Q1 2026–27 COTSWOLD PERFORMANCE SUMMARY

Delivery remained positive overall during Q1 2026–27. Service performance was strong across most key areas, including planning income, Business Rates collection, benefits processing, customer satisfaction, regulatory compliance, waste collection reliability, affordable housing delivery and leisure participation. The principal pressures were Land Charges turnaround times, Building Control satisfaction, recycling performance. Long-term empty properties reduced to 878, 375 of those empty for over two years. Corporate Plan actions progressed well, 42 were on target, two were complete and one was off target with recovery action being taken.

Corporate Plan Action Summary

- **Transformation and governance:** Digital and transformation workstreams progressed, the Staff Retention Strategy received Cabinet approval in April and the draft Local Plan was published on 24 July 2026 ahead of scrutiny consideration.
- **Waste and fleet:** Tenders were awarded for food waste, refuse collection and recycling vehicles. Online reporting for full litter bins and fly-tipping was expanded and integrated into Ubico processes.
- **Climate:** The Electric Vehicle Charge Point programme was completed. The Climate Change Programme was updated, depot works including HVO fuel provision progressed, and retrofit activity is being reviewed to maximise impact.
- **Housing:** The affordable housing partnership and rural exception site pipeline continued to develop. The Preventing Homelessness Strategy review is underway, with most actions on or ahead of target.
- **Communities & Youth:** Strong forum attendance, successful Easter HAF delivery and 14 community events engaged nearly 1,000 residents. Apprenticeships progressed, UKSPF and REPF projects neared completion, and the RAU Innovation Village outline application was approved.

Service performance above target

- **Income & Collection Rates:** Non-Domestic Rates collection reached 28.28% against 27%. Council Tax collection was close to target at 32.95% against 33%. Planning income was £353,625 against £254,124, with pre-application income at £54,121 against £35,500.

- **Benefits processing:** Council Tax Support new claims averaged 13 days against 20 days; change events averaged 2 days against 5; and Housing Benefit changes averaged 5 days against a target of 9.
- **Customer and regulatory services:** Telephone satisfaction was 97% against 90%, 94% of FOI requests were answered within 20 days, and high-risk food inspections and one-day risk assessments both achieved 100%.
- **Planning:** Major applications achieved 100% within agreed timescales against 70%, other applications achieved 93% against 90%, and appeals allowed remained favourable at 24% against a target of 30%.
- **Housing, waste and leisure:** 27 affordable homes were delivered against a target of 25. Residual waste performed well at 88.83kg per household against a target of 97kg, missed bins were 68 per 100,000 against a target of 80, gym memberships reached 4,494 against 4,450 and leisure visits reached 155,785 against a Q1 target of 142,000.

Service performance near target

- **Minor planning applications:** 85% were determined within agreed timescales against the new 90% service target, although performance remained within the second-quartile benchmark position.
- **Housing Benefit overpayment:** LA error and administrative delay was 0.45% against the 0.35% local target, but below the 0.48% national threshold; recovery is expected in Q2.
- **Recycling:** Household waste recycled was 57% against 61%, broadly stable compared with the same period last year.

Performance below target

Building Control satisfaction was 76% against a target of 90%. The result was based on only five survey responses, three of which were completely satisfied. Market share averaged 74%, with 162 applications processed.

Land Charges recorded 39.67% of official searches completed within 10 days against the 90% target, with average turnaround at 13 days. A strategic recovery plan is now in place covering access routes, triage and processing, products, and fees and charges. New ways of working will be developed over the summer, followed by implementation and refinement in the autumn.