

## BROMSGROVE DISTRICT COUNCIL

# Cabinet

Wednesday 17<sup>th</sup> June 2026

### Quarter 4 25/26 Performance Report

Relevant Portfolio Holder	Councillor Karen May, Leader of the Council and Cabinet Member for Strategic Partnerships, Economic Development and Enabling
Portfolio Holder Consulted	
Relevant Assistant Director	Hannah Corredor, Assistant Director for Corporate Services and Transformation
Report Author: Sarah Davis	Job Title: Performance and Improvement Advisor Contact email: <a href="mailto:sarah.davis@bromsgroveandredditch.gov.uk">sarah.davis@bromsgroveandredditch.gov.uk</a> Tel: 01527 534156
Wards Affected	All
Ward Councillor(s) consulted	N/A
Council Priorities	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 Cabinet is asked to RESOLVE that:

- 1) The overview of Quarter 4 performance for the period January to March 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 Bromsgrove District Council Plan 2024–2027. The summary table for quarterly performance can be found in Appendix 1.
- 2.2 The corporate measures are structured under the Council Plan priorities:
  - Economic Development
  - Environment
  - Housing
  - Infrastructure
  - Organisational Priorities
- 2.3 Appendix 1 includes the current quarters data compared to previous quarters (where available) to support trend analysis

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- 2.4 For some measures, there are known timing constraints on data availability. Community Safety figures are sources from verified external data and are subject to a time lag, meaning that the latest quarter may not be available at the time of reporting. SLM Leisure measures are also reported with a one-quarter lag. These are reflected in Appendix 1.
- 2.5 The Council is looking at further aligning with Council Plan and Service Business Planning reporting, strengthening transparency, improving accessibility and strategic alignment. This continues to be undertaken as the Council work on developing a new style of quarterly performance reporting, as measures are aligned and refined to the Bromsgrove District Council Plan 2024-2027.
- 2.6 The Council Plan confirms that progress will be monitored quarterly (where data is available) and reported through the Cabinet and scrutiny arrangements. This report supports that approach, with Appendix 1 providing the summary view of quarterly corporate performance.

### **3. OPERATIONAL ISSUES**

- 3.1 Quarterly performance reporting supports services to understand delivery against the Council Plan priorities and enables timely identification of emerging pressures, supporting responsive service management and informed Member oversight.
- 3.2 Officers intend to monitor progress with the implementation of agreed Motions on Notice in the future. This monitoring will commence from Quarter 1 of the 2026/27 municipal year onwards.

### **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 There are no legal implications arising directly from this report.

### **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

**Relevant Council Priority**

- 6.2 An assessment of performance over the last quarter offers insight into progress, stability and challenges across each priority area, informing assurance on delivery against the Council Plan.

**Economic Development:**

- 6.3 The cumulative nature of grant funding resulted in the total spend reach the target of 66% at the end of Quarter 4.
- 6.4 Members are asked to note that the external funding spend deadline has been extended to September 2026 by the UK Government, enabling Innovation Lighthouse Programme (Programme is aimed at boosting growth, competitiveness and resilience in the local manufacturing sector) participants to complete the support element before applying for grant funding to deliver their project.

**Housing:**

- 6.5 Planning and building control performance has been consistently strong, with major applications being determined at/near 100%, along with minor applications stable at/near 89% and building control returning to 100% in Quarter 4. These are all above the stated targets.
- 6.6 Housing pressures have been mixed with temporary accommodation fluctuating and B&B costs rising in Quarter 4. Members are asked to note that Quarter 4 costs are estimates pending reconciliation at the end of the financial year.

**Environment:**

- 6.7 Bromsgrove achieved above the national average for the proportion of household waste recycled or composted in 2025/26. The main variable across the year is the garden waste season, as this service generates a considerable proportion of composted waste that offsets the residual waste to generate more positive recycling rates. As the garden waste season operates February to November, there is always a dip in performance figures in Quarter 4, whilst Quarter 1 benefits from the first

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surge of growth in Spring that produces a high volume of grass and hedge cuttings.

- 6.8 In 2025/26, performance has been impacted by the bin swap project, as this saw a proportion of garden waste collected during Quarter 4 as part of replacing resident's bins. Much of that waste would typically have been collected during Quarter 1 of 2026/27, so this boosted performance in Quarter 4 to give a positive performance against the national average for the year 2025/26 but will likely be balanced by a lower recycling performance in Quarter 1 of 2026/27 because of this material being collected out of sequence.
- 6.9 Fly-tipping levels fluctuated across the year but remained within expected ranges across the district. The average time taken to remove fly tipping was below the five-day target in every quarter. This has been supported by active enforcement, with fixed penalty notices issued during the year and a reduction in active enforcement cases by Quarter 4, indicating use of enforcement powers alongside service delivery.
- 6.10 Households supported by the energy advice service have reduced with commentary attributing this mainly to external factors (milder winter, lower bills/cap). Members are asked to note that demand could rise again due to international factors.

### **Infrastructure:**

- 6.11 A Green Flag Award (International accreditation recognised as a national benchmark) have been applied for, and the Council are currently getting re-assessed for Sanders Park, Lickey end and St Chads in Bromsgrove. Officers anticipate that these sites will be successful for a Green Flag award, and the Council will maintain a 75% completion in 2026/27.

### **Organisational Priorities:**

- 6.12 Core responsiveness of the Council remained strong, with 100% of media enquiries responded to within agreed timescales in every quarter.
- 6.13 Council Tax and Business collection rates as expected improved progressively through the year with Council Tax rising to 98% and Business Rates rising to 97% by Quarter 4.
- 6.14 Customer and assurance performance was mixed: average complaint response times improved to four days by Quarter 4, with complaint volumes remaining low at 27 for the quarter. Two complaints exceeded the 10-day standard, resulting in performance remaining below the 95% target for most of the year, despite a stronger year-end position of 92%.

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- 6.15 Workforce indicator (staff turnover rates) was mixed across Quarter 1– Quarter 3, with turnover rising in Quarter 3 after improvement in Quarter 2. Data for Quarter 4 data was not available at the time of reporting because of payroll dates.
- 6.15 Bromsgrove Sport and Leisure centre’s targets follow the 2017 contract award but have been affected by increased local competition. Although visits have fallen, engagement and retention remain strong, with average length of stay 23% above the regional average and attrition consistently low. Ongoing performance reporting and quarterly reviews support joint work between Council Officers and Everyone Active to deliver the best outcomes.

### **Climate Change Implications**

- 6.16 There are no direct climate change implications arising from this report. However, several measures within the Environment and Infrastructure priorities contribute to the Council’s understanding of progress against its environmental and sustainability objectives, including carbon reduction, waste and recycling, environmental enforcement and active travel. Performance reporting therefore supports ongoing monitoring of the Council’s climate related ambitions set out within the Council Plan

### **Equalities and Diversity Implications**

- 6.17 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 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 4 Performance Table 2025/26 provides detailed quarterly performance data to support trend analysis and deeper scrutiny where required.

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**9. REPORT SIGN OFF**

<b>Department</b>	<b>Name and Job Title</b>	<b>Date</b>
Portfolio Holder	Councillor Karen May, Leader of the Council and Cabinet Member for Strategic Partnerships, Economic Development and Enabling	12/05/2026
Assistant Director	Hannah Corredor, Assistant Director for Corporate Services and Transformation	12/05/2026
Financial Services	Debra Goodall, Assistant Director Finance and Customer Services	
Legal and Democratic Services	Nicola Cummings, Principle Solicitor (Governance) Jess Bayley Hill, Principle Democratic Services Officer	05/05/2026
Performance and Improvement Team (if equalities implications apply)	Sarah Davis, Improvement Advisor	Author
Climate Change Team (if climate change implications apply)	Judith Willis, Assistant Director of Community and Housing Services	