



**COTSWOLD**

District Council

Delivering great services locally

PERFORMANCE REPORT:

**January – March 2026**

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# Summary Index

Area	KPI Name	RAG	Page
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# A note on performance benchmarking

Benchmarking can be a useful tool for driving improvement; by comparing our performance with other similar organisations, we can start a discussion about what good performance might look like, and why there might be variations, as well as learning from other organisations about how they operate (process benchmarking). When we embark on performance benchmarking, it is important to understand that we are often looking at one aspect of performance i.e. the level of performance achieved. It does not take into account how services are resourced or compare in terms of quality or level of service delivered, for example, how satisfied are residents and customers? Furthermore, each council is unique with its own vision, aim and priorities, and services operate within this context.

Benchmarking has been included wherever possible ranking against Chartered Institute of Public Finance and Accountancy (CIPFA) Nearest Neighbours model which uses a range of demographic and socio-economic indicators to identify the local authorities most similar to our own. Cotswold's identified Nearest Neighbours are Babergh, Chichester, Derbyshire Dales, East Hampshire, Lichfield, Maldon, Malvern Hills, Mid Devon, South Hams, Stratford-on-Avon, Stroud, Tewkesbury, West Devon, West Oxfordshire and Wychavon. Additional investigations are underway to provide it for those metrics that are missing comparisons.

A RAG (red, amber, green) status has been applied to each KPI to provide a quick visual summary of the status of that KPI for the quarter. Additionally, RAG status has been added to the direction of travel for each metric to show how the performance against last quarter and the same quarter compared to last year is progressing.

# A note on Standard Deviation

Standard deviation is included in this report to provide insight into the consistency of performance, not just the average results. While averages show overall trends, standard deviation highlights how much variation exists around those averages. A low standard deviation suggests performance is stable and predictable, whereas a high standard deviation indicates inconsistency, which may warrant further investigation. This helps identify areas where performance may be less reliable, supporting more informed decision-making and targeted improvements. We have used 1 standard deviation in this report to help understand variation in performance and to monitor consistency over time. This approach highlights typical fluctuations around the average, allowing us to identify patterns and potential areas of concern without focusing solely on extreme outliers.

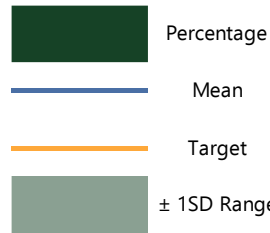
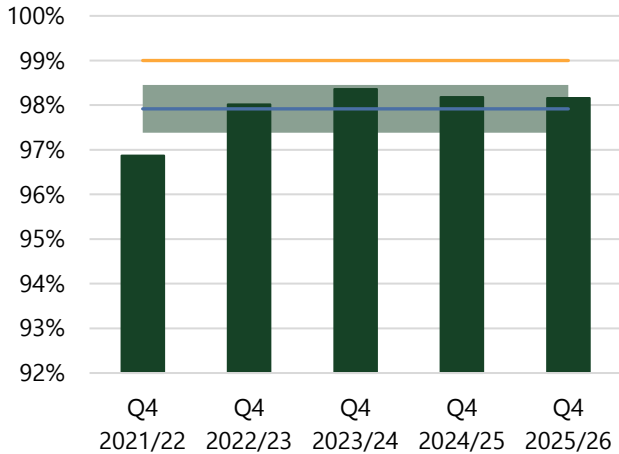
# Overall Performance

Overall, the Council delivered strong performance across most key services in Q4. Planning income target was above target, Council Tax and Business Rates collection were near target, major planning applications were processed well within agreed timescales with minors and others near target. Customer satisfaction, regulatory compliance, waste services and leisure participation all remained strong.

A smaller number of services experienced ongoing pressures. Processing times for Council Tax Support and Housing Benefit change events, although improving, remain above cumulative targets due to earlier delays and case complexity. Land Charges performance dipped following staffing shortages but is now recovering, planning appeals allowed remain above target on a cumulative basis, affordable housing delivery is below target and recycling rates were affected by seasonal reductions.

The Council remains committed to further improving its performance and service delivery and actively investing in the development and implementation of automation and self-serve options for customers. By providing accessible and efficient self-help tools, customers can address their queries and concerns independently, leading to a decrease in the need for repeated interactions with services. It will continue to monitor and assess the impact of improvement programs in reducing customer contact and enhancing operational efficiency.

# Percentage of Council Tax Collected



**Higher is Good**

Target

99%

Actual

98.16%

## Direction of Travel

Against last Year



Slight decrease since last year

## How do we compare?

Benchmarking via Gov.uk Tables and Individual Council Websites using CIPFA Nearest Neighbours – Latest dataset is 2024-25 Collection Rates

### 2024-25 Benchmark

	%	CIPFA Rank	Quartile
Babergh	99.12	1/16	Top
Tewkesbury	98.53	4/16	Top
<b>Cotswold</b>	<b>98.3</b>	<b>7/16</b>	<b>Second</b>
Maldon	97.95	12/16	Third
Chichester	97.47	16/16	Bottom

Council Tax Collection remained strong in Q4, with only a small year-on-year decline of 0.02%.

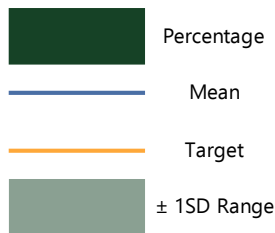
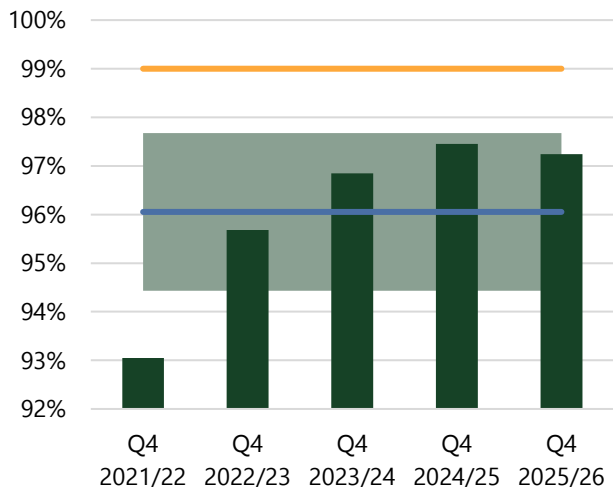
A refreshed Direct Debit campaign is planned to boost uptake and support future performance. Recovery work is fully up to date, and processing times remain steady at around five working days.

The table below shows historic Council Tax collection rates alongside outstanding balances.

	2020-2021	2021-2022	2022-2023	2023-2024	2024-2025	Total Outstanding
<b>Balance at Quarter End</b>	£419,228.87	£560,109.85	£611,987.53	£794,807.53	£1,069,550.83	£3,455,684.61
<b>% collected</b>	99.53%	99.36%	99.37%	99.23%	99.01%	



# Percentage of Non-domestic rates collected




**Higher is Good**

Target 99%  
Actual 97.24%

## Direction of Travel

Against last Year  
Decreased since last year



### How do we compare?

Benchmarking via Gov.uk Tables and Individual Council Websites using CIPFA Nearest Neighbours - Latest dataset is 2024-25 Collection Rates

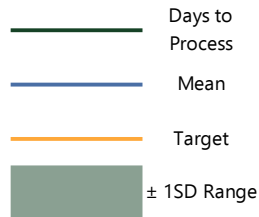
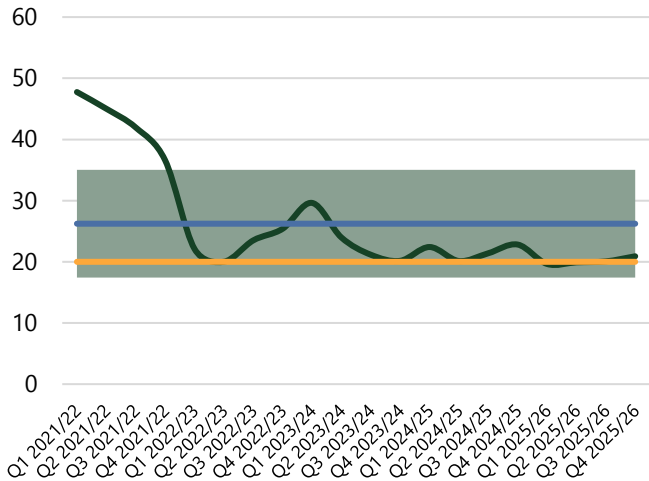
2024-25 Benchmark	%	CIPFA Rank	Quartile
Mid Devon	99.83	1/16	Top
South Hams	98.3	7/16	Second
Malvern Hills	97.59	11/16	Third
<b>Cotswold</b>	<b>96.91</b>	<b>14/16</b>	<b>Bottom</b>
Stratford-on-Avon	96.46	16/16	Bottom

Cotswold collected 97.24% in Q4, a slight drop from last year's 97.45% and below this year's target of 99%. Performance has been supported by recent work to keep billing and account updates fully up to date, contributing to the steady year-on-year improvement. Operationally, NDR recovery work remains fully up to date, with processing backlogs stable at around 10 working days.

The table below displays the percentage of Non-Domestic Rates collected in respect of previous years, along with the outstanding amount:

	2020-2021	2021-2022	2022-2023	2023-2024	2024-2025	Total Outstanding
<b>Balance at Quarter End</b>	£92,878.46	£218,770.71	£238,102.84	£187,026.36	£418,430.40	£1,155,208.77
<b>% collected</b>	99.41%	99.20%	99.26%	99.49%	98.87%	


# Processing times for Council Tax Support new claims




**Lower is Good**

Target	20
Actual	21

## Direction of Travel

Against last Quarter 

Against last Year 

Slightly increased since last quarter but decreased since last year

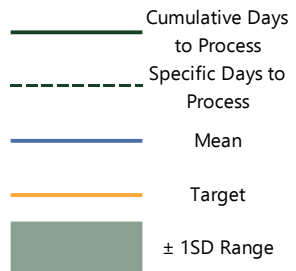
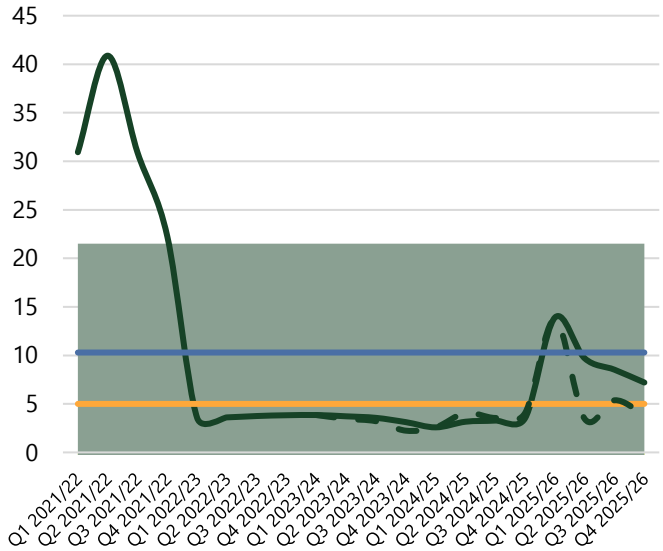
### How do we compare?

Gov.uk produces tables to show a snapshot of the number of CTS claimants at the end of each financial year. The below table shows number of claimants at the end of September 2025 and the percentage change from September 2024 for each authority.

Q3 2025-26 Benchmark	Number of Claimants at end of September 2025	Percentage Change since September 2024
Malvern Hills	3,758	-2.5%
<b>Cotswold</b>	<b>3,727</b>	<b>-3.7%</b>
Tewkesbury	5,053	2.5%
Wychavon	6,581	1.0%

Processing times for Council Tax Support (CTS) new claims remained consistent across the year, with performance slightly above target in Q4.


# Processing times for Council Tax Support Change Events




**Lower is Good**

Target	5
Actual	7

**Direction of Travel**

Against last Quarter 

Against last Year 

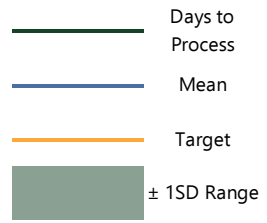
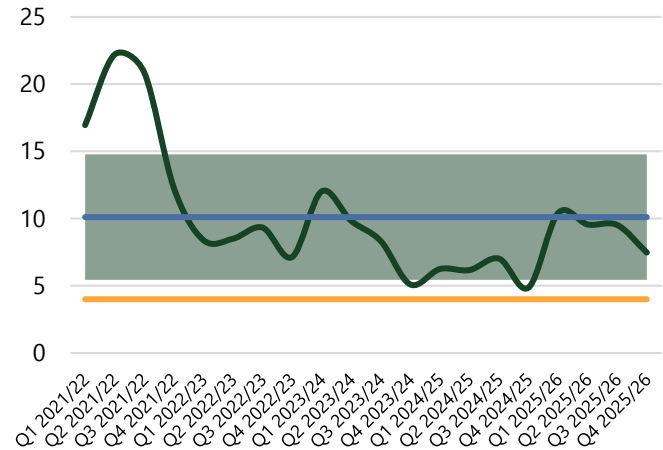
Decreased since last quarter but increased last year

Processing times for Council Tax Support changes continued to improve through Q4, with steady week-on-week reductions strengthening the position. The Council recorded a cumulative average of just over 7 days, around one day faster than in Q3. Although the metric is cumulative, Q4 specific processing time was at 3.89, its lowest levels since the start of the year.

How do we compare?

Benchmarking currently not available. The Data & Performance Team will investigate options.



# Processing times for Housing Benefit Change of Circumstances



**Lower is Good**

Target	4
Actual	7

### Direction of Travel

- Against last Quarter 
- Against last Year 

Decreased since last quarter but increased since last year

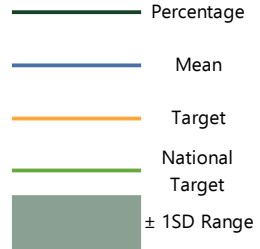
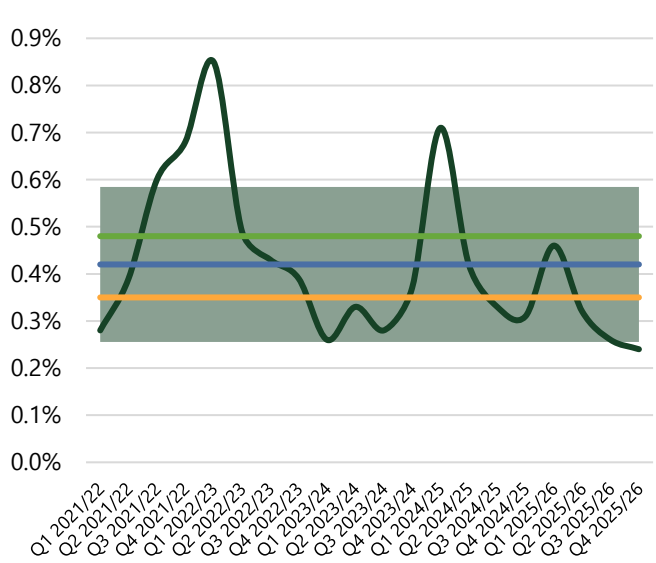
### How do we compare?

Speed of processing for HB CoCs – LG Inform. Latest dataset is September - December (Q3 2025-26)

<i>Q3 2025-26 Benchmark</i>	Days	CIPFA Nearest Neighbours Rank	Quartile
Derbyshire Dales	2	1/16	Top
Tewkesbury	3	3/16	Top
Maldon	5	7/16	Second
South Hams	6	11/16	Second
West Oxfordshire	7	9/16	Third
<b>Cotswold</b>	<b>10</b>	<b>12/16</b>	<b>Third</b>

Processing times for Housing Benefit remained above target in Q4, affected by seasonal workload pressures and delays in receiving full evidence for Change of Circumstances and Full Claim Reviews. The planned pause to Universal Credit activity helped reduce parts of the backlog, and all CFU reviews were completed on time, while the full HBAA Claims Review continues into next year.


# Percentage of Housing Benefit overpayment due to LA error/admin delay




**Lower is Good**

Target	0.35%
Actual	0.24%

**Direction of Travel**

Against last Quarter 

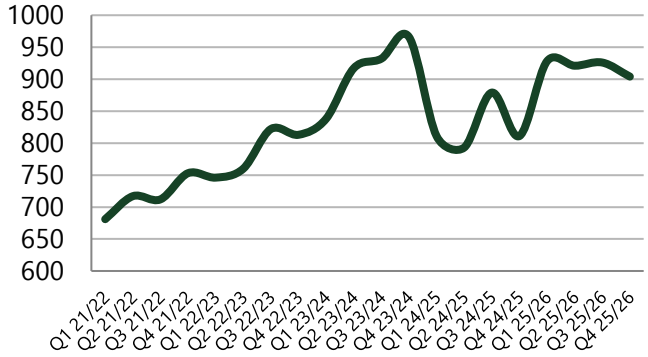
Against last Year 

Improved since last quarter and last year


The Council is currently performing below both the national target of 0.48% and the stricter service target of 0.35%.


How do we compare?  
*Benchmarking currently not available. The Data & Performance Team will investigate options.*

# (Snapshot) Long Term Empty Properties



### Direction of Travel

Against last Quarter 

Against last Year 

### Lower is Good

*No Target*  
904

Decreased since last quarter but increased since last year

### How do we compare?

Long Term Vacant Properties within districts - Benchmarking via Gov.uk

<i>2025 Benchmark</i>	Properties	CIPFA Nearest Neighbours Rank	Quartile
Tewkesbury	228	1/16	Top
West Devon	246	3/16	Top
South Hams	434	7/16	Second
Stroud	671	11/16	Third
<b>Cotswold</b>	<b>938</b>	<b>14/16</b>	<b>Bottom</b>
Stratford-on-Avon	1,181	16/16	Bottom

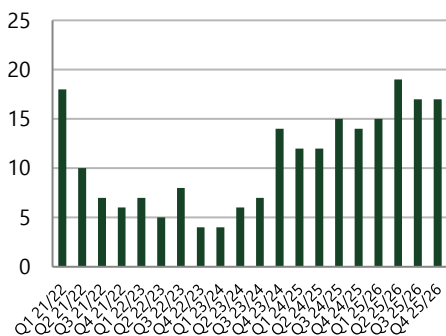
During Q4, the Council recorded a decrease in the number of long-term empty properties (defined as those vacant for six months or more).

Most long-term empty properties have been vacant for less than two years, with 61% falling into this timeframe. If the measure focused solely on properties empty for more than two years, the figures would reduce significantly to 353 properties.

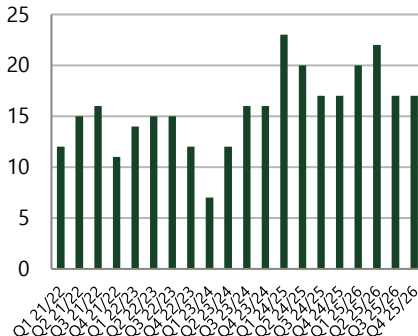


(Snapshot) Number of households in B&B/hotel-type accommodation & Hostels (LA owned or managed); and Number of successful 'Move On' into suitable independent/long-term accommodation from B&Bs/hotels/hostels

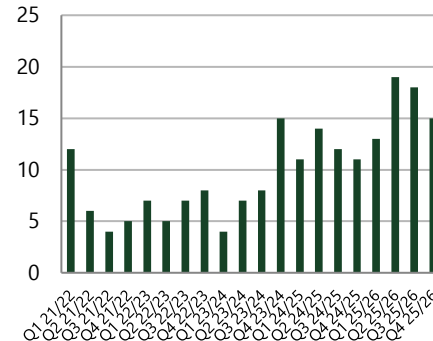
**Households in B&B/hotel type accommodation**



**Households in hostels**



**Successful 'Move on' into suitable independent/LT accommodation**



**Direction of Travel**

Against Last Quarter	B&Bs/Hotels	➡
Against Last Year	B&Bs/Hotels	⬆
Against Last Quarter	Hostels	➡
Against Last Year	Hostels	➡
Against Last Quarter	Move Ons	⬇
Against Last Year	Move Ons	⬆

A slight seasonal rise in rough sleeping has been observed, increasing from typically zero or one individual to two or three.

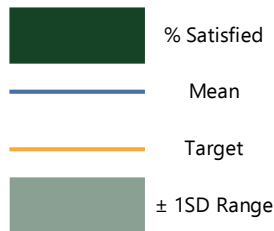
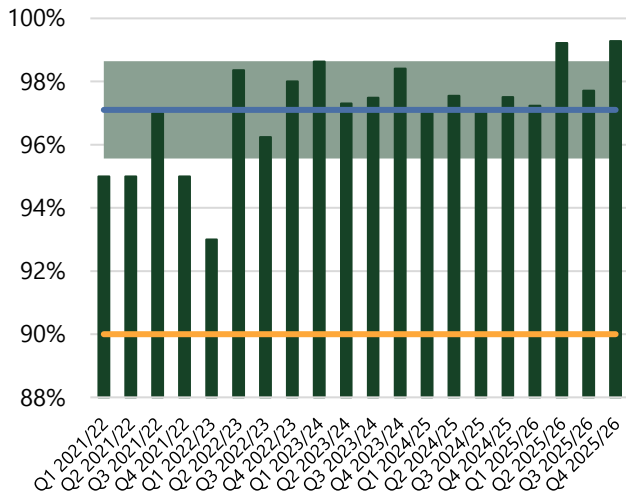
This pattern is usual during colder months, when individuals are more likely to engage with council services.

**How do we compare?**

The Institute for Government has published the Homelessness Performance Tracker, which evaluates the effectiveness of local homelessness services in England by analysing data on demand, funding and outcomes over time. The full report is available [here](#).



# Customer Satisfaction - Telephone



**Higher is Good**

Target	90%
Actual	99%

## Direction of Travel

Against last Quarter

Against last Year

Increased since last quarter and since last year

### How do we compare?

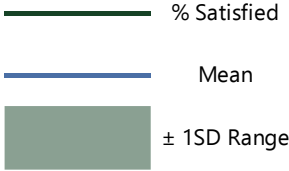
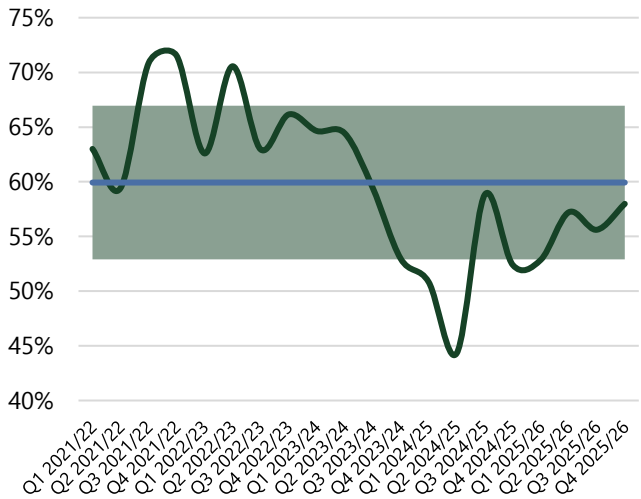
The Govmetric Channel Satisfaction Index is a monthly publication of the top performing councils across the core customer access channels. At least 100 customers need to be transferred to the survey to be included in the league table so even if satisfaction is high, it may not be included.

	July Rank	July Net Sat.	Aug Rank	Aug Net Sat.	Sept. Rank	Sept. Net Sat.
Cotswold	2	98%	2	99%	2	96%
Forest	1	99%	N/A	N/A	1	96%
West	4	92%	1	100%	4	94%

Telephone satisfaction remained consistently high throughout Q4, supported by efforts to encourage survey participation and gather valuable feedback.

A total of 693 residents participated in the survey, of these, 688 customers reported being satisfied with the service, reflecting a high level of overall satisfaction.

# Customer Satisfaction - Email





**Higher is Good**

*No Target*

58%

**Direction of Travel**

Against last Quarter 

Against last Year 

Slightly Increased since last quarter and last year

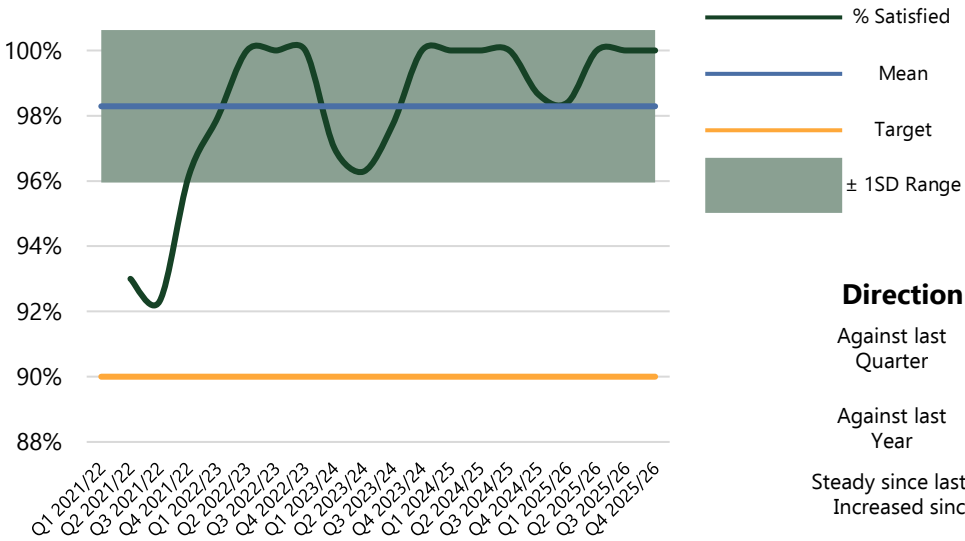
**How do we compare?**

No benchmarking currently available. The Data & Performance Team will investigate options

A total of 564 residents participated in the email satisfaction survey, with 327 respondents indicating they were satisfied with the service received.

As part of efforts to strengthen customer insight, all customer service emails issued through Salesforce include a built-in survey link, enabling residents to provide feedback quickly and easily.


# Customer Satisfaction - Face to Face




**Higher is Good**

Target	90%
Actual	100%

**Direction of Travel**

Against last Quarter 

Against last Year 

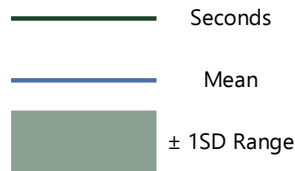
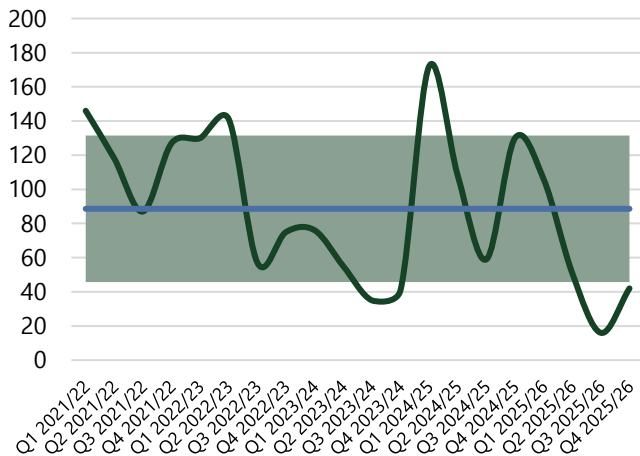
Steady since last quarter and Increased since last year

**How do we compare?**

No benchmarking currently available. The Data & Performance Team will investigate options

Customer satisfaction with face-to-face interactions remains consistently strong. This continued performance underlines the value of maintaining accessible in-person services as a key part of delivering a positive and inclusive customer experience.

# Customer Call Handling - Average Waiting Time





**Lower is Good**

*No Target*

42 Seconds

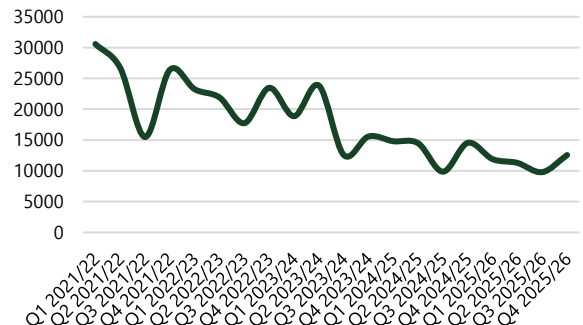
## Direction of Travel

Against last Quarter 

Against last Year 

Increased since last quarter and decreased since last year

**Call Volume Over Time**



In Q4, average call waiting times in Cotswold increased by 26 seconds compared to last quarter but dropped significantly by roughly 88 seconds compared with the same period last year.

Q4 is typically a busy period for Customer Services, call spikes on services such as garden waste renewals, explains higher wait times in comparison to Q3 which is a quieter period. Regular training and refresher sessions have helped ensure advisors remain confident and consistent, supporting service continuity during periods of annual leave and sickness.

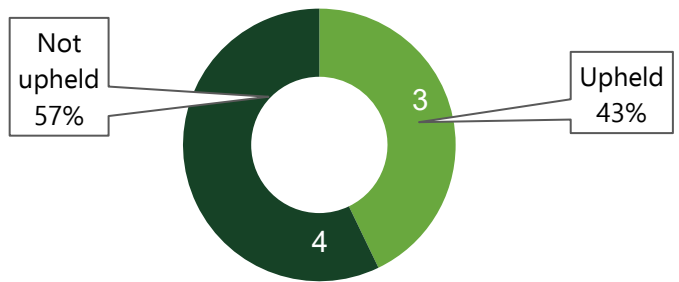
Call volumes in Cotswold remain broadly in line with last year, and the seasonal peaks typical of Q4.

## How do we compare?

SPARSE are investigating pulling together Customer Services benchmarking data and if there is sufficient demand and suitably similar metrics to provide comparison across similarly rural local authorities we will work with them to assess any crossover in metrics and potential presentation.

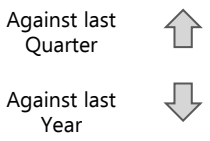
# Number of complaints upheld

## Complaints by Status



### Direction of Travel

Complaints upheld or partly upheld at Stage 1



Increased since last quarter and decreased since last year

### How do we compare?

The table outlines the complaints received by the Ombudsman over the period, the decisions made on these cases, and the Council's compliance with any recommendations issued by the Ombudsman during this time.

Complaints received by the Ombudsman reflect cases where customers, having completed the Council's complaint process (see to the right), feel that the Council has not satisfactorily resolved the matter.

See the table on the following page for a breakdown of those upheld and partially upheld.

A new Customer Feedback Procedure went live on the 1st April 2025.

The new process has the following stages:

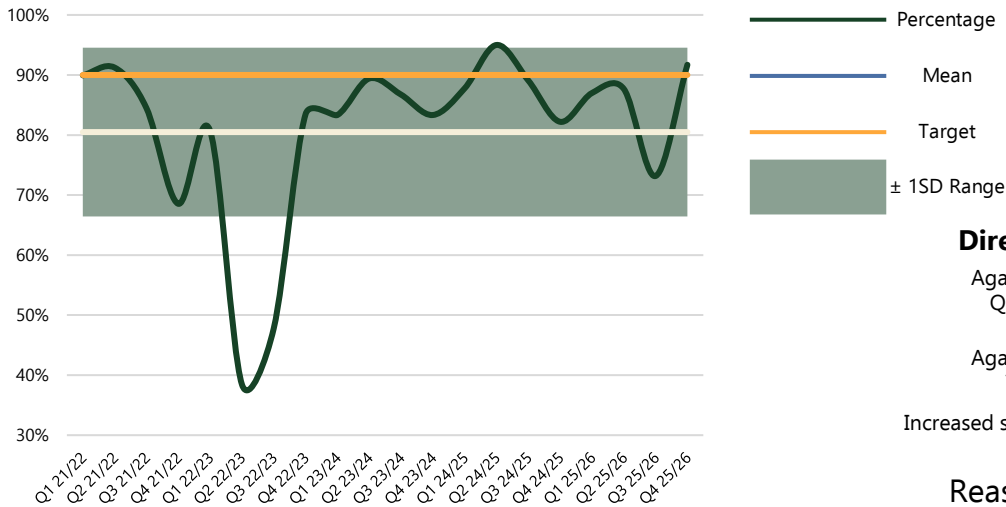
- Stage 1: A review of the complaint will be undertaken by an Operational Manager within the Service Area to which the complaint relates. A response needs to provide within 10 working days from the date that we advised that the complaint was valid.
- Stage 2: Requests for Stage 2 will be acknowledged and logged within five working days of the escalation request being received. Upon receipt of a Stage 2 request, an investigation into the complaint will be undertaken by the Complaint Officer or a member of the Complaints Team. A response will be provided to the customer within 20 working days from receipt of the request to escalate the complaint to Stage 2. Stage 2 is the organisation's final response; the complainant can then refer their complaint to the LGO.

2024-25	Complaints Investigated	% Upheld	Upheld decision per 100,000 residents	% Compliance with Recommendations	% Satisfactory Remedy	CIPFA Rank	Quartile
<b>Cotswold</b>	<b>1</b>	<b>0%</b>	<b>0</b>	<b>N/A</b>	<b>N/A</b>	<b>1/13</b>	Top
Stroud	1	100%	0.8	100%	0%	4/13	Second
Chichester	2	100%	1.6	100%	0%	9/13	Third
South Hams	2	100%	2.2	100%	50%	13/13	Bottom

# Complaints Upheld or Partially Upheld Breakdown

Service area	Description	Outcome/learning	Decision	Response time (days)
<b>Cotswold</b>				
Parking	Faulty machine causing double charging and lack of action taken	Machines were investigated, and refunds issued where required. Proactive checks in place, to review pay and display transactions weekly and ensure refunds are made where necessary within 5 to 7 working days.	Upheld	1
Revenues and Benefits	Delays in starting Housing Benefit claim	Review of training needs and system issues, with escalation and process improvements to prevent delays	Upheld	8
Planning	Failure to consider planning objections	Partial fault accepted; feedback provided to improve reporting standards and ensure clear policy application going forward.	Upheld	10

# Percentage of FOI requests answered within 20 days



**Higher is Good**

Target

90%

Actual

91.7%

## Direction of Travel

Against last Quarter



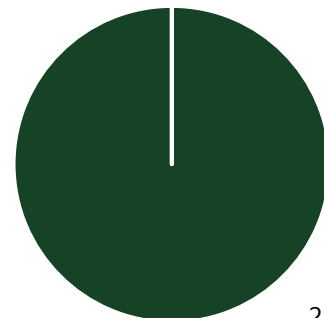
Against last Year



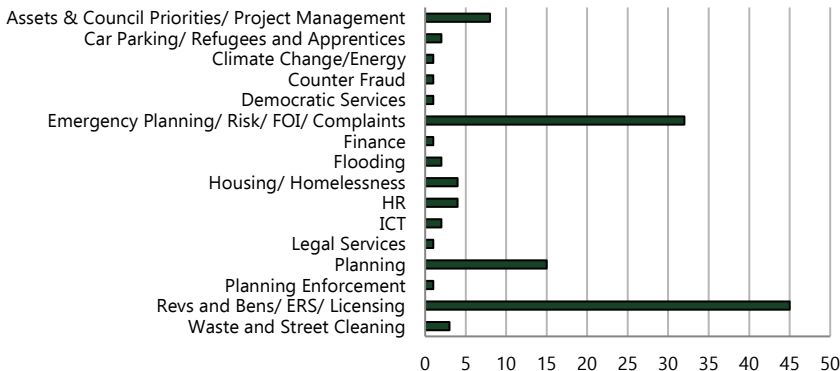
Increased since last quarter and last year

## Reasons for Delays in Responding to FOI Requests Beyond the 20-Day Deadline

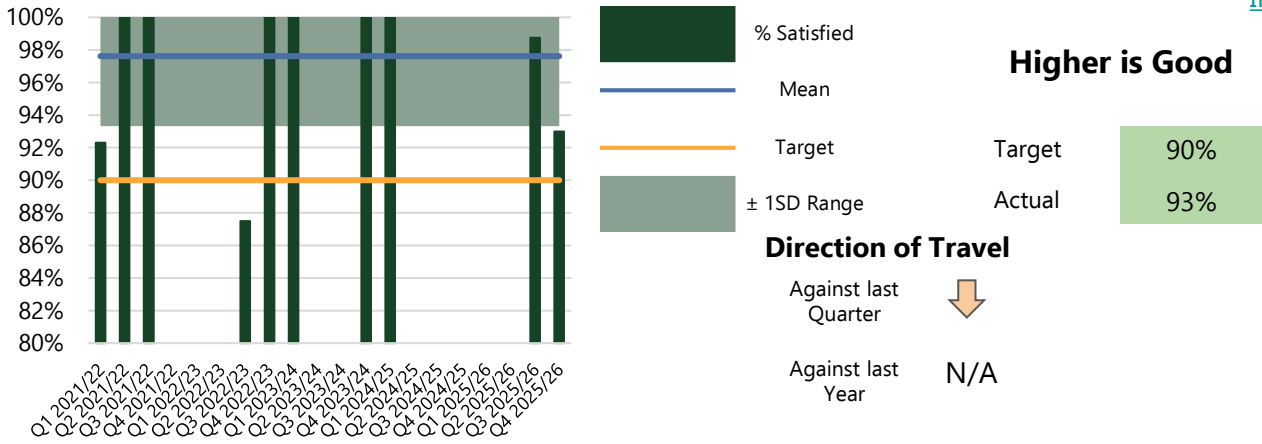
Service Area not provided Information in time



## Requests by Service Area



# Building Control Satisfaction



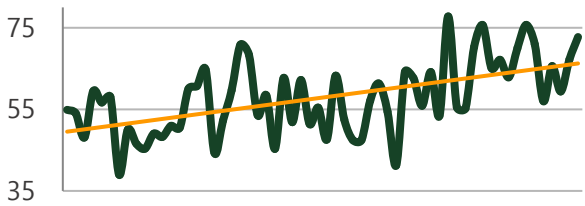
A new customer-feedback webform was introduced in October and issued with completion certificates. Early responses have been very positive, with customers commending the team’s knowledgeable support, friendly guidance, and efficient, responsive service.

In Q4, the market share averaged 66%, with 152 applications processed, reflecting a 4% increase in market share compared to last quarter.

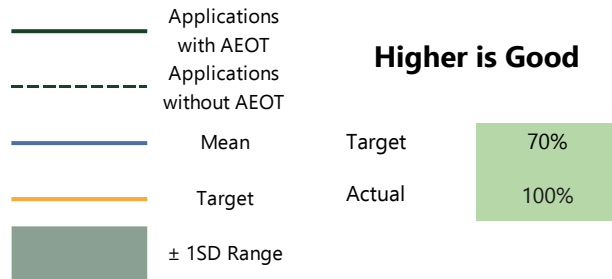
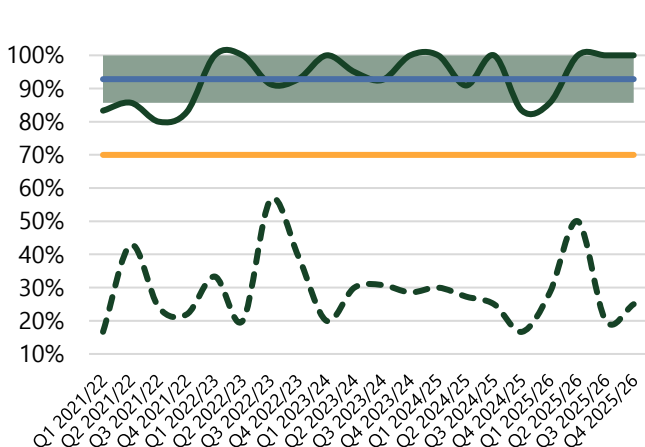
**The below chart shows market share over time from April 2021**

**How do we compare?**  
Percentage of share in the market


January	February	March	Number of Apps for Quarter
59.38%	67.19%	72.73%	152




# Percentage of major planning applications determined within agreed timescales (including Agreed Extensions of Time (AEOT))



## Direction of Travel

Against last Quarter 

Against last Year 

Steady since last quarter and increased since last year

## How do we compare?

Major Developments - % within 13 weeks or agreed time – LG Inform. Latest dataset is September – December '25 (Q3 2025-26)

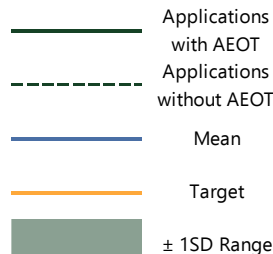
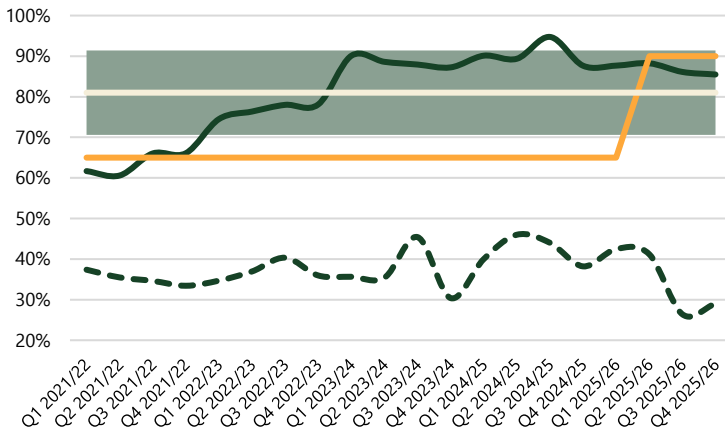
Q3 25-26 Benchmark	%	CIPFA Rank	Quartile
<b>Cotswold</b>	<b>100</b>	<b>Joint - 1/16</b>	<b>Top</b>
Stratford-on-Avon	86	9/16	Second
Wychavon	85	11/16	Second
Maldon	75	14/16	Bottom
Babergh	71	15/16	Bottom
Derbyshire Dales	0	16/16	Bottom

The service has maintained strong performance in processing Major applications within the agreed timeframes.

During Q4, eight major applications were determined.

[See slide for Minor Developments for further narrative](#)


# Percentage of minor planning applications determined within agreed timescales (including AEOT)




**Higher is Good**

Target	90%
Actual	85.5%

## Direction of Travel

Against last Quarter 

Against last Year 

Slightly declined since last quarter and last year

## How do we compare?

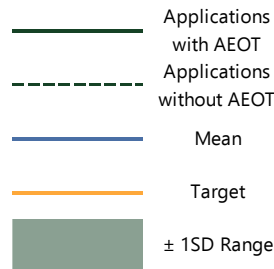
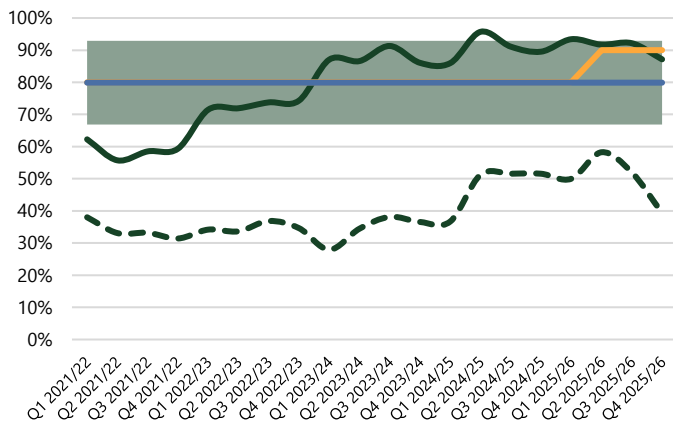
Minor Developments - % within 8 weeks or agreed time – LG Inform. Latest dataset is September - December '25 (Q3 2025-26)

Q3 25-26 Benchmark	%	CIPFA Rank	Quartile
West Oxfordshire	94	3/16	Top
Malvern Hills	88	7/16	Second
Tewkesbury	87	8/16	Second
<b>Cotswold</b>	<b>86</b>	<b>10/16</b>	<b>Third</b>
Maldon	77	14/16	Bottom
Derbyshire Dales	64	15/16	Bottom

This quarter, the Council maintained strong performance in processing minor planning applications within statutory timeframes. However, results fell slightly short of the newly introduced 90% service target, which was implemented following recommendations in the Planning Advisory Service (PAS) report. The Planning team continues to make steady progress with key priorities include the staffing restructure and improvements to enforcement.

A Pre-planning Application Agreement (PPA) strategy review is underway, with a draft template already produced. Revised fees and charges were agreed by Cabinet in January.


# Percentage of other planning applications determined within agreed timescales (including AEOT)




**Higher is Good**

Target	90%
Actual	87.1%

## Direction of Travel

Against last Quarter 

Against last Year 

Slightly decreased since last quarter and decreased since last year

### How do we compare?

Other Developments - % within 8 weeks or agreed time – LG Inform. Latest dataset is October – December '25 (Q3 2025-26)

Q3 25-26 Benchmark	%	CIPFA Rank	Quartile
Chichester	99	1/16	Top
Sevenoaks	97	4/16	Top
Malvern Hills	95	5/16	Second
Tewkesbury	94	6/16	Second
<b>Cotswold</b>	<b>92</b>	<b>11/16</b>	<b>Third</b>
Derbyshire Dales	71	16/16	Bottom

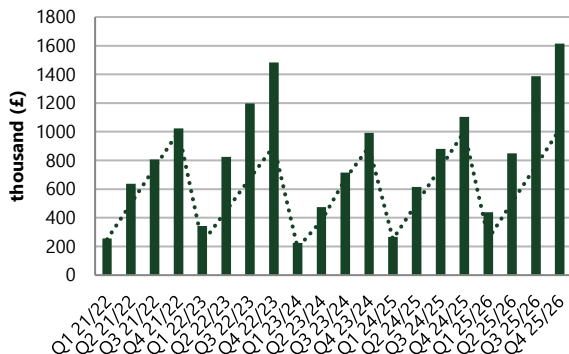
The Council has performed very well in processing Other applications within agreed timeframes.

In Q4, a total of 249 Other applications were determined.

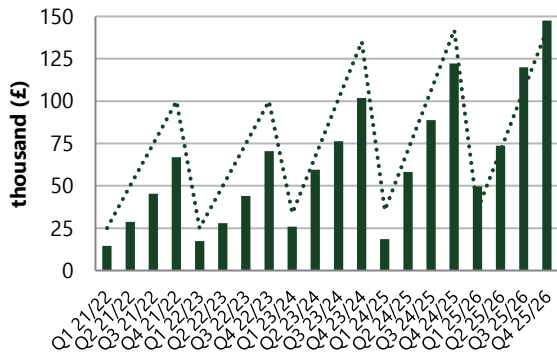
[See slide for Minor Developments for additional narrative](#)

# Total Income achieved in Planning & Income from Pre-application advice

### Total planning income



### Pre-application income



## Direction of Travel

Total Planning Income

Against last Year



Pre-Application Income

Against last Year



## Higher is Good

Total Planning Income (£)

Target 1,016,495

Actual 1,613,566

Pre-Application Income (£)

Target 142,000

Actual 147,609

Total Income – Increased since last year

Pre-App Income – Increased since last year

The Council exceeded cumulative total planning income targets by about £600k delivering a strong overall year performance.

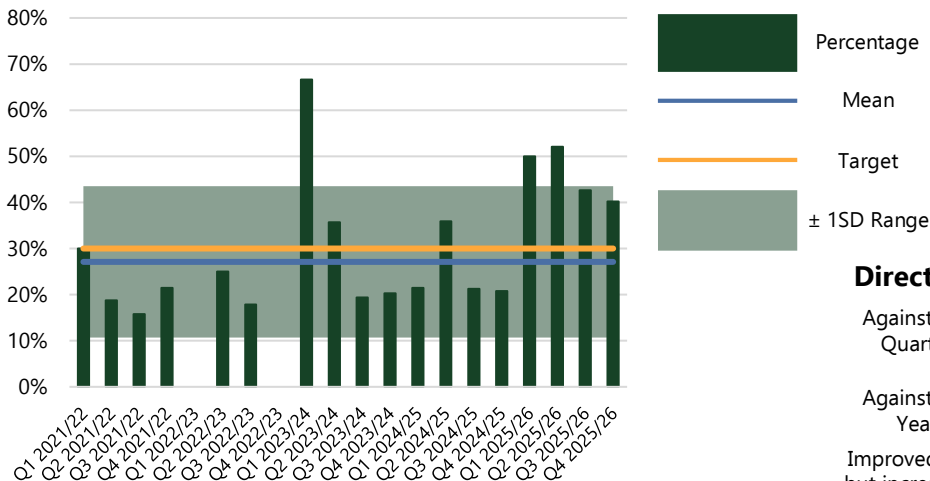
Q4 witnessed a significant surge in applications in January, driven by applicants submitting ahead of fee increases and increased speculative development activity.

Progress was made on the Planning Advisory Service (PAS) Action Plan, including the successful go live of a new enterprise IT case management system on 1 April, expected to improve workflow visibility and officer efficiency going forward.

## How do we compare?

Planning Advisory Service (PAS) planned to benchmark back in 2021. No data is available in the public domain.


# Percentage of Planning Appeals Allowed (cumulative)




**Lower is Good**

Target	30%
Actual	40.2%

## Direction of Travel

Against last Quarter 

Against last Year 

Improved since last quarter but increased since last year

## How do we compare?

Percentage of planning appeals allowed (Specifically Q3 2025-26)

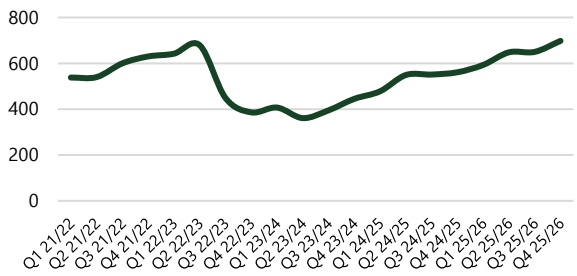
Q3 25-26 Benchmark	%	CIPFA Rank	Quartile
Sevenoaks	0	1/16	Top
<b>Cotswold</b>	<b>13</b>	<b>4/16</b>	<b>Top</b>
Mole Valley	30	6/16	Second
Chichester	50	13/16	Bottom
Malvern Hills	75	14/16	Bottom
Tewkesbury	75	15/16	Bottom

This indicator aims to ensure that no more than 30% of planning appeals are allowed in favor of the applicant, with a lower percentage being more favorable. According to the latest statistics from the Planning Inspectorate, the national average for Section 78 planning appeals granted is 28% (source: [gov.uk](http://gov.uk)).

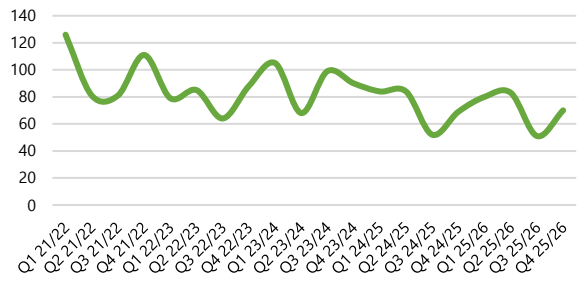
In Q4, seventeen appeals were decided, with six allowed in favour of the applicant, resulting in a 35% allowance rate for the quarter.

# (Snapshot) Planning Enforcement Cases

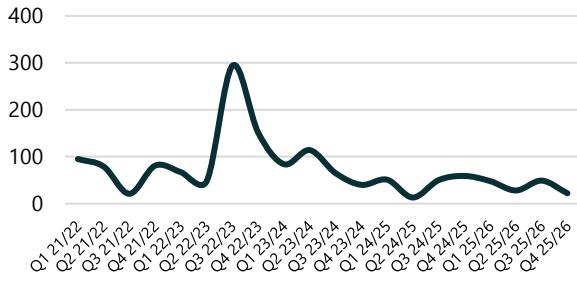
Open Cases at end of Quarter over Time




Number of Cases Opened During the Quarter over Time




Number of Cases Closed During the Quarter over Time



## Direction of Travel for Open Cases at end of Quarter

Against last Quarter 

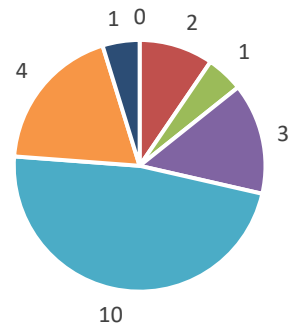
Against last Year 

## Lower is Good

*No Target*

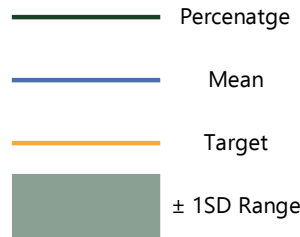
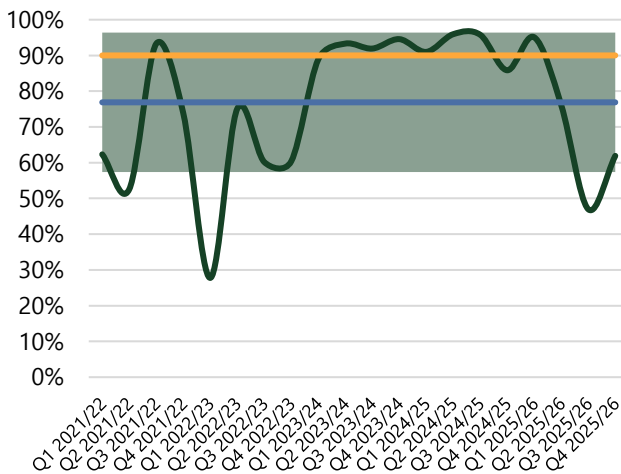
Open Cases at End of Quarter **698**

Reasons Cases Closed



The Enforcement team has made steady progress last quarter. Transformation team is mapping key processes to identify quick wins and support a more streamlined service. This combined work is helping to strengthen capacity and improve the team's overall resilience.


# Percentage of official land charge searches completed within 10 days




**Higher is Good**

Target	90%
Actual	61.9%

## Direction of Travel

Against last Quarter 

Against last Year 

Increased since last quarter and decreased since last year

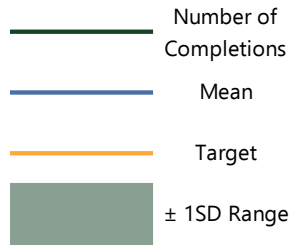
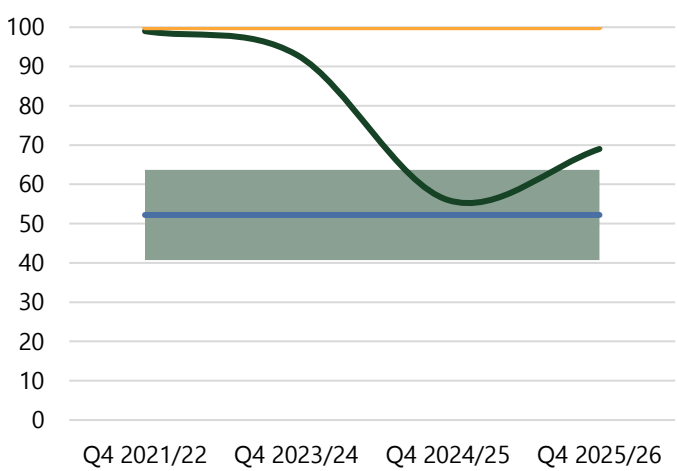
During Q4, the Council experienced a better performance compared to Q3 against the 10-day target for completing official Land Charges searches. Performance declined due to staffing disruption in a very small team, with reduced capacity following loss of a team member last September.

To stabilise the service, a new starter will be joining the team to support the HMLR Project, freeing up officers so they are able to clear the backlog, re-establish workflow control, and direct specialist capacity toward the more technical elements of the search process. An improvement process is underway to identify constraints around the service, reduce workarounds and remove inappropriate dependencies.

### How do we compare?

No benchmarking currently available. The Data & Performance Team will investigate options


# Number of affordable homes delivered (cumulative)



**Higher is Good**

Target	100
Actual	69

### Direction of Travel

Against last Year 

Number of completions increased since last year

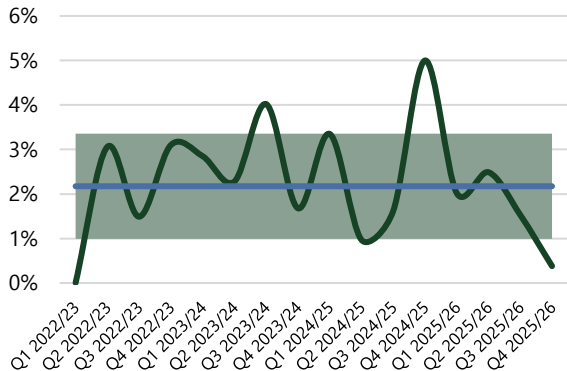
In Q4, 28 affordable homes were completed bringing the cumulative total to 69. These completions comprised 11 in South Cerney and Tetbury by Bromford, 11 new homes at Dunstall Farm by Cottsway, and 6 at Down Ampney by Sanctuary Housing Association.

### How do we compare?

No benchmarking currently available. The Data & Performance Team will investigate options


# Number of fly tips collected and percentage that result in an enforcement action


(defined as a warning letter, fixed penalty notice, simple caution or prosecution)



## Direction of Travel

### Number of Fly Tips

Against last Quarter 


Against last Year 


*No Target*

Number of Fly Tips Collected

201

### Percentage Enforcement Action

Against last Quarter 

Against last Year 

Percentage Enforcement Action

0.38%

Fly Tips – Increased since last quarter and last year

Enforcement Action – Slightly declined since last quarter and last year

## How do we compare?

Number of Fly Tips reported for year 2023-24 for Local Authorities in England – Gov.uk. The latest dataset available is 2023-24

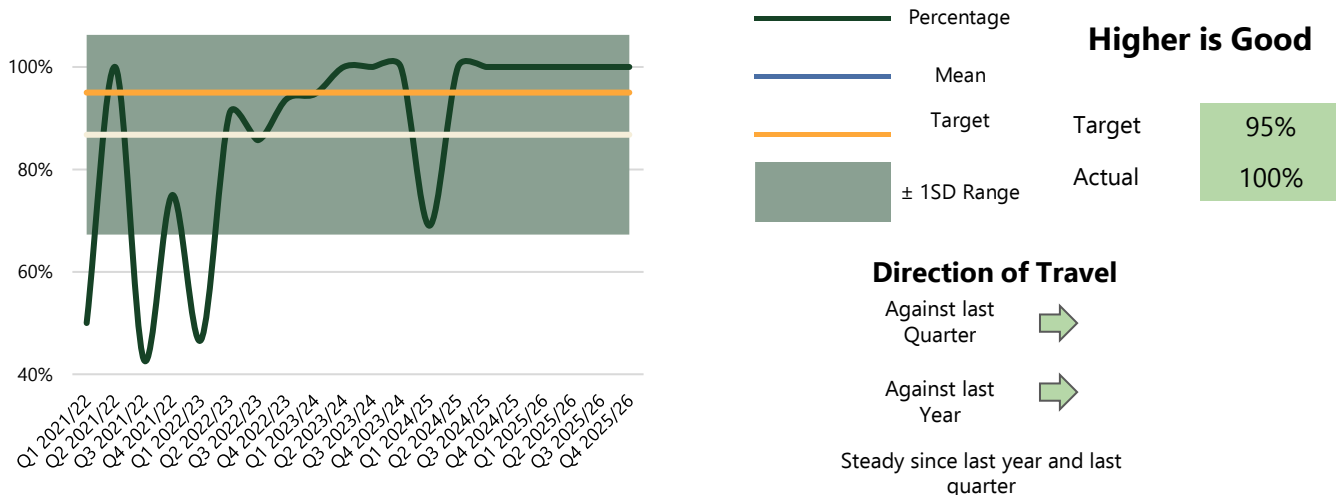
2023-24 Benchmark	Total Fly Tips	Total FPNs	% FPNs per Fly Tip	CIPFA Nearest Neighbours Rank	Quartile
Maldon	364	13	3.57	1/16	Top
<b>Cotswold</b>	<b>972</b>	<b>12</b>	<b>1.23</b>	<b>6/16</b>	<b>Second</b>
Wychavon	835	3	0.36	10/12	Third
West Devon	346	0	0	16/16	Bottom

Fly-tipping annual reports have reduced to 629 in 2025/26 compared to 710 in 2024/25 demonstrating a clear downward trend.

A directed surveillance operation (RIPA) has been in place for 13 weeks, targeting offenders fly-tipping large quantities of cannabis waste with an arrest warrant for a fly-tipping offender issued. The operation has been renewed for a further 12 weeks due to positive intelligence outcomes.

In March, the team delivered a multi-agency joint stop-and-search operation near Stroud where 42 vehicles were stopped.

# Percentage of high risk food premises inspected within target timescales



The Council conducted four inspections during Q4, all of which were completed within the timescale.

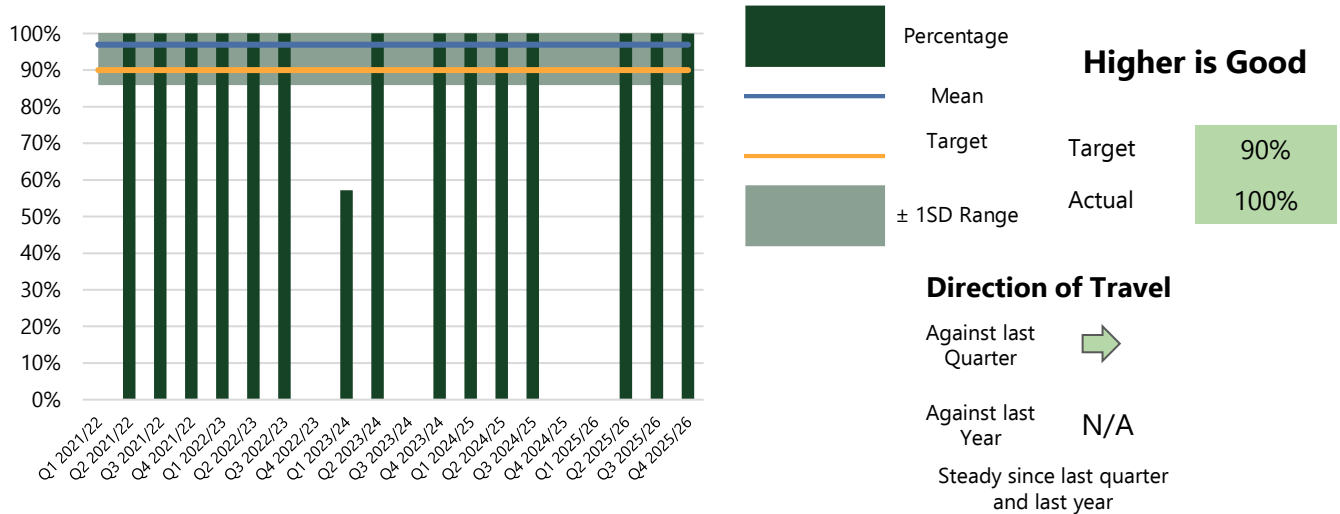
High-risk food inspections are prioritised due to their greater potential impact on public health and safety enabling issues to be addressed swiftly. However, this focus can occasionally delay scheduled inspections for lower-risk food businesses. To mitigate this, the service uses a dashboard to track both high- and lower-risk inspections, ensuring that, despite the emphasis on high-risk establishments, lower-risk inspections are still completed promptly to maintain overall compliance and safety standards.

## How do we compare?

No benchmarking currently available. The Data & Performance Team will investigate options

# % High risk notifications risk assessed within 1 working day

(including food poisoning outbreaks, anti-social behaviour, contaminated private water supplies, workplace fatalities or multiple serious injuries)



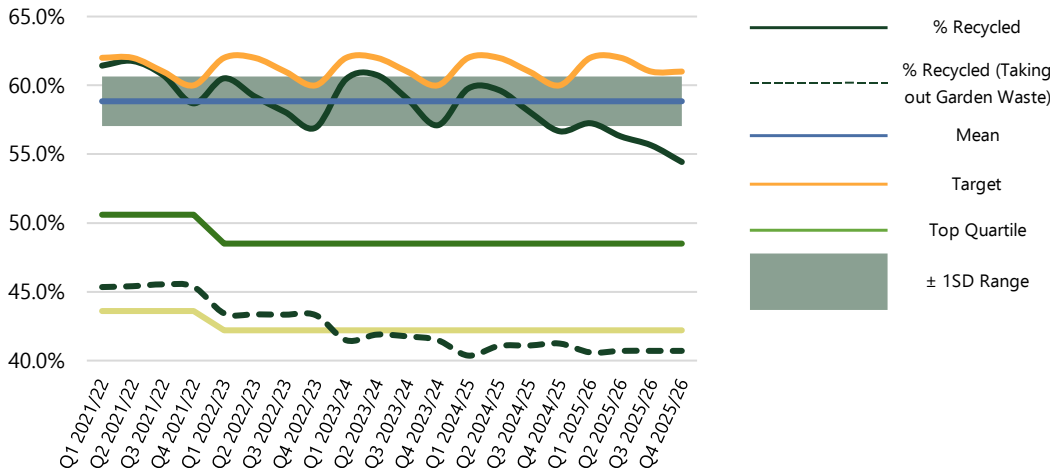
Four high-risk notification was received during Q4 relating to Smoke, possible illegal eviction, Fuel spill and a life-threatening accident.

All of which were assessed within the target timescale.

**How do we compare?**

No benchmarking currently available. The Data & Performance Team will investigate options


# Percentage of household waste recycled




## Higher is Good

Target **61%**  
Actual **54.4%**

## Direction of Travel

Against last Quarter 

Against last Year 

Declined since last quarter and last year

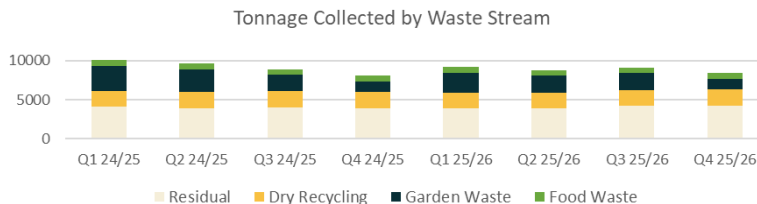
### How do we compare?

Percentage of household waste sent for reuse, recycling or composting – Gov.uk.

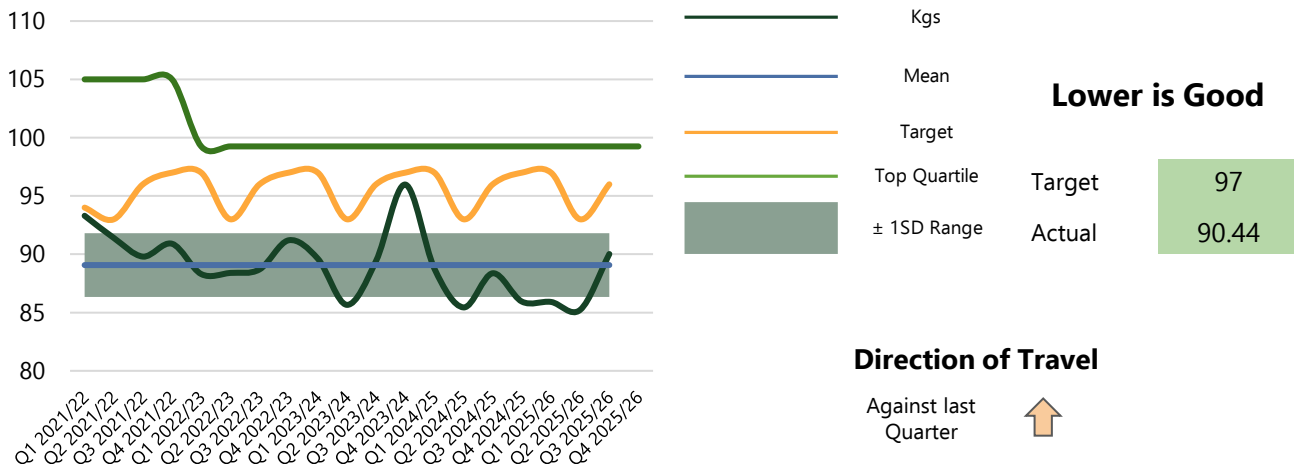
2024-25 Benchmark	%	CIPFA Rank	Quartile
Stratford-on-Avon	63.9	1/16	Top
Maldon	57.8	2/16	Top
<b>Cotswold</b>	<b>56.7</b>	<b>4/16</b>	<b>Top</b>
Derbyshire Dales	51.4	6/16	Second
South Hams	49.3	10/16	Bottom
East Hampshire	34.8	16/16	Bottom

The Council's recycling rate declined by around 2.2% compared to the same period last year, reflecting a wider national trend. In 2024/25, household recycling rates across England varied widely, ranging from 17% to 63.9% among local authorities.


The national average recycling rate is 41.23%.




# Residual Household Waste per Household (kg)



## Direction of Travel

Against last Quarter 

Against last Year 

Increased since last quarter and last year

### How do we compare?

Residual household waste per household (kg/household) – Gov.uk. The latest dataset available in 2023-2024

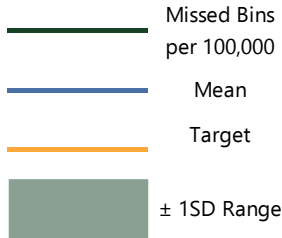
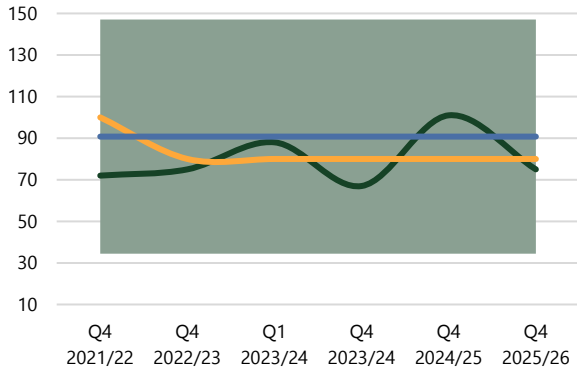
2023-24 Benchmark	Kg	CIPFA Rank	Quartile
Stroud	298.6	1/16	Top
Stratford-on-Avon	320.0	4/16	Top
Maldon	350.2	8/16	Second
<b>Cotswold</b>	<b>358.0</b>	<b>9/16</b>	<b>Third</b>
Wychavon	436.5	13/16	Bottom
Babergh	461.4	16/16	Bottom

Residual household waste levels typically follow seasonal patterns, and targets are set accordingly.

In Q4, the Councils remained below their residual waste targets and also outperformed the Shire Districts' median of 111 kg per household. They also ranked within the top quartile of English District Local Authorities, with residual waste levels below the 99.25 kg threshold.

This continued strong performance highlights the Councils' effective waste reduction efforts and their position as national leaders in managing household waste.


# Missed bins per 100,000




**Lower is Good**

Target	80
Actual	75

### Direction of Travel

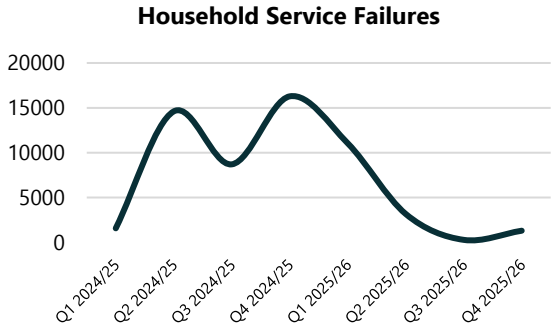
Against last Quarter 

Against last Year 

Steady since last quarter and decreased since last year

### Unique Instances of Households being Affected by Service Failures This Quarter

1292



How do we compare?  
Missed collections per 100,000 collections (full year) - APSE

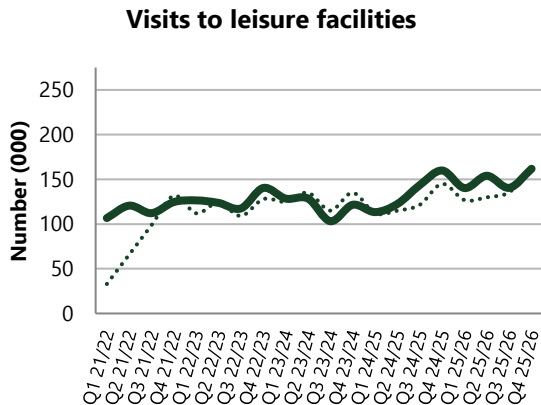
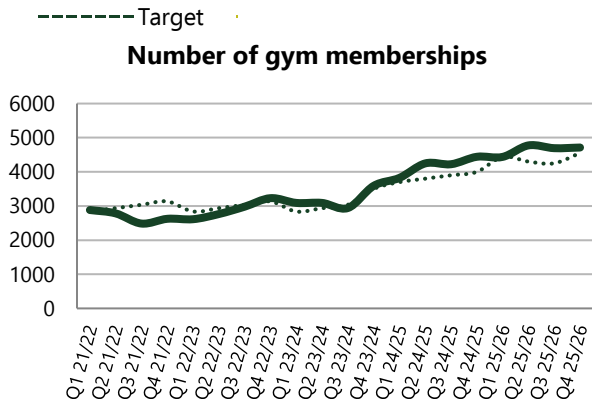
2022-23 Benchmark	Missed collections per 100,000 collections	Family Group Rank	Family Group Quartile	Whole Service Rank	Whole Service Quartile
Cotswold	109.89	12/14	Bottom	39/45	Bottom

Missed bins per 100,000 collections remained steady in Q4, remaining below the target of 80.

During the quarter, staff and process changes, along with improved communication through memos and toolbox talks, helped reinforce the importance of returning to missed collections.


Cabinet have approved a new waste fleet replacement strategy, which should address the ageing fleet problem contributing to breakdowns and service reliability.

# Number of visits to the leisure centres & (Snapshot) Number of gym memberships




## Direction of Travel

Gym Memberships

Against last Quarter 

Against last Year 

Leisure Visits

Against last Quarter 

Against last Year 

## Higher is Good

Gym Memberships

Target 4,550  
Actual 4,712

Leisure Visits

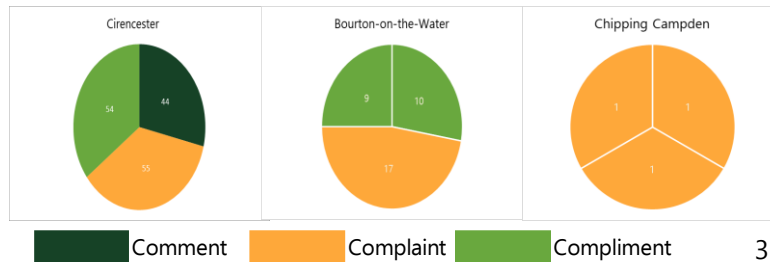
Target 162,193  
Actual 161,805

Gym Memberships – Increased since last quarter and last year

Leisure Visits – Increased since last quarter and last year

Cotswold Gym memberships exceeded target by 3.6% with leisure visits hitting 99.8% target, reflecting strong usage and demand for its facilities. A small shortfall in leisure visits is attributed to temporary failure of entrance turnstiles during March, which prevented some visits from being captured.

A renewed focus on engagement this quarter has supported encouraging improvements in survey participation.



How do we compare?

The Data Team are currently working with partners to compile the data return for APSE performance networks which will then provide benchmarking for this metric.