		
This measure records the number of planning enforcement cases opened during the reporting period. Cases may arise from alleged breaches of planning control, untidy land complaints, or related enforcement matters. The figure is reported for monitoring purposes and is not a performance target. This quarter has seen more cases opened than in any other quarter.											

CH-04	**No. of planning enforcement actions taken- cases closed**	#	21	15	2	11	**13**		13		
This measure records the number of enforcement cases closed during the period, including those resolved through informal action, formal enforcement, prosecution, immunity, and closures under untidy land and anti-social behaviour powers. 13 cases were closed during Quarter 2, This is lower that the 21 recorded in Quarter 2 2025/26.											
CH-05	**% of Building Control applications determined within 5 weeks** (or 8 weeks on agreement)	%	96.0%	95.0%	100.0%	100.0%	**90.0%**	85%			
90% of 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**	#	17	27	19	26	**57**		20		
No families were placed in B&B accommodation for more than six weeks during Quarter 2, while early intervention by the team contributed to improved homelessness prevention outcomes.											
CH-07	**No. of households in temporary accommodation - snapshot**	#	38	41	25	43	**34**		38		
As of 30 September 2026, 33 households were in temporary accommodation, including domestic abuse safe accommodation, with one person in No Second Night Out provision											
CH-08	**No. of households with children in B&B + 6 weeks**	#	0	0	0	0	**0**	0			

Organisational Priorities

Measure ID	Measure name	Type	Q2 25/26	Q3 25/26	Q4 25/26	Q1 26/27	Q2 26/27	Target	Average	Aim	Trend
ORG-01	**Council Tax Collection Rate**	%	55.36%	82.52%	96.00%	27.86%	**54.97%**	55.75%			
Quarter 2 Council Tax collection is below profile at 54.97% compared with a target of 55.75%. Performance remains in line with previous years and resources pressures affect ability of recovery team to take targeted proactive action to address performance.											
ORG-02	**Business Rates Collection Rate**	%	51.53%	77.00%	94.00%	25.34%	**53.83%**	53.92%			
Business Rates collection remains within target at Quarter 2, with collection levels closely matching target and exceeding historic averages.											
ORG-03	**HB: Speed of processing new claims**	# days	14	15	11	19	**19**	20			
ORG-04	**HB: Speed of processing change of circumstances**	# days	7	6	5	9	**10**	8			
Change of circumstance processing times are stable at 10 days during quarter 2. We sit within the national average.											
ORG-05	**HB: Local Authority error rate**	%	0.09%	0%	0.12%	0.40%	**0.39%**	0.48%			

ORG-06	**No. of complaints received (excluding housing)**	#	33	18	26	20	**30**		22		
The number of complaints has increased, however no specific service issue, event or underlying trend has been identified as contributing to the increase.											
ORG-07	**Average working days to respond to complaints (excluding housing)**	# days	5	9	5	11	**3**	10			
ORG-08	**% complaints answered within agreed timescales (excluding housing)**	%	87%	81%	85%	84%	**92%**	95%			
Homeless - 1 complaint below target. Domestic - 1 complaint below target. All other services 100% compliance											
ORG-09	**Staff turnover rates**	%	9.2%	10.2%	8.0%	11.0%	**13.0%**		14.5%		
The staff turnover figure for the 12-month to the end of Q2 has risen by 2% compared with Q1. This still remains below the national average staff turnover rate which is currently 13.4%. There are no clear indications that turnover is spiking in particular service areas or due to specific causes.											
ORG-10	**Sickness absence - short & long term**	# days per FTE	3.2	3.0	2.0	3.0	**3.6**		9.4		
Q2 has seen an increase in sickness absence compared to Q1. This is largely attributed to higher short term sickness 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.											