Appendix A Spelthorne Borough Council Q2 Environment and Sustainability Committee Report



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Climate Change, Building Control & Committees

Service	Climate Change	Year	QTR	Result
Reference	CC1	2026/27	1	275.73 tCO2e68
KPI Description	Reduce emissions by at least 148.84 (TCO2e) each year.			
Target	100%			
Commentary	The result is the total carbon emissions for Q1 26/27. This is a decrease on Q1 25/26 by 11.69 tCO2e. (Q1 25/26 total = 287.42 tCO2e). This is primarily due to a slight reduction in both electricity and diesel usage over that of the Q1 period of the previous year. Notably, the Council did not use/take delivery of burning oil in Q1, which also contributed to the reduced emissions this quarter. Reporting a Q behind due to data collection timelines.			

Service	Environmental Health	
Reference	EH6	
KPI Description	Process valid HMO Licence Applications within 24 weeks on receipt of a properly completed licence application commencing 1 April 2026	
Target	Process 80% within 12 weeks	
Commentary	Data not yet available Newer applications are still working their way through the process. No of HMO licences issues in September was 22	

Service	Environmental Health	Year	Month	Result
Reference	EH7	2026/27	July	17
KPI Description	Investigations into suspected unlicensed HMOs will be determined and closed monthly.		Aug	17
Target	15 cases per month		Sept	17
Commentary	Target achieved			

Service	Planning	Year	Month	Result
Reference	P1	2026/27	Q1	2.99%
KPI Description	Quality of Non-Major Development (Apr 24 - Mar 26)		Q2	2.99%
Target	2.99%		Q3	
Commentary	Already provided in Q1.The reporting for P2 will run until the end of the current financial year end to March 31st 2027			

Planning

Service	Planning	Year	Month	Result
Reference	P2	2026/27	Q1	3.84%
KPI Description	Quality of Major development (Apr 24 - Mar 26)		Q2	3.84%
Target	**10% or less**		Q3	
Commentary	The reporting for P2 will run until the end of the current financial year end to March 31st 2027			

Service	Planning	Year	Month	Result
Reference	P3	2026/27	Q1	72%
KPI Description	Percentage of appeals dismissed against the Council's refusal of planning permission		Q2	69%
Target	60%		Q3	
Commentary	For the period 1 Oct 2025 to 30 Sept 2026. Target was achieved which shows same level of commitment of the planning inspectorate to get as many appeals dismissed as possible in relation to the refusals by the planning team, but the target is lower than Q1 results- this is due in part to the fact that fewer appeals were decided within the year in comparison to last year.			

Service	Planning	Year	Month	Result
Reference	P4	2026/27	Q1	100%
KPI Description	Percentage of decisions on major applications made within 13 weeks		Q2	100%
Target	60%		Q3	
Commentary	Four major applications were determined during the reporting period, and they were all decided within the statutory 13-week timeframe.			

Planning

Service	Planning	Year	Month	Result
Reference	P5	2026/27	Q1	94%
KPI Description	Percentage of decisions on minor applications made within 8 weeks.		Q2	97%
Target	70%		Q3	
Commentary	Target was achieved,,and is an improvement from last quarter. This shows continual commitments from the planning officers to ensure targets are met.			

Service	Planning	Year	Month	Result
Reference	P6	2026/27	Q1	93%
KPI Description	Percentage of decisions on other applications made within 8 weeks.		Q2	94%
Target	70%		Q3	
Commentary	The target was achieved, and performance was slightly higher than that of the previous quarter and still remains within the agreed tolerance levels. officers will continue to strive to achieve a 100% score.			

Service	Planning	Year	Month	Result
Reference	P7	2026/27	Q1	96%
KPI Description	Percentage of planning enforcement investigations commenced within timeframes		Q2	96%
Target	95%		Q3	
Commentary	This figure represents the cumulative year-to-date performance for the period Oct 2025 to Sept 2026. The target was successfully achieved. Performance was supported by the Enforcement Team's proactive approach, with investigations being initiated as quickly as possible following the receipt of complaints.			

Neighbourhood Services & Income and Payments

Service	Planning	Year	Month	Result
Reference	N1	2026/27	Q1	45%
KPI Description	Recycling rate - percentage of household waste recycled, reused and composted (NI192)		Q2	%
Target	40%		Q3	
Commentary	The recycling rate is not static and fluctuates throughout the year, the greater rates tend to occur over the spring/summer months and they decrease over the winter. Data a Q behind			

Service	Neighbourhood Services		Year	QTR	Result
Reference	N2		2026/27	1	92%
KPI Description	Average length of time to remove fly tips			2	91%
Target	90% within 48 hours				
Commentary	Some fly tips that contain hazardous material cannot be removed straight away and will take longer than 48 hours. Other large fly tips also take longer due to an investigations on the fly tip site to establish information enabling us to prosecute.				

Service	Neighbourhood Services	Year	QTR	Result
Reference	N3	2026/27	1	94%
KPI Description	% Missed refuse bins reported by 2pm and collected by the end of the next working day		2	92%
Target	95% reported by 2pm and collected next working day			
Commentary	reports of missed bins are undergoing a review to establish why the bins were not collected on the scheduled day, this involves an extra visit to the property form a JET officer which can take longer than the next working day but should ultimately reduce the missed bins overall...for this quarter there were; 99 missed bins 66 working days in the quarter			

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