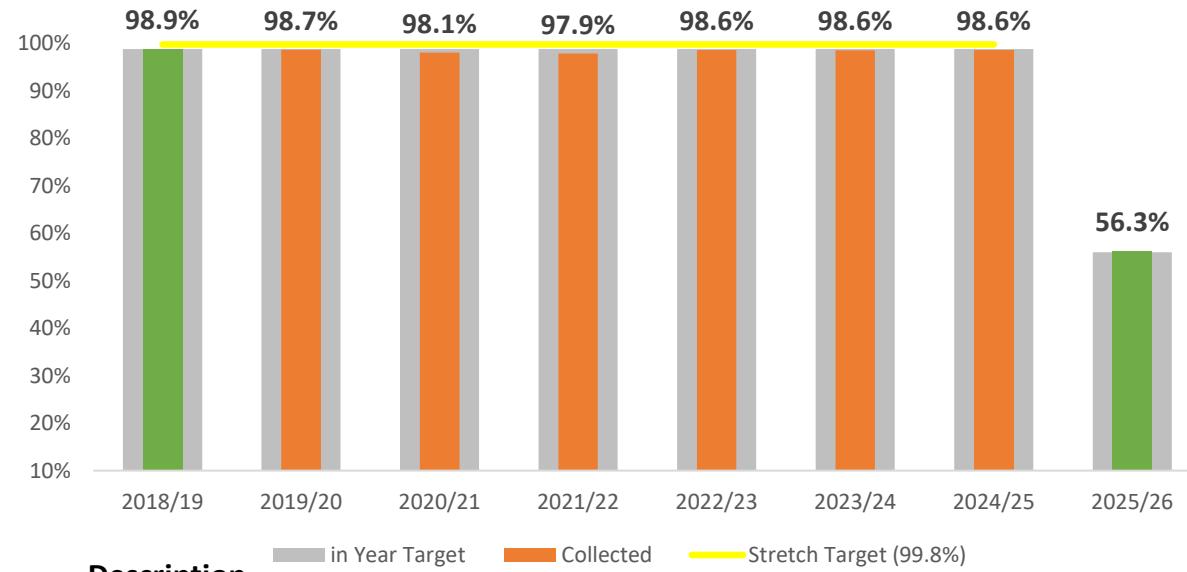


Q2 2025/26 Key Performance Indicators

KPI	Status	Trend	Portfolio Holder
<u>KPI 1 – Council Tax collection</u>	GREEN	→	Cllr Green
<u>KPI 2 – Business Rates collection</u>	GREEN	→	Cllr Green
<u>KPI 3 – Staff turnover</u>	GREEN	→	Cllr King
<u>KPI 4 – Staff sickness</u>	GREEN	→	Cllr King
<u>KPI 5 – Homelessness positive outcomes</u>	GREEN	→	Cllr Tary
<u>KPI 6 – Housing permissions</u>	RED	↓	Cllr Fairhurst
<u>KPI 7 – Affordable housing permissions</u>	RED	→	Cllr Fairhurst
<u>KPI 8 – Local Environmental Quality Surveys</u>	GREEN	→	Cllr Avery
<u>KPI 9 – Missed bins</u>	GREEN	→	Cllr Avery
<u>KPI 10 – Recycling</u>	AMBER	↑	Cllr Avery
<u>KPI 12 – Customer Contact</u>	AMBER	→	Cllr Biggs
<u>Contextual Indicator – Digital Contract</u>			Cllr Biggs

KPI 1 – The % of Council Tax collected

Collections - In Year Result to Target



Description

This indicator measures the percentage of Council Tax collected by the Council. The performance reported is cumulative for the year to date and up to the end of the quarter. Collection of monies owed continues into subsequent quarters and years, with performance continually moving. A tolerance of 1% is applied each quarter.

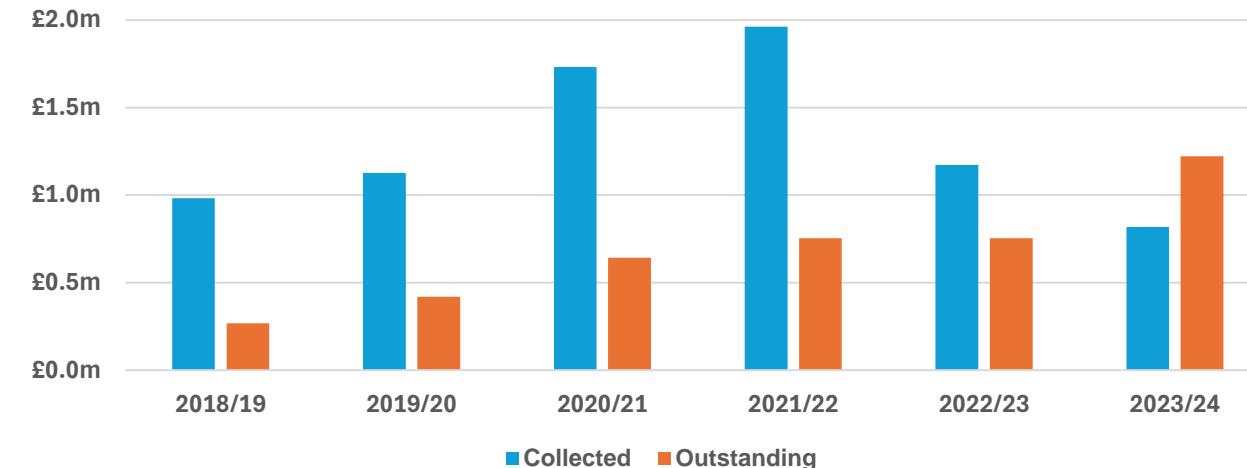
Narrative

At the end of Q2, **collection for the year was 0.3% above the target (56%)**, which is slightly lower than where it was at the same point in 2024/25.

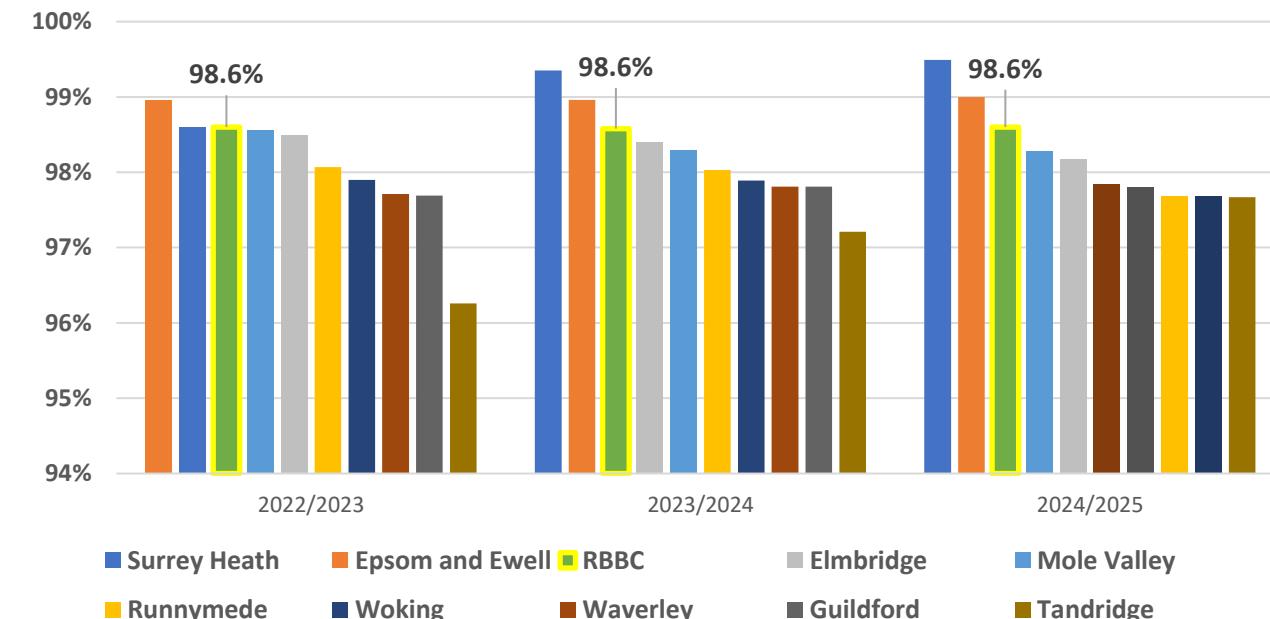
Council Tax arrears continue to be collected, with £7.8m collected in arrears for the 6 years shown in the graphic above right. £4.1m currently remains outstanding across the period.

Recent historical comparisons in the Borough show a consistently strong performance in collection for Reigate and Banstead Council.

Council Tax Arrears



COUNCIL TAX COLLECTION RATES



KPI 2 – The % of Business Rates collected

	TARGET	ACTUAL	STATUS
Q1	31%	33.56%	GREEN
Q2	58%	59.37%	GREEN
Q3	85%		
Q4	99.8%		

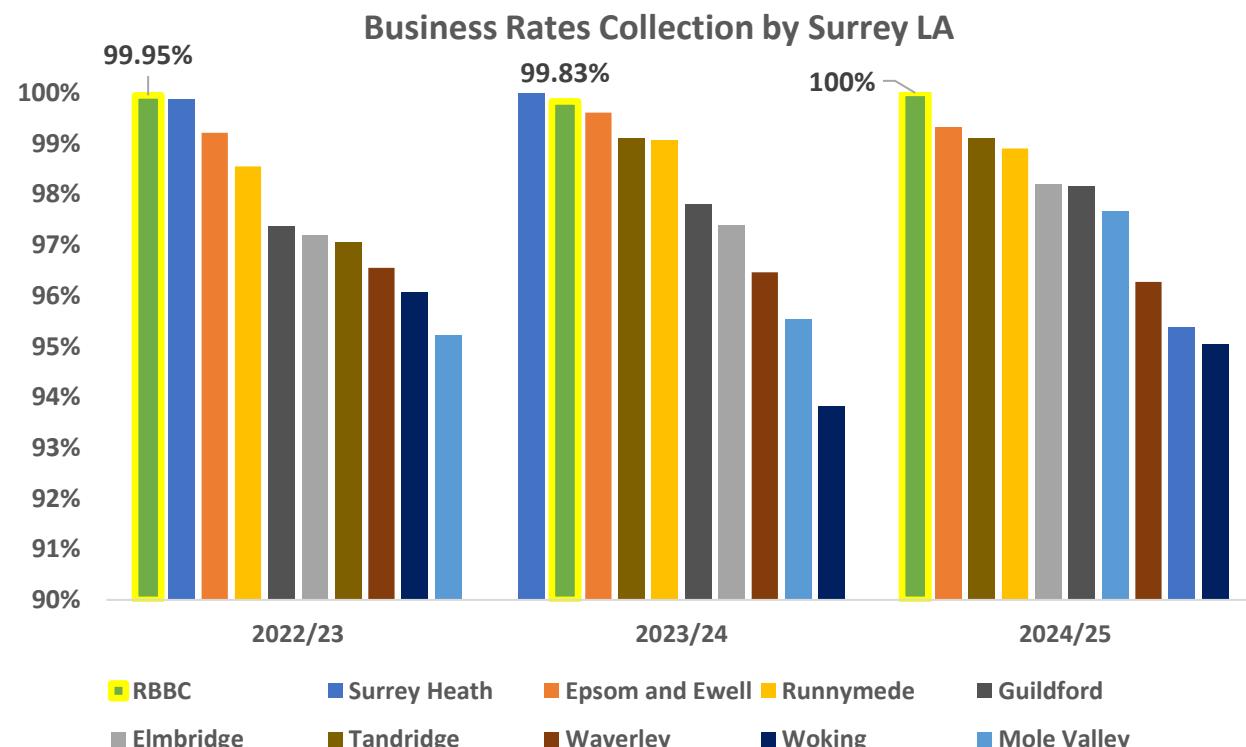
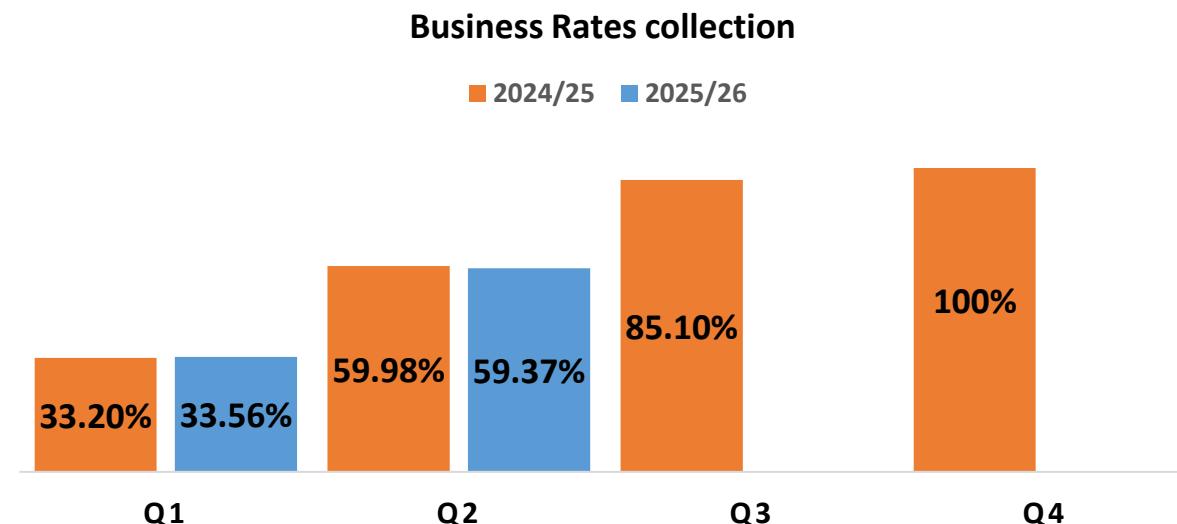
Description

This indicator measures the percentage of non-domestic rates (NNDR) collected by the Council. The performance reported is cumulative for the year to date up to the end of the quarter. A tolerance of 1% is applied each quarter.

Narrative

The Council's collection of Business Rates is 1.4% above target for Q2 and is slightly lower than at the same point in 2024/25.

Reigate and Banstead have produced a consistently strong performance in collecting business rates when comparing to other local authorities in Surrey.



KPI 3 – Staff turnover

	TARGET	ACTUAL	STATUS
Q1	12%	9.8%	GREEN
Q2		9.6%	GREEN
Q3			
Q4			

Description

This indicator tracks the percentage of staff that leave the organisation on a voluntary basis. The performance reported is for a cumulative rolling 12-month period.

Narrative

Staff turnover has been at a stable level over the past two years. In **Q2 2025/26 it decreased slightly to remain just under 10%**.

There is uncertainty surrounding the ongoing impact of Local Government Reorganisation on staff turnover, but the impact has been minimal so far.

Staff Turnover



KPI 4 – Staff sickness absence

	TARGET	ACTUAL	STATUS
Q1	4 days	4	GREEN
Q2		3.9	GREEN
Q3			
Q4			

Description

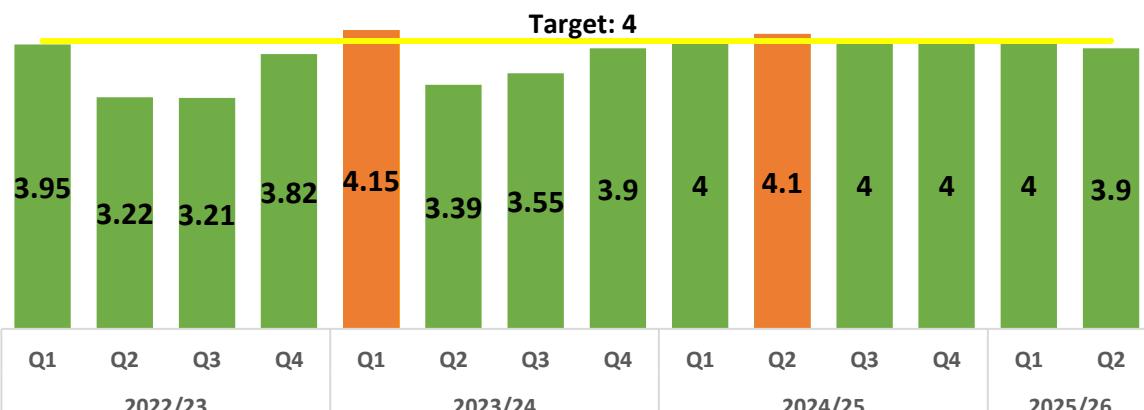
This indicator tracks the average duration of short-term sickness absence per employee. The performance reported at the end of each quarter is for a cumulative rolling 12-month period.

Narrative

The average **absence from short-term sickness in Q2 has decreased slightly to 3.9 days**.

Sickness levels have tended to follow a seasonal pattern, although in recent quarters, the changes have been negligible.

Staff sickness absence (days)



KPI 5 – The % of positive homelessness prevention and relief outcomes

	TARGET	ACTUAL	STATUS	
25/26	Q1	60%	62%	GREEN
	Q2		65%	GREEN
	Q3			
	Q4			

Description

This indicator measures the Council's performance in preventing and relieving homelessness where a household has approached the Council for support and the Council has a statutory obligation to provide it.

The methodology was revised for 2025/26 from in-quarter results to a rolling 12-month percentage. This change ensures that the reporting is accounting for a wider period and mitigates against the issue of a mismatch of new cases and closed cases within a single quarter.

Narrative

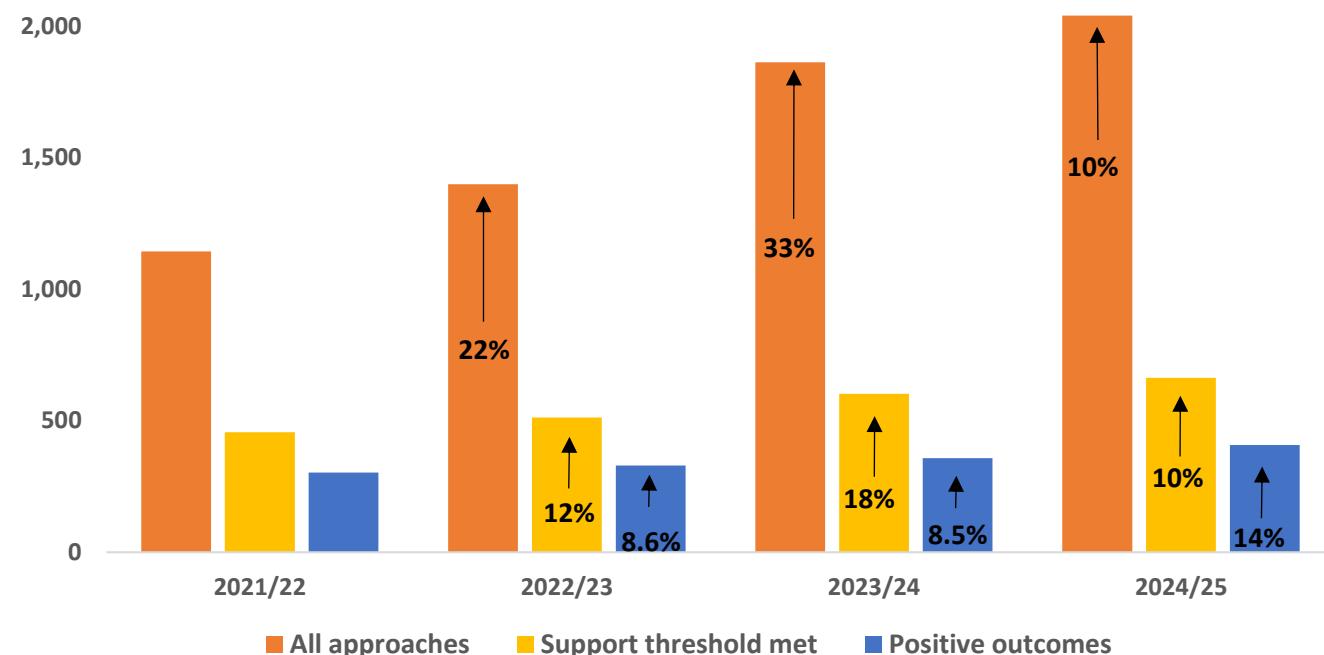
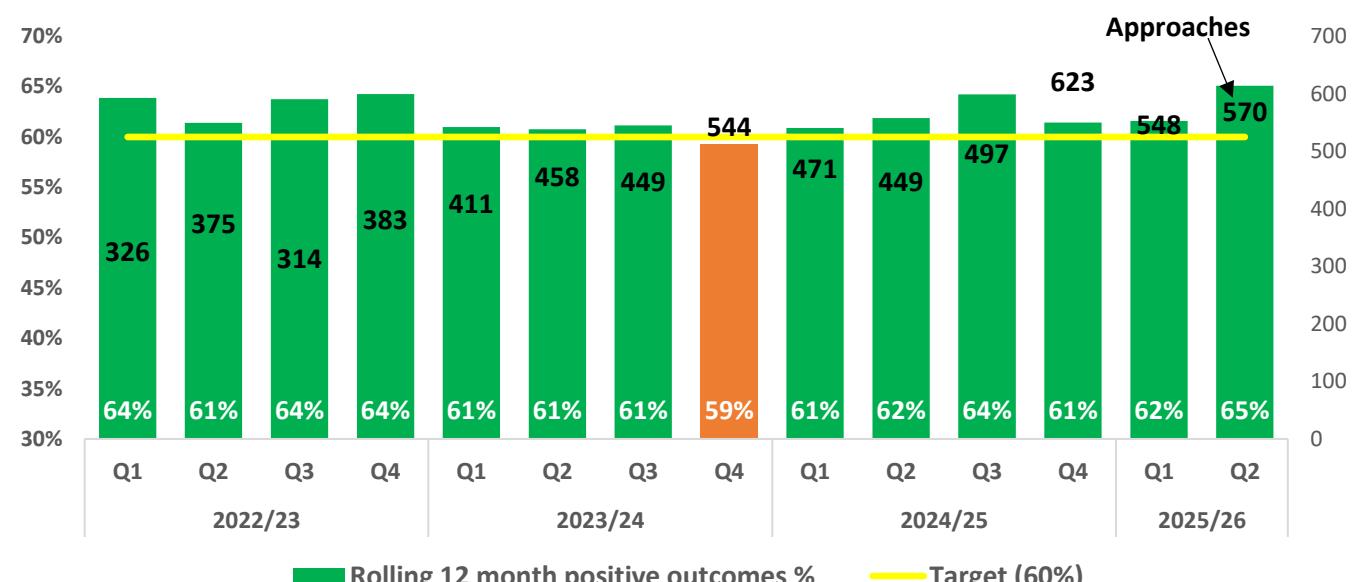
In Q2, there were **570 homelessness approaches** made to the Council. Of these, **151 (26%) cases met the threshold where the Council is required to provide support**.

Approach numbers have increased compared to Quarter 1. The visual shows number of approaches steadily increasing in recent years.

123 positive outcomes were achieved in Q2. The rolling 12-month **result based on positive outcomes against cases meeting the threshold for support was 65%**.

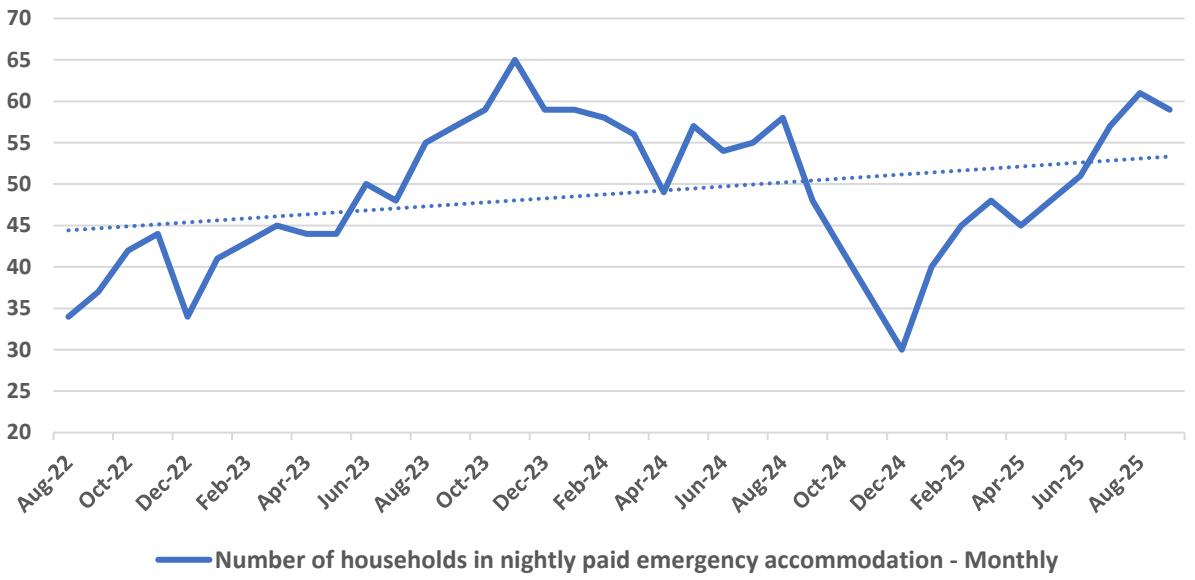
Across the period from 2022/23 to 2024/25, the number of approaches has increased by 46%, with specific quarter numbers again at their highest in recent times in 2025/26 so far. Despite this, our homelessness team continue to deliver a strong performance, with the result above target again this quarter.

Homelessness Prevention - Rolling 12 month view



KPI 5 – The % of positive homelessness prevention and relief outcomes (continued)

Households in Emergency Accommodation

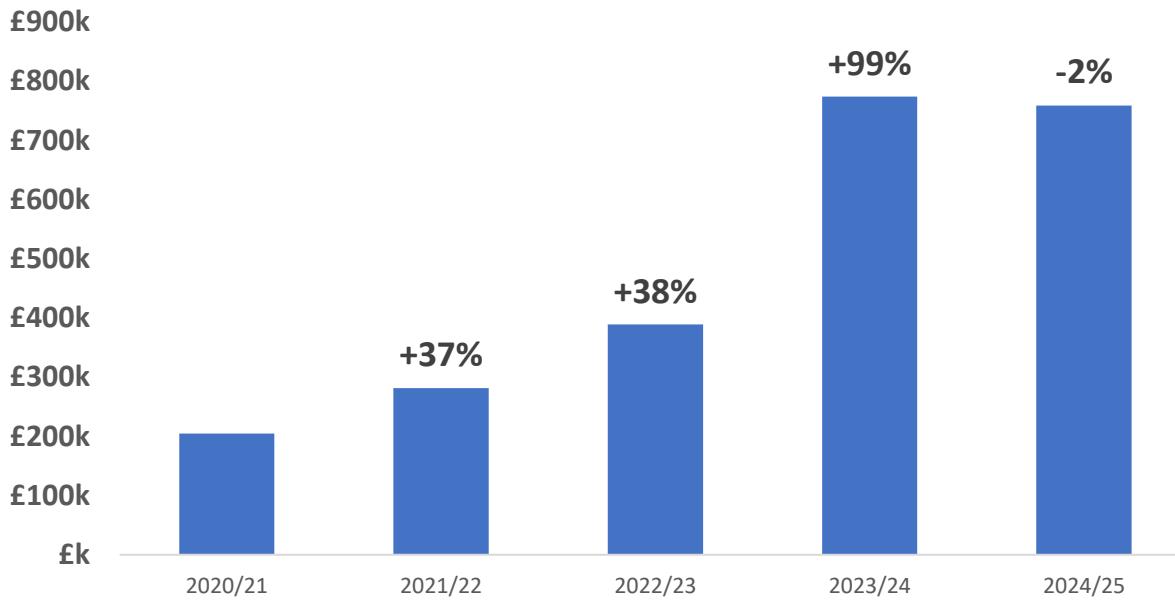


Temporary emergency accommodation

The number of households in temporary emergency accommodation has increased in Q2 2025/26, although the number dropped within quarter in the latest monthly figure for September. Limited available social housing and affordable private rental options locally continue to impact on temporary emergency accommodation usage.

The Corporate scheme to purchase additional Council owned and operated temporary emergency accommodation has so far delivered; 13 properties purchased and tenanted, 2 purchased and undergoing refurbishment, with a further 2 in the process of being purchased. The 12-month pilot scheme offering social tenants under-occupying their tenancy the opportunity to downsize was a success and has subsequently been made permanent.

Emergency Accommodation (B&B) Spend



Emergency Accommodation spend

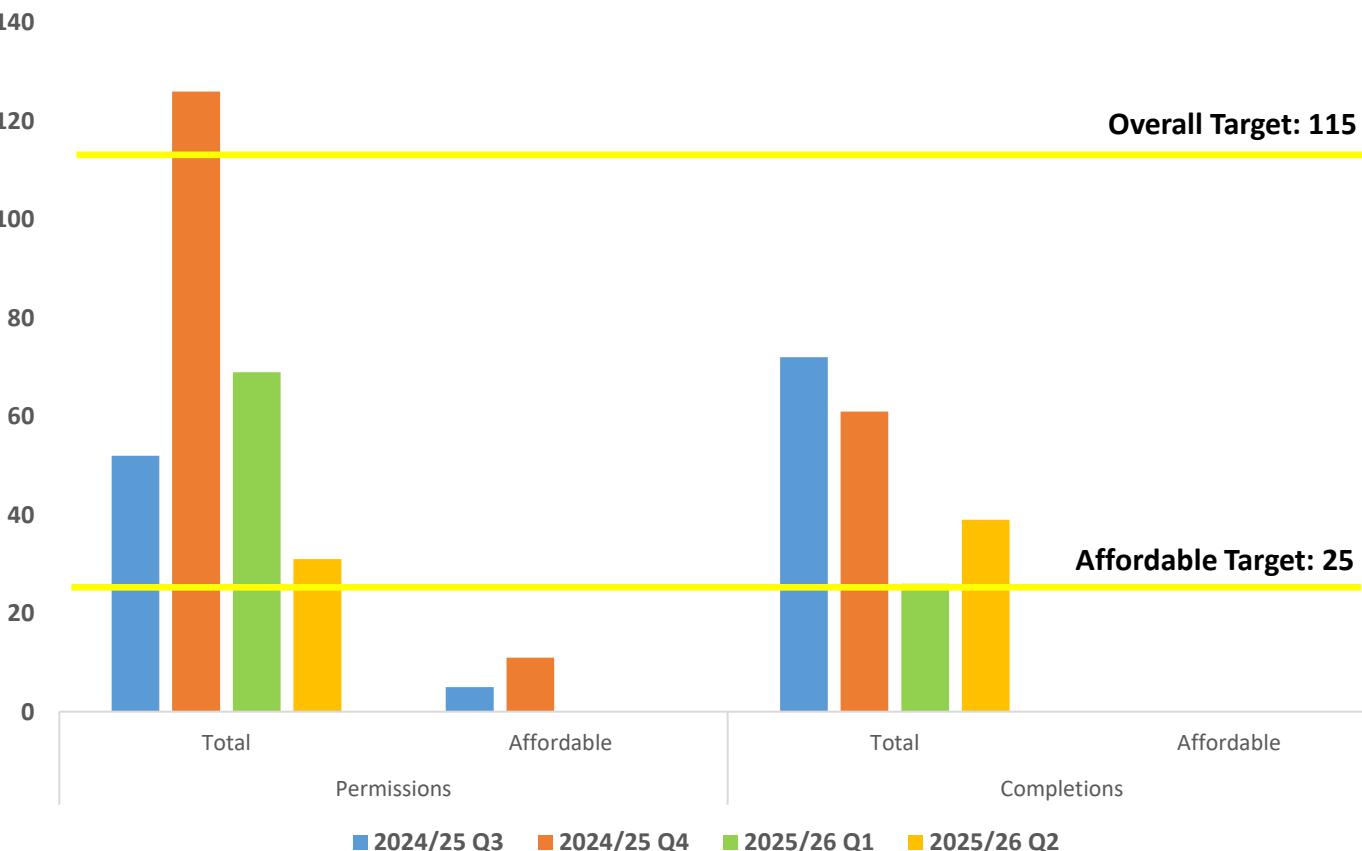
The overall amount spent by the Council on nightly paid emergency accommodation has remained at a similar level from 2023/24 to 2024/25. This follows a period where year on year increases had been a consistent trend.

KPI 6 – Housing Permissions

KPI 7 – Affordable Housing Permissions

		KPI 6 – MARKET (ALL)				KPI 7 – AFFORDABLE			
		Target	Permissions	Completions	Status	Target	Permissions	Completions	Status
24/25	Q3	115	52	72	RED	25	5	0	RED
	Q4	115	126	61	GREEN	25	11	0	RED
25/26	Q1	115	69	26	AMBER	25	0	0	RED
	Q2	115	31	39	RED	25	0	0	RED

Housing Permissions & Completions



Description

These indicators measure the net number of residential housing permissions and completions that have taken place in the borough. It includes all types – i.e. at both market and affordable rates. The targets mirror those set in the Council's local plan. Given the fluctuations in housing completions throughout the year, a tolerance of 60 applies.

Narrative

In Q2 2025/26, permission was granted for 31 dwellings, while 39 were completed. This means that the number of permissions are below target and outside tolerance for the quarter, while completions are also below target and outside tolerance, which is not unexpected at the end of the plan period.

The latest round of Sustainable Urban Extensions were released in June, we expect to see a corresponding increase in permissions in forthcoming quarters, while the impact on completions will be longer term.

The majority of completions came from developments at 16 Downs Wood, Epsom Downs (5) and Shrewsbury Court Independent Hospital, Redhill (4).

There were 0 permissions and completions for affordable units.

KPI 8 – Local Environmental Quality Surveys

	TARGET	ACTUAL	STATUS
Q1	90% of sites at grade B or above	100%	GREEN
Q2		100%	GREEN
Q3			
Q4			

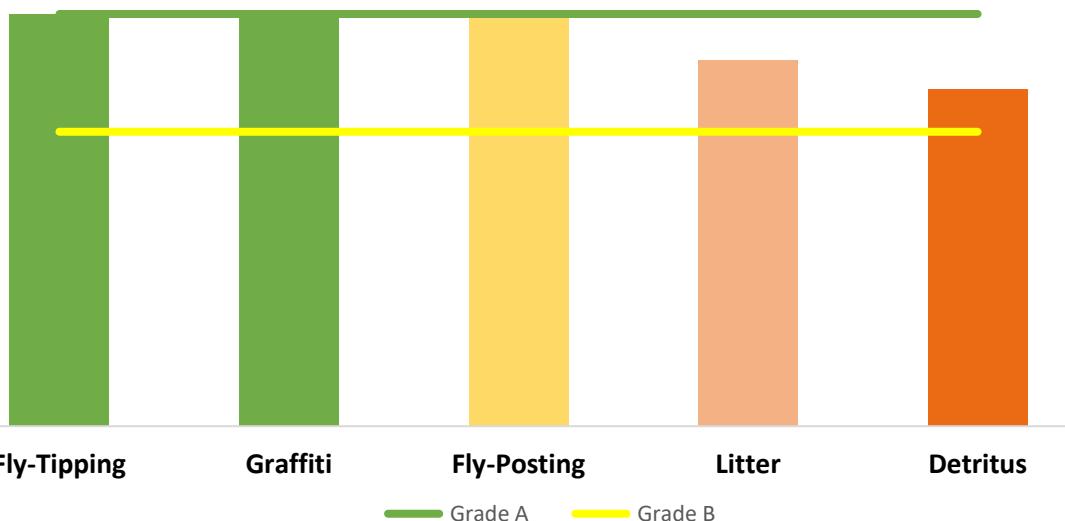
Description

Local Environmental Quality Surveys (LEQs) are a robust and well recognised methodology for measuring the cleanliness of places. The methodology is developed and maintained by [Keep Britain Tidy](#). A selection of sites in the borough are assessed in several categories. The average of the scores achieved in each category gives an overall score for each site that is surveyed.

Narrative

Of the **18 surveys carried out in Q2, 100% scored grade B+ or higher.**

LEQ average site scores by category



KPI 9 – Number of missed bins per 1,000 collected

	TARGET	ACTUAL	STATUS
Q1	5 per 1,000 collected	1.07	GREEN
Q2		0.90	GREEN
Q3			
Q4			

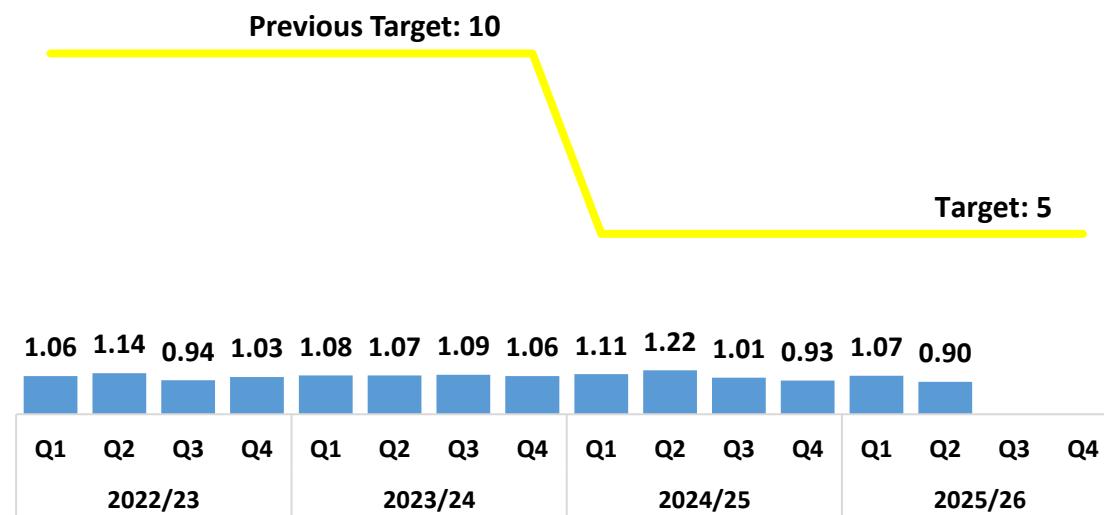
Description

This indicator tracks how many refuse and recycling bins have been missed per 1,000 that are collected. Performance is measured and reported on quarterly. The target has been adjusted from 10 to 5, reflecting the strong performance of this service.

Narrative

The Council continues to deliver a reliable waste collection service for residents, with the **average number of bins missed per 1,000 collected standing at 0.9 at the end of Q2**. This equates to approximately 58 (0.09%) missed bins across the ~65,000 homes in the Borough.

Number of missed bins per 1,000 collected



KPI 10 – The percentage of household waste that is recycled or composted

		TARGET	ACTUAL	STATUS
24/25	Q2	60%	55.5%	AMBER
	Q3		52.8%	RED
	Q4		49.8%	RED
	Q1		55.3%	AMBER

Description

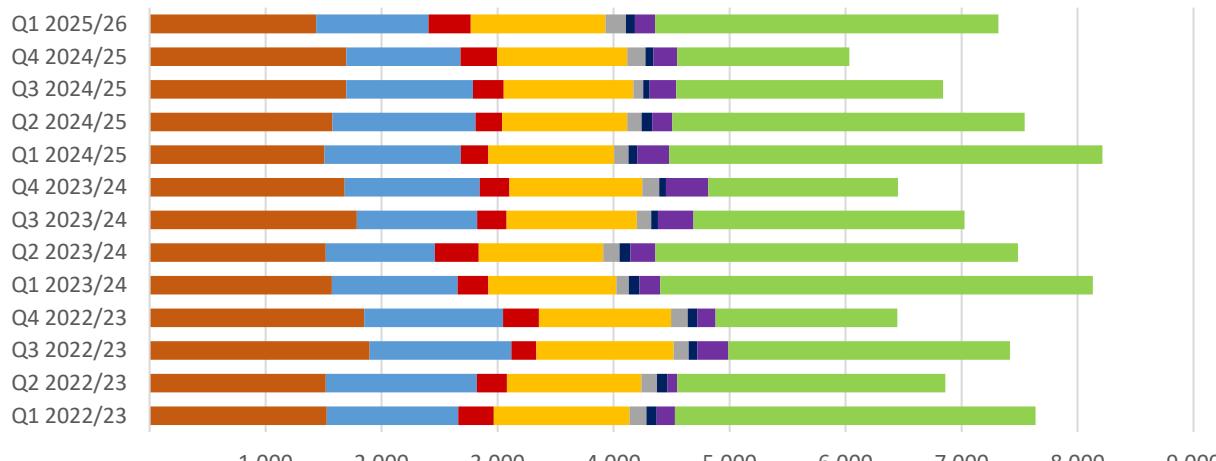
This indicator measures the percentage of household waste collected by the Council that is recycled* or composted. **Performance is reported one quarter in arrears.** The target for this indicator is a stretch goal, set in the Surrey Joint Waste Management Strategy.

Narrative

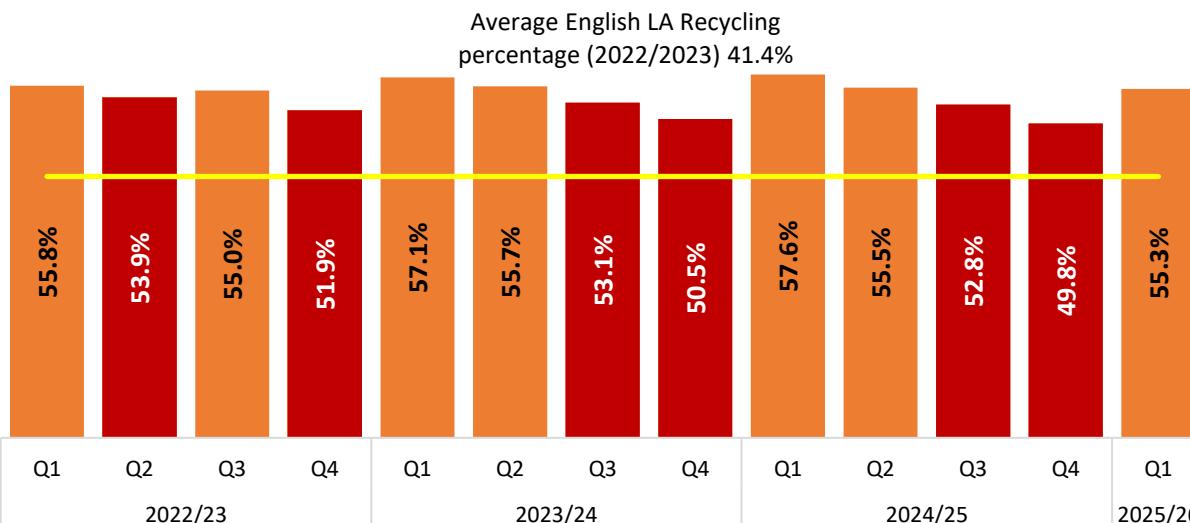
The result for Q1 is below target but within tolerance and is slightly lower than the percentage from the same quarter in previous years. The period saw an increase in garden waste, in line with the usual seasonal trend. However, the Garden Waste tonnage was impacted by the drought in Q1, with the figure lower than previous years. The quarter also saw a decrease in residual waste. Overall, all waste collected (recycled and residual) was lower than in the same quarter in previous years.

Paper & Card Mixed glass Mixed Plastics Waste food only

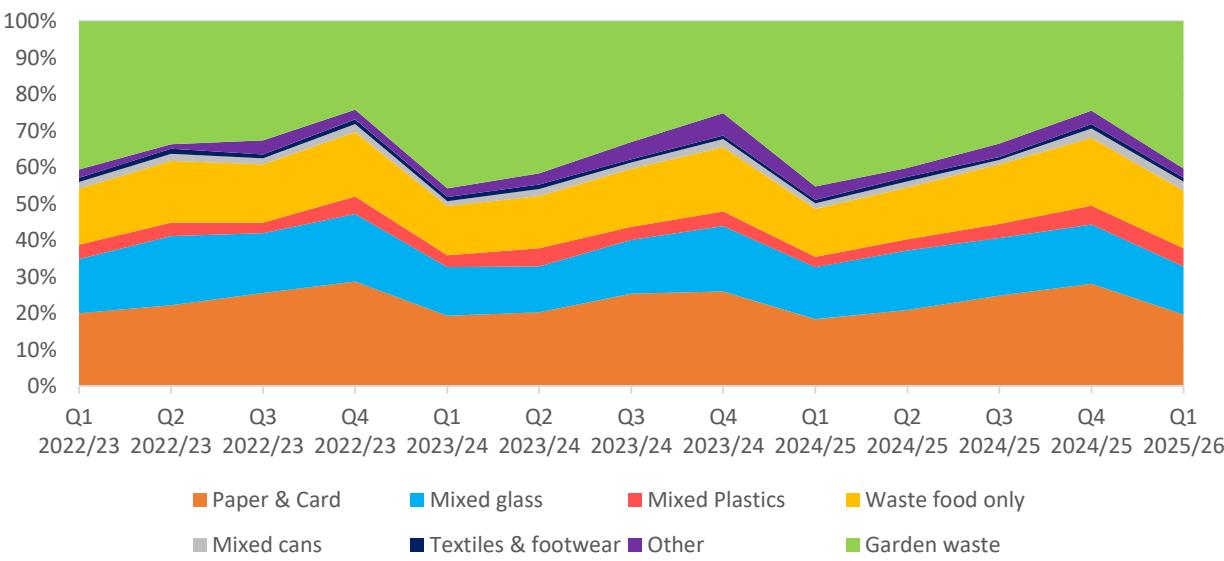
Mixed cans Textiles & footwear Other Garden waste



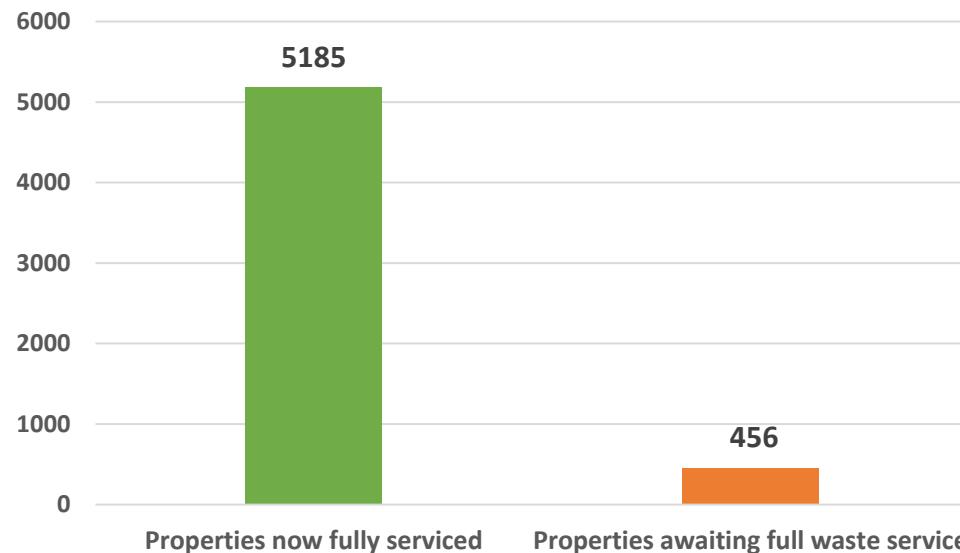
The % of household waste that is recycled and composted



Composition of recyclates collected



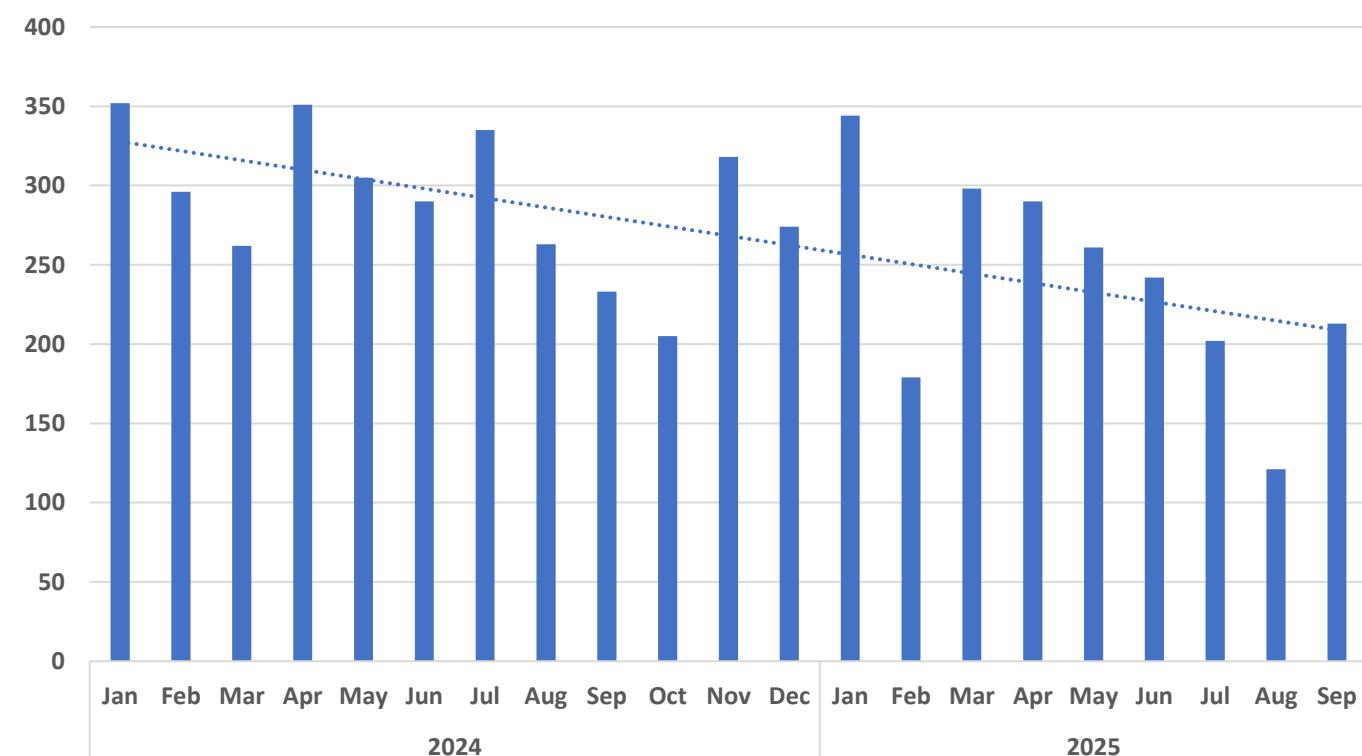
Recycling Rollout



In order to fully comply with the waste and resources strategy, the Council is now in the process of rolling out a full recycling service to all properties in the Borough. **92% of properties previously awaiting the full service have now been added.** Meaning that across the borough, approximately 65,000 homes are receiving the full recycling service. The process will be complete soon.

Fly-tipping numbers continue to steadily decline. The Stubbs Lane site had been averaging 75 per month before closing in May. The below graphic illustrates the reducing number of incidents. The first nine months of 2025 saw a monthly average of 239 incidents, compared with a monthly average of 299 over the same period in 2024

Fly Tipping



KPI 12 – Customer Contact: Calls Answered

		TARGET	ACTUAL	STATUS
25/26	Q1	80%	72%	AMBER
	Q2		70%	AMBER
	Q3			
	Q4			

Description:

The customer contact team have two tiers of Service Level Agreements (SLAs).

On the main helpline, these are:

- SLA 1 – calls answered within 40 seconds
- SLA 2 – calls answered within 60 seconds.

Meanwhile on the specific Benefits line, they are:

- SLA 1 – calls answered within 60 seconds
- SLA 2 – calls answered within 100 seconds.

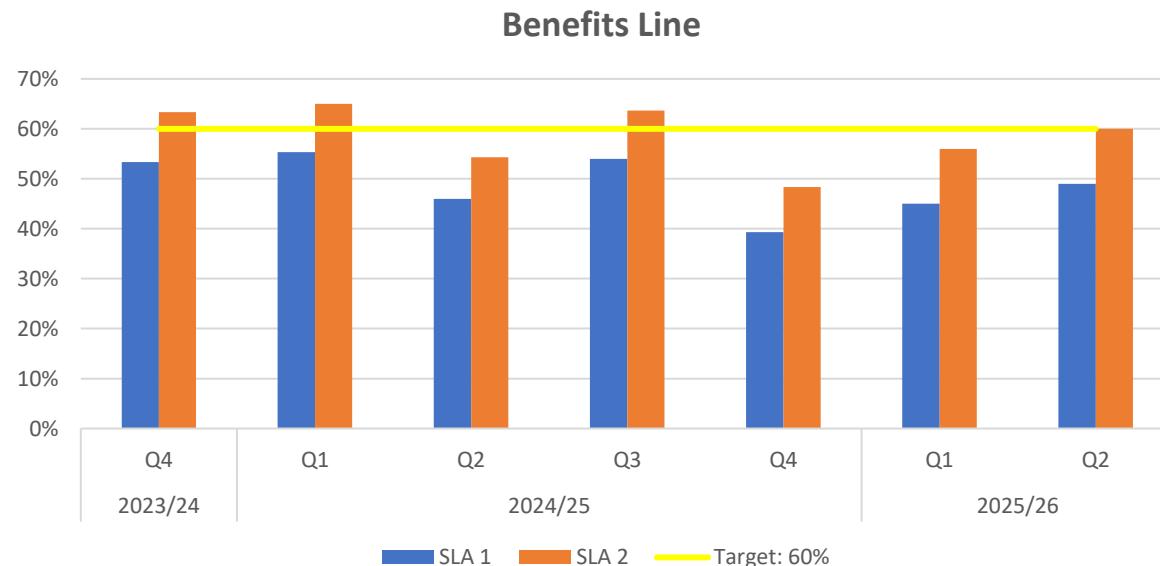
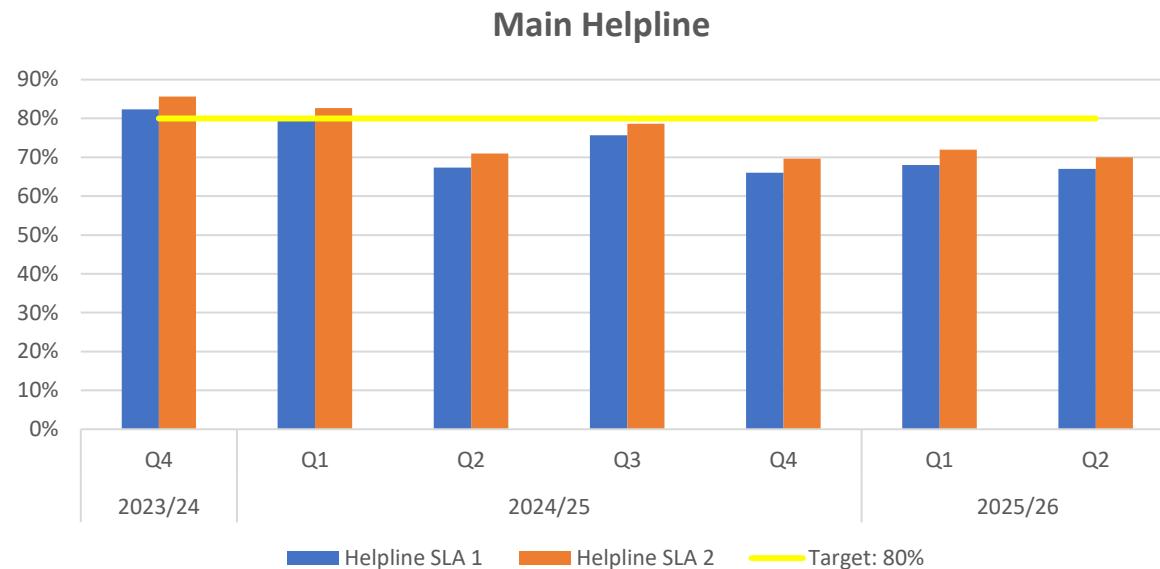
The target is 80%, with a 10% tolerance.

Narrative:

Based on the second SLA of 60 seconds, the main helpline score has decreased from Q1 to Q2 but remains within tolerance.

On the benefits line, Q2 saw an increase in both SLAs, with 60% of calls to that line being answered within 100 seconds.

More than 13,000 calls were received in the quarter, with just under 8,000 going to the main helpline. There were 584 repeat helpline calls, equating to just 4% of the overall number, illustrating the success the team has had in dealing with queries first time.



Contextual Indicator: Digital Channels

Description:

The purpose of this contextual indicator is to provide insight into the ways residents are getting into contact with the Council.

The below graphic shows interactions / messages with resident through the three main social media channels the Council currently engages in; Facebook, Twitter/X, and Instagram between October 2023 and September 2025.

Narrative:

Across the period the overall trends show only marginal changes in how residents are interacting with the Council.

In April 2025 there was a spike in interactions on Facebook largely attributable to the re-opening of Merstham recreation ground.

The average number of interactions across all social media channels has fallen slightly over the period, with ~100 fewer monthly interactions. This appears to be driven by a vast reduction in the use of Twitter, while an increase in Facebook interactions implies changing habits. Instagram contact has been consistently relatively low.

Social Media Contact

