

ANNUAL SERVICE DELIVERY PLAN QUARTER 3 (2025/26) REPORTING

Item OS 26/18 referred from Overview and Scrutiny Committee of 23 April 2026

Consideration was given to a quarterly update on the Annual Service Delivery Plan, providing data on performance during Quarter 3 of 2025/26 in relation to milestones and Key Performance Indicators (KPIs), as set out in Annex 1. It was reported that 71% of the key activities were rated Green at the end of Quarter 3 and that 66% of the KPIs were rated Green, with highlights set out in 5.3 and 6.4 of the covering report.

During discussion, Members raised issues including the measurement of some KPIs as outputs rather than outcomes, clarification of annual carbon audit data and reporting frequency, and ongoing concerns regarding fly-tipping and the interpretation of reported incidents. In response an explanation was provided regarding a significant rise of organised criminal activity reported recently and the distinction between commercial and domestic fly-tipping, alongside comments on bulky waste collection arrangements and possible approaches to education and enforcement.

In addition, Members also noted positive progress made in relation to clearance of the housing register application backlog, empty homes work including the intended use of case studies to illustrate the complexity of bringing empty properties back into use, temporary accommodation levels, and the historic backlog in relation to Tree Preservation Order applications.

Councillor S Pilgrim proposed, Councillor F Hoskins seconded, and the Committee

RECOMMENDED*: That

- (1) the overall progress, including achievements to date and areas needing focus, as detailed in the report and the attached Annual Service Delivery Plan 2025/26 Quarter 3 update, be recorded.

***Recommended to Cabinet**