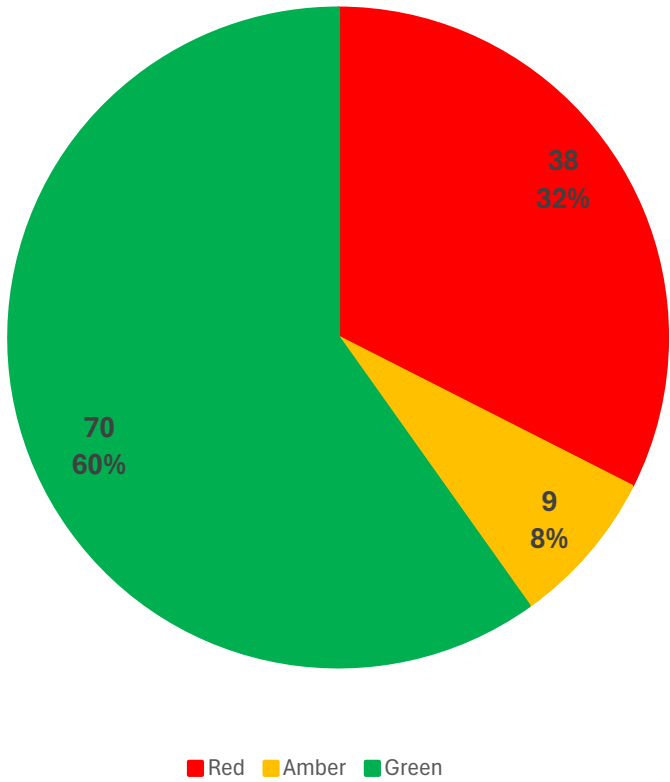


2025/26 Quarter 2 Performance Overview

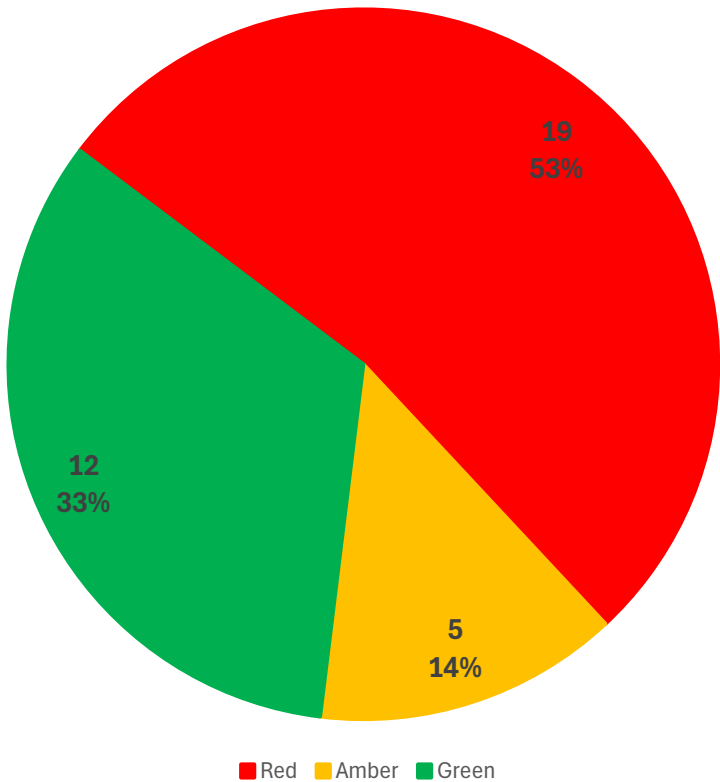
RAG Status of Measures

Service Area	Measures on SAP	Red Target	Red Measure	Amber Target	Amber Measure	Green Target	Green Measure	No Data Input Target	No Data Input Measure	Annual or Half Yearly Measure/Target	Measure/Target With No Goal	% Red of Inputs With Targets
Climate Change	37	0	0	0	0	0	0	0	0	37	0	N/A
Community Protection	10	0	0	0	0	2	6	0	2	-	0	0%
Customer & Digital Services	12	0	1	0	0	0	10	0	1	-	0	9%
Finance	21	0	5	0	0	0	14	0	1	-	1	25%
Governance	10	3	1	1	0	0	3	0	1	-	1	50%
Housing	54	15	5	3	2	6	5	0	14	-	0	56%
Neighbourhood	26	0	5	0	0	0	12	0	4	1	4	24%
People & Communications	8	0	1	0	1	0	6	0	0	-	0	13%
Place, Arts & Economy	14	1	1	1	1	4	2	0	2	-	2	20%
Total	192	19	19	5	4	12	58	0	25	38	8	32%

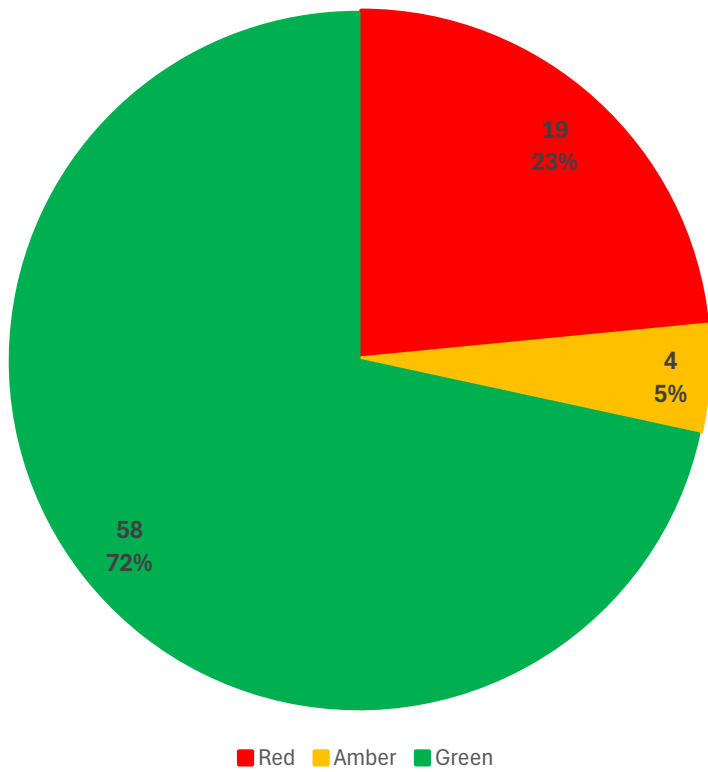
RAG Status of Inputted Measures & Targets



RAG Status of Inputted Targets

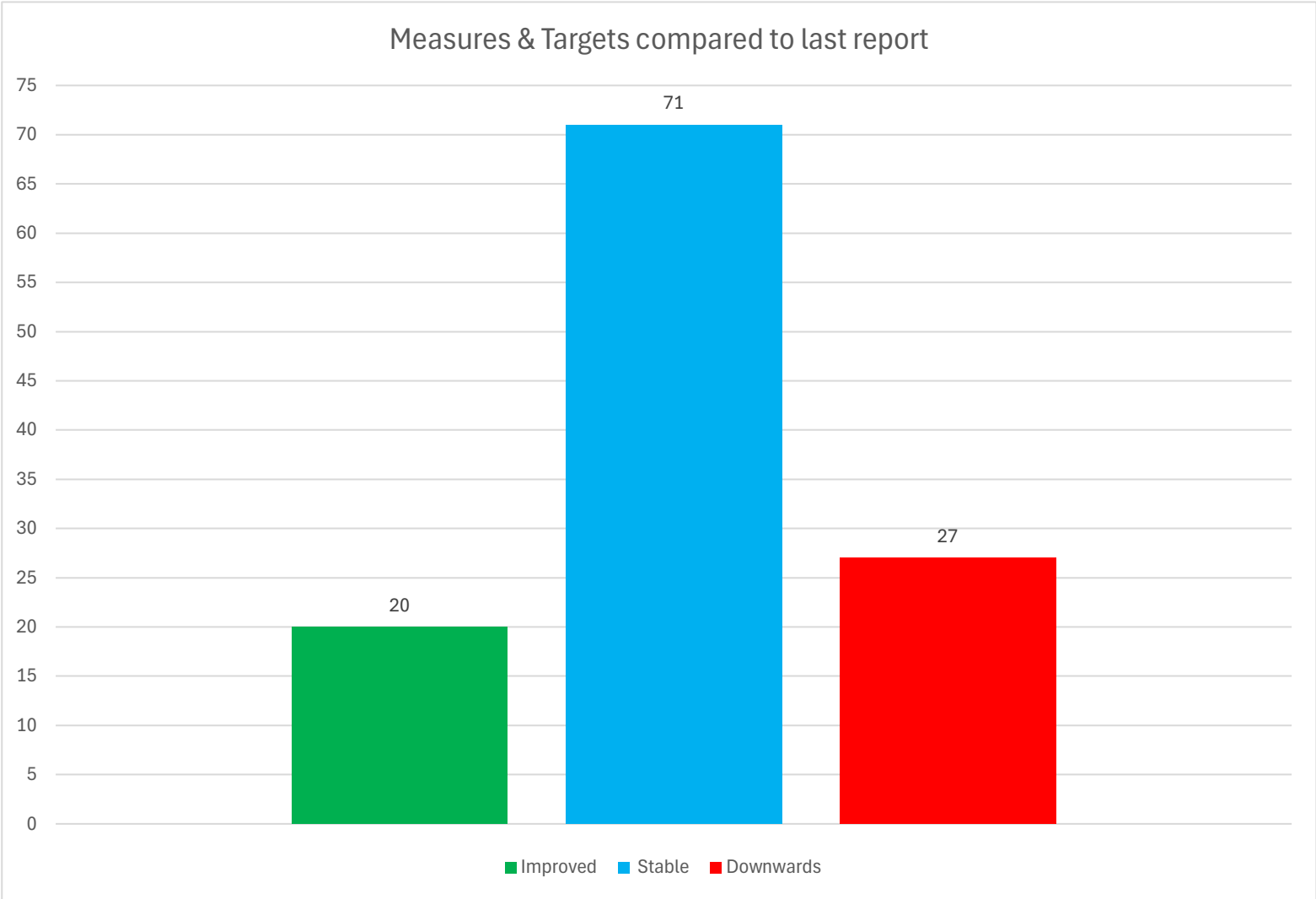


RAG Status of Inputted Measures



Measure comparison to previous report

Service Area	Improved	Stable	Downwards	New Measure	No Input/Target
Community Protection	1	4	3	0	2
Customer & Digital Services	1	8	2	0	1
Finance	5	5	1	0	10
Governance	0	6	3	0	1
Housing	4	30	3	0	29
Neighbourhood	3	8	11	0	4
People & Communications	3	3	2	0	0
Place, Arts & Economy	3	7	2	0	2
Total	20	71	27	0	49



Red & Amber Measures/Targets

Red								
Service Area	Reference Number	Description (how often reported)	Measure/Target	This Performance Period	Time Missing Target/Measure	Distance From Target/Measure	Previous Performance Period	Trend Direction
Customer & Digital Services	CDS3	Incident Management - First Fix Resolution Rate	75%	67%	This quarter	8%	77%	↓
Finance	F1	Prompt payment of invoices within 30 day payment terms	95%	83%	Last 6 quarters	12%	79%	↔
Finance	F10	Number of transactions - orders, creditor invoices, Supplier Credit Notes, sundry debtor Credit notes & invoices AND Write Offs	500	580	Last 18 months	80	632	↑
Finance	F15	Completion of Internal Audit Plan (% variation to profiled plan) (Quarterly)	31.71%	19.51%	2 quarters	12.20%	4.88% (target 7.32%)	↔
Finance	F18	Number of missing contracts (contracts that are not signed by both parties and saved on file)	5	9	Not measured last quarter	4	Not measured last quarter	Not measured last quarter
Finance	F19	Percentage of Procurement Projects submitting PPID past their deadline (as per CoPP)	20%	91%	Two quarters	71%	42%	↓

Governance	Gov2T	Access Requests Responded to on time (monthly)	100%	60.5%	Last 16 months	39.5%	76.7%	↓
Governance	Gov 4 (S1)	Number of Complaints considered at stage 1 of complaints process (monthly)	0	125	2 of 2 quarters (new this year)	125	117	↔
Governance	Gov6T	Percentage of Complaints Responded to by the Council at Stage 1 within required 10 working days (monthly)	100%	71.5%	2 of 2 quarters (new this year)	28.5%	77.5%	↓
Governance	Gov7T	Percentage of Complaints Responded to by the Council at Stage 2 within required 20 working days (monthly)	100%	20%	2 of 2 quarters (new this year)	80%	17.6%	↔
Housing	H4	Percentage of ended preventions and relived duties that were successful	75%	60.6%	6 of last 6 quarters	14.4%	58.4%	↔
Housing	H6	Number of rough sleepers	0	10	6 of last 6 quarters	10	6	↓
Housing	H10T	Number of stage 1 complaints - made by tenants only	40	95	2 of 2 quarters (no target last year)	55	56	↓
Housing	H11T	Number of stage 2 complaints - made by tenants only	5	18	2 of 2 quarters (no target last year)	13	7	↓
Housing	H13T	Percentage of Stage 2 complaints made responded to within Housing Ombudsman's CHC timescale	90%	44%	2 of 2 quarters (no target last year)	46%	29%	↑
Housing	H14	Percentage of customer records held	90%	26%	Last year (annual) and the two quarters this year	64%	27%	↔
Housing	A1T	Percentage of emergency HRA repiar requests completed within target time	100.0%	93.3%	Last 6 quarters	6.7%	93.9%	↔
Housing	A5	Percentage of HRA homes with a stock condition survey complered in the last 5 years	100.0%	73.7%	Last 2 quarters	26.3%	71.7%	↔
Housing	A7T	Percentage of HRA homes with an in date legionella risk assessment	100.0%	93.3%	Last 2 quarters	6.7%	93.3%	↔
Housing	A11T	Percentage of HRA homes that do not meet the Decent Homes Standard	2.0%	3.7%	Last 3 quarters	1.7%	5.5%	↔

Housing	A26	Percentage of properties with an EPC of Grade C or above	100.0%	52.4%	Last 2 quarters	47.6%	52.9%	↔
Housing	S1T	Satisfaction : Overall satisfaction with services	86%	77%	Last year (annual) and the two quarters this year	9%	76%	↔
Housing	S2T	Satisfaction: Overall satisfaction with repairs	86%	70%	Last year (annual) and the two quarters this year	16%	71%	↔
Housing	S3T	Satisfaction; Time taken for most recent repair	81%	71%	Last year (annual) and the two quarters this year	10%	72%	↔
Housing	S4T	Satisfaction:Home is well maintained	85%	74%	Last year (annual) and the two quarters this year	11%	72%	↔
Housing	S5T	Satisfaction: Home is safe to live in	88%	80%	Last year (annual) and the two quarters this year	8%	80%	↔
Housing	S6T	Satisfaction : Landlord listens to and acts upon your views	68%	58%	Last year (annual) and the two quarters this year	10%	54%	↔
Housing	S7T	Satisfaction: landlord keeps tenants informed	79%	67%	Last year (annual) and the two quarters this year	8%	69%	↔
Housing	S8T	Satisfaction: Treats tenants fairly and with respect	86%	78%	Last year (annual) and the two quarters this year	8%	78%	↔
Housing	S11T	Satisfaction : Makes a positive contribution to the neighbourhood	63%	55%	Last year (annual) and the two quarters this year	8%	53%	↔
Neighbourhood	NS5	% of street cleansing operations completed to acceptable standard (monthly)	80%	60%	Last 6 months	20%	75%	↓
Neighbourhood	NS11	Number of rectifications issued for non-performance street cleansing contract (monthly)	39	85	4 of last 6 months	46	44	↓
Neighbourhood	NS12	Number of defaults issued for non-performance street cleansing contract (monthly)	10	22	5 of last 6 months	12	14	↓
Neighbourhood	NS14	Number of defaults issued for non-performance grounds maintenance contract (monthly)	16	22	3 of last 6 months	6	6	↓
Neighbourhood	NS24	Number of football teams (reflection of pitch usage) (Annual)	97	81	Met target last year	16	100	↓
People & Communications	P&C5	Engagement rate (quarterly)	1.50%	1.02%	Just this quarter	0.48%	1.56%	↓

Place, Arts & Economy	PA&E6	Time taken to determine major planning applications (no. of days average) (quarterly)	65	231	Last 5 quarters (no target last year)	166	264	↑
Place, Arts & Economy	PA&E8T	% appeal decisions in accordance with WDC decision (quarterly)	75%	22%	Last 4 quarters	53%	37%	↓
Amber								
Governance	Gov1T	Percentage of Freedom of Information Requests Responded to on time (monthly)	90.0%	85.0%	7 months	5.0%	85.5%	↔
Housing	A4T	Percentage of HRA homes with a gas certificate completed in the last 12 months	100.00%	99.96%	This quarter	0.04%	100.00%	↔
Housing	A6T	Percentage of HRA blocks with an individual fire risk assessment that are within date	100.0%	97.0%	Last 2 quarters	3.00%	83.50%	↑
Housing	A10	Percentage of HRA homes with in date EICR certificates	100.0%	99.3%	Last 2 quarters	0.7%	99.5%	↔
Housing	S9T	Satisfaction : Approach to handling complaints	44%	40%	Just this quarter	4%	44%	↔
Housing	S10T	Satisfaction : Communal areas are clean & well maintained	64%	61%	Just this quarter	3%	64%	↔
Housing	S12T	Satisfaction: Approach to handling ASB	51%	49%	Last year (annual) and the two quarters this year	2%	47%	↔
People & Communications	P&C8	Task success in searches - achieve what you set out to do (monthly)	57%	54%	4 of last 6 months	3%	55%	↔
Place, Arts & Economy	PA&E10	Proportion of Searches issued with 10 days (quarterly)	100%	99%	Just this quarter	1%	100%	↔
Place, Arts & Economy	PA&E14T	Arts service Customer Feedback Score (Quarterly)	95%	92%	Last 2 quarters (no target last year)	3%	94%	↔

Measures/Targets trending down for at least two consecutive quarters

Service Area	Reference number	Description (how often reported)	Measure/Target	Latest performance period	Previous Performance Periods	Change in Performance	Distance from measure/target
Governance	Gov2T	Percentage of Subject Access Requests Responded to on time (monthly)	100%	60.5%	78.1%	-17.6%	29.5%
People & Communications	PC7	Web form completions (monthly)	2500	4355	8041	3686	Still in green

Measures/Targets not input

Service Area	Reference number	Description	Reason not input
Community Protection	CP9	Reduction in reported ASB in identified hotspot locations	Awaiting figures from Police
Community Protection	CP10	Reduction in reported Serious Violennce in identified hotspot locations	Awaiting figures from Police
Customer & Digital Services	CDS8	User Satisfaction - % of users rating ICT Service as good or very good	
Finance	F3	Financial Forecasts/ Revenue performance within tolerance	
Finance	F19	% of Procurement Projects submitting PPID past their deadline	
Governance	Gov8	Reduction in Postage costs within Service Area	To be calculated
Housing	V1	Average end-toend relet time for voids excl. major works	
Housing	A12	Average time from works raised to work completed for Council adaptations	
Housing	A13	Average end-to-end time for HEART adaptations	
Housing	A14	% of electrical testing remedial actions completed in time	
Housing	A15	% of smoke/carbon detection remedial actions completed in time	
Housing	A16	% of Asbestos survey remedial actions completed in time	
Housing	A17	% of water hygiene remedial actions completed in time	
Housing	A18	% of HHSRS Cat 1 & 2 remedial actions completed in time	

Housing	A19	% of general Decent Homes failure remedial actions completed in time	
Housing	A20	% of fire risk assessment remedial actions completed in time	
Housing	A21	% of damp, mould & condensation remedial actions completed in time	
Housing	A22	% of fire equipment servicing remedial actions completed in time	
Housing	A23	% of gas safety remedial actions completed in time	
Housing	A24	% of lift safety remedial actions completed in time	
Housing	A25	% of communal inspection remedial actions completed in time	
Housing	F1	Reduction in postage costs within by 20%	
Neighbourhood	NS2	Percentage of Household Waste recycled, reused or composted	Just missing September
Neighbourhood	NS4	Waste collected per household (kgs)	Just missing September
Neighbourhood	NS7	Average number of missed collections per 100,000	Just missing September
Neighbourhood	NS8	Missed assisted collections per 100,000	Just missing September
Neighbourhood	NS10	Customer contacts deal with (emails/phone calls, online submissions)	
Neighbourhood	NS25	CO2 emissions from WDC leisure centres as a result of gas and electricity consumption	No data for this year, needs to be obtained from Everyone Active
Place, Arts & Economy	PA&E12	Royal Pump Rooms Footfall	Counter broken
Place, Arts & Economy	PA&E13	Leamington Town Hall Footfall	Counter broken