



# COTSWOLD

District Council

Delivering great services locally

PERFORMANCE REPORT:

**April - June 2025**

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# A note on performance benchmarking

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

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

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

# A note on Standard Deviation

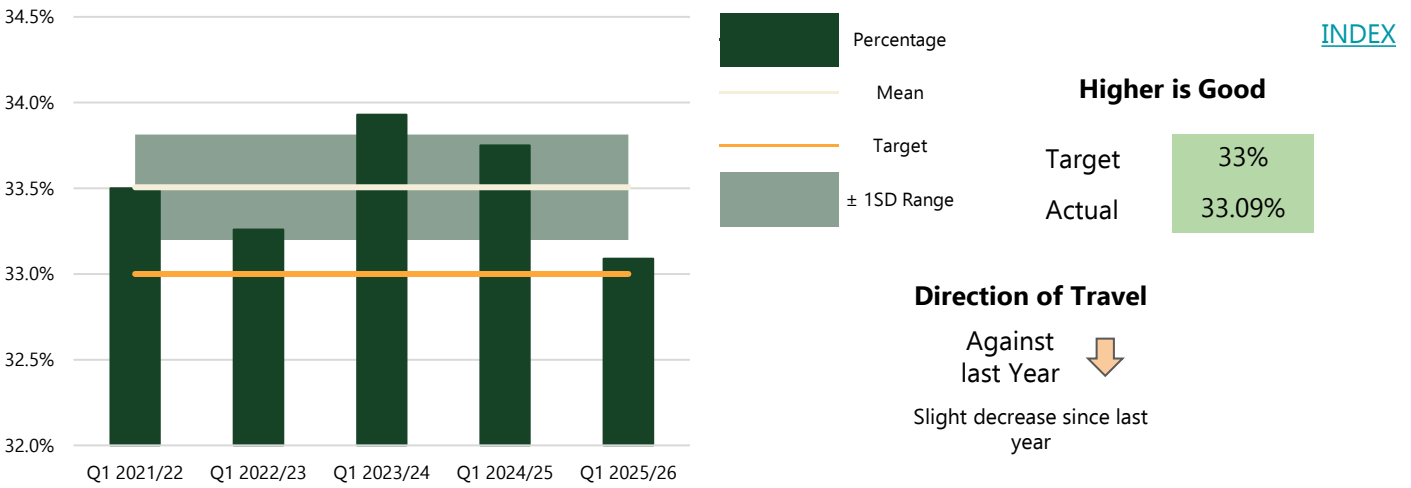
Standard deviation is included in this report to provide insight into the consistency of performance, not just the average results. While averages show overall trends, standard deviation highlights how much variation exists around those averages. A low standard deviation suggests performance is stable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

# Overall Performance

Overall, the Council's performance in Q1 2025/26 has remained broadly positive, building on the strong foundations laid in previous quarters. Continued improvements were seen in key areas such as Council Tax and Non-Domestic Rates collection, planning determination times, and customer satisfaction. Leisure centre visits and gym memberships remained high, reflecting strong public engagement with health and wellbeing services. However, some challenges persist. Processing times for Council Tax Support and Housing Benefit change events exceeded targets, largely due to operational adjustments linked to Universal Credit automation. Additionally, the percentage of household waste recycled declined slightly, in line with seasonal patterns and national trends. The number of affordable homes delivered in Q1 was also below target, though long-term delivery remains strong.

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

# Percentage of Council Tax Collected



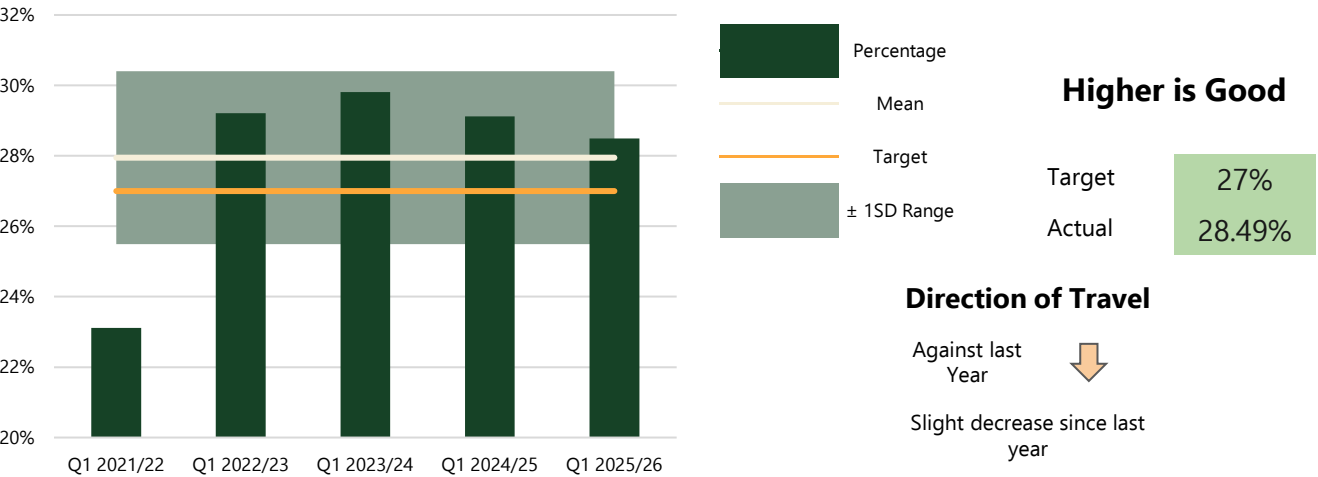
**How do we compare?**  
Benchmarking via Gov.uk Tables and Individual Council Websites using CIPFA Nearest Neighbours – Latest dataset is 2024-25 Collection Rates

2024-25 Benchmark	%	CIPFA Rank	Quartile
Babergh	99.12	1/16	Top
Tewkesbury	98.53	4/16	Top
Cotswold	98.3	7/16	Second
Maldon	97.95	12/16	Third
Chichester	97.47	16/16	Bottom

By the end of Q1, Cotswold met its 33% council tax collection target, exceeding pre-pandemic levels with a 2.1% increase, signaling a strong and sustained recovery. Operationally, the recovery timetable is fully up to date, and despite higher Q1 volumes, backlogs have been reduced to under 10 days. A growing trend of residents spreading payments over 12 months is influencing early-year patterns, but overall collection rates remain stable. The table below shows council tax collection rates for previous years alongside the outstanding balances.

	2021-2022	2022-2023	2023-2024	2024-2025	Total Outstanding
Balance at Quarter End	£608,017.14	£671,836.12	£923,672.54	£1,457,767.42	£4,106,835.64
illected	99.35%	99.31%	99.11%	98.65%	

# Percentage of Non-domestic rates collected



## How do we compare?

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

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

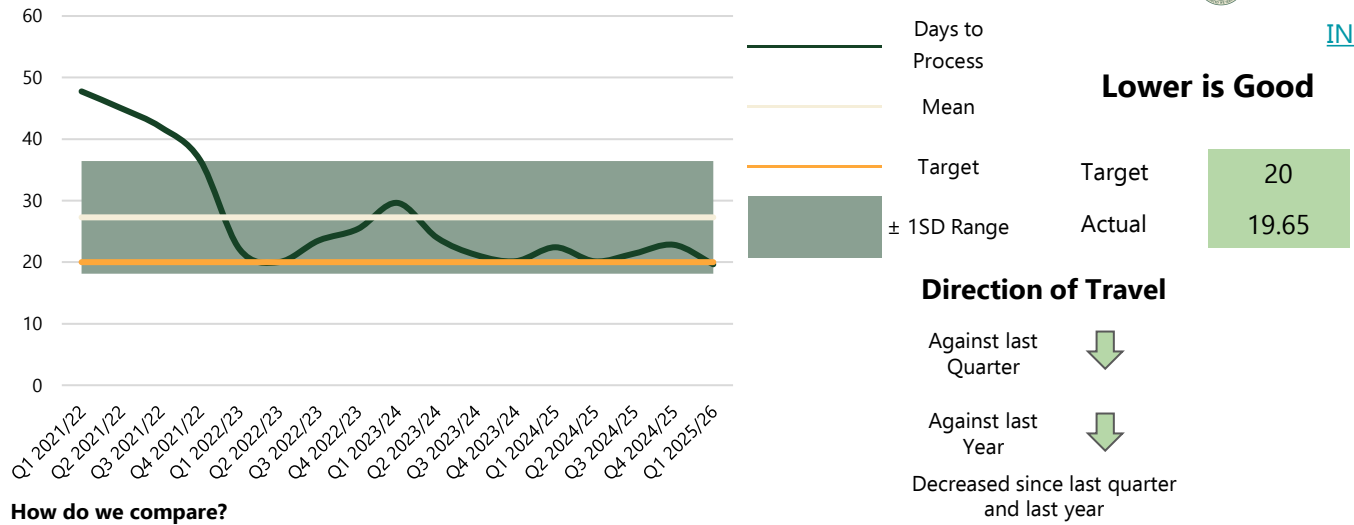
By the end of Q1, Cotswold collected 28.49%, exceeding its 27% target and reflecting steady performance. While this marks a modest decline from last year, it remains a strong result given reduced support from the Retail, Hospitality and Leisure Relief scheme. To support service delivery, staff completed targeted training across Council Tax and NDR, helping reduce backlog age and improve resilience.

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

	2021-2022	2022-2023	2023-2024	2024-2025	Total Outstanding
Balance at Quarter End	£101,338.80	£210,738.01	£264,962.66	£241,635.07	£818,674.54
% collected	99.26%	99.17%	99.30%	98.21%	



# Processing times for Council Tax Support new claims



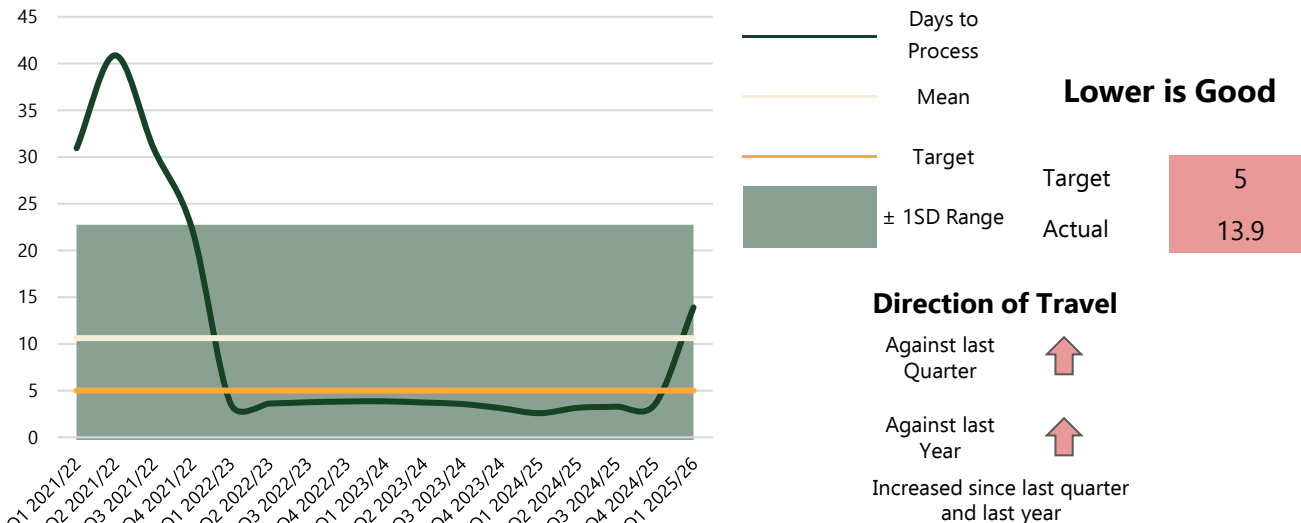
**How do we compare?**  
Gov.uk produces tables to show a snapshot of the number of CTS claimants at the end of each financial year. The below table shows number of claimants at the end of March 2025 and the percentage change from March 2024 for each authority.

Q4 2024-25 Benchmark	Number of Claimants at end of March 2025	Percentage Change since March 2024	CIPFA Nearest Neighbours Rank (Higher = biggest reduction)
West Devon	3,182	-2.99%	1/16
<b>Cotswold</b>	<b>3,882</b>	<b>-0.77%</b>	<b>4/16</b>
Lichfield	5,234	-0.83%	10/16
Tewkesbury	4,946	2.04%	16/16

In Q1, the Council met its 20-day processing target, averaging 19.65 days, an improvement on last year. A small year-end backlog was quickly reduced, and performance remained stable throughout the quarter. The continued downward trend in processing times reflects a strong focus on operational efficiency and customer service.



# Processing times for Council Tax Support Change Events



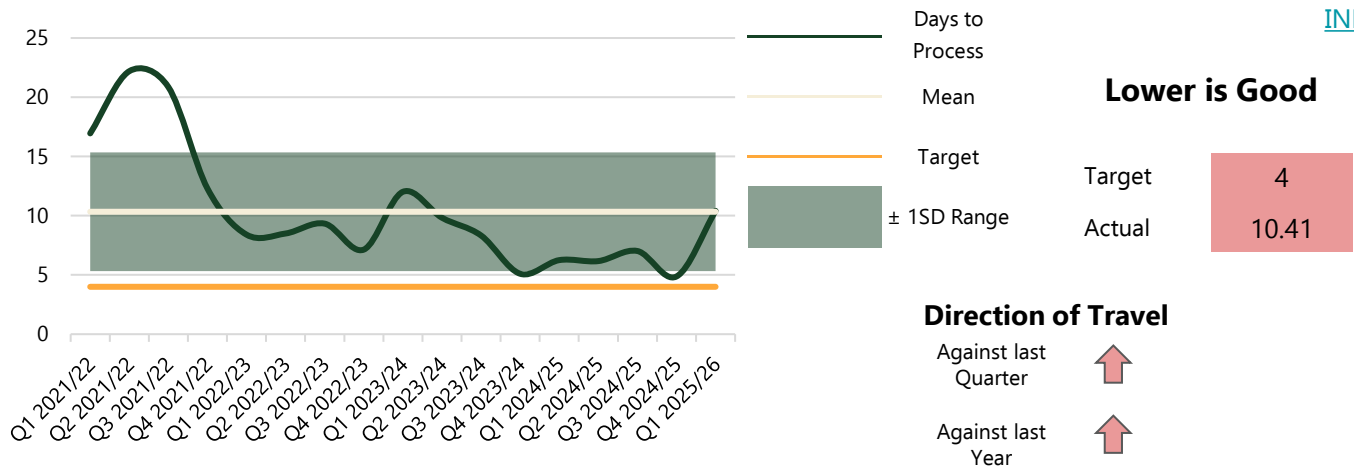
## How do we compare?

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

In Q1, Council Tax Support Change Event processing averaged 13.90 days, exceeding the 5-day target. This was due to a planned one-month pause in uploading Universal Credit (UC) applications, which served two purposes: to allow the team to focus on clearing a high volume of manual applications and to work with partners on optimising UC automation.

Before the pause, automation rates ranged from 60% to 70%. Since uploads resumed, automation has consistently exceeded 90%, with daily uploads now fully in place. As the metric is cumulative, processing times are expected to improve steadily, though likely not return to target until Q3.

# Processing times for Housing Benefit Change of Circumstances



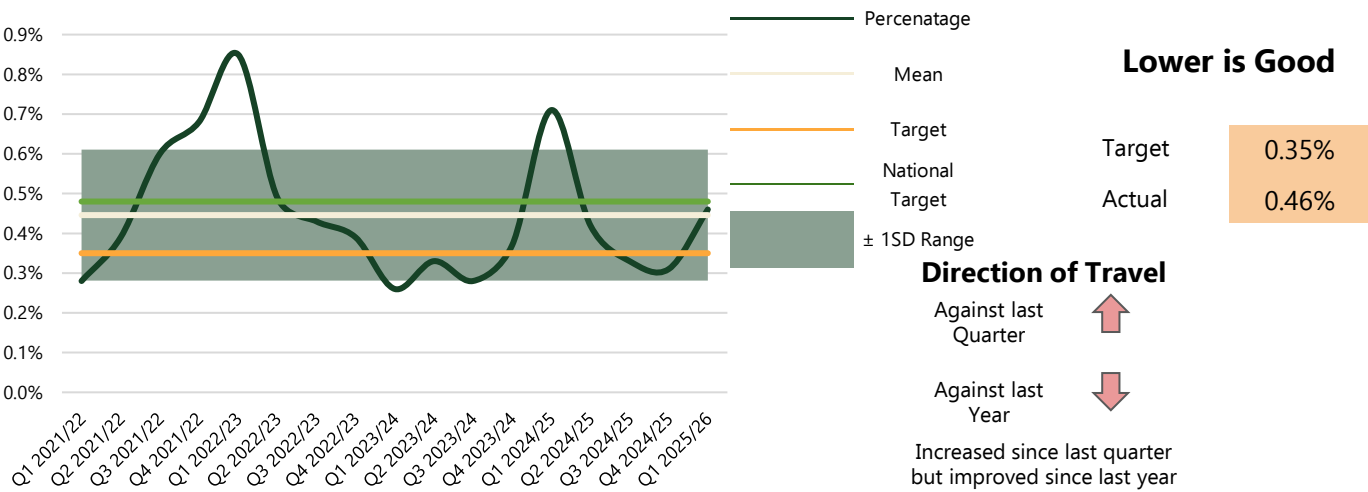
**How do we compare?**  
Speed of processing for HB CoCs – LG Inform. Latest dataset is October - December '24 (Q3 2024-25)

Q3 2024-25 Benchmark	Days	CIPFA Nearest Neighbours Rank	Quartile
Mid Devon	2.27	1/16	Top
East Hampshire	3.22	4/16	Top
Stroud	5.16	8/16	Second
Chichester	7.15	12/16	Third
Cotswold	9.24	14/16	Bottom
Wychavon	16.32	16/16	Bottom

Please see [Processing times for Council Tax Support new claims.](#)

In Q1, Housing Benefit change of circumstances processing averaged 10.41 days, above the 4-day target and marking a notable rise from previous quarters. This increase was driven by two main factors: the ongoing managed migration to Universal Credit, which has added complexity to remaining cases, and the planned one-month pause in UC uploads, which supported backlog reduction and automation improvements. The council continues to explore use of the Low Income Family Tracker (LIFT) tool, with further targeted initiatives under consideration to help residents access unclaimed benefits and strengthen financial resilience.

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

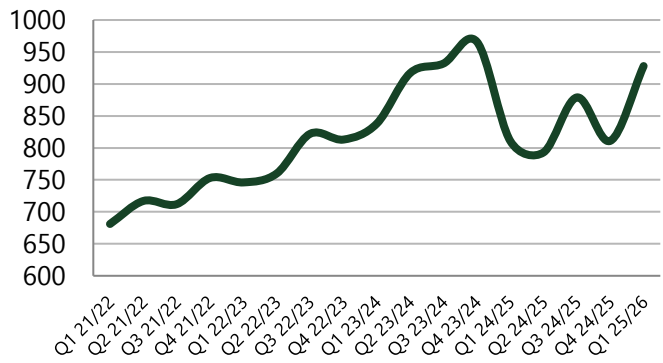


How do we compare?  
*Benchmarking currently not available. The Data & Performance Team will investigate options.*

In Q1, Cotswold remained below the national target for Housing Benefit overpayments caused by local authority error or delay (0.48%). The overpayments recorded were mainly linked to a small number of temporary accommodation cases. While these were previously subject to full quality checks, this approach proved unsustainable. The process has since been refined to use targeted sampling, maintaining strong oversight while improving efficiency. Despite this, occasional errors still occur.

The Council continues to participate in the DWP’s Housing Benefit Award Accuracy (HBAA) initiative, supporting national efforts to reduce fraud and error.

# (Snapshot) Long Term Empty Properties



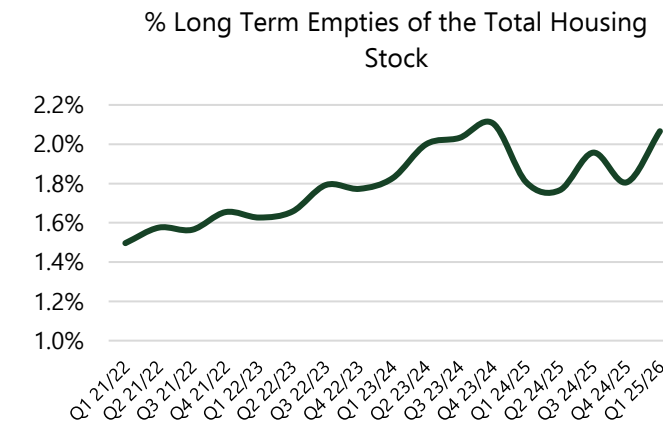
## Direction of Travel

Against last Quarter  
Against last Year  
Increased since last quarter and last year

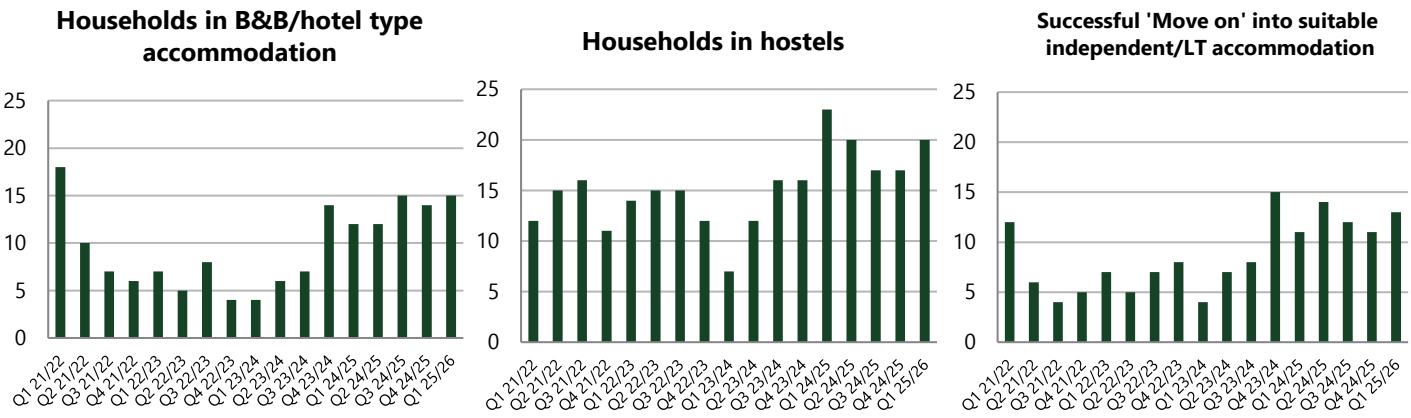

## Lower is Good

No Target  
928



In Q1, the Council recorded 928 long-term empty properties (vacant for six months or more), reflecting an increase due to improved reporting systems. These enhancements have enabled more accurate identification and tracking of empty homes, providing a clearer picture of long-term vacancy and supporting more targeted interventions going forward.

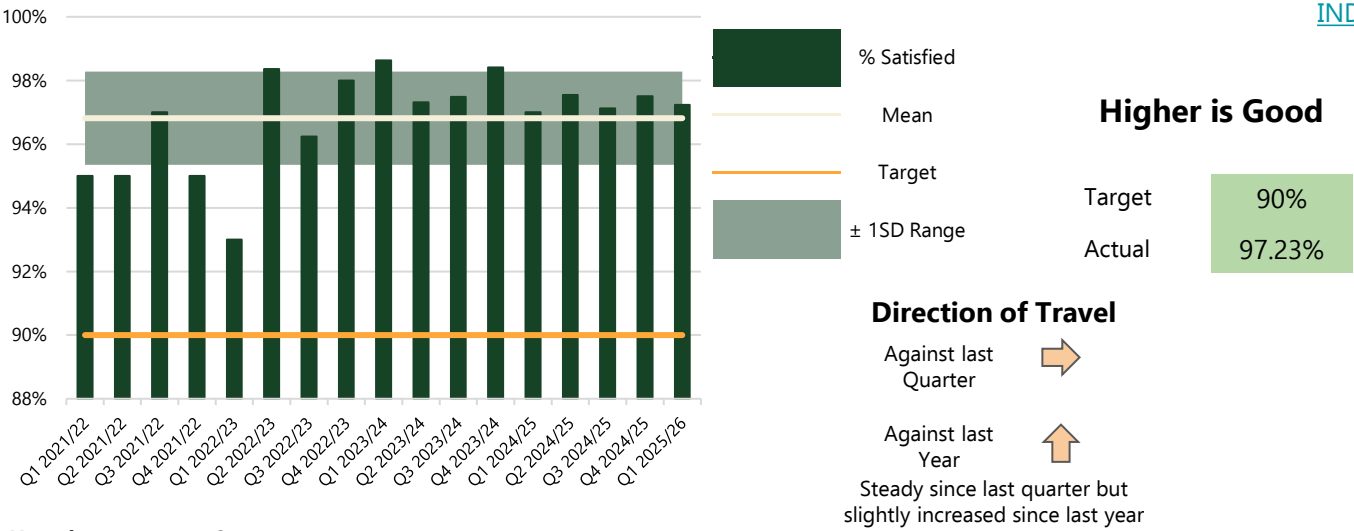
**How do we compare?**  
No benchmarking currently available. The Data & Performance Team will investigate options



Direction of Travel		
Against Last Quarter	B&Bs/Hotels	↑
Against Last Year	B&Bs/Hotels	↑
Against Last Quarter	Hostels	↑
Against Last Year	Hostels	↓
Against Last Quarter	Move Ons	↑
Against Last Year	Move Ons	↑

Homelessness remains a key focus for the Council, where the number of individuals presenting as homeless continues to rise. However, the number in temporary accommodation has remained stable, reflecting the effectiveness of the council’s prevention approach. Rough sleeping levels in the district remain low, with zero to very few cases reported.

# Customer Satisfaction - Telephone



**How do we compare?**

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

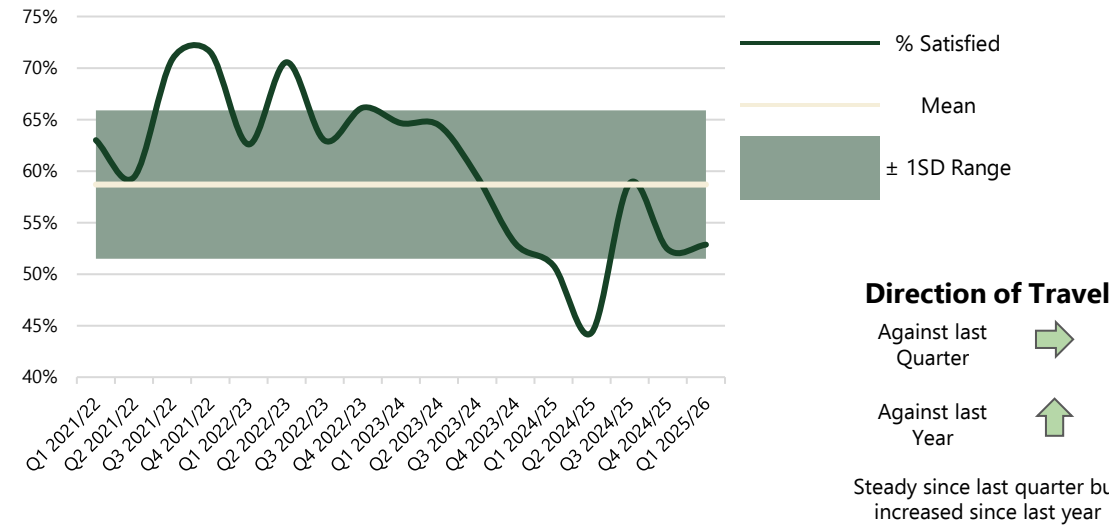
	April Rank	April Net Sat.	May Rank	May Net Sat.	June Rank	June Net Sat.
Cotswold	2	94%	2	99%	5	90%
Forest	N/A	N/A	1	100%	1	98%
West	1	96%	3	96%	2	97%

Telephone satisfaction remained consistently high throughout Q1, supported by efforts to encourage survey participation and gather valuable feedback.

A total of 469 residents participated in the survey, of these, 456 customers reported being satisfied with the service, reflecting a high level of overall satisfaction.



# Customer Satisfaction - Email



**Higher is Good**

*No Target*

52.86%

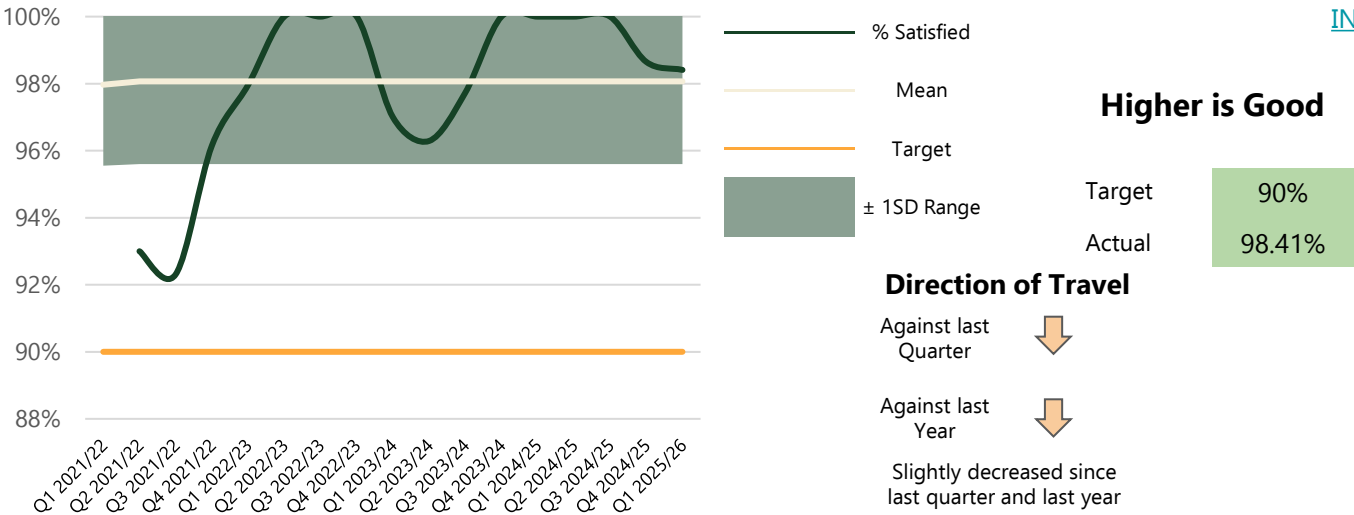
A total of 507 residents participated in the email satisfaction survey, with 268 respondents indicating they were satisfied with the service received. As part of efforts to strengthen customer insight, all customer service emails issued through Salesforce include a built-in survey link, enabling residents to provide feedback quickly and easily.

Following a previous rise in negative feedback, a review was undertaken to identify the underlying causes of dissatisfaction. The analysis highlighted recurring issues such as missed bin collections, delays in container deliveries. The customer service team continues to monitor feedback closely and proactively seeks opportunities to enhance the overall customer experience.

**How do we compare?**  
No benchmarking currently available. The Data & Performance Team will investigate options



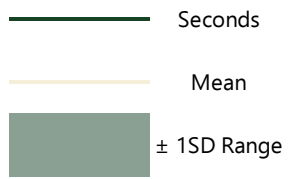
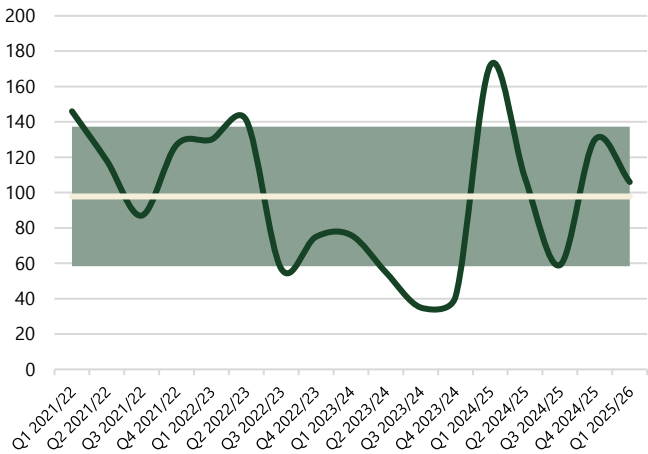
# Customer Satisfaction - Face to Face



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

**How do we compare?**  
No benchmarking currently available. The Data & Performance Team will investigate options


# Customer Call Handling - Average Waiting Time




**Lower is Good**

*No Target*  
106 Seconds

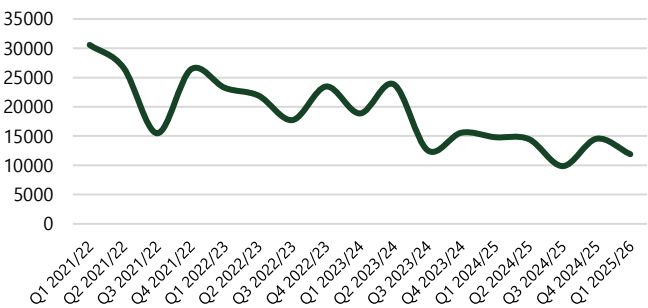
## Direction of Travel

Against last Quarter 

Against last Year 

Decreased since last quarter and last year

## Call Volume Over Time



## How do we compare?

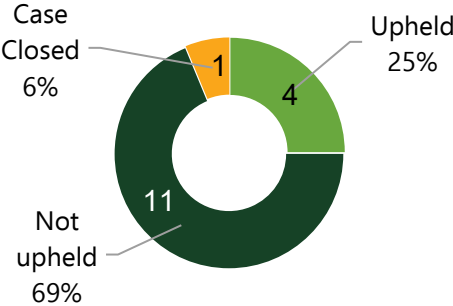
SPARSE are investigating pulling together Customer Services benchmarking data and if there is sufficient demand and suitably similar metrics to provide comparison across similarly rural local authorities we will work with them to assess any crossover in metrics and potential presentation.

In Q1, average call waiting times in Cotswold improved by around one minute compared to the same period last year. A temporary spike in April—driven by enquiries about the new Second Homes Premium—led to a 7% year-on-year increase in Revenues-related calls, but overall performance remained steady.

Call volumes continued to decline, with 11,894 calls received (down 2,906 year-on-year), reflecting the success of the Channel Choice strategy in promoting digital self-service. The service also successfully delivered £250,000 in savings for Cotswold and West by April, without compromising service quality, despite the added pressure of onboarding and training new staff during peak periods.

# Number of complaints upheld

## Complaints by Status



### How do we compare?

The table outlines the complaints received by the Ombudsman over the period, the decisions made on these cases, and the Council's compliance with any recommendations issued by the Ombudsman during this time. Complaints received by the Ombudsman reflect cases where customers, having completed the Council's complaint process (see to the right), feel that the Council has not satisfactorily resolved the matter.

2024-25	Complain ts Investigat ed	Percenta ge Upheld	Upheld decisions per 100,000 residents	Percentage Compliance with Recommendati ons	Percentag e Satisfacto ry Remedy	CIPFA Rank	Quartile
Cotswold	1	0%	0	N/A	N/A	1/13	Top
Stroud	1	100%	0.8	100%	0%	4/13	Second
Chichester	2	100%	1.6	100%	0%	9/13	Third
South Hams	2	100%	2.2	100%	50%	13/13	Bottom

### Direction of Travel

Complaints upheld or partly upheld at Stage 1

Against last  
Quarter



Against last  
Year



Decreased since last quarter but  
steady since last year

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

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

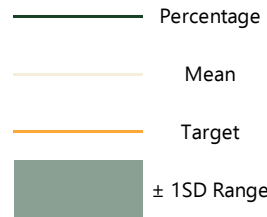
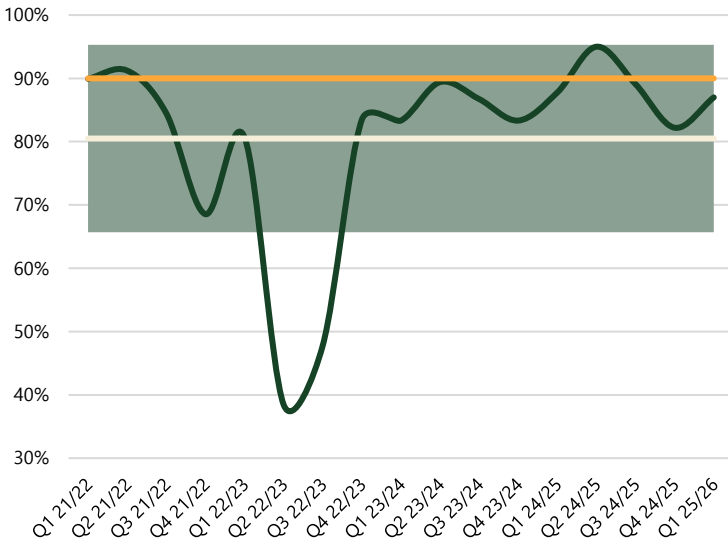
The new process has the following stages:

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

# Complaints Upheld or Partially Upheld Breakdown

Service area	Description	Outcome/learning	Decision	Response time (days)
Revenues and Benefits	No second home premium letter received	Apology issued; it was explained that the council acted in line with central government guidance.	Upheld	1
Revenues and Benefits	Received multiple council tax bills with differing amounts owed	Apology issued for the discrepancy; it was explained that this resulted from Council Tax Support calculations.	Upheld	1
Waste	Green waste collection continually missed	Added to list to ensure collections are completed and an apology has been issued.	Upheld	9
Waste	Green waste bin replacement not received within 28 days	It was recognised that a confirmation email should have been sent along with the revised bill, and an apology was offered for this oversight	Upheld	4

# Percentage of FOI requests answered within 20 days



**Higher is Good**

Target

90%

Actual

86.99%

## Direction of Travel

Against last  
Quarter

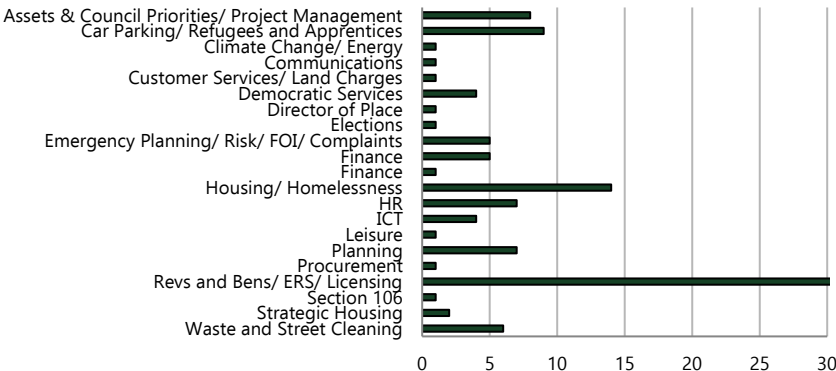


Against last  
Year



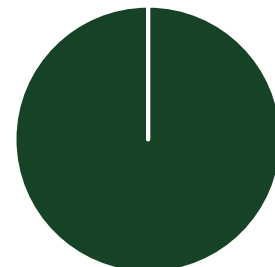
Increased since last quarter but  
slightly declined since last year

## Requests by Service Area



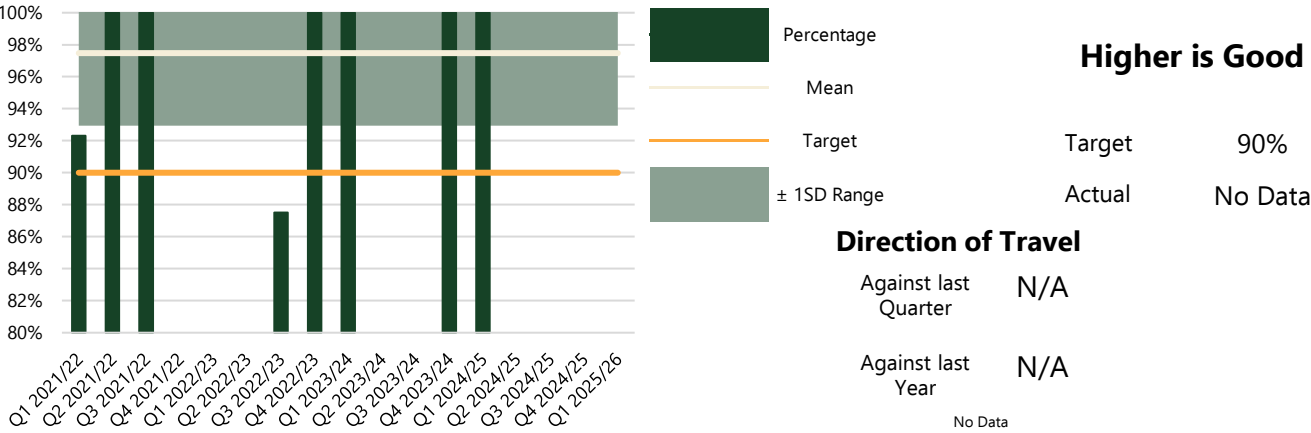
## Reasons for Delays in Responding to FOI Requests Beyond the 20-Day Deadline

Service Area  
not provided  
Information in  
time



100%

# Building Control Satisfaction



The team has used various methods to engage customers for satisfaction surveys, including paper forms, electronic forms, and phone calls. However, the response rate remains low, with no surveys returned in Q1. To address this, the team has collaborated with the Data Team to create a webform that will be emailed to customers with their completion certificate, aiming to improve the response rate.

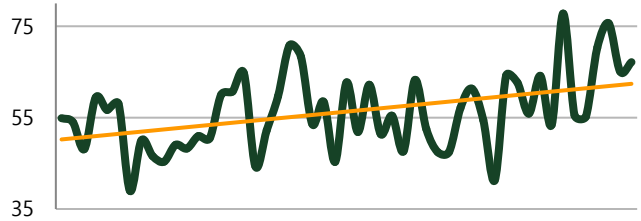
In Q1, the market share averaged 69%, with 140 applications processed, reflecting a 12% increase in market share compared to the same period last year. However, application volumes remained steady, with only a slight year-on-year increase of 9.

## How do we compare?

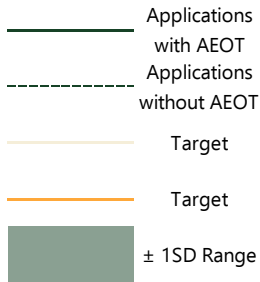
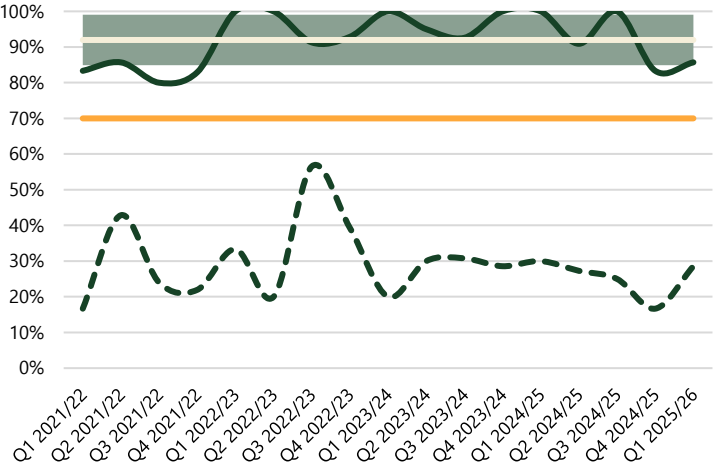
Percentage of share in the market

April	May	June	Number of Apps for Quarter
76%	65%	67%	140

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




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




**Higher is Good**

Target	70%
Actual	85.71%

## Direction of Travel

Against last Quarter 

Against last Year 

Steady since last quarter but decreased since last year

## How do we compare?

Major Developments - % within 13 weeks or agreed time – LG Inform. Latest dataset is January - March '25 (Q4 2024-25)

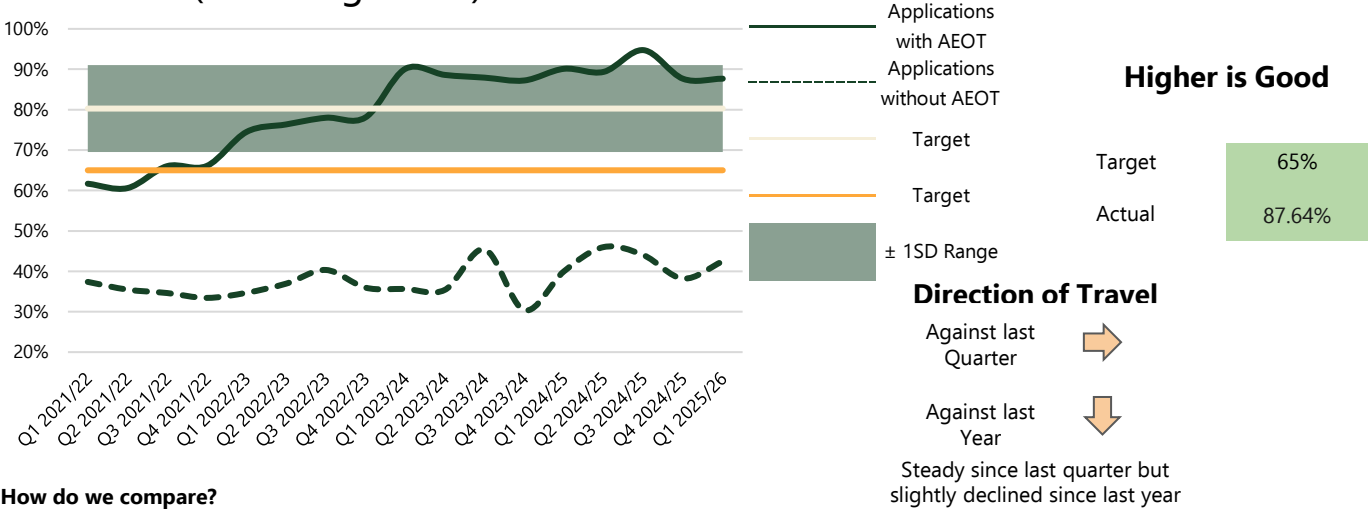
Q4 24-25 Benchmark	%	CIPFA Rank	Quartile
Malvern Hills	100	1/16	Top
Babergh	100	1/16	Top
Stratford-on-Avon	93	8/16	Second
<b>Cotswold</b>	<b>83</b>	<b>12/16</b>	<b>Third</b>
Stroud	80	14/16	Bottom
Wychavon	75	16/16	Bottom

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

During Q1, seven major applications were determined.

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

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



## How do we compare?

Minor Developments - % within 8 weeks or agreed time – LG Inform. Latest dataset is January - March '25 (Q4 2024-25)

Q4 24-25 Benchmark	%	CIPFA Rank	Quartile
Mid Devon	98	1/16	Top
Wychavon	95	3/16	Top
South Hams	91	6/16	Second
<b>Cotswold</b>	<b>88</b>	<b>10/16</b>	<b>Third</b>
Derbyshire Dales	78	13/16	Bottom
East Hampshire	64	16/16	Bottom

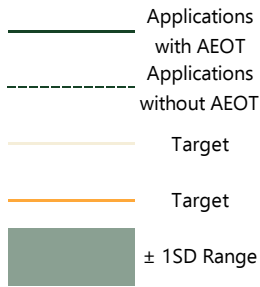
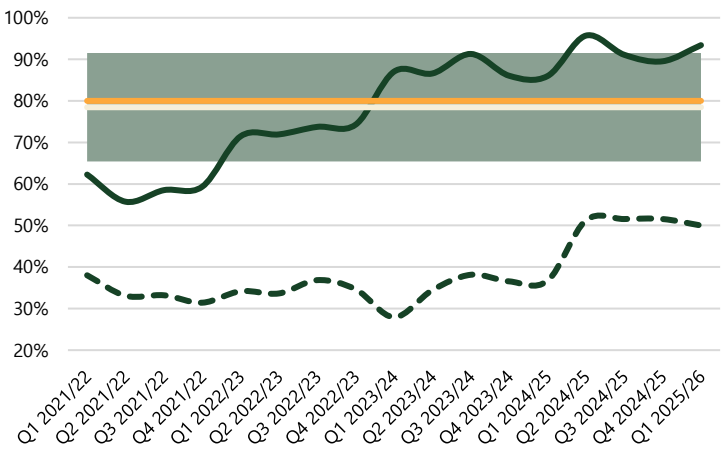
This quarter, the Council continues to perform well in processing minor planning applications within statutory timeframes. The team is currently reviewing the Planning Advisory Service (PAS) report and progressing with its action plan to improve service delivery and tackle long-standing challenges.

As of Q1, the Council's rolling average stands at 89.08%, well above the government's 70% threshold, highlighting the service's robust performance.

In total, 73 minor applications were determined during Q1.



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



**Higher is Good**


Target	80%
Actual	93.41%


## How do we compare?

Other Developments - % within 8 weeks or agreed time – LG Inform. Latest dataset is January - March '25 (Q4 2024-25)

Q4 24-25 Benchmark	%	CIPFA Rank	Quartile
West Oxfordshire	98	1/16	Top
Stroud	95	4/16	Top
Lichfield	93	8/16	Second
Malvern Hills	90	11/16	Third
<b>Cotswold</b>	<b>87</b>	<b>13/16</b>	<b>Bottom</b>
Derbyshire Dales	81	16/16	Bottom

## Direction of Travel

Against last Quarter 

Against last Year 

Improved since last quarter and last year

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

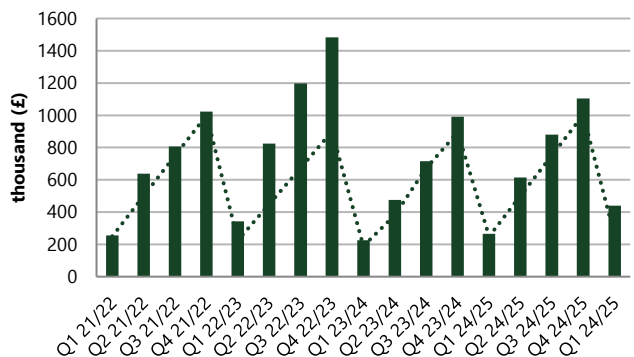
Notably, the proportion of applications determined without an agreed extension of time has consistently remained at around 50%, marking a 14% increase from the previous year. This highlights the effectiveness of the improvements implemented under the Development Management Improvement Plan.

In Q1, a total of 259 Other applications were determined

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


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


**Total planning income**




## Direction of Travel


Total Planning Income

Against last Quarter 

Against last Year 

Pre-Application Income

Against last Quarter 

Against last Year 

Total Income - Increased since last quarter and last year

Pre-App Income - increased since last quarter and last year

## Higher is Good

Total Planning Income (£)

Target 254,124

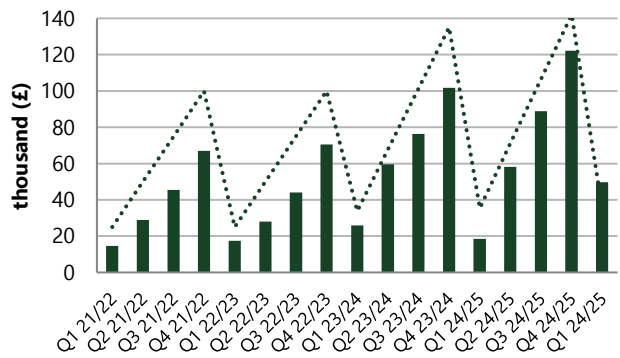
Actual 433,286

Pre-Application Income (£)

Target 35,500

Actual 49,648

**Pre-application income**

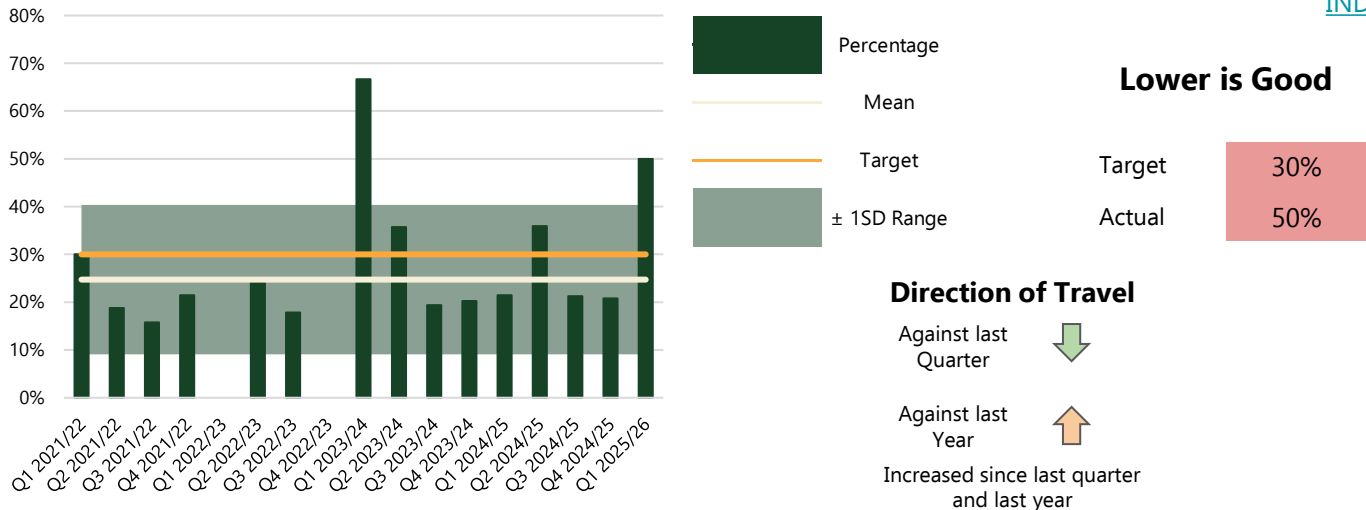


## How do we compare?

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

The Council had a strong start to Q1 2024/25 in planning income, likely driven by an increase in speculative major applications following recent national policy changes. Around 40% of income this quarter came from major applications, highlighting their significant contribution. Pre-application income also exceeded expectations, reflecting sustained developer interest. This suggests continued confidence in the area's development potential.

# Percentage of Planning Appeals Allowed (cumulative)



## How do we compare?

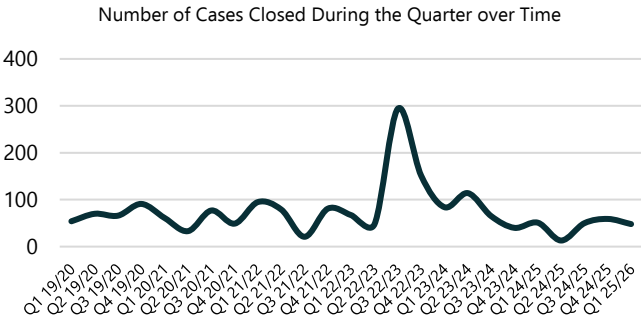
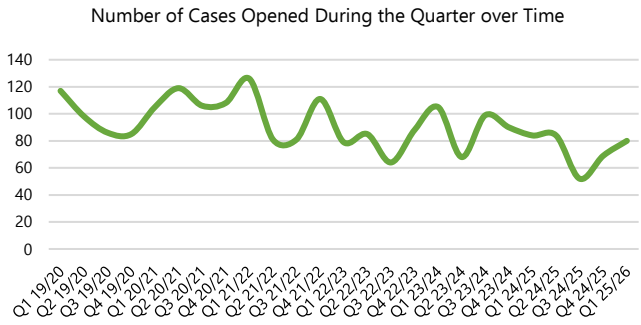
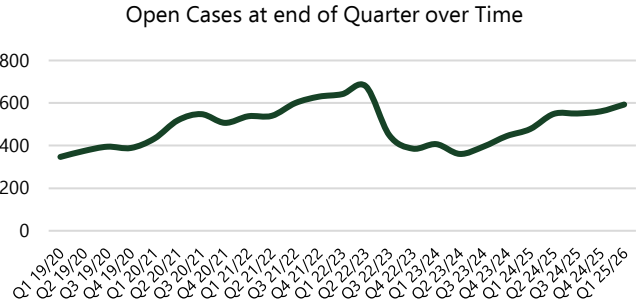
Percentage of planning appeals allowed – LG Inform. Latest dataset is January - March '25 (Q4 2024-25)

Q4 24-25 Benchmark	%	CIPFA Rank	Quartile
Tewkesbury	0	1/16	Top
<b>Cotswold</b>	<b>25</b>	<b>3/16</b>	<b>Top</b>
Chichester	29	8/16	Second
Malvern Hills	38	10/16	Third
South Hams	45	13/16	Bottom
Wychavon	74	12/12	Bottom

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

Between 1 April and 30 June 2025, seven appeals were decided, with three allowed in favour of the applicant and one resulted in a split decision, resulting in a 50% allowance rate for the quarter.

# (Snapshot) Planning Enforcement Cases



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

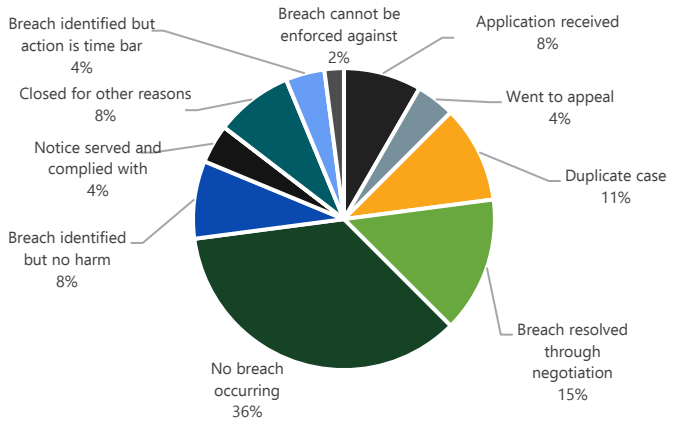
Against last Quarter  
Against last Year



## Lower is Good

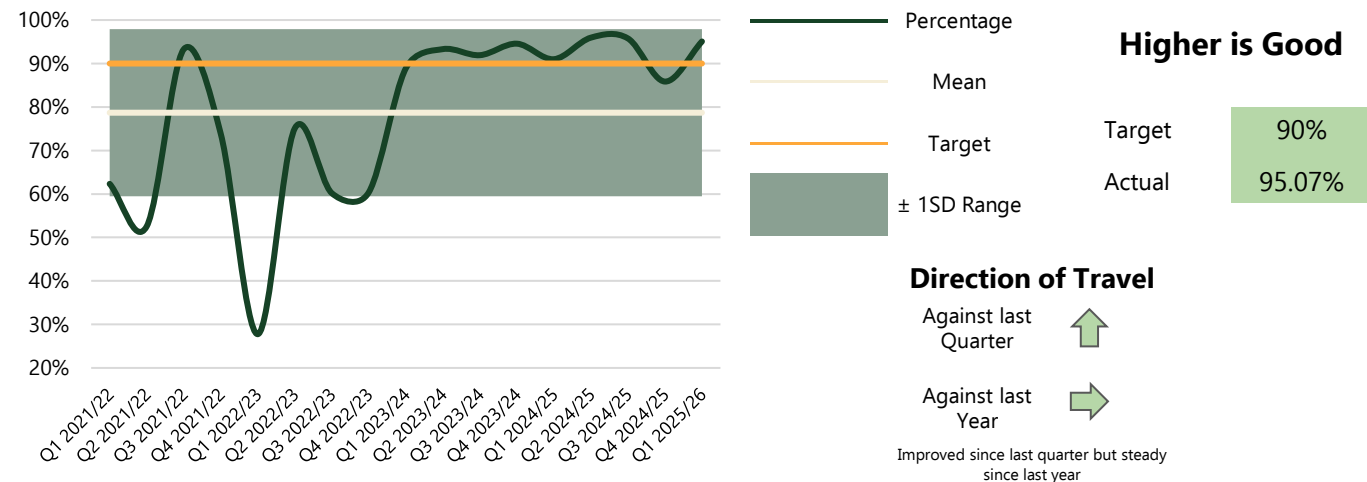
No Target  
Open Cases at End of Quarter 593

## Reasons for Closure



The enforcement team has faced extended staff shortages, leading to a backlog of cases. However, with staffing levels now approaching full capacity, the team is actively addressing the backlog. Efforts are also underway to update and review the enforcement plan to enhance both service efficiency and effectiveness moving forward.

# Percentage of official land charge searches completed within 10 days



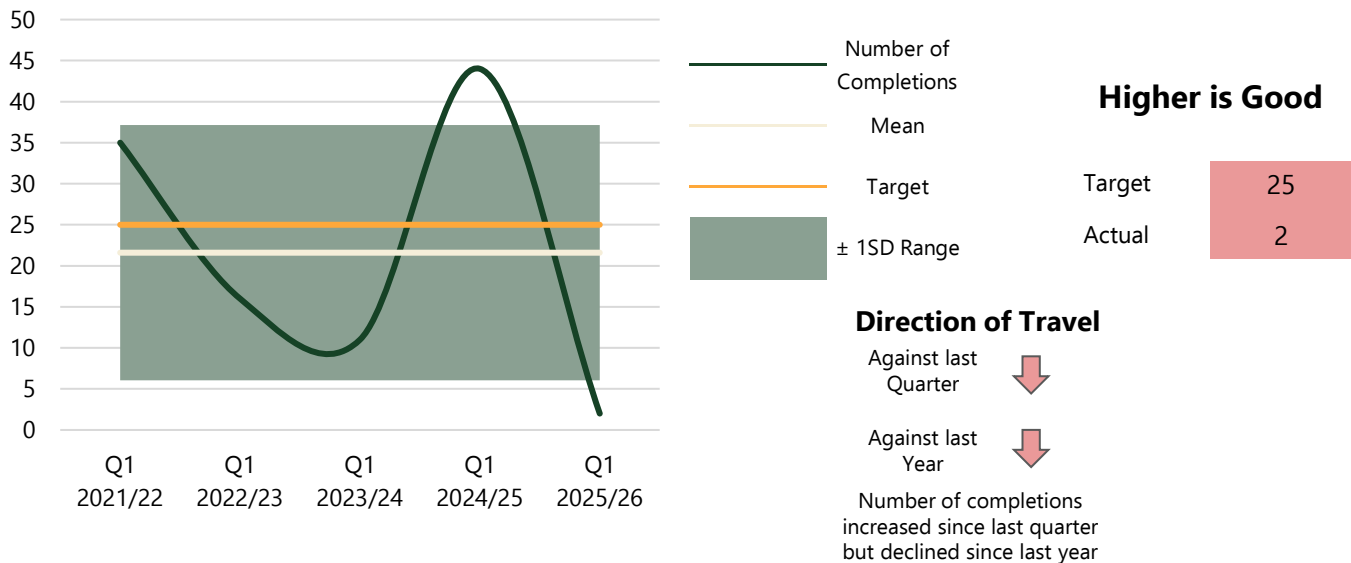
In Q1 2024/25, Cotswold District Council completed 95.07% of official Land Charges searches within the 10-day target, reflecting sustained progress in service delivery.

During the quarter, a temporary issue with the Gloucestershire County Councils (GCC) mapping system posed a potential risk to search completion rates. However, through close collaboration with GCC, a workaround was successfully implemented. As a result, the impact on overall performance was minimal and services were able to maintain momentum despite the disruption.

## How do we compare?

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

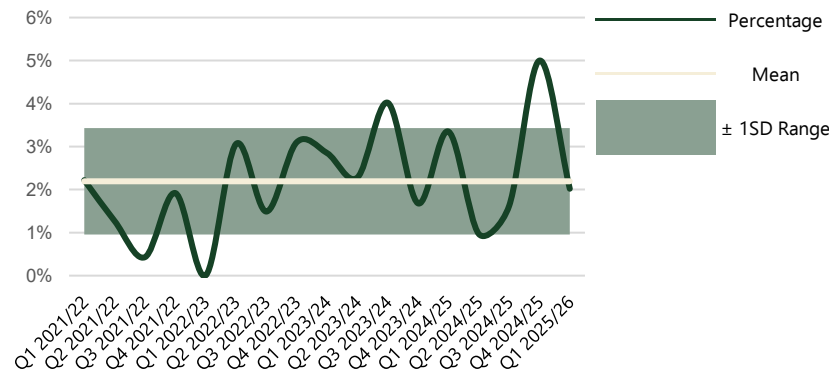
# Number of affordable homes delivered (cumulative)



In Cotswold, just two affordable homes were delivered in Q1, marking a slow start to the year. Registered Providers are currently projecting only 64 completions for 2025/26—well below the annual target of 100—making it unlikely the district will meet its goal. Affordable housing delivery tends to fluctuate throughout the year, as developments often take 12 months or more to complete, with some progressing in multi-year phases. The initial overdelivery of affordable homes at the start of the current strategy has also contributed to reduced delivery levels in recent years.

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

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




## How do we compare?


Number of Fly Tips reported for year 2022-23 for Local Authorities in England – Gov.uk. The latest dataset available is 2023-24

2023-24 Benchmark	Total Fly Tips	Total Enforcement Actions	Total FPNs	% FPNs per Fly Tip	CIPFA Nearest Neighbours Rank	Quartile
Maldon	364	392	13	3.57	1/16	Top
<b>Cotswold</b>	<b>972</b>	<b>58</b>	<b>12</b>	<b>1.23</b>	<b>6/16</b>	<b>Second</b>
Wychavon	835	192	3	0.36	10/12	Third
West Devon	346	0	0	0	16/16	Bottom

## Direction of Travel


### Number of Fly Tips


Against last Quarter  *No Target*

Against last Year  Number of Fly Tips Collected

139

### Percentage Enforcement Action

Against last Quarter  Percentage Enforcement Action

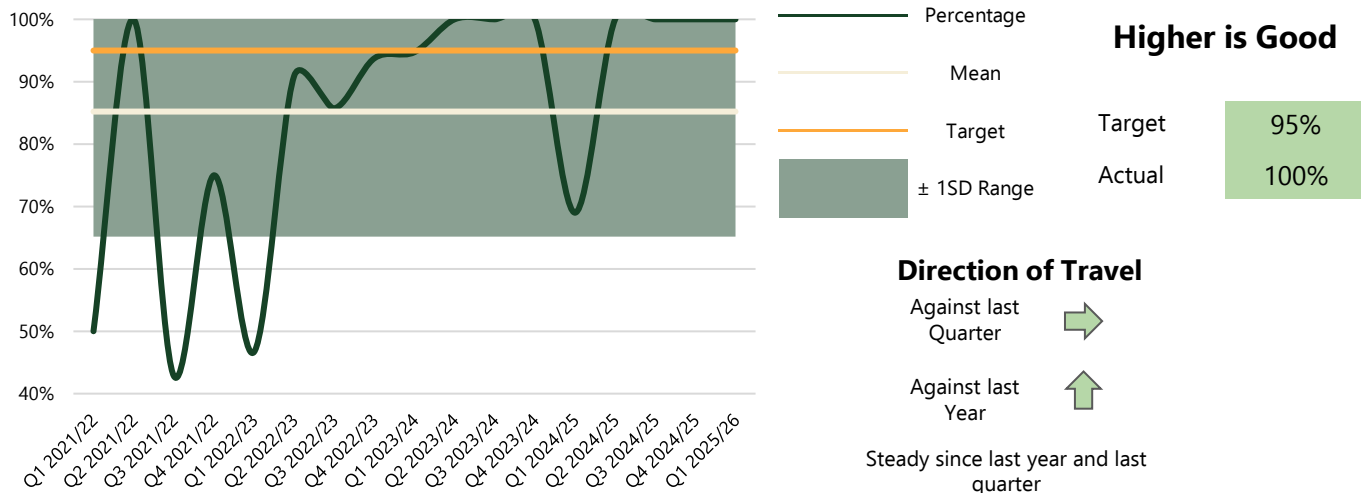
Against last Year  2.02%

Fly Tips – Declined since last quarter and last year

Enforcement Action – Declined since last quarter and last year

In Cotswold, a series of Stop & Search operations across Aston Down, Bourton-on-the-Water, and Stow-on-the-Wold led to over 170 vehicle checks. Multiple enforcement actions were taken, including letters for missing waste carrier licences and Fixed Penalty Notices (FPNs) for littering and duty of care breaches. These operations, delivered in partnership with Gloucestershire Police, Trading Standards, HMRC, and others, reflect a strong multi-agency approach. Surveillance in Sapperton and widespread deterrent signage have also contributed to reducing incidents in known hotspots.

# Percentage of high risk food premises inspected within target timescales



The Council conducted seven inspections during Q1, all of which were completed within the timescale.

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

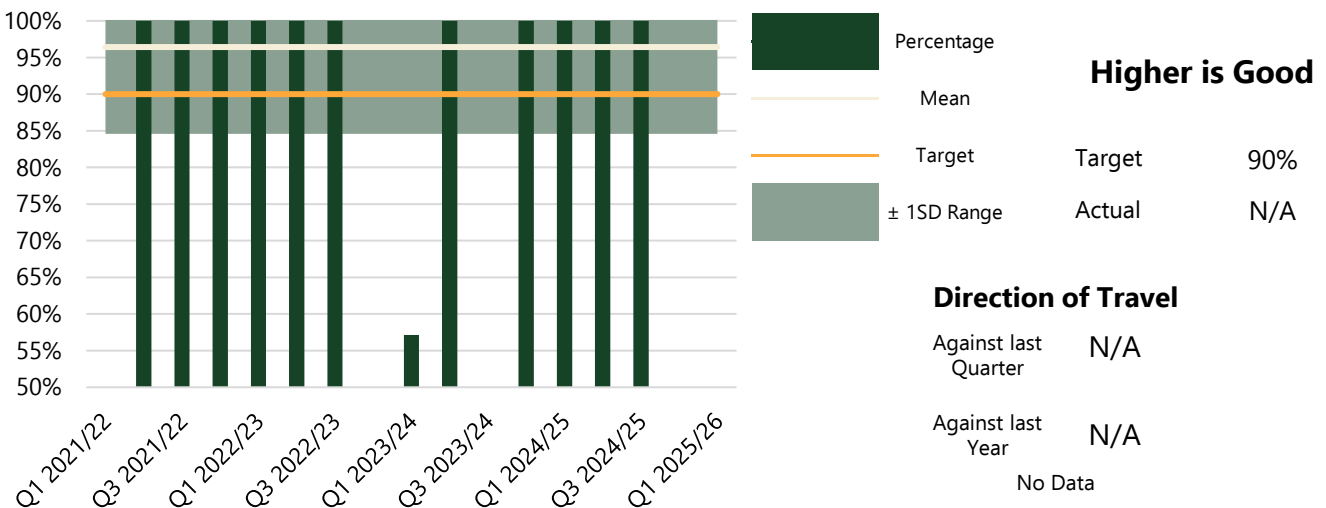
## How do we compare?

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



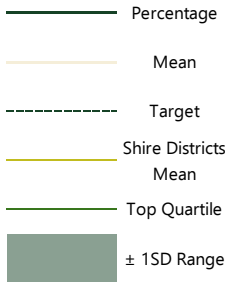
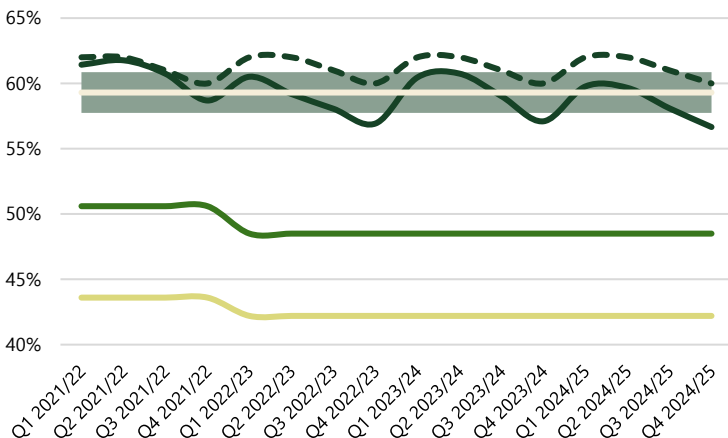
# % High risk notifications risk assessed within 1 working day

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



No high-risk notifications were received during Q1.

# Percentage of household waste recycled



**Higher is Good**

Target	60%
Actual	56.66%

## Direction of Travel

Against last Quarter  
↓

Against last Year  
↓

Declined since last quarter and last year

### How do we compare?

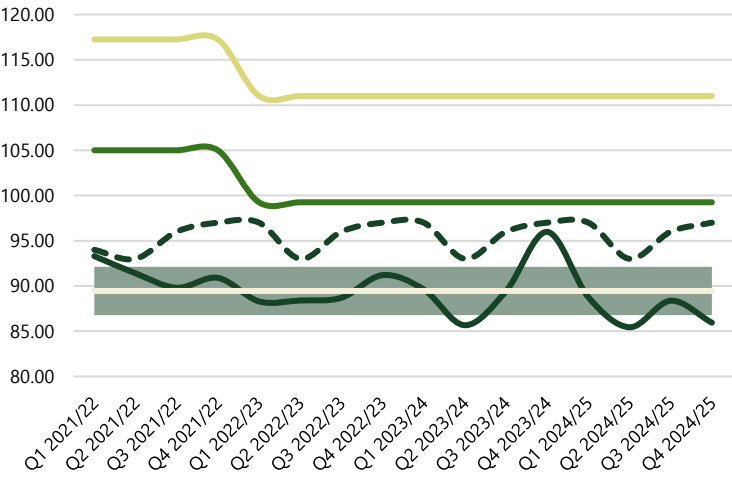
Percentage of household waste sent for reuse, recycling or composting – Gov.uk. The latest dataset available in 2023-2024

2023-24 Benchmark	%	CIPFA Rank	Quartile
Stratford-on-Avon	61	1/16	Top
Maldon	57.2	3/12	Top
<b>Cotswold</b>	<b>57.1</b>	<b>5/16</b>	<b>Second</b>
South Hams	46.6	10/16	Third
Lichfield	45.1	13/16	Bottom
East Hampshire	34.5	16/16	Bottom

The recycling rates for 2024–25 stand at 56.66%, which is approximately 0.4% lower than the same period last year. Within the quarter, rates dipped slightly in February to 47.98% after starting at 50.88% in January, but recovered strongly to 55.49% in March.

In 2023/24, household recycling rates across England varied widely, ranging from 15.8% to 62.9% among local authorities. The national average recycling rate rose slightly to 42.3%, marking a 0.6 percentage point increase from the previous year. <sup>34</sup>

# Residual Household Waste per Household (kg)



**Lower is Good**

Q4 Target	97
Q4 Actual	85.94
2024-25 Target	383
2024-25 Actual	348.48

## Direction of Travel

Against last Quarter 

Against last Year 

Decreased since last quarter and last year

## How do we compare?

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

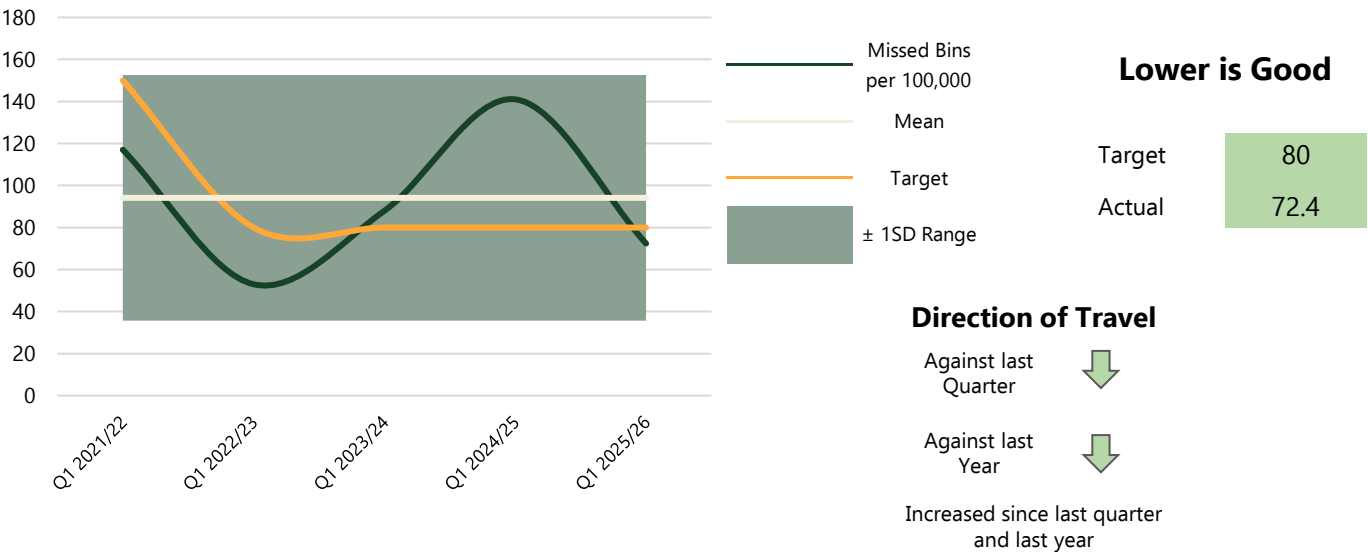
2023-24 Benchmark	Kg	CIPFA Rank	Quartile
Stroud	298.6	1/16	Top
Stratford-on-Avon	320.0	4/16	Top
Maldon	350.2	8/16	Second
<b>Cotswold</b>	<b>358.0</b>	<b>9/16</b>	<b>Third</b>
Wychavon	436.5	13/16	Bottom
Babergh	461.4	16/16	Bottom

Residual waste follows a cyclical pattern throughout the year, with targets set accordingly.

Residual waste per household decreased steadily over the quarter, from 31.92 kg in January to 27.50 kg in February, and 26.52 kg in March. January typically sees higher levels due to post-Christmas waste, so the downward trend that followed is in line with seasonal expectations.

Despite this seasonal fluctuation, the Council remains well within the first quartile of all English authorities, maintaining a comfortable margin of approximately 14kg.

# Missed bins per 100,000



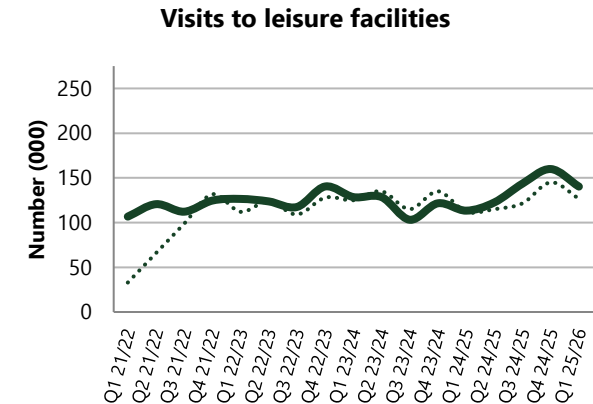
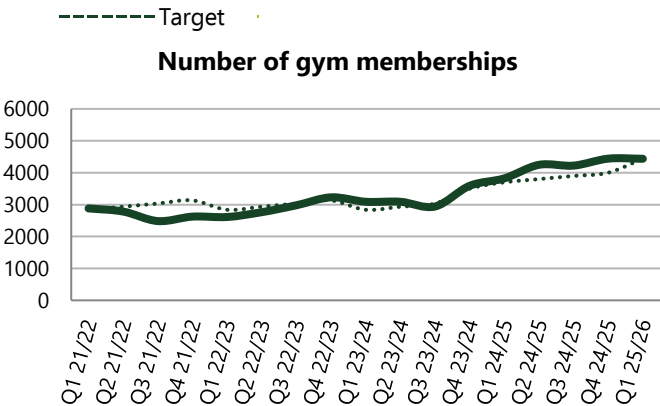
How do we compare?

Missed collections per 100,000 collections (full year) - APSE

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

In Q1, the Council recorded a missed bin rate of 72.4 per 100,000 collections, now below the target of 80. This reflects ongoing efforts to improve service reliability. Work is underway to reassign around 700 properties to new collection rounds—these are locations that have experienced repeated missed collections following the main service reorganisation. The rebalancing aims to enhance both efficiency and consistency across the district.

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



## Direction of Travel

Gym Memberships

Against last Quarter



Against last Year



Leisure Visits

Against last Quarter



Against last Year



Gym Memberships – Steady since last quarter but increased since last year  
Leisure Visits – Declined since last quarter but improved since last year

## Higher is Good

Gym Memberships

Target

4,441

Actual

4,438

Leisure Visits

Target

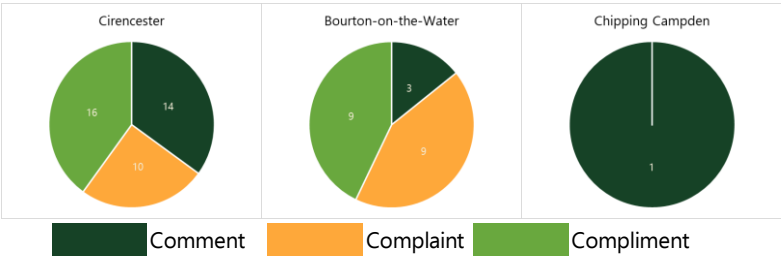
126,810

Actual

140,226

In Q1 2024/25, the Council reported 4,438 gym members, just under its target of 4,441, reflecting continued stability following several quarters of growth. Leisure centre usage remained strong, with 140,226 visits, well above the target, showing high community engagement and consistent use of local facilities.

Freedom Leisure receives and reviews all submitted comment cards for each of its leisure centres. The information below is organised by centre and indicates whether the feedback received was a comment, complaint, or compliment



How do we compare?

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