

Performance Management – Broxtowe Borough Council**1. Background - Corporate Plan**

The Corporate Plan was approved by Council on 10 July 2024. It sets out the Council's priorities to achieve its vision to make "A greener, safer, healthier Broxtowe where everyone prospers". Over the period, the Council will focus on the priorities of Housing, Business Growth, Environment, Leisure and Health, and Community Safety.

The Corporate Plan prioritises local community needs and resources are directed toward the things they think are most important. These needs are aligned with other local, regional and national plans to ensure the ambitions set out in our Corporate Plan are realistic and achievable.

2. Business Plans

A series of Business Plans linked to the five corporate priority areas were approved by full Council on 5 March 2025. In addition, the Business Plans for the support service areas of Resources; Revenues, Benefits and Customer Services; and ICT and Business Transformation were also approved.

The respective Business Plans detail the projects and activities undertaken in support of the Corporate Plan for each priority area. These cover a three-year period but are revised and updated annually. Detailed monitoring of progress against key tasks and outcome measures in the Business Plans is undertaken regularly by the relevant Committee / Cabinet. This includes a detailed annual report where performance management and financial outturns are considered together following the year-end as part of the Council's commitment to closely align financial and performance management.






3. Performance Management

As part of the Council's performance management framework, Committees / Cabinet and Members receive reports of progress against the Business Plans. This report provides the outturn data relating to Critical Success Indicators (CSI) for each area and a summary of the progress made to date on key tasks and priorities for improvement in 2025/26 (as extracted from the performance management system). It also provides the latest data relating to Key Performance Indicators (KPI).






The Council monitors its performance using the performance management system. Members have been provided with access to the system via a generic user name and password, enabling them to interrogate the system on a 'view only' basis. Members will be aware of the red, amber and green traffic light symbols that are utilised to provide an indication of performance at a particular point in time.

The key to the symbols used in the performance reports is as follows:

Action Status Key

Icon	Status	Description
	Completed	Action/task has been completed
	In Progress	Action/task is in progress and is currently expected to meet the due date
	Warning	Action/task is approaching its due date (and/or one or more milestones is approaching or has passed its due date)
	Overdue	Action/task has passed its due date
	Cancelled	Action/task has been cancelled or postponed

Performance Indicator Key

Icon	Performance Indicator Status
	Alert
	Warning
	Satisfactory
	Unknown
	Data Only

The Performance Indicator Status in the tables shows the position related to the frequency of reporting as described in the column titled “Frequency”. Where the frequency is annually this will be for the previous year 2024/25.






Performance Summary – Priority Areas

The tables provide a summary of Business Progress for the Council's priority areas.

Priority Areas – Key Tasks and Areas for Improvement 2025/26

	Completed 	In Progress 	Warning 	Overdue 	Cancelled 
Housing	-	11	-	-	-
Business Growth	-	8	-	-	-
Environment	1	11	-	-	-
Leisure and Health	1	10	-	-	-
Community Safety	1	26	-	-	-
TOTAL	3	67	-	-	-

Forecast Outcomes of Key Tasks and Areas for Improvement for the Council's Priority Areas

	Completed 	In Progress 	Warning 	Overdue 	Cancelled 
Housing	4	7	-	-	-
Business Growth	-	8	-	-	-
Environment	1	11	-	-	-
Leisure and Health	5	6	-	-	-
Community Safety	11	16	-	-	-
TOTAL	21	49	-	-	-

Summary of Progress of Performance Indicators for the Council's Priority Areas

The summary below shows the 2025/26 quarter 2 performance information and targets. Where data is only available on an annual basis the information has been excluded from the summary table to provide an accurate summary of progress at quarter 2.




The figures in brackets provide the number of Performance Indicators that are the number of Critical Success Indicators.

	Satisfactory 	Warning 	Alert 	Data Only 
Housing	8 (6)	2 (1)	5 (2)	- (-)
Business Growth	7 (4)	- (-)	1 (-)	1 (-)
Environment	7 (1)	4 (-)	1 (-)	3 (-)
Leisure and Health	- (-)	- (-)	- (-)	1 (1)
Community Safety	2 (-)	- (-)	3 (-)	9 (5)
TOTAL	24 (11)	6 (1)	10 (2)	14 (6)

Forecast of 2025/26 Progress of Performance Indicators for the Priority Areas




The table below provides a forecast of anticipated outcomes for the Performance Measures, where data is collected quarterly, which are included in this report.


The figures in brackets provide the number of Performance Indicators that are the number of Critical Success Indicators.



	Satisfactory 	Warning 	Alert 	Data Only 
Housing	9 (7)	3 (2)	3 (-)	- (-)*
Business Growth	7 (4)	- (-)	1 (-)	1 (-)
Environment	8 (1)	4 (-)	- (-)	3 (-)
Leisure and Health	- (-)	- (-)	- (-)	1 (-)
Community Safety	2 (-)	2 (-)	1 (-)	9 (5)
TOTAL	26-(12)	9 (2)	5 (-)	14 (6)




* Data is collected/calculated annually for the Performance Indicators with the position at quarter 2 2025/26 not known

Housing - Critical Success Indicators 2025/26



Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q2 Value	2025/26 Target	Notes
Green 	HSTOP10_02 Gas Safety	Monthly	99.85%	100%	100%	100%	During Q2, 100% compliance was attained. HouseMark benchmarking for Q2 2025/26 for LA and ALMO is: Quartile 3 – 99.65%; Median 99.92%; Quartile 1 – 100%.
Green 	HSLocal_33 Legionella compliancy	Monthly	100%	100%	100%	100%	With a robust system, the Council has achieved its monthly target.
Green 	HSLocal_44 Asbestos compliancy	Monthly	14.5%	100%	100%	100%	Performance indicator linked to new regulatory requirements from the Regulator of Social Housing which is calculated annually. Number of properties requiring an asbestos survey = 4,271 Number of asbestos surveys complete = 4,022 In terms of compliance with the current Tenant Satisfaction Measures, the Council is 100% and has commenced a reinspection programme, which covers 267 blocks. The Council have undertaken an exercise to review their current asbestos data, ensuring it meets the requirements of the Control of Asbestos Regulations 2012 and conforms with best industry practice. Following review, a data cleansing exercise has taken place. A contractor was appointed following a procurement exercise to undertake the asbestos surveys. All communal areas have now been surveyed; the authority is 100% compliant. Benchmarking from HouseMark from 2024/25 for England (based on 200 landlords) is Median: 100%, Fully Compliant: 78.5% HouseMark's benchmarking for Central LA and ALMO in 2023/24 is Median: 100%, Fully Compliant: 86.8%





Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q2 Value	2025/26 Target	Notes
Green 	HSLocal_45 Blocks and schemes with a Fire Risk Assessment (FRA)	Monthly	70%	100%	100%	100%	<p>Performance Indicator 2023/24 is linked to the new regulatory requirements from the Regulator of Social Housing which is calculated annually.</p> <p>All 1,646 communal area FRS have been completed as at June 2025. (AMD)</p> <p>Over 4,000 FRA remedials to work through, including around 800 physical work items. The majority of these actions are low risk housekeeping issues, which are being worked through with Housing Management colleagues.</p> <p>The performance measure in terms of compliancy is around a valid FRA for each block with a common area, which the authority is 100% compliant on. The outstanding remedial actions are high, and work is underway to address this, however this is not measured within this indicator.</p> <p>Housing Services currently have 870 (81.7% are completed) outstanding properties to be tested, and these include the difficult no accesses properties that have been passed back by the contractors. The contractors have made several attempts to contact the tenants, including phone calls, and letters.</p> <p>According to HouseMark, 67.7% of landlords in England are fully compliant (based on 200 landlords). In the Central region consisting of Local Authorities and ALMOs, 81.3% of landlords are compliant.</p>





Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q2 Value	2025/26 Target	Notes
Green 	AMDLocal_03 Proportion of homes (with communal areas) for which all required fire risk assessments have been carried out (%)	Monthly	-	TBC	100%	100%	<p>New Performance Indicator to replace AMD2528_04</p> <p>Fire Safety Risk assessments for communal areas will all (1,646) be refreshed by a contractor by the end of October 2025. All 1,646 communal area Fires Safety Risk surveys were completed by June 2025.</p> <p>Presently, all General Needs properties are covered by a simultaneous evacuation process, with communal areas covered by a smoke detection system, connected to detection within the dwellings. These properties will not require an FRA. In addition, the current Fire Safety Order legislation does not require dwellings to have an FRA completed. All-purpose built Independent Living Scheme properties are being checked, as they are part of a stay put process, to ensure they are capable to performing to the necessary standard, however as they are purpose built, this will have been covered within the design of the blocks upon construction.</p>
Red 	AMDLocal_04 Number of outstanding Fire Safety Risk remedial actions	Monthly	-	TBC	TBC	TBC	<p>New Performance Indicator to replace AMD2528_04</p> <p>Undertake Fire Safety Risk action remediation.</p> <p>Over 4,000 FRA remedials to work through, including around 800 physical work items. The majority of these actions are low risk housekeeping issues, which are being worked through with Housing Management colleagues. A full review of all current FRAs is being undertaken, with a view that the 4,000 current position will reduce significantly.</p>


Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q2 Value	2025/26 Target	Notes
Amber 	HSLocal_29 Electrical compliancy	Monthly	89.10%	95.50%	97.5%	100%	At the end of Q2, 4310 / 4420 properties were compliant. The Repairs team are proactively working with residents and Legal Services to gain access to the remaining outstanding properties. HouseMark benchmarking for England in Q2 2025/26 is: <ul style="list-style-type: none"> • Upper quartile = 99.91% • Median = 99.59% • Third quartile = 98.17% HouseMark's Central ALMO and LA group in Q2 2025/26 is: <ul style="list-style-type: none"> • Upper quartile = 99.59% • Median = 98.65% • Third quartile = 97.39%
Red 	BV66a Rent Collection: Rent collected as a proportion of the rent owed	Monthly	100.2%	99.5%	92.1%	99%	There has been a decrease in arrears of £77k when comparing the September 2024 figure of (£565k) and September 2025 (£488k). This is a positive improvement, and the team are working hard to ensure arrears are collected and tenants are supported. The team continue to deal with an increasing number of Universal Credit cases which can be challenging as tenants experience may face changes in circumstances that can impact them financially and may impact how they manage/receive their household income.
Green 	HSLocal_42 Homelessness cases successfully intervened or prevented rather than relieved/a main duty being accepted	Monthly	82.7%	78.4%	89.4%	70%	During Q2 2025/26, an average of 89.4% of cases were successfully intervened or prevented rather than a relieved/main duty being accepted. A new Triage Officer was recruited and joined the team in July 2025, and they are having a positive impact.

Housing - Key Tasks and Areas for Improvement 2025/26




Status Icon	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	HS1922_02 Refresh and implement 10-year housing new build delivery plan	Add to the social housing stock Produce affordable homes to rent	83%	Dec-2029	<p>196 properties have been acquired into the social housing stock since 2019.</p> <p>During Q1 2025/26 the Inham Nook and Farm Cottage sites added a total of 20 social rent homes. Development is continuing at the following sites:</p> <ul style="list-style-type: none"> • 4 dwellings on Chiltern Drive / Spring Close, Watnall • 8 new Council homes will be handed over by Peveril Homes at Field Farm site, Stapleford during Q2 2025/26. <p>The Council is now in contract with Peter James Homes for the construction 51 new dwellings on land off Coventry Lane, Bramcote following Member approval in 2021.</p> <p>The Council has purchased a site to produce 8 flats in Eastwood and the purchase of another site in Eastwood is with Legal Services.</p> <p>A review of garage sites and other opportunities for potential development with feasibility assessments / appraisals is ongoing.</p> <p>Housing Delivery Plan approved by July Cabinet, active pipeline covered for the next 18 months.</p>
In Progress 	HS2124_02.1 Implement Asset Management Strategy (AMS) 2025-2028 (<i>Asset Management and Development</i>)	Plan to fully utilise assets held within the Housing Revenue Account. Ensure all Council housing achieves the Decent Homes Standard	70%	Mar-2028	<p>Second draft of the Asset Management Strategy 2025-2030 is to be consulted on. A report was presented to Policy Overview Group in June 2025. Overview of the AMS was approved by Cabinet on 3 June 2025, full document scheduled to go to Cabinet for final approval on 30 September 2025.</p>



Status Icon	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	CP2326_01b Energy Efficiency Schemes (Housing Stock) (<i>Asset Management and Development</i>)	To achieve Carbon Neutral and all dwellings to be EPC level C or above	68%	Due Date is in line with the Council's net zero Target of 2027	EPC data for all Housing Stock is being collated by Nottingham Energy Assessors (circa 2,000 EPCs over 24 months). Currently 1,200 require EPCs and expect to be completed Q2 2024/25 and this data will assist in developing a programme of improving all properties to EPC C by 2030. Presently the authority has 561 properties requiring a valid EPC, with around 1,475 properties under a C rating. Presently the authority has 561 properties requiring a valid EPC, with around 1,475 properties under a C rating. Of these 600 properties will be improved following renewal of a Local authority Agreement. 500 more properties will be improved following a tender process funded through The Social Housing Decarb Wave 3 programme and the Council. Issues with access to some of the remaining properties is restricting progress of the improvement programme.
In Progress 	HS2427_01.1 Implement Housing Strategy 2025-28	To achieve actions to help support the corporate plan priorities, for all housing services including out landlord services	10%	Mar-2028	The 2025-28 Housing Strategy was approved by Cabinet on 4 February 2025, and the Year 1 Action Plan is currently being implemented.
In Progress 	HS2427_02 Implement Housing Improvement Board Performance Improvement Plan	To improve the services of the Housing Repairs and Capital Works team	55%	Mar-2026	The Board continues to meet regularly with an improvement plan underpinning the discussions. This includes reviewing outcomes of the Housing Ombudsman's regular Spotlight on Knowledge and Information, and exploring improvements to processes and procedures to ensure compliancy with their Complaint Handling Code.
In Progress 	HSG2528_01 Review Lifeline Service, by undertaking consultation with current and potential customers, and adapt service accordingly	Improves service for elderly and vulnerable people in the Borough	10%	Mar-2026	Some initial benchmarking and comparison with competitors has been undertaken. Planned consultation has been delayed. Due date has been extended from March 2025.


Status Icon	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	COMS2427_02 To consider whether an additional licensing scheme for private rented dwellings would be appropriate	To determine whether the evidence exists to meet the criteria for the implementation of an additional property licensing scheme	25%	Mar-2026	Discussions on the scope of an additional licensing scheme have begun. A private sector housing stock condition exercise has been procured to assist in this process. The ongoing work on the Housing Strategy is relevant to any consideration of a need for additional licensing. New requirements to regulate social housing providers are also being reviewed. The Renters Rights legislation is also likely to address one of the key benefits of an additional licensing scheme – identifying such properties that may require intervention. Currently gathering information on different options and consideration of a Planning Article 4 for HMOs as a mechanism for control. Due date reviewed and extended from September 2025.
In Progress 	COMS2427_03 Produce a policy on HIMO licensing	To provide a framework to support the existing procedures for HIMO Licensing	75%	Mar-2026	A report was presented to the Policy Overview Working Group in March 2025. The review of HIMO licences and processes to support development of a Policy on HIMO licensing to ensure it is relevant has been deferred. Currently the approach to enforcing HMO licensing requirements is covered by the Corporate Enforcement Policy and the Housing Civil Penalty Policy.
In Progress 	AMD2528_02 Develop and implement a Damp and Mould Action Plan	To ensure the Council meets the legislative requirements in relation to damp and mould Improve the health outcomes for tenants Provide information to residents Ensure compliance with legislation	80%	Ongoing	A new Damp and Mould Policy was considered by Policy Overview Working Group on 31 July 2025. This was submitted and approved by Cabinet on 2 September 2025. New Damp and Mould tracker has been introduced.
In Progress 	AMD2528_03 Undertake Asbestos Management Surveys	To ensure the Council meets the legislative requirements in relation to asbestos management	60%	Ongoing	All communal asbestos surveys have been completed, surveys within dwellings (non-statutory) are at 25%.

Status Icon	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	AMD2528_04 Undertake Fire Safety Risk action remediation	To ensure the Council meets the legislative requirements in relation to Fire Safety	50%	Ongoing	This task has been replaced with the performance indicators AMDLocal_03 Proportion of homes (with communal areas) for which all required fire risk assessments have been carried out (100%) and AMDLocal_04 Number of outstanding Fire Safety Risk remedial actions. These were introduced in June 2025 to better monitor and assess progress. Fire Risk Assessments for communal areas will all be refreshed through our Contractor by the end of October 2025. All action items will be on Risk Hub. Actions being allocated through the Risk Hub system, and all staff have received guidance on how to interact.





Housing – Key Performance Indicators 2025/26

Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q2 Value	2025/26 Target	Notes
Amber 	HSLocal_03a Void Rent Loss	Quarterly	£239k	£245k	£201k	£300k	During Q2 2025/26, the void rent loss was £102,207 and was based on 8,202 total void days. £193k (Q2) The cumulative number of days' properties were void during 2025/26 was 16,018 days.
Red 	HSTOP10_03 Average Relet Time - General Needs	Quarterly	63	51	55	20	During Q2 the Lettings Team have been working to clear a backlog of properties from earlier in the year, this has resulted in an average relet time which is higher than target. The average was particularly impacted by a property at The Lilacs which was relet in August following 155 days void.
Red 	HSTOP10_03a Average Relet Time - Independent Living	Quarterly	45	72	81	40	During Q2 the Lettings Team let a property at Cloverlands Court which was void for 310 days, which has contributed to an average relet time which is higher than target. Various actions were taken to try and let this property, including holding an open day.




Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q2 Value	2025/26 Target	Notes
Green 	HSLocal_BM05 Reactive appointments made and kept	Quarterly	97.7%	97.0%	97.9%	98%	During Q2 2025/26 3,395 appointments were made. Of these 3,310 were kept. The reasons for the 85 appointments not kept are as follows: 56 jobs rearranged to attend an emergency that took priority, 24 were rearranged due to operative sickness, with 5 other jobs being rearranged due to the weather.
Green 	HSLocal_46 Total number of nights bed and breakfast accommodation is used	Monthly	-	-	73	1,400 350 (Q1)	New performance indicator 2025/26. During Q2, 7 households were in bed and breakfast accommodation. During Q1 and Q2, cumulatively there were 143 nights bed and breakfast accommodation was used. All placements were made as no other suitable accommodation was available at that time. As soon as space becomes available in our own Temporary Accommodation or other suitable temporary accommodation, we will work toward moving people out of hotels as soon as possible. The main challenge is four large families in our own Temporary Accommodation units require 4-, 5- or 6-bedroom accommodation to be able to move them on.


Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q2 Value	2025/26 Target	Notes
Red 	<p>HSLocal_11 Number of cases closed in the last 3 months where a property has been returned to occupation</p> <p>This is the number returned to use with intervention from the Private Sector Housing Team, which may include at least one of the following actions:</p> <ul style="list-style-type: none"> • Correspondence by letter/ email/ meeting/ telephone with person responsible – this includes providing general or bespoke advice • Visit to assess property (external or internal) • Referral to other department or other organisation (e.g. Building Control, NCC Highways, NCC deputyship team) • Enforcement action 	Quarterly	34	18	8	24	<p>The target is a cumulative target.</p> <p>This PI includes the Policy Requirement to identify 5 properties where partnership working is required to resolve long standing issue preventing re-occupation.</p> <p>In addition, this covers the work in the Empty Properties Strategy.</p> <p>Due to current vacancy in the team disrepair cases in the private rented sector are having to be prioritised over empty homes work.</p>



Business Growth – Critical Success Indicators 2025/26



Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q2 Value	2025/26 Target	Notes
Green 	TCLocal_01a Percentage of town centre units occupied: Beeston	Quarterly	92.0% (Mar24)	93.2% (May25)	95.0% (Sept25)	95%	There are multiple long-term vacant units that are up for sale with one unit under offer. Multiple units have changed ownership with limited vacant time.
Green 	TCLocal_01b Percentage of town centre units occupied: Kimberley	Quarterly	92.0% (Mar24)	92.0% (May25)	90.7% (Sept25)	*85%	Vacancy rate in Kimberley is relatively steady but with the loss of Poundland imminent a change is expected. * Target for 2025/26 reviewed and revised at mid-year review.
Green 	TCLocal_01c Percentage of town centre units occupied: Eastwood	Quarterly	86.0% (Mar24)	87.3% (May25)	90.3% (Sept25)	90%	Some long-term vacant units have recently started refurbishments; however, the high street rental auctions process has been introduced as a corrective measure.
Green 	TCLocal_01d Percentage of town centre units occupied: Stapleford	Quarterly	91.0% (Mar24)	89.9% (May25)	90.5% (Sept25)	90%	Vacancy rate has risen slightly and exceeding the target. There are several long-term properties that will be empty for the foreseeable future. Multiple long-term vacant units have been filled by new tenants. Several vacant properties are available to let.

Business Growth – Key Tasks and Areas for Improvement 2025/26




Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	BG2023_05 Bring forward and adopt the Greater Nottinghamshire Strategic Plan [Core Strategy]	Successfully steer the Core Strategy through its examination process receiving a report recommending adoption from the appointed Planning Inspector	60%	Adoption is currently anticipated by end of 2026	A further Regulation 19 consultation was undertaken in 2025 due to Gedling BC withdrawing from the Strategic Plan. The remaining Councils are aiming to submit the Strategic Plan for examination in late 2025, with an adoption in late 2026.
In Progress 	BG2124_01 Implement the Broxtowe Economic Growth and Regeneration Strategy 2022-2027 and review	A new framework for economic development within the Borough aligned the Mayoral Combined Authority and other plans for local and regional growth. Including specific plans for Stapleford, Eastwood and Kimberley	12%	Mar-2027	The Strategy was completed in January 2025, and the final printed and web versions were finalised in April 2025. Implementation has commenced and the major regeneration programmes are progressing well.
In Progress 	BG2225_01 Deliver Stapleford Town Fund	Develop and deliver the 6 projects identified for Stapleford Town Deal.	80%	Mar-2026 (March 2027 for projects in contract but incomplete)	The Borough is the accountable body for £21.1m which must be defrayed by 2025/26. Work continues on the Stapleford Towns Deal projects. The grant funding scheme and Library Learning Facility is fully completed. The Community Pavilion is almost fully completed and associated works for the Skate Park have commenced, due to be complete by December. The cricket pitch project is due to go to Planning in November. The Pencil Works (Enterprise Hub) has commenced following enabling works delays. Works on Walter Parker Square is due to go to tender in the coming weeks. Collaboration work is taking place with the Parks team on the Pasture Road Recreation Ground active travel scheme and works are due to start on Pasture Road and Albany School crossing later this year, due to be complete in Spring 2026.



Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	BG2326_02 Deliver the Kimberley Means Business Fund Programme	Develop and deliver the three projects identified for Kimberley Levelling Up Programme	75%	Mar-2026 (March 2027 for projects in contract but incomplete)	<p>The Borough is the accountable body for £16m which must be committed by the end of the 2026/27 financial year.</p> <p>The Bennerley Ramp project is now largely remediated with a ramp re-opening date to be anticipated in mid/late-November 2025. However, the cost has overrun significantly and due to the nature of the Design and Build contract Broxtowe are disputing payment to the contractor. This is likely to require discussions and possible mediation between parties. The Visitor Centre works have been mothballed pending completion of the ramp works, although the opening of the centre will be delayed due to the ongoing works the situation on construction remains stable.</p> <p>The active travel element of the project has now been abandoned except for a short stretch of the Great Northern Path. This is to allow for changing priorities and cost overruns on other projects. The cycle route design/planning has been completed. Construction on both the Stag Ground pavilion and the new Parish Hub are well underway with no major delays or cost overruns expected.</p> <p>Industrial unit construction at Bennerley is also progressing well with cladding nearing completion. Additional land for industrial units has been purchased at Giltway with a planning application being drafted.</p> <p>Town Centre work for Kimberley is largely completed. Business grants are now fully administered, and the illuminations project is entering its second full annual cycle of events.</p>

Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	BG2326_05 Creation of a new Markets and Retail Events Programme for the Borough	Delivery of events-based model for markets and retail events. Programme for 2024/2025 requires updating based on the UKSPF resources agreed in April 2025	31%	2025/26	The Stapleford food and craft fair events were continued until December 2024 but were on hold until the new car park re-opened in spring 2025. Beeston Market continues to run well and some enquiries from new traders are coming through. Plans for a food fair in Eastwood halted due to feedback from businesses that inviting additional food vendors into the town centre would not be welcomed. Eastwood plans include a launch event for the D.H. Lawrence Birthplace Museum augmented reality app and audio trail. The 'Beeston's Local Food and Produce Market' is being re-launched with new imagery and social media plan, due to launch in summer 2025. A back to university/fresher's pack is being prepared and a bee trail to stimulate independent trade. Parking was scheme launched in town centres to help drive footfall and a successor is being planned. Market's Business Plan is currently in development.
In Progress 	BG2326_06a Deliver the UK Shared Prosperity Fund (UKSPF) 2025-26 Programme	Deliver all strands of the UKSPF programme actions for 2025-26	33%	May-2026	A new reduced programme is being funded in year 4 all the funding is committed and around a third of the programme has been paid out or Purchase Orders raised. A reduction in employees is having an impact on overall delivery.


Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	JBG1518_06 Assist in the preparation of Neighbourhood Plans	Approve Neighbourhood Plan Area designations for all parish areas where they are wanted and progress to 'adoption' of the Plans <ul style="list-style-type: none"> •Brinsley JBG1518_06.2 •Eastwood JBG1518_06.3 •Greasley JBG1518_06.4 •Kimberley JBG1518_06.6 •Stapleford JBG1518_06.9 •Bramcote JBG1518_06.10 	70%	Target dates will vary depending on the details of each emerging Plan.	The Nuthall and Awsworth Neighbourhood Plans were 'made' (adopted) in previous years. The Cossall Neighbourhood Plan was adopted on 12 March 2024, following a successful referendum result on 15 February 2024. The Chetwynd: The Toton and Chilwell Neighbourhood Plan was adopted on 15 May 2024 following a successful referendum on 2 May 2024. Work on other Neighbourhood Plans in Eastwood, Stapleford and Bramcote is ongoing but there is uncertainty regarding further plans coming forward due to the removal of Government grants. There are not further updates at Q2 2025/26.
In Progress 	AMD2528_01 Carry out condition surveys and develop a maintenance plan for all the Council's General Fund stock (including industrial units)	Completion of condition surveys and maintenance plans to ensure compliance	50%	Mar-2026	Stock condition survey has commenced with Contractor, The Property Management system is due to be launched December 2025, which will house all stock data for commercial portfolio.

Business Growth – Key Performance Indicators 2025/26






Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q2 Value	2025/26 Target	Notes
Green 	NI 157a Processing of planning applications: Major applications determined within 13 weeks or agreed timescales	Monthly	90.65%	81.78%	100%	92%	Out of 2 applications, 2 were determined in time. The Council proportionally only receives a few major applications therefore if a few are not determined within the 13-week timeframe the percentage difference can be stark.
Green 	NI 157b Processing of planning applications: Minor applications determined within 8 weeks	Monthly	91.70%	91.66%	100%	94%	Out of 29 applications determined during this period 29 applications were determined on time.
Green 	NI 157c Processing of planning applications: Other applications determined within 8 weeks.	Monthly	98.39%	96.81%	97.80%	98%	Out of 91 applications, 89 were determined in time.






Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q2 Value	2025/26 Target	Notes
Red 	BV204 Percentage of appeals allowed against authority decision to refuse planning permission (Delegated or Committee Decisions with Officer Recommendations)	Quarterly	36.0%	71.0%	66.6%	10%	2022/23 - 15 of 27 appeals allowed 2023/24 - 9 of 25 appeals allowed 2024/25 - 12 of 17 appeals allowed In Q2 2025/26, 4 out of 6 appeals were allowed.
Data Only 	DSDData_18 Percentage of appeals allowed against refusals (Committee Overturns)	Quarterly	85.7%	100%	66.6%	10%	In Q1 2025/26 there were no appeal decisions issued which were based on refusals by the planning committee. In Q2 2025/26 three appeals were refused by committee against an officer recommendation to approve. Out of those three appeals, two were allowed



Environment Critical Success Indicators 2025/26

Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q2 Value	2025/26 Target	Notes
Green 	NI192 Household waste recycled and composted (This includes all waste and recycling material collected from households in the borough. It excludes material collected from the household waste and recycling sites)	Quarterly	35.93%	35.54%	37.18%	37.00%	There has been a slight decrease in the recycling rate compared to the same period last year. The main contributing factors are a 17% reduction in collected composted waste, and a 9% drop in kerbside glass. These changes have impacted overall performance. What is positive is the amount collected through the green-lidded recycling bin has increased by 8% and that there has been in a decrease in collected black bin weights (-4%).



Environment – Key Tasks and Areas for Improvement 2025/26








Status	Code and Action	Action Description	Progress	Due Date	Comments
Completed 	COMS2223_05.2 Produce DEFRA Annual Air Quality Status Report 2025	Council has a fit for purpose Air Quality Status Report	100%	Jun-2025	The 2025 Air Quality Report was approved by Cabinet on 29 July 2025 and was approved by DEFRA in August 2025
In Progress 	ENV2124_01 Implement the actions identified within the Council's Waste Strategy 2021-2025	Increase in the Council's recycling rate, reduced amount of residual waste and improved awareness of waste minimisation	90%	Mar-2028	The Environment Act was mandated in November 2021. An interim high-level strategy was produced as a holding document and will be reviewed in 2025/26 to incorporate Simpler Recycling and weekly food waste collections.
In Progress 	ENV2124_02 Implement the strategic actions of the Climate Change and Green Futures programme	Decrease in Council's own operation carbon emissions. Creation of a net zero target	95%	Dec-2027	A revised Climate Change and Green Futures Strategy was adopted by the Council in July 2024. New actions for Recycling and Resources have been captured within the strategies, Carbon Management Action Plan. A refresh of the current Climate Change and Green Futures Strategy is due to be undertaken by June 2026.
In Progress 	ENV1518_04.1 Implement Key Actions in Blue/Green Infrastructure Strategy 2025 -2030	Develop, improve and promote Green and Blue infrastructure in the Borough incorporating strategic actions in Climate Change and Green Futures programme and the Tree Management Strategy 2023-2027	25%	Mar-2027	The refreshed Blue/Green Infrastructure Strategy will be presented to Cabinet for adoption on the 4 November 2025.
In Progress 	ENV2124_03.1 Wildflower sowing and meadow management	New wildflower areas created, and grass managed as wildflower meadows. New areas identified each year.	25%	Mar-2027	Work is being undertaken to seed highway verges with a native wildflower mixture. This will be across the Borough. A review of annual bedding areas has been undertaken, with a view to move to sustainable perennial planting. This will include plants that are able to tolerate a drier climate. Areas on the Councils Parks and Open Spaces are currently being identified, so that an appropriate relaxed maintenance regime can be implemented allowing grasses and wildflowers to thrive.






Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	ENV2427_01 Implement the actions from the Tree Management Strategy 2023-2027	Work with partners, land owners and other agencies to plant 2,000 trees per year.	50%	Mar-2027	Work activities for 2025/26 and 2026/27: <ul style="list-style-type: none"> • Archers Field, Stapleford • Brinsley Headstocks • Crow Hill (Bramcote Hills) • Leyton Crescent, Beeston • Mansfield Road Rec, Eastwood • Hemlock Stone, Bramcote
In Progress 	GREEN0912_14.1 Further develop sites with Local Nature Reserve status	Maintain existing 121 hectares of land identified as Local Nature Reserves. Investigate possible additional sites as opportunities arise through: <ul style="list-style-type: none"> • new housing development • the acquisition of additional open space. Increase and develop local pocket park nature sites	90%	Mar-2026	The former Biffa Landfill site in Bramcote has now been formally adopted and the Environment Team are currently in the process of finalising its management plan.
In Progress 	ENV1821_03.1 Improve Play Areas and Parks & Open Spaces	All play area improvements as identified in the Play Strategy 2017-2025 to be completed in 2023/24. Develop a new Parks and Play Strategy 2025 -2030.	15%	Mar-2026	A specification has been developed for a consultant to deliver the creation of a new Parks and Play Strategy 2025-2030. It is anticipated that the revised Strategy (after public consultation and review) will be formally adopted September 2026.
In Progress 	ENV2023_03.1 Identify areas of new Green Space for public use	Increase the total area of publicly accessible green space in Broxtowe	30%	Mar-2027	The former Biffa Landfill site in Bramcote has now been formally adopted. Acorn Avenue Open Space, Giltbrook is also in the process of being handed over to the Environment Team.
In Progress 	ENV2023_05.1 Implement actions deriving from the Governments 'Our Waste, Our Resource: A Strategy for England'	Increase in the Council's recycling rate and increased awareness of climate change and waste and recycling issues.	20%	Mar-2028	The Environment Act was mandated in November 2021. An interim high-level strategy was produced as a holding document and will be reviewed during 2025/26 to incorporate Simpler Recycling (April 2026) and Weekly Food Waste collections (October 2027)

Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	ENV2528_01 Income generated through Trade Waste	Review the effectiveness of the marketing Strategy. Implementation of food waste and simpler recycling collections for trade waste customers.	10%	Mar-2026	Food Waste and Simpler Recycling collections commenced for the Council's Trade Waste customers in April 2025. A review of the service will be undertaken before the end of 2025. This task is linked to performance indicators WMDData_06 and WMDData_06b .
In Progress 	TR2124_01 Implement the strategic actions of the Transport and Fuel Strand of the Climate Change and Green Futures programme	Reduce the Councils emissions from the fleet and make a positive contribution to the Councils target of being net carbon zero by 2027	75%	Mar-2027	Nine electric vehicles now form part of Broxtowe's fleet with a tree inspector electric van on order. In April 2024, the fleet transitioned to using Hydrogenated Vegetable Oil (HVO), this has reduced fleet emissions by 86% for 2024/25.


Environment – Key Performance Indicators 2025/26

Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q2 Value	2025/26 Target	Notes
Data Only 	WMDData_13 Percentage of Bins and Bags missed	Quarterly	0.27%	0.24%	0.21%	Tracking Indicator	This performance indicator captures data to assess how effective service delivery is year on year. In the first six months 2025/26, nearly 3.5 million bags and containers were collected. 7,180 bins and bags were reported as missed over the same period. Number of missed bins per 100,000 is 209. Compared to the same period last year there has been a 14% reduction in missed bin collections (8,349 (2024/25) compared to 7,180 (2025/26)).
Data Only 	WMDData_03b Number of garden waste subscriptions	Quarterly	22,671	22,229	21,709	22,300	Subscriber numbers have declined by 1,094 since 2023/24, including a drop of 768 compared to this time last year. However, proposals to address this trend, will be presented to Cabinet in November 2025 to help stabilise and reverse the attrition.




Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q2 Value	2025/26 Target	Notes
Amber 	WMData_03c Income generated by Garden Waste Subscriptions	Quarterly	£925k	£1,028k	£1,054k	£1,070k	Garden waste income is currently slightly below expectations, primarily due to subscriber attrition. However, proposals aimed at improving retention will be presented to Cabinet in November 2025 as part of a broader strategy to stabilise garden waste income.
Green 	WMData_06a Income generated through Trade Waste	Quarterly	£670k	£624k	£492k	£633k	Income targets are on track, even with fewer trade accounts. The upcoming pricing review and marketing push for trade waste services should help strengthen performance and support future growth.
Red 	WMData_08 External income generated through Environmental Services	Quarterly	£209k	£244k	£31k	£190k £48k (Q2)	Invoicing for grounds maintenance works is currently underway, with income expected to align with targets.
Green 	NI 195a Cleanliness of the streets and open spaces within the Borough (levels of litter)	3 x per Year	96%	99%	100%	97%	The Councils cleanliness surveys use the Keep Britain Tidy Local Environmental Quality (LEQ) standards. The reported percentage reflects the proportion of sites assessed as either Grade A (no visible litter) or Grade B (predominantly clean with only minor issues).
Green 	NI 195b Levels of detritus on the public highway	3 x per Year	87%	95%	96%	96%	The Councils cleanliness surveys use the Keep Britain Tidy Local Environmental Quality (LEQ) standards. The reported percentage reflects the proportion of sites assessed as either Grade A (no visible detritus) or Grade B (predominantly clean with only minor issues).
Data Only 	SSData_01 Reduce the number of fly tipping incidents	Quarterly	700	1,028	124	631 316 (Q2)	WISE began environmental enforcement in late April 2025. Since then, fly-tipping incidents have reduced compared to the same period last year, a positive sign that the approach is having an early impact.
Green 	SSData_10 Number of Clean and Green events undertaken (including school visits)	Quarterly	65	381	28	150	The number of Clean and Green events is currently lower than the previous year. A new officer has recently been appointed and is in the process of creating a delivery programme.






Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q2 Value	2025/26 Target	Notes
Amber 	BV82a(ii) Tonnes of Household Waste Recycled (<i>This is all waste and recycling material collected from households. It excludes trade waste and material collected from the household waste and recycling sites</i>)	Quarterly	7,343.16	7,348.00	3,694.25	7,500 3,750 (Q2)	Estimated. Total household recycling tonnage is currently just below target, influenced by a 9% reduction in kerbside glass collections. However, this has been partially offset by an encouraging 8% increase in tonnage collected through the green-lidded recycling bin.
Green 	BV82b(ii) Tonnes of household waste composted	Quarterly	7,053.38	6,892.00	3,743.13	7,000 3,500 (Q2)	Garden waste tonnage is currently on target, which is a positive. However, waste collected for composting has decreased by 17% compared to the same period last year, likely influenced by drier weather.
Amber 	BV84a Household waste collected per head (Kgs) (<i>This is all waste and recycling material collected from households. It excludes trade waste and material collected from the household waste and recycling sites</i>)	Quarterly	349.62	349.52	174.52	340 170 (Q2)	Estimated. While household waste collected per head (kg) is slightly below target, it is encouraging to note a 6.2% reduction compared to the same period last year.
Amber 	NI 191 Residual household waste per household (Kgs) (<i>This includes all waste collected from black lidded bins, clinical and bulky waste</i>)	Quarterly	498.77	498.87	241.05	496 248 (Q2)	Estimated. Target has been achieved and shows a 5.5% reduction in collected kg per household compared to the same period last year.
Green 	WMDData_11 Residual (black lidded bin) Waste per household (Kg) (<i>This is waste collected from the black-lidded bin only</i>)	Quarterly	460.27	462.00	225.01	460 230 (Q2)	Estimated. The target has been achieved and also shows a 4.3% reduction in collected black-lidded bin waste per household compared to the same period last year.






Health – Critical Success Indicators 2025/26


Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q2 Value	2025/26 Target	Notes
Data Only 	ComS_091 No. of Dementia Friends trained	Quarterly	33 (not including online)	57 (not including online)	18 (Q1))	45 (plus, online)	Dementia Friends trained online are not counted within this figure as data from the Alzheimer's online training package is not available.

Health – Key Tasks and Areas for Improvement 2025/26

Status	Code and Action	Action Description	Progress	Due Date	Comments
Completed 	COMS2223_05.2 Produce DEFRA Annual Air Quality Status Report 2023	Council has a fit for purpose Air Quality Status Report	100%	Jun-2025	The 2025 Air Quality Report was approved by Cabinet on 29 July 2025 and was approved by DEFRA in August 2025
In Progress 	BBC2022b Work with Liberty Leisure Limited to develop and implement a Leisure Facility Strategy	Develop a financial model for identified new facilities To have a strategy that details maintaining the provision of three leisure facilities with a costed timetable to replace two of the existing facilities	60%	Ongoing	See notes for Support Services – Finance Services
In Progress 	CCCS2326_E01 Develop and deliver the Culture and Events Strategy 2023-26	Increase the number of local people accessing a cultural service	88%	Mar-2026	Actions in progress or completed 23 out of 26 for Cultural Strategy. Highlights during 2024/25 included an increase in museum visitors, and an international award for the CCity Recipe Book. Remaining actions include work on capturing and analysing more data about event attendees in order to produce appropriate targeted marketing.

Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	CCCS2326_H01 Deliver Museum Strategy and Forward Plan 2023-2027	Increase the number of local people accessing the Museum	96%	Mar-2027	Actions in progress or completed 23 out of 24 for Museum Strategic Plan. Highlights in 2024/25 included an extended D.H. Lawrence Festival which increased attendance from 6,857 in 2023/24 to 7,483 in 2024/25. Work has also been undertaken to increase engagement with schools which resulted in 1,262 children being engaged through outreach work and visits to the museum. £10,000 funding was secured to replace the Blue Line Trail.
In Progress 	BHWP Produce and deliver the Broxtowe Health and Wellbeing Plan 2023-2026	Working with partners to deliver services to improve the health and wellbeing of residents in the Borough. The plan combines work focussed on supporting: - • Armed Forces • Children and Young People • Dementia • Health • Mental Health • Older People • Child Poverty • Tobacco Control • Access to Food • Learning Disabilities	50%	Nov-2026	The Health and Wellbeing Plan is a 3-year dynamic multi-agency plan which relies on external partners for updates on progress and it is therefore problematic to accurately assess progress. Refresh of action plan to start July 2026
In Progress 	BCRPSMA_12 Produce and implement a Broxtowe Drug and Alcohol Strategy to support the Countywide strategy	Increase in numbers of residents accessing support services	0%	Mar-2026	Post vacant since Jan 2025 this work will commence when the new officer starts
In Progress 	COMS2528_04 Deliver five equalities events and a voluntary sector event	Increase community cohesion	0%	Mar-2026	Post vacant since Jan 2025 this work will commence when the new officer starts
In Progress 	COMS2427_15 Maintain strong partnerships to deliver action plans	Deliver an efficient and effective service for residents	50%	Mar-2026	All the Borough partnerships are strong, and action plans are being delivered

Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	BHWP CYP_07 School talks on Healthy Relationships and Mental Health	Better mental health and reductions in incidents of Domestic Abuse	50%	Mar-2026	
In Progress 	BHWP AF_02 Update Armed Forces webpage	Better access to resources and information for veterans	55%	Mar-2026	Post vacant since Jan 2025 this work will commence when the new officer starts
In Progress 	BHWP AF_10 Update Armed Forces resources	Better access to resources and information for veterans	50%	Mar-2026	Post vacant since Jan 2025 this work will commence when the new officer starts
In Progress 	BHWP AF_04 Achieve Armed Forces Employer Recognition Gold Award status	Gold Award status achieved	0%	Mar-2028	
In Progress 	BHWP BS_01 to BHWP NB_07 Delivery of Bursary Scheme projects in North Broxtowe	Increase in active residents in North Broxtowe <ul style="list-style-type: none"> • Young Peoples Centre H&WBS_01 (0%) • Sight Loss H&WBS_02 (55%) • Boccia H&WBS_03 (70%) • Nordic Walking H&WBS_04 (50%) • Tai Chi H&WBS_05 (Project withdrew from scheme) • Intergenerational Exercise H&WBS_06 (55%) • Menopause Group H&WBS_07 (70%) 	71% For projects started	Nov-2025	Young Peoples Centre Not Started. Post was vacant – now recruited to post awaiting update. Sight Loss discussed cane types & training, guided walks using sight loss apps. Volunteers running group with help of macular society. Reduced social isolation / loneliness. Boccia progressing well, with. Around 20 individuals play. Reduced social isolation / loneliness. Nordic Walking progressing well, 16 people registered. Carers and wider family attend Reduced social isolation / loneliness. Tai Chi partner withdrew project from bursary scheme. Intergenerational Exercise sessions well attended by young families and care home residents. Looking to extend to other care homes. continued






Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	BHWPBS_01 to BHWPNB_07 Delivery of Bursary Scheme projects in North Broxtowe (<i>Continued</i>)	Increase in active residents in North Broxtowe <ul style="list-style-type: none"> • Young Peoples Centre H&WBS_01 (0%) • Sight Loss H&WBS_02 (55%) • Boccia H&WBS_03 (70%) • Nordic Walking H&WBS_04 (50%) • Tai Chi H&WBS_05 (Project withdrew from scheme) • Intergenerational Exercise H&WBS_06 (55%) • Menopause Group H&WBS_07 (70%) 	71% For projects started	Nov-2025	Menopause Group WhatsApp Group created, and Menopause Directory created (to support signposting to additional services / help). walking, yoga and planning open water swimming in Aug / Sept. Have held talks on mental health, weight management / healthy eating. Supported litter pick events. Group signposted to Liberty Leisure Limited wellbeing workshops

Health – Key Performance Indicators 2025/26









Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q1 Value	2025/26 Target	Notes
-	-	-	-	-	-	-	-











Data for Leisure and Health Critical Success Indicators is calculated and reported annually and will be included in the 2024/25 Performance Outturn report.









Community Safety – Critical Success Indicators 2025/26


Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q2 Value	2025/26 Target	Notes
Data Only 	ComS_011 Reduction in reported ASB cases in Broxtowe (Nottinghamshire Police Strategic Analytical Unit)	When available	1,975	1,898	-	1,850	National guidelines require every complaint to be recorded so single incidents maybe recorded several times where complainant reports to multiple agencies or where multiple witnesses report to a single or multiple agencies resulting in double counting it is not possible to strip these out of data.
Data Only 	ComS_012 Number of ASB cases received by Environmental Health	Quarterly	412	433	142	400	Q2 2024/25= 137 Q3 2024/25= 79 Q4 2024/25= 103 Q1 2025/26= 126
Data Only 	ComS_013 No of ASB cases received by Housing (gen Housing)	Quarterly	134	130	37	100	Q2 2024/25= 37 Q3 2024/25= 35 Q4 2024/25= 34 Q1 2025/26= 56 The accessibility of the Tenancy Services Team has increased, with Housing Services now hosting regular housing drop-in sessions and estate inspections throughout the Borough, Housing Officers have also attended community events. This has led to customers being able to report issues easily contributing to the rise in cases recorded
Data Only 	ComS_014 Number of ASB cases received by Community Services	Quarterly	103	114	55	60	Q1 2024/25= 28 Q2 2024/25= 32 Q3 2024/25= 28 Q4 2024/25= 26 Q1 2025/26= 33
Data Only 	ComS_024 High risk domestic abuse cases re-referred to the Multi Agency Risk Assessment Conference [expressed as a % of the total number of referrals]	Quarterly	24%	27%	13%	20%	Q2 2024/25= 37% Q3 2024/25= 13% Q4 2024/25= 27% Q1 2024/25= 11%

Community Safety – Key Tasks and Areas for Improvement 2025/26





Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	BCRP Produce and deliver a Broxtowe Crime Reduction Plan 2023-2026	Reduction in all crime types and improvements in community confidence	60%	Nov-2026	The Broxtowe Crime Reduction Plan is a 3-year dynamic multi-agency plan which relies on external partners for updates on progress and it is therefore problematic to accurately assess progress.
In Progress 	BCRP Produce and implement a new Broxtowe Crime Reduction Plan (including ASB action plan) (New)	Reduction in all crime types and improvements in community confidence	0%	Mar-2027	This work will commence later in the year
Completed 	BCRPASB_28 Create Poster/Signage for E-Scooters, Cycles and Off-Road Bikes	Increased safety for users of High Road Beeston and hot spots throughout Borough	100%	Mar-2026	
In Progress 	BCRPASB_29 Review ASB Policy (including ASB action plan)	Deliver an efficient and effective service for residents	50%	Mar-2028	This work will commence in 2026 as part of the 3-year policy review cycle
In Progress 	BCRPASB_30 Review ASB Case Review Policy	Deliver an efficient and effective service for residents	50%	Mar-2028	This work will commence in 2027 as part of the 3-year policy review cycle
In Progress 	BCRPASB_17 School talks on ASB, White Ribbon and Healthy Relationships	Better mental health and reductions in incidents of ASB and Domestic Abuse	50%	Mar-2026	5 visits to schools have been completed which have all been successful, however some schools are still reluctant to let us in (we think this may be they fear it will send a message to parents there is an issue at the school) a myth buster leaflet on ASB, knife crime, staying safe and information on mental wellbeing has been produced to mitigate this
In Progress 	COMS2527_01 Produce and deliver South Notts Community Safety Partnership Serious Violence Response Plan (New)	Reduce Violence across South Notts	30%	Jan-2027	Plan produced and approved by the Violence Reduction Partnership. Delivery of the plan has started.
In Progress 	BCRPDA&V_16 Develop and distribute Home Target Hardening Infographic	Infographic of measures that can be taken to make homes more secure against unwanted entry reducing referrals	25%	Mar-2026	The infographic is being prepared by the Council's partner and will be publicised once available.






Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	COMS2526_01 Consult, Review and renew Public Spaces Protection Orders (PSPO) (New)	PSPOs renewed where appropriate and removed where not	25%	Apr-2026	The review, consultation and renewal of PSPO commenced in April 2025.
In Progress 	COMS2324_05.1 Review Vulnerable Persons Policy	Support vulnerable residents in the Borough	0%	Mar-2027	This work will commence in 2026 as part of the 3-year policy review cycle
In Progress 	COMS2224_08a Renew Accreditation and deliver the multi-agency partnership White Ribbon Action Plan 2024-2027	Raise awareness of and reduce Domestic Abuse and male violence against women	25%	Mar-2028	This work will commence in 2027 to meet the white ribbon reaccreditation deadline of March 2028
In Progress 	COMS2224_09 Deliver Sanctuary Scheme	Provide security for survivors of Domestic abuse to enable them to continue to live in their own homes	60%	Mar-2026	Ongoing. Tasks for 2025/26 are being undertaken.
In Progress 	BCRPHC_01 Renew Hate Crime Pledge	Reduce Hate Crime and improve reporting and support for victims in the borough	0%	Mar-2026	Post vacant since January 2025 This work will commence later in the year to meet the deadline of March 2026
In Progress 	COMS2427_08 Deliver Serious Violence Duty	Ensure compliance with the duty	70%	Mar-2026	Ongoing. Tasks for 2025/26 are being undertaken.
In Progress 	COMS2427_09 Deliver PREVENT Duty	Ensure compliance with the duty	70%	Mar-2026	Ongoing. Tasks for 2025/26 are being undertaken.
In Progress 	COMS2427_12 Review and update the Hate Crime Policy	Deliver an efficient and effective service for residents	0%	Mar-2027	Work will commence in 2026 in line with the 3-year policy review cycle
In Progress 	COMS2427_13 Review and update the Hate Crime Strategy	Deliver an efficient and effective service for residents	0%	Mar-2027	Work will commence in 2026 in line with the 3-year policy review cycle
In Progress 	COMS2427_14 Review and update the Serious Organised Crime Strategy	Deliver an efficient and effective service for residents	0%	Mar-2027	Work will commence in 2026 in line with the 3-year policy review cycle

Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	COMS2324_03 Review Serious Violence and Violence Against Women and Girls Strategy	Reduce violence and violence against women and girls	0%	Mar-2028	Work will commence in 2027 in line with the 3-year policy review cycle
In Progress 	BCRPFRAUD_01 Renew Fraud Covenant	Reduce fraud and improve reporting and support for victims in the borough	0%	Mar-2028	This is to be reviewed in 2027/28.
In Progress 	BCRPDA&V_07 Review Sanctuary Policy	Deliver an efficient and effective service for residents	0%	Mar-2028	Work will commence in 2027 in line with the 3-year policy review cycle
In Progress 	COMS2528_01 Review Prevent Strategy (New)	Deliver an efficient and effective service for residents	0%	Mar-2028	Work will commence in 2027 in line with the 3-year policy review cycle
In Progress 	BCRPDA&V_14 Review Domestic Abuse Policy	Deliver an efficient and effective service for residents	90%	Mar-2028	The Domestic Abuse Policy has been reviewed, updated and rewritten. Housing Services are applying for Domestic Abuse Housing Alliance (DAHA) accreditation. This may require amendments to the policy before it is submitted to Cabinet for approval.
In Progress 	BCRP SMA_11 Create BLZ package for substance misuse (including nitrous oxide)	Staff awareness raised and clear referral pathways to support	0%	Mar-2026	Post vacant since January 2025 this work will commence once the new post holder is in post
In Progress 	BCRP SMA_12 Produce and implement a Broxtowe Drug and Alcohol Strategy to support the Countywide strategy (including nitrous oxide)	Increase in numbers of residents accessing support services	0%	Mar-2026	Post vacant since January 2025 this work will commence once the new post holder is in post
In Progress 	COMS2528_02 Enhance existing substance misuse action plan to support countywide strategy and action plan (New)		0%	Completion date subject to county plan being published	Post vacant since January 2025 this work will commence once the new post holder is in post






Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	ComS_2528_03 Review the resource allocated to Licensing Enforcement (New)	To undertake an exercise to review the resource allocated to Licensing Enforcement and ensure adequate capacity to carry out a programme of proactive and reactive monitoring of activities requiring licensing	10%	Mar-2028	Discussions have commenced to outline the parameters of the review.


Community Safety – Key Performance Indicators 2025/26





Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q2 Value	2025/26 Target	Notes
Data Only 	ComS_012 Number of ASB cases received by Environmental Health	Monthly	438	433	142	400	Q2 2024/25= 137 Q3 2024/25= 79 Q4 2024/25= 103 Q1 2025/26= 126
Red 	ComS_012d ASB cases Environmental Health closed in 3 months	Monthly	78.64%	66.74%	55.63%	82%	79 cases closed in <3 months in Q2 2025/26. Closure is based on complexity of open cases.
Data Only 	ComS_013 No of ASB cases received by Housing (General Housing)	Monthly	92	130	37	100	Q2 2024/25= 37 Q3 2024/25= 35 Q4 2024/25= 34 Q1 2025/26= 56 The accessibility of the Tenancy Services Team has increased, with Housing Services now hosting regular housing drop-in sessions and estate inspections throughout the Borough, Housing Officers have also attended community events. This has led to customers being able to report issues easily contributing to the rise in cases recorded
Green 	ComS_013d ASB cases Housing closed in 3 months	Monthly	69.40%	65.38%	86.49%	85%	32 cases closed in <3 months in Q2 2025/26. Closure is based on complexity of open cases.







Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q2 Value	2025/26 Target	Notes
Data Only 	ComS_014 Number of ASB cases received by Community Services	Monthly	103	114	55	60	Q1 2024/25= 28 Q2 2024/25= 32 Q3 2024/25= 28 Q4 2024/25= 26 Q1 2025/26= 33
Green 	Coms_014d ASB Cases Community Services closed in 3 months	Monthly	102.91%	86.84%	94.32%	70%	53 cases closed in <3 months in Q2 2025/26. Closure is based on complexity of open cases.
Data Only 	ComS_101 Residents feeling people from different backgrounds get on well (New)	Annually	62%	Data not yet available	-	90%	Annual survey of the Police and Crime Commissioner for Nottinghamshire
Red 	Coms_048 Food Inspections: High Risk	Quarterly	100%	100%	30%	100% (Q2)	Only a total of 31 high risk premises outstanding which will be prioritised in Q3. The majority of C's overdue from Q2 were due end of September so still fall in the +/-28 days of inspection range. and additional 64 inspections overdue from Q1 (2 X B, 24 x C, 32 x D and 8 X E) were completed. Officers have been concentrating on undertaking high risk visits from the first quarter and unrated businesses assessed as being high risk.
Red 	Coms_049 Food Inspections: Low Risk	Quarterly	100%	100%	30%	100% (Q2)	Prioritising the high-risk inspections. Currently a vacant post within the team. Responding to Health and Safety cases has resulting in service of Prohibition Notices and sampling of spa pools.




Support Services – Key Tasks and Areas for Improvement 2025/26




	Completed 	In Progress 	Warning 	Overdue 	Cancelled 
Finance Services	-	3	-	-	-
Legal Services	-	1	-	-	-
Democratic Services	1	1	-	-	-
Human Resources	-	3	-	-	-
Payroll and Job Evaluation	-	-	-	-	-
Asset Management and Property Services	-	4	-	-	-
Communications, Cultural and Civic Services	-	1	-	-	-
Health and Safety	-	3	-	-	-
ICT and Corporate Services	-	5	-	-	-
Revenues, Benefits and Customer Services	1	4	-	-	-
TOTAL	2	25	-	-	-




Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	FP2427_01 Review and update the Housing Revenue Account (HRA) 30-Year Business Plan and to develop a medium-term financial strategy (MTFS) for the HRA (Finance) (New)	Internal review of the HRA 30-Year Business Plan last updated in 2023/24. Development of a new MTFS for the HRA to bridge the gap between the annual budget and long-term business plan	35%	Dec-2025	Progress ongoing to produce a Medium-Term Financial Strategy for the HRA to provide a link between the updated HRA 30 Year Business Plan and the annual budget setting process. The outcomes will be reported to Cabinet in Q3. Target date updated to December 2025.






Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	RBCS2528_04 Complete the migration and upgrade of Revenues system to the Cloud platform (Revenues/ICT) (New)	Fully operational revenue and benefits system and to provide additional business continuity arrangements	50%	Mar-2027	An upgrade to a Cloud Platform was included as part of the contract renewal. This process is in the initial phase of roll out with Civica customers with Broxtowe commencing this process in early 2026/27 financial year. Work has commenced with CIVICA to define requirements for implementation. An issue was identified that may impact project cost and quality; this is under assessment. Currently, the Cloud offering is not sufficiently developed to be used, but its suitability will be reviewed during the contract period. Target date updated to March 2027
In Progress 	FP2326_02 Review and enhance the Council's contract management framework across the Council (Finance)s	Review of the corporate contract management framework to include performance management arrangements and reporting	90%	Mar-2026	Updated Contract Procedure Rules now adopted following approved at full Council on 12 July 2023. A review of the Contract Management Framework was completed in May 2024. Participation in a Contract Management Working Group with other Nottinghamshire authorities, attended by the Chief Audit and Control Officer and other relevant Contract Managers as required. Target date updated to March 2026.
In Progress 	LS2528_01 Community Governance Review 2025 (Legal Services)	Revision of parish boundaries in the North of the Borough	1%	Timetable to be agreed	This is currently being reviewed and need to ensure it aligns with pending Local Government Reorganisation (LGR).
In Progress 	DEM2427_01 Roll Out Phase 3 of the Committee Management System (Democratic Services) (Democratic Services)	Introduce paper light Committee meetings by using e-Agendas	10%	May-2027	Members asked to trial a paper light method of Committee meetings. A Member Working Group has been convened to provide insight with the indicator which will next meet in December 2025. The group will be supported by the Assistant Director Corporate Services.





Status	Code and Action	Action Description	Progress	Due Date	Comments
Completed 	DEM2528_01 Complaint Handling Annual Self-Assessment Form (Democratic Services) (New)	The Complaint Handling Annual Self-Assessment form be completed and published by April 2025 as recommended by the Joint Complaint Code. From April 2025 to update the annual self-assessment as required by the Joint Complaint Code	100%	Apr-2025	Final confirmation from the Housing Ombudsman to confirm that the Council is compliant with the Code was received in October 2025.
In Progress 	HR2326_01.1 Complete an annual review of the People Strategy 2025-29 (Human Resources)	Review the People Strategy and incorporate it into the Organisational Development Strategy	50%	Jan-2026	The annual review for 2025/26 is underway and will be completed by the deadline.
In Progress 	HR2427_01.2 Consolidate Family Friendly Policies (Human Resources)	Amalgamate all Family Friendly Policies (Maternity/Paternity etc.)	85%	Apr-2026	Family friendly Policies were amalgamated into the HR Policy Group by April 2025. Parental Leave changes in effect from April 2026
In Progress 	HR2427_01.5 Armed Forces Covenant (Human Resources)	Achieve Gold Award Status	30%	Dec-2025	HR have contacted the MoD to request next steps for Gold Award application. MoD have not yet responded to contact about next steps.
In Progress 	CP2124_01a Complete the installation Property Management system (Asset Management and Development)	Fully operational property management system that is able to generate reporting and invoicing to ensure efficient solution.	30%	Jun-2025	A Property Management system has now been procured, and an implementation project team has been convened. First integration session (full day) has been conducted, in line with an agreed timetable which should have the software fully live in 6 months at the latest. All council assets have been loaded, component data in the process of being added.
In Progress 	CP2124_01 Introduce effective management and ICT systems in the Estates Team (Asset Management and Development)	Readily available information on a day-to-day basis to enable efficient estate management	90%	Sept-2025 (subject to business case)	The Property Management system has now been procured, and an implementation project team has been convened. First integration session (full day) has been conducted, in line with an agreed timetable which should have the software fully live in 6 months at the latest.

Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	CP2225_01 Maximise commercial revenue from Beeston Square (Asset Management and Development)	Ensure the development income exceeds borrowing costs and provides a revenue income stream for the Council	85%	Mar-2025	Beeston Square is now fully tenanted, pending the agreement of legal documentation. The attraction of a dentist and foot clinic has gone some way to meet the commitments to bring more health orientated businesses to the town, the addition of a play group and bar / restaurant business will further support the local economy.
In Progress 	CP2326_01a Energy Efficiency Schemes (Asset Management and Development)	To achieve Carbon Neutral on all Commercial premises and to be EPC level C or above	10%	Mar-2027	Faithful and Gould (now Atkins Realis) are providing feasibility on the Council's four principal assets. Unfortunately, we were unsuccessful in our bid to Phase 5 Public Sector Low Carbon Skills Fund. We are currently discussing potential funding opportunities with Atkins Realis including Phase 4 of the Public Sector Decarbonisation Scheme (expected to open to applications later this year). The decarbonisation plans currently being prepared by Atkins Realis will help identify a works programme.
In Progress 	BBC2022a Review the existing Management Agreement between Broxtowe Borough Council and Liberty Leisure Limited (LLL) (Council)	To have an updated agreement that accurately details the roles and responsibilities of Broxtowe Borough Council and Liberty Leisure Ltd (LLL) in the provision of leisure in Broxtowe	50%	Mar-2027	Work on specific priorities as follows: <ul style="list-style-type: none"> • Ongoing review of service agreements with Council services • Reserve Policy approved by the LLL Board • Repairs and renewals governance agreed at meetings with Head of Asset Management every six months. Recent issues with RAAC concrete and asbestos, in addition to the usual issues associated with a 60-year-old leisure centre. Overall, the management agreement requires a review to reflect the areas that LLL are no longer operating e.g. Kimberley Leisure Centre, Cultural Services and Events.





Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	BBC2022c Replacement Gym Equipment (Council)	Provide a scope of the equipment required, digital capabilities, meet with suppliers, site visits, support with scoping the details of a procurement. Redesign available gym space and work with the contractor to ensure installation is to specification and on time	40%	Dec-2026	Implementation of this action has been delayed as timing of the new equipment needs to coincide with facility developments. Capital programme 2025/26 includes £120k for gym equipment replacement, most of which is required for the new Hickings Lane Community Pavilion. The wider programme will be aligned to the implementation of the Leisure Facility Strategy. LLL will review costs and timeline required to give the maximum value for money. Any equipment delivered will require consultation, procurement and lead times.
In Progress 	CCCS2326_01 Deliver Communication and Engagement Strategy 2023-26 (Communications)	Increase reach of Council's communications to encourage behaviour change and improve the Council's reputation	84%	Mar-2026	Actions in progress or completed 32 out of 38 for Communications and Engagement Strategy Highlights during 2024/25 included a recycling campaign featuring employees from the Refuse Team, supporting residents to recycle. There were over 95,000 views, 484 reactions and 235 comments and it supports a reduction in the contamination rate from 18.5% to 14.1%. Remaining actions include work on improving engagement with middle managers and dispersed workers and reviewing the Council's existing communications channels to identify improvements or new developments to pursue.
In Progress 	H&S2528_01 Embed the management system to manage Asbestos and Fire Registers for the Council (Health and Safety) (New)	Ensure all relevant actions are identified as a result of the FRA and Asbestos Assessments and remedial actions are taken timely	60%	Mar-2026	A management system has been agreed (currently excel based). The work to embed the management system is now underway (using RiskHub from September 2025). This will later be moved over to a new Asset Management System on a platform hosted by Total Mobile by 30 January 2026. The Dashboard format has been agreed (August 2025), and work is underway to populate. This has been delayed and is 2.5 months behind schedule. The Dashboard will be reviewed by the Health and Safety Sub Committee on 15 September 2025.


Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	H&S2427_02 Devise a Health and Safety management framework and process to review procedures and compliance - to include site visits, regular reviews, assessments and feedback (Health and Safety)	Ensure compliance with Health and Safety legislation and guidance. Have a workable system that is easy to understand to enable Officers to evaluate the risks and address them to react appropriately	40%	Jan-2026	A compliance / assurance framework is being developed. The legal register has been completed, and a risk profile has been completed. A work plan is currently being developed that incorporates the statutory compliance tasks. Both these documents are reviewed and updated in April and October. A report is due to go to GMT on our wider compliance position that identifies key issues that are causing performance issues across the business. Due date extended from June 2025 whilst the framework to becomes fully integrated.
In Progress 	H&S2528_02 Emergency Planning Proficiency (Health and Safety) (New)	Embed the Emergency Planning arrangements with all relevant Employees and Members	30%	Mar-2026	The Emergency Planning Booklet was updated in January 2025, and the next revision is due by 30 August 2025. This is a 6 monthly review and update process. The Council's Emergency Plan is currently under review. Business Continuity Plans have been updated (May 2025) by Assistant Directors / Heads of Service and will be reviewed by 30 August 2025. The weakest of the plans will be tested via a live exercise with support from LRF Emergency Planning Team at Nottinghamshire County Council by 30 March 2026.
In Progress 	IT2326_01 Digital Strategy Implementation: Implementation of the technology and processes required to provide digital services to our customers choose as their preferred channel (ICT)	To enable organisational transformation, creating customer focused online service delivery and gaining maximum business efficiency. <ul style="list-style-type: none"> • Implementation of Licensing forms • Investigate mobile technology solution for Environmental Health • Continue delivery of the appropriate technology to support agile working 	0%	Mar-2026	Two projects are captured on the BBSi programme for digital enhancements. <ul style="list-style-type: none"> • Implementation of Licensing eforms, which provide digital access to online forms • Investigate into suitable mobile technology for the Environmental Health team <p>Work on these projects are not scheduled to start until September 2025.</p>








Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	IT2326_02 ICT Security Compliance: PCI-DSS and Government Connect - Maintain compliance with latest Security standards and support annual assessments (ICT)	<ul style="list-style-type: none"> • Compliance with latest Government and Payment Card Industry security standards. • Ensure organisation is aware of Cyber Security threat vector and employees and Members are trained accordingly. • Renew Cyber Essentials Accreditation 	2%	Mar-2026	The Council is PCI-DSS compliant – the expiry date was 28 Feb 2025. ICT has arranged the annual penetration test for August to assess and evaluate the effectiveness of the Council's cybersecurity measures. The 'code of connection' will be up for renewal in September 2025.
In Progress 	IT2326_03 Core Network Infrastructure: Refresh core network infrastructure (ICT)	Replacement and enhancement of current equipment to support future business growth and reliable delivery of Council services	0%	Mar-2026	The replacement of the Council core network infrastructure is not scheduled to start until September.
In Progress 	IT2326_04 New Ways of Working /Mobile/Agile Working: The Council will continue work to ensure agile working approaches continue to be fit for purpose (ICT)	Review NWOW implementation across the Council to ensure arrangements are appropriate and applicable for Business needs	0%	Mar-2026	All users across the Council have access to agile remote working. Future mobile devices for service areas continue to be reviewed.
In Progress 	RBCS1620_01 Manage the introduction of Universal Credit (UC) (Benefits)	Transfer of working age HB claims will be administered by the DWP	95%	Mar-2026	National Migration of the Working Age claimants on to UC continues. There will remain specific categories of claims that will remain with the Council, most notably those in supported accommodation.
In Progress 	RBCS2528_01 Manage the Introduction of Housing Element within Pension Credit (Benefits) (New)	Transfer of pension age HB claims to Pension Credit will be administered by the DWP.	0%	Mar-2026	The Council has received notification from the DWP of the proposal to start a migration of Pension Credit claimants on to receive their Housing Element through this benefit rather than Housing Benefit. However, to date, there have been no proposed dates for the commencement of this. Further updates will be provided when known.






Status	Code and Action	Action Description	Progress	Due Date	Comments
In Progress 	RBCS2023_01 Business Rates Review (Revenues)	To review the relevant Rateable Value of Businesses.	95%	Sep-2027	The project continues and is working well in identifying new businesses and updated businesses to increase the Business Rates charged. It is expected that this project will continue beyond September 2026. The target date has been extended for a further year.
In Progress 	RBCS2124_01 Evaluate and implement OpenChannel, subject to Business Case (Revenues)	To implement the OpenChannel module giving end to end online functionality for Customers in Council Tax and Benefits	50%	Sept-2026	This project has commenced, and initial project plan has been developed breaking the role of this into four phases over the coming 12 months. Phase one will be implemented before January 2026. This will provide customers with greater facility to perform self-service in respect of Council Tax.
Completed 	RBCS2528_02 Single Person Discount Review (Revenues) (New)	To review all Single Person Discount accounts on Council Tax	100%	Oct-2025	This project is complete and identified over 600 accounts having their discount removed. This has generated approximately £275k in additional Council Tax charge, of which Broxtowe will be eligible for their share of 9%.
In Progress 	RBCS2528_03 Review of Council Tax Exemptions (Revenues) (New)	To review the level of Council Tax exemptions and recommend potential improvements to promote a return to use for empty properties	10%	Mar-2026	Further work is being conducted on the evaluation of the potential changes to Council Tax Exemptions.









Support Services – Performance Indicators 2025/26






	Satisfactory 	Warning 	Alert 	Data Only 
Finance Services	1 (-)	- (-)	3 (1)	- (-)
Legal Services	4 (-)	- (-)	- (-)	- (-)
Democratic Services	5 (-)	- (-)	- (-)	1 (-)
Human Resources	1 (-)	2 (-)	- (-)	- (-)
Payroll and Job Evaluation	1 (-)	- (-)	3 (3)	- (-)
Asset Management and Property Services	5 (-)	- (-)	- (-)	- (-)
Communications, Cultural and Civic Services	1 (-)	- (-)	- (-)	- (-)
Health and Safety	- (-)	- (-)	- (-)	- (-)
ICT and Corporate Services	5 (2)	- (-)	1 (-)	- (-)
Revenues, Benefits and Customer Services	5 (3)	- (-)	2 (1)	2 (-)
TOTAL	28 (5)	2 (-)	9 (5)	3 (-)







Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q2 Value	2025/26 Target	Notes
Red 	CSI BV 8 Percentage of undisputed invoices paid within 30 days of receipt (Finance)	Monthly	97.4%	85.0%	86.9%	98.5%	A review of processes across the Council is underway. Officers are reminded to authorise payments in a timely manner and to follow established procedures. An upgrade to Civica Financials and the review of processes will support efforts towards achieving the target. Business Support are working with Finance Services to achieve improvements.







Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q2 Value	2025/26 Target	Notes
Red 	FPLocal_02 Sundry debtors collected in years as a proportion of the annual debit (Finance)	Monthly	85.8%	56.28%	71.1%	88%	This key performance indicator is significantly influenced by the timing of invoices being raised and the statutory time frame for payments to be made. Over half of the total bills created in Q2 were raised in September 2025 and, as such, these bills will not be overdue until Q3. Performance is expected to be in line with the target at the end of the year.
Red 	FPLocal_09 Percentage of invoices paid within 20 days (Finance)	Monthly	94.4%	74.4%	74.0%	98.5%	The business support invoice review and expanded use of Intelligent Scanning to enhance efficiency of the payment process should increase the speed of paying invoices.
Green 	FPLocal_11 Procurement compliant contracts as identified in the Contracts Register (Finance)	Quarterly	96%	98%	97%	95%	Compliance by spend value is 97%. This is calculated using contract dated on the contract register. All Heads of Service are contacted to confirm details on the Contract Register with regular contact to discuss budgets and future requirements for procurement input and support.
Green 	LSLocal_002 First draft of Section 106 Agreement completed within 10 working days from receipt of full instruction (Legal Services)	Quarterly	80%	90%	90%	90%	On target
Green 	LSLocal_003 Review and advise on contract within 10 working days from receipt of full instruction (Legal Services)	Quarterly	80%	90%	90%	90%	On target
Green 	LSLocal_004 First draft of commercial lease completed within 10 working days from receipt of full instruction (Legal Services)	Quarterly	80%	90%	90%	90%	On target
Green 	ES_S1.2 Individually registered electors in the Borough (Legal Services)	Annually	84,635	85,752	Available Dec-2025	87,500	The annual canvass is currently being undertaken which will update the register and ensure that it is as accurate as it can be.





Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q2 Value	2025/26 Target	Notes
Data Only 	GSLocal_002 Members attending training opportunities as a percentage of the whole (Democratic Services)	Quarterly	100%	78%	X.x%	100%	Members attend training to support them with their attendance meetings to ensure they have the knowledge to make informed decisions. A Member training programme has been created. Courses are delivered on MS Teams are being recorded to allow Members to view in their own time. Members can, in addition access learning through Broxtowe Learning Zone and external training has been offered to Members provided by East Midlands Councils, LGA, and Centre for Governance and Scrutiny. The data for Q1 and Q2 2025/26 is being analysed.
Green 	GSLocal_006 Publish Cabinet Minutes within 3 working days of the meeting (Democratic Services)	Quarterly	100%	100%	100%	100%	KPI to be further developed with the Member Development Group.
Green 	GSLocal_007 The percentage of Call-Ins following Cabinet decisions responded to in full within legislative timescale (Democratic Services)	Quarterly	100%	100%	100%	100%	2023/24 - Two Call-ins were made during 2023/24 and were resolved within legislative timescales 2024/25 - No Call-ins were made during 2024/25. In Q2 2025/26 there were no Call-ins.
Green 	LALocal_04 The percentage of Stage 1 complaints acknowledged within the specified time (Democratic Services)	Quarterly	100%	100%	100%	100%	Officers are provided with the necessary tools to ensure complaints are handled effectively and a high level of performance is being achieved. Specific training has been provided to all Managers and Heads of Service regarding the handling of complaints under the new Complaints Policy. Furthermore, all staff are required to complete a Broxtowe Learning Zone complaint course to ensure compliance with the Complaint Policy.
Green 	LALocal_04a The percentage of Stage 2 complaints acknowledged within the specified time (Democratic Services)	Annually	100%	100%	100%	100%	Acknowledgements to be made in five working days from May 2021 in accordance with legislation. The Complaints Team are provided with the necessary tools to ensure complaints are handled effectively and a high level of performance is being achieved.

Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q2 Value	2025/26 Target	Notes
Green 	DEM_02 The percentage of Stage 2 complaints responded to fully within 20 working days (Democratic Services) (New)	Annually	-	97%	100%	100%	New Performance Indicator 2024/25. None of the 32 complaints responded to at Stage 2 required an extension of time under the complaints procedure.
Amber 	BV16a Percentage of Employees with a Disability (Human Resources)	Quarterly	7.99%	8.33%	8.55%	9.00%	Not all employees declare a disability. Additionally, some employees may gain a diagnosis during their employment.
Green 	BV17a Ethnic Minority representation in the workforce – employees (Human Resources)	Quarterly	10.06%	10.74%	11.76%	11.00%	The value shown is for those employees who have declared their ethnicity.
Green 	HRLocal_06 Percentage of annual employee turnover (Payroll & Job Evaluation)	Quarterly	15.53%	14.94%	7.61%	13%	Turnover for 2025/26 is currently projected to be 15.22%
Amber 	HRLocal_07 Percentage of employees qualified to NVQ Level 2 and above (Human Resources)	Quarterly	88%	87%	87%	89%	Learning & Development Team have identified free training for those without Level 2 qualifications however interest remains low. Increased interest for upcoming courses due to Local Government Reorganisation and upskilling.
Red 	CSI BV12 Working Days Lost Due to Sickness Absence per FTE (Rolling Annual Figure) (Payroll & Job Evaluation)	Quarterly	8.86	8.85	9.08	7.50	The figure for each month in Q2 2025/26: <ul style="list-style-type: none"> • July = 9.26 • August = 9.15 • September = 9.08
Red 	CSI HRLocal_17 Working Days lost (per FTE) for short term absence (Payroll & Job Evaluation)	Quarterly	3.25	2.93	2.92	3.00	The figure for each month in Q2 2025/26: <ul style="list-style-type: none"> • July = 3.31 • August = 3.00 • September = 2.92
Red 	CSI HRLocal_18 Working Days lost (per FTE) due to longer term absence (Payroll & Job Evaluation)	Quarterly	5.61	5.92	6.16	5.00	The figure for each month in Q2 2025/26: <ul style="list-style-type: none"> • July = 5.95 • August = 6.15 • September = 6.16

Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q2 Value	2025/26 Target	Notes
Green 	CPLocal_01a Percentage of Industrial units occupied in the previous 3 months (Asset Management and Development)	Quarterly	95.35%	97.7%	97.7% (Q1)	95%	2 Vacant Units Total industrial units – 43 Performance indicator and target reviewed following outturn report 2024/25. Replaces CPLocal_01 % Industrial units vacant for more than 3 months
Green 	CPLocal_02 Percentage of tenants of industrial units with rent arrears (one month) (Asset Management and Development)	Quarterly	2.32%	2.33%	5%	5%	One industrial tenant is in arrears. Total industrial units – 43 Work to reduce arrears continues, little impact from the rent review earlier in 2025/26.
Green 	CPLocal_05a % Beeston Square Shops occupied in the previous 3 months (Asset Management and Development)	Quarterly	80%	85	85% (Q1)	85%	Position remains static from Q4.2024/25. A number of interested parties have engaged with the authority in respect of Unit 4, which has now been readvertised. Further discussions with other businesses have commenced relating to terms of lease. Phase I - one unit (unit 38) vacant but this is expected to be occupied by August 2025. Phase II - one unit (unit 4) remains vacant since construction completion April 2021. Terms have been agreed with a tenant, and the process is progressing, expected occupation is within 4 – 6 months Total units – 20 Performance indicator and target reviewed following outturn report 2024/25. Replaces CPLocal_05 % Beeston Square Shops vacant for more than 3 months
Green 	CPLocal_08a Percentage Occupancy of Business Hub Units - Beeston (Asset Management and Development)	Quarterly	58%	100%	100%	85%	One unit is occupied by the Council's Economic Development team. Total units – 12
Green 	CPLocal_08b Percentage Occupancy of Business Hub Units - Stapleford (Asset Management and Development)	Quarterly	89%	78%	89% (Q1)	85%	One room currently vacant. Total units – 9

Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q2 Value	2025/26 Target	Notes
Green 	CCCSLocal_01 Online Transactions (Communications, Cultural and Civic Services)	Annually	469,277	*488,106	139,021	500,000 125,000 (Q2)	Online transactions include use of e-forms, payments by phone, Automated Phone payments (for Waste Services and Gym bookings) and third-party applications. * Data from April 2024 to January 2025 due to a technical issue. The 2025/26 target has been increased from 400,000 following the mid-year review.
Green 	CSI ITLocal_01 System Availability (ICT)	Quarterly	99.7%	99.8%	99.6%	99.5%	On target.
Green 	ITLocal_02 Service Desk Satisfaction (ICT)	Quarterly	Not available	100%	97%	98%	Service desk reinstated in Q3 2023/24. The overall Q2 2025/26 figure was due to a lack of responses to customer satisfaction surveys for this quarter and also due to temporary staffing issues. The latter is being actively addressed by employing permanent staff members.
Red 	ITLocal_04 Percentage of Capital Projects in the annual BBSi Programme completed in the current year (ICT)	Quarterly	81%	80%	33%	100% 50% (Q2)	The ICT team have worked hard over the last 6 months to complete the infrastructure projects. The programme fell behind due to several technical issues and also required engagement with third party suppliers to resolve these issues. All technical projects which fell behind, will be completed by end of March 2026.
Green 	CSI ITLocal_05 Virus Protection / Cyber Security (ICT)	Quarterly	100%	100%	100%	100%	On target.
Green 	GSLocal_001 Subject Access Requests responded to within one month (Corporate Services)	Quarterly	100%	100%	100%	100%	Regularly monitored to ensure Subject Access requests are responded to within deadlines and meet the Data Protection requirements.

Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q2 Value	2025/26 Target	Notes
Green 	LALocal_12 The percentage of Freedom of Information requests dealt with within 20 working days (Corporate Services)	Quarterly	100%	100%	100%	85%	ICO guidance suggests a target of 85% of requests being sent a response within the appropriate timescales is acceptable. Target set in Business Plan matched to the ICO suggested target. 2024/25 = 1,439 of 1,439 requests in time 2025/26 = 452 of 452 requests in time during Q2 2025/26, to date there have been 906 Freedom of Information requests (LADData_07)
Green 	CSI BV9 % of Council Tax collected in year (Revenues)	Quarterly	97.63%	97.65%	57.71%	98.5% 55% (Q2)	Collection rates continue to be above target.
Green 	CSI BV10 % of Non-domestic Rates Collected in the year (Revenues)	Quarterly	97.64%	99.19%	57.01%	98.5% 55% (Q2)	Collection rates continue to be above target.
Green 	BV78a Average time (days) to process new Benefit claims (Benefits)	Quarterly	7.2	7.5	7.5	9.0	The Benefits Team have provided an excellent service, and this would be upper quartile performance.
Green 	BV78b Average time (days) to process Benefit change of circumstances	Quarterly	4.4	3.3	2.6	4.0	The Benefits Team have provided an excellent service, and this would be upper quartile performance.
Red 	BV79b(ii) Housing Benefit Overpayments (HBO) recovered as a percentage of the total amount of HBO outstanding (Benefits)	Quarterly	23.61%	28.11%	6.29%	25.00% 8% (Q2)	The Target provided is challenging. The method of recovering Housing Benefit overpayments has significantly altered since the introduction of Universal Credit (UC). With the Council having less opportunity to recover the debt directly, it has significantly impacted on the rate of recovery. Although the Target has been adapted from 10.60% (Q2 2025/26) to reflect this change, it is difficult to profile completely due to the fact that the Council was unaware of which cases would migrate to UC and when.

Status	Code / Indicator	Frequency	2023/24 Achieved	2024/25 Achieved	2025/26 Q2 Value	2025/26 Target	Notes
Data Only 	CSData_02 Calls Answered in the Contact Centre (Customer Services)	Quarterly	73,170	56,654	36,559	60,000	The Customer Services Team continues to perform well and is achieving the challenging target that has been set. In comparison to 2024/25, the Customer Services Team had answered 28,086 at the end of Q2.
Data Only 	CSLocal_11 Switchboard calls answered (Customer Services)	Quarterly	45,229	39,010	18,588	48,500	The number of calls received by switchboard is reducing. This is a reflection of the improved service being provided and less customers requiring multiple calls to resolve issues.
Red 	CSI CSLocal_14 Number of online payment transactions to the Council (Customer Services)	Quarterly	78,869	*56,478	12,140	100,000 25,000 (Q2)	Online payments made through the website including Council Tax, Housing Rent, Garage Rent, Sundry Debtors, NNDR, Miscellaneous Payments, Housing Benefit Overpayment and Garden Waste Subscriptions. *The total in 2024/25 is excluding February and March 2025 as there is a technical issue to be resolved. It is expected that once these are added in to the totals then the amounts will be above target as Garden Waste subscriptions will be included. The 2025/26 target has been increased from 400,000 following the mid-year review.
Green 	CSI FRLocal_15 Percentage of DHP contribution compared to DWP grant (Benefits)	Quarterly	143%	103%	52% 50% (Q2)	100%	The Council was provided an additional amount of funding through Nottinghamshire County Council's Household Support Fund which allowed an increase in expenditure above the 100% DWP contribution.