

Quarterly Performance Report

Estates & Stewardship – Lightmoor Village

(Q3 1st July – 30th September)



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Maintaining Good Performance

Overall, the Lightmoor Village Estates and Stewardship team has had a great 2025 so far, with positive performance reported across key areas so far this year.

These include;

- Finance
- Breaches
- Alterations
- Estate management
- Complaints handling
- Community development and partnerships
- Grounds maintenance

These are all performing well and in line with expectations. This reflects the commitment of the team in providing a high-quality service and maintaining the Lightmoor Village community to a great standard.

Areas of concern

There are two areas that are showing a need for improvement.

These include;

- Breaches
- Compliments.

Breaches show that they are not being closed in the timescale. This is due to historic cases being closed and lowering the figure rather than a performance issue. For Sale and To Let signage can create a lot of work for the Estate Officers, when ultimate the breach is resolved as soon as the sign is removed on sale or let.

Recording compliments is getting better but more work needs to take place in capturing these. This reflects underreporting rather than a lack of positive feedback.

The team will continue to monitor these areas closely in Q4 and take steps to both address breaches more proactively and encourage the recording of resident compliments where positive experiences occur.

Financial

No.	Measure	Quarter 3 2025					Trend	Target	YE 2024
		Jul 25	Aug 25	Sep 25	Q1 2025	Q2 2025			
KPI01	Stewardship Charge collected against amount invoiced %	98.82%	98.93%	99.12%	95.44%	98.46%	😊	98%	99.50%
KPI02	Stewardship Charge Arrears (£)	£74,869	£60,554	£46,374	£141,488	£90,142	😊	Report	£17,428
KPI03	Stewardship Charge True Arrears (£)	£4,984	£4,500	£3,711	£19,227	£6,491	😊	Report	£2,007
KPI04	Number of households with accounts in arrears	21	19	20	49	23	😊	Report	16
KPI05	Number of Direct Debits in place	381	381	380	377	381	😊	Report	358
KPI06	Number of cases with arrears action	9	7	6	25	9	😊	Report	5
KPI07	Number of households in debt 1 year or over	6	6	5	39	10	😊	Report	4

Performance measures, trends and targets

KPI01 The target for the Stewardship Charge is to achieve 98% collection by the end of the financial year, which runs from January to December in Lightmoor Village. Progress towards this target should be tracked, with the trend of steadily increasing at each quarterly meeting, ultimately reaching 98%.

KPI02 The arrears represent the outstanding amount of the charge, including allocated Direct Debits and funds held by developers. Positive progress will be demonstrated by a consistent decrease in this figure at each quarterly meeting.

KPI03 True arrears are where no payment plan is in place, this includes debt from previous years. Positive progress should show a trend of steadily decreasing at each quarterly meeting.

KPI04 To show positive progress the number of households with accounts in arrears will show a trend of steadily decreasing at each quarterly meeting.

KPI05 To show positive progress the number of Direct Debits will show a trend of steadily increasing at each quarterly meeting.

KPI06 To show positive progress the number of accounts in arrears action will show a trend of steadily decreasing at each quarterly meeting. Any trends and patterns will be explained.

KPI07 To show positive progress the number of households in debt of 1 year or over will show a trend of steadily decreasing at each quarterly meeting.

Performance commentary:

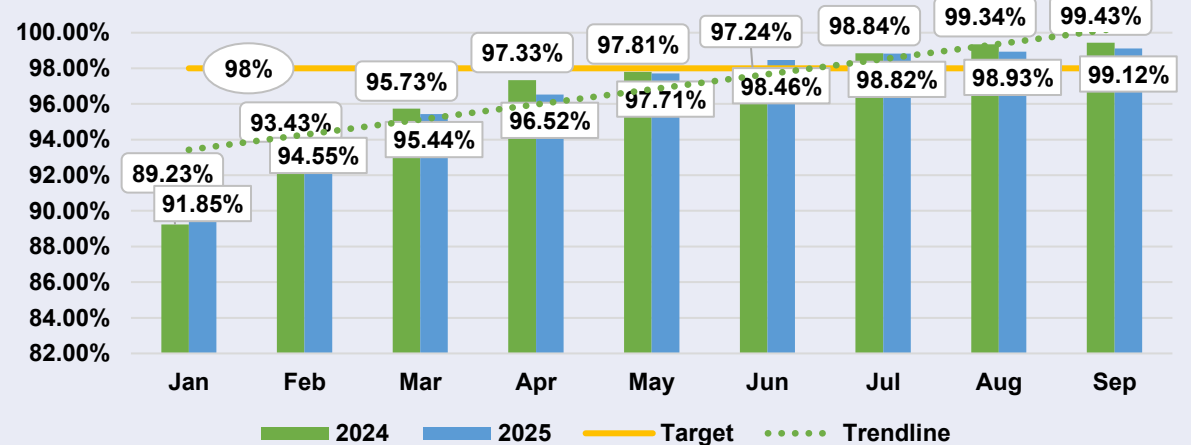
The target is to collect 98% of the Stewardship Charge by the end of 2025.

Of the total Stewardship Charge for Lightmoor Village (£422,102), £46,374 remains outstanding.

This figure includes allocated direct debits. Within this total, £3711 represents true arrears - accounts with no active payment plans in place, including debts carried over from previous years. Currently, 0.88% of the total charge remains unpaid. This means that collection is now above target that is set at 2% (98% collected)

The accompanying graph compare the collection performance between Q1 – Q3 in 2024 and 2025. This shows that the percentage of the Stewardship Charge collected in early 2025 closely mirrors the same period in 2024, the trendline further highlights this.

**Stewardship Charge amount collected
Jan-Sept, 2024-2025 comparisons**



As at the end of September 2025, there are 380 direct debits in place in Lightmoor Village, showing an increase of 22 from the end of 2024.

Currently, 20 accounts are in arrears, with 5 of these carrying debt from previous years. This has reduced from 39 in Q1, and 10 at the end of Q2.

Of the accounts in arrears, 5 are currently undergoing arrears action.

1 at 1st Action stage, 2 at 2nd action stage, 1 at 3rd action stage and 2 at 4th Action (County Court judgement application)

Stages 1 to 3 are letters requesting payment and explaining that should payment not be received then court action will be taken. At Stage 4 we apply to the Court via an online Money Claim system which initiates a civil claim against the debtor which includes the costs incurred by BVT for lodging the claim.

Financial

If performance is not currently on target, what are the reasons for this:

The target for the Stewardship Charge collection is set at 98%, and this had been achieved in June 2025.

A portion of the outstanding balance relates to legacy arrears from previous years, where no payment arrangements are in place. Efforts are ongoing to recover these amounts through the arrears action process. Overall, while performance may vary slightly during the year, the collection trend remains on track to meet the annual target.

If performance is currently not on target, what action are you taking to improve performance:

The Estates & Stewardship Team works in close partnership with the Income Recovery Team to address issues related to nonpayment of the Stewardship Charge.

This partnership approach ensures a consistent and proactive response to arrears, with a shared focus on maintaining high levels of collection while supporting residents where possible.

The Income Recovery Team has actively progressed arrears action cases in line with BVT procedures. This includes issuing reminders and formal notices, engaging directly with residents to set up manageable payment plans, and, when necessary, escalating cases through the appropriate enforcement channels.

Breaches

No.	Measure	Quarter 3 2025					Trend	Target	YE 2024
		Jul 25	Aug 25	Sep 25	Q1 2025	Q2 2025			
KPI08	Number of breaches reported (in month)	8	6	20	38	13	😊	Report	118
KPI09	Number of Breaches closed (month)	13	8	13	6	52	😊	Report	105
KPI10	% of Breaches Completed on time	77%	88%	69%	33.3%	36%	😐	Report	90%
KPI11	Average number of days taken from date breach logged to full resolution	32.4	13	39.2	12.8	63.5	😐	Report	12

Performance measures, trends and targets

KPI08- KPI11 reflect the activities of the Estates & Stewardship Team in addressing breaches of the Design Guide.

While all areas of the village undergo detailed formal inspections on a four-week rota, the Estates Officer also conducts daily walkabouts to identify and report additional issues.

The Estate Caretakers help monitor breaches as part of their routine responsibilities, visiting all areas of the village.

In addition, breaches may be reported by residents, customers, visitors, police, and partner housing providers. Issues are also identified during regular Estate Dates and Walk and Talks.

Performance Commentary

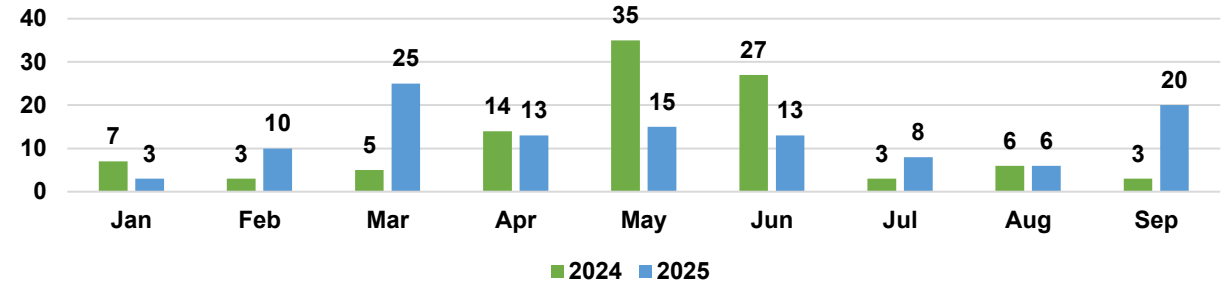
In Q3, 34 breaches were reported, with bin storage (9) and for sale sign (8) issues being the most common, followed by bin storage (3), signage (3), and one instance of a door painted an incorrect colour for its phase.

In Q3, 34 breaches were closed, including several historic cases dating back to earlier in the year, primarily related to 'For Sale' signage. 86 have been closed in 2025.

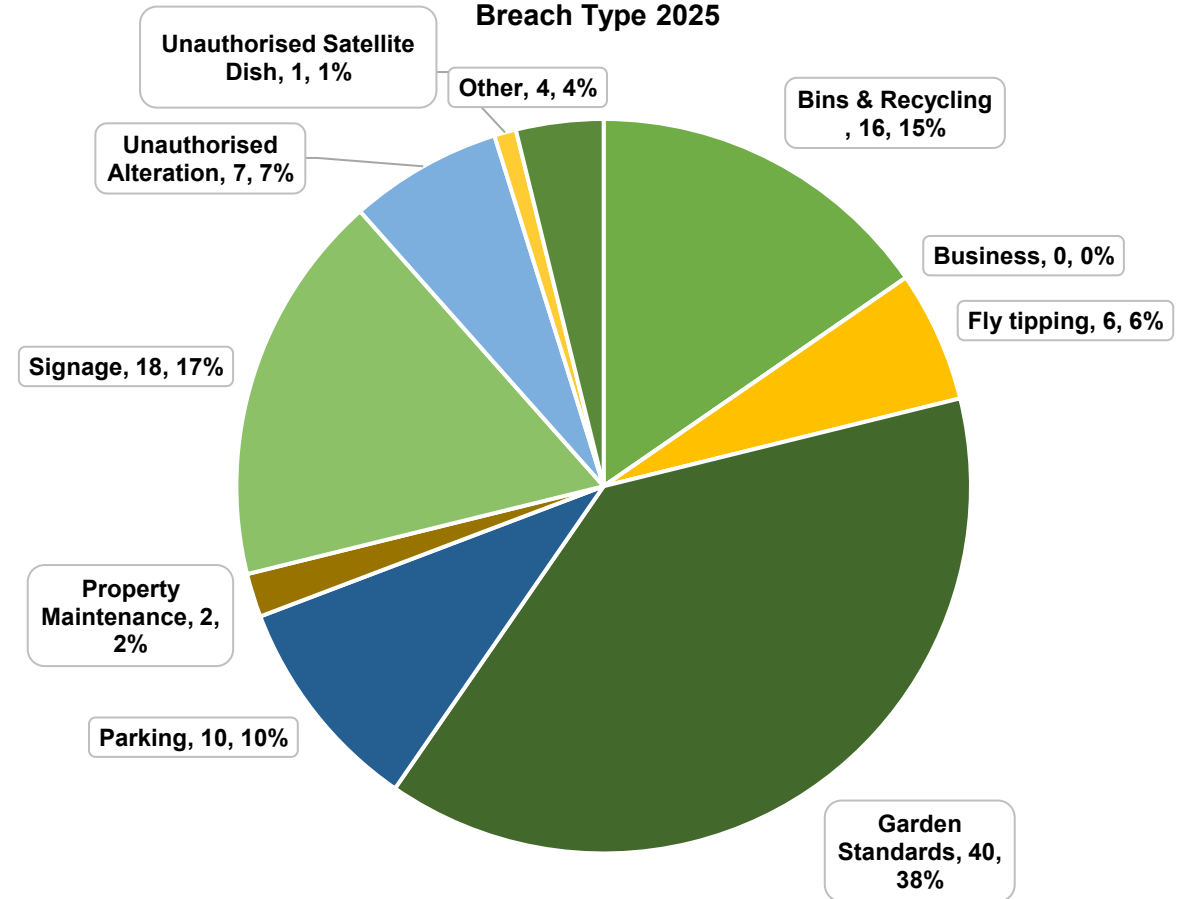
Of the breaches addressed 5 were resolved within the required timeframe, while 9 were not completed on time. These outstanding breaches are historic cases, under review since April, primarily relating to signage and garden standards.

Significant effort has gone into resolving these older breaches, which has impacted the percentage of cases closed within the expected timeframe.

Number of breaches Q1-Q3, 2024-2025



Breach Type 2025



The most commonly recorded breach type during 2025 was non-compliance with garden standards. This was followed by bin storage, for sale signage and parking-related issues, particularly vehicles parked inappropriately on BVT-managed land, as well as a range of other breaches.

Among the “other” breaches recorded were instances of reported and observed anti-social behaviour (ASB), along with issues involving an abandoned trailer, a caravan, and a pop-up caravan. Many of these matters were resolved promptly, and this has been reflected in improved performance figures..

One ASB case remains ongoing and is being managed through a multi-agency approach. This includes collaboration between the relevant landlord (another housing association), and the local police team. The Estates & Stewardship Team continues to work with all involved.

If performance is not currently on target, what are the reasons for this:

Performance in the beginning of 2025 was impacted by a temporary reduction in enforcement activity due to staffing constraints.

While regular estate checks were carried out, the Estate Officer at the time was assigned to other projects, which limited the capacity to identify and follow up on breaches. As a result, fewer breaches were recorded and addressed during this period.

A new Estate Officer started on 31st March, and within a short time, identified breaches, demonstrating both the backlog from earlier in the quarter and the renewed focus on enforcement throughout Q3.

If performance is currently not on target, what action are you taking to improve performance:

The temporary Estate Officer is very proactive and has made huge improvements in breach data. With this resource now in place, performance has improved significantly for Q3, as consistent monitoring and enforcement activity resumes at full capacity.

Alterations

No.	Measure	Quarter 3 2025					Trend	Target	YE 2024
		Jul 25	Aug 25	Sep 25	Q1 2025	Q2 2025			
KPI17	Number of alterations received (month)	1	6	3	7	7	😊	Report	40
KPI18	Number of alterations in progress (month)	1	3	0	0	0	😊	Report	New 2025
KPI19	Number of alterations rejected (month)	0	0	1	0	0	😊	Report	0
KPI20	Number of alterations withdrawn (month)	0	0	0	0	0	😊	Report	1
KPI21	Number of alterations appeals (month)	0	0	0	0	0	😊	Report	0
KPI22	Number of alterations completed on time (month)	1	3	4	7	7	😊	Report	40
KPI23	Percentage of alterations completed on time (month)	100%	100%	100%	100%	100%	😊	Report	100%

Performance measures, trends and targets

KPI17 – KPI23 measure the Estates & Stewardship Team's effectiveness in processing alteration applications in accordance with the Design Guide. Applications are expected to be completed within clearly defined timeframes: 4 weeks for minor alterations and 6 weeks for major alterations.

While there are no formal targets attached to these KPIs, performance is monitored, and the trend should consistently demonstrate that 100% of applications are processed within the required timeframes.

Performance Commentary

During 2025 so far, a total of 24 alteration applications were received., 10 in Q3. This figure is lower than the number recorded by the end of Q3 2025, which saw 35 applications

Of the 24 applications received in 2025 all have been processed and approved.

All applications were processed within the relevant timeframes, resulting in a 100% compliance rate for this quarter. This performance reflects the team's commitment to timely and effective handling of alteration requests, ensuring residents receive decisions promptly while maintaining the integrity of the Design Guide.

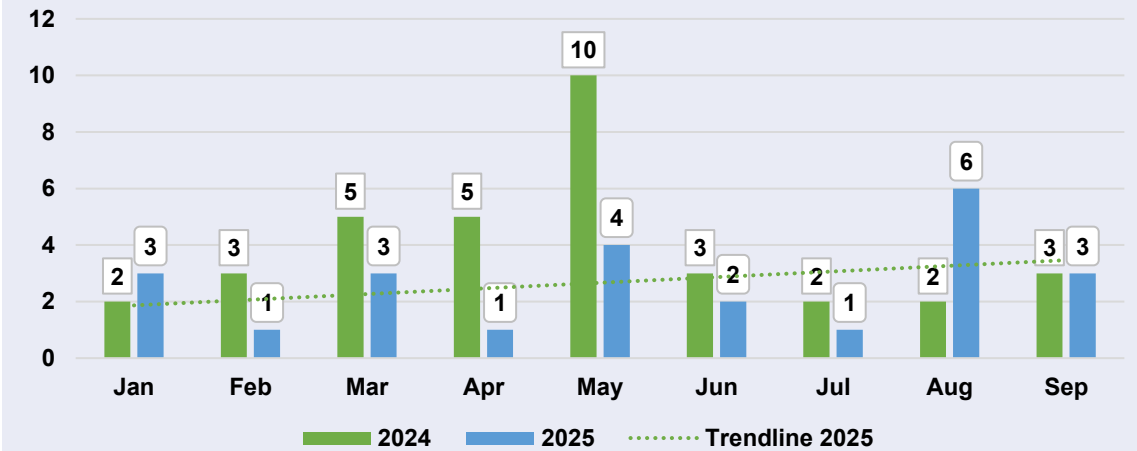
If performance is not currently on target, what are the reasons for this:

Performance for alterations is very good.

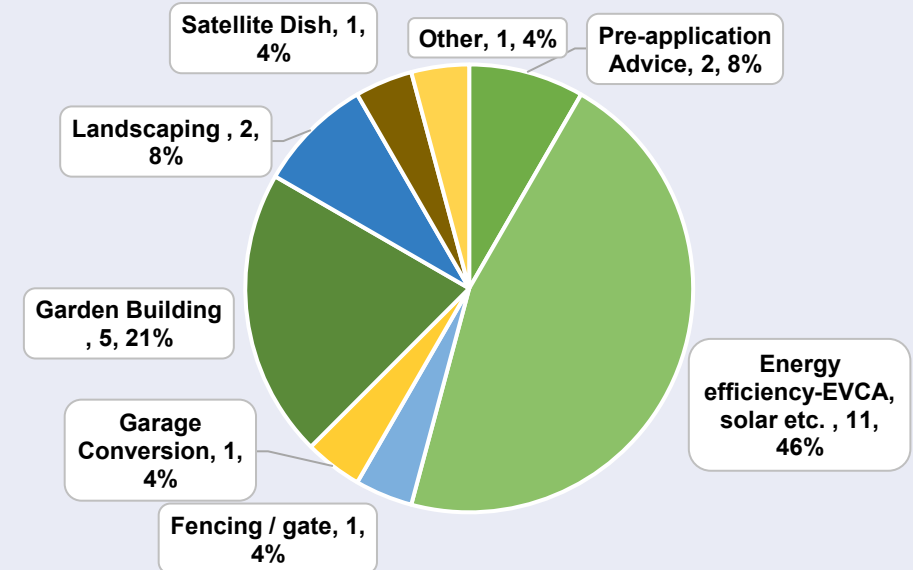
If performance is currently not on target, what action are you taking to improve performance:

No further action is required, performance will be monitored.

**Number of Alteration Applications
Jan-Sept, 2024-2025**



Alteration Types 2025



Estate Management

No.	Measure	Quarter 3 2025					Trend	Target	YE 2024
		Jul 25	Aug 25	Sep 25	Q1 2025	Q2 2025			
Estate Management									
KPI12	Number of Estate Inspections Completed (month)	4	4	4	13	12		Report	40
KPI13	% of Estate Inspections Completed against target	100%	100%	100%	100%	100%		Report	New 2025
KPI14	Number of courtyards completed against target (month)	59	59	59	157	157		Report	0
KPI15	% of courtyards completed against target	100%	100%	100%	100%	100%		Report	1
The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)									
KPI16	Number of RIDDOR reports in month	0	0	0	0	0		Report	0
Change of Ownership									
KPI28	Number of Instructions (month)	2	2	3	7	1		Report	34
KPI29	Number of Completions (month)	0	1	0	4	4		Report	29
KPI30	Number of in progress (month)	17	18	21	16	16		Report	15
KPI31	Number withdrawn (month)	0	0	0	0	0	n/a	Report	1
Transfer of Equity									
KPI36	Number of Instructions (month)	0	0	0	1	1		Report	20
KPI37	Number of Completions (month)	1	0	0	0	0		Report	3
KPI38	Number of in progress (month)	2	2	2	0	0		Report	4
KPI39	Number withdrawn (month)	0	0	0	0	0		Report	0

Performance measures, trends and targets

KPI12-KPI39 help us measure the success of the Estate Management including the estate checks, estate caretakers, accidents, and the change of ownership work. Trend should 100% where is this measured.

Performance commentary:

Estate Checks

Estate Checks are conducted on a published four-week cycle, ensuring that every area of the Village is inspected. Each week, two areas are assessed to maintain the upkeep, safety, and standards of the Village. This approach helps ensure that no area is overlooked, and any necessary maintenance is promptly addressed.

In 2025 100% of the Estate Checks have been successfully completed. This has been consistent since 2021.

Estate Caretakers

The Estate Caretakers follow a four-week calendar to ensure that each courtyard within the Village receives attention to keep the village, clean, green and safe.

In 2025, the Estate Caretakers successfully attended to 59 courtyards each cycle achieving a 100% completion rate.

RIDDOR

There have been no RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) reports in 2025.

Change of Ownership

New instructions are less than in 2025 compared to 2024 with 15 at the end of Q3 compared to 26 in. Completions are still taking some time to come through with 1 in Q3.

Transfer of Equity

Transfer of equity is when part or all of the freehold of a property is passed to another party. For example, when someone get married or divorced. This was a new KPI for 2024. There was 1 instruction, 0 completions and 0 withdrawn during Q3. There are 2 in progress and none were withdrawn.

Enfranchisements

Enfranchisements have been added as KPI for the whole of Estates & Stewardship, however Lightmoor Village does not deal with these as the leases on the leasehold properties still have many years left.

If performance is not currently on target, what are the reasons for this:

Performance for estate management is very good.

If performance is currently not on target, what action are you taking to improve performance:

No further action is required, performance will be monitored.

Dissatisfaction, complaints and compliments

No.	Measure	Quarter 3 2025					Trend	Target	YE 2024
		Jul 25	Aug 25	Sep 25	Q1 2025	Q2 2025			
KPI24	Number of expressions of dissatisfaction received (month)	0	0	0	2	0		Report	4
KPI25	Number of formal complaints received (month)	0	1	0	0	0		Report	3
KPI26	% of formal complaints responded to within target time (month)	n/a	100%	n/a	n/a	0		Report	100%
KPI27	Number of compliments received (month)	0	0	1	0	2		Report	0

Performance measures, trends and targets

KPI24-KPI27 monitor how the Estates & Stewardship Team handles community feedback, including expressions of dissatisfaction, formal complaints, and compliments.

These indicators help assess both the volume of feedback received and the effectiveness of the team's response and communication.

Performance Commentary:

In 2025, two expressions of dissatisfaction were received in February. Both related to potholes on the south entrance road, a known issue pending full resurfacing and adoption by Telford & Wrekin Council.

While these concerns fall outside the Estate and stewardship teams' direct responsibility, the good relationship with Telford & Wrekin Council meant that temporary repairs were arranged to mitigate safety risks and inconvenience to residents. Throughout the period, residents were kept informed via updates on social media and the Lightmoor Village website. This proactive communication helped manage expectations and demonstrated transparency in how the issue was being handled.

In Q2, 2 case of positive feedback were received, one for the estate caretakers and the work they had completed in a courtyard. And the second was from a use at the Oak Tree Centre, complementing how helpful and welcome the team are. In Q3 the positive feedback was for the estate officer of expediting the render cleaning on the apartments in Rays Meadow.

If performance is not currently on target, what are the reasons for this:

While the team performs well in addressing issues and complaints, there is currently a shortfall in consistently recording compliments received. This impacts the overall performance related to positive feedback.

If performance is currently not on target, what action are you taking to improve performance:

Performance will be closely monitored, and steps are being taken to encourage and ensure the active recording of compliments. Team members are being reminded of the importance of capturing positive feedback.

Community Development & Partnerships

No.	Measure	Quarter 3 2025					Trend	Target	YE 2024
		Jul 25	Aug 25	Sep 25	Q1 2025	Q2 2025			
KPI46	Number of community volunteers in our community places (in month)	17	17	17	15	16	😊	Report	Changed for 2025
KPI47	Number of voluntary hours in community places (in month)	32	32	32	83	142	😊	Report	69
KPI48	Number of BVT involved residents (in month)	12	12	12	10	12	😊	Report	New 2025
KPI49	Number of organisations using community places (in month)	26	26	27	23	25	😊	Report	23
KPI50	Total occupancy rates for BVT community places % (in month)	35.30%	31.40%	37%	30.4%	33.2%	😊	Report	New 2025
KPI52	Number of young people engaged in youth activities (in month)	223	416	228	237	236	😊	Report	418
KPI53	Number of older adults taking part in social activities across neighbourhoods (in month)	35	32	31	34	40	😊	Report	New 2025
KPI54	Number of residents/ service users involved in formal/ informal consultation groups (in month)	8	8	41	8	8	😊	Report	221
KPI55	Number of community groups or organisations supported (in month)	12	12	12	11	12	😊	Report	10
KPI56	Number of partnerships maintained (in month)	26	26	27	22	24	😊	Report	Changed for 2025
KPI57	Number of BVT hosted community involvement events & activities taken place (in month)	4	4	4	2	4	😊	Report	New 2025
KPI58	Number of external community partnership events & activities that BVT have attended or supported (in month)	3	2	3	3	4	😊	Report	New 2025
KPI59	£ social value generated through community development activities (in month)	£112,714					😊	Report	New 2025

Performance commentary:

Overview of changes to indicators:

For 2025, the performance indicators related to community development and partnerships have been revised, with updated definitions and parameters to better reflect current priorities and activities. Several new indicators have also been introduced.

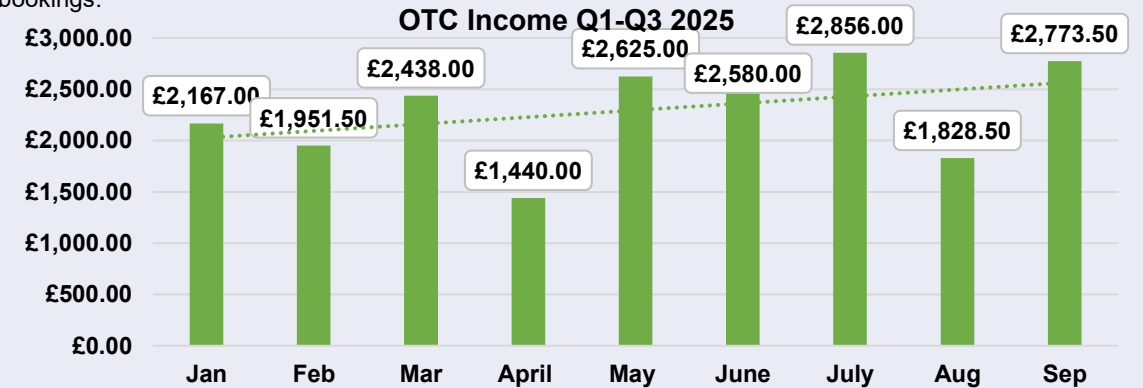
Community volunteers and committee members:

These were previously reported under a single indicator but are now recorded separately to provide greater clarity and accuracy.

Performance remains static through Q3.

Oak Tree Centre Footfall: The previous footfall measure has been replaced with a more meaningful occupancy rate, offering a clearer picture of the facilities use.

Performance is improving, but there is a dip during school holidays due to the preference of term time bookings.



Older people taking part in social activities

This is collected by Bournville House and tracks the number of older individuals participating in social activities, supporting better engagement and planning.

Revised partnership indicator:

Instead of total partnerships, the focus has shifted to the number of partnerships maintained monthly, providing a better view of ongoing collaboration.

New event-based indicators:

Two new indicators have been added. Number of events and activities hosted by BVT and number of external events and activities attended by BVT

New social value indicator:

In Lightmoor Village: £112,714 – Using the HACT social value calculator, the social value for Jan-June 2025 is £112,714 for the youth provision. This measures being a member of a social group, volunteering and taking part in a youth group. This will be calculated again at the end of the year.

If performance is not currently on target, what are the reasons for this:

While overall performance is good with community development and partnerships, it is being delivered within the limited capacity of the E&S Manager.

If performance is currently not on target, what action are you taking to improve performance:

Efforts to improve occupancy at the Oak Tree Centre are ongoing. Marketing is focused on boosting daytime bookings, as evenings and weekends remain the most in-demand times.

Contents

Grounds Maintenance Performance Summary

Telford

- Quality
- Customer Satisfaction
- Health & Safety
- Training

Grounds Maintenance Performance Summary

The performance indicators cover four main areas: Quality, Customer satisfaction, Health and Safety and Training.

1. Quality

Determines performance against the agreed specification and programme of works, including the outcomes of inspections and rectifications.

2. Customer Satisfaction

Evaluates the overall level of customer satisfaction with the service, the number of formal complaints at all stages and informal complaints and compliments.






3. Health and Safety

Measures the quantity of accidents, incidents and near misses including RIDDOR reportable accidents. Includes the percentage of mandatory health checks completed. This helps ensure H&S is being reported and dealt with appropriately and that health and safety checks and compliance are completed.

4. Training

Quantifies the percentage of up-to-date training in place and the types of job-related training undertaken.

Telford Grounds Maintenance - Quality

No KPI	Measure	Quarter 3 2025					Trend	Target	YE 2024
		Jul 25	Aug 25	Sep 25	Q1 2025	Q2 2025			
1.1	Programme of work complete against agreed specification for each neighbourhood. (Telford)	100%	100%	100%	99.66%	100%		95%	New for 2025
1.2	Percentage of inspections complete against planned calendar. (Telford)	100%	100%	100%	100%	100%		100%	New for 2025
1.3	Number of Quality Audits completed. (Telford)	5	5	6	8.5	6		5	New for 2025
1.4	Average score of Quality Audits. (Telford)	87%	92%		80.50%	85%		80%	New for 2025
1.5	Number of rectifications needed against programme of work. (Telford)	0%	0%	0%	0.34%	0%		5%	New for 2025

Performance Commentary, including measures, trends and targets

KPI 1.1 – Programme of work complete to agreed specification

This KPI measures the percentage of work completed according to the agreed specification within each neighbourhood. Currently, results are reported for Telford as a whole with further breakdowns planned separating Lightmoor Village from the other established areas in Telford.

Performance is expected to follow a steady upward trend each month, aiming to consistently exceed the 95% target.

For Q3 2025, performance exceeded expectations, with Telford achieving results of 100%. This strong start includes other across BVT communities. For example, in Lightmoor Village, additional efforts such as pathway edging have notably enhanced the area's overall appearance.

KPI 1.2 – GM inspections complete

The inspections calendar is set collaboratively, involving the Estates & Stewardship Manager, the Grounds Maintenance (GM) Manager, and often includes GM operatives and Estate Officers.

Progress is demonstrated by achieving 100% of scheduled inspections at each quarterly review. In 2025, 100% of scheduled GM inspections were completed. These inspections also served as a platform for planning additional work, such as targeted spraying or further hedge cutting.

KPI 1.3 – Number of quality audits completed

Quality audits are scheduled and carried out by the GM Manager and supervisors as part of their routine inspection of completed work.

The monthly targets are set as 5 for Telford. This has been consistent through the year.

KPI 1.4 – Quality audit scores

These audits assess the standard of completed work, using a quality audit tool to produce an average score.

The target quality score is set at 80%. This has been exceeded in Q3.

KPI 1.5 – Rectifications





This KPI tracks the percentage of rectifications required in relation to completed work. The target is to maintain rectifications at below 5% each month.

The target was successfully met so far throughout 2025, with rectifications staying under 5%.

Overall Performance Summary

Across all quality-related KPIs, Q3 2025 showed good performance. Inspections and audit processes were effectively delivered, and where issues arose, proactive steps were taken to improve outcomes and maintain high standards.

Telford Grounds Maintenance-Customer Satisfaction

No KPI	Measure	Quarter 3 2025					Trend	Target	YE 2024
		Jul 25	Aug 25	Sep 25	Q1 2025	Q2 2025			
2.1	Percentage of residents satisfied with Grounds Maintenance in their neighbourhood. The question is scored: <ul style="list-style-type: none"> • Very Satisfied • Satisfied • Neither satisfied nor dissatisfied • Dissatisfied • Very Dissatisfied 	0	0	0	0	0			New for 2025
2.2	Number of formal complaints.	1	0	0	0	0		0	New for 2025
2.3	Number of expressions of dissatisfaction	0	0	0	0	0		0	New for 2025
2.4	Number of compliments.	0	1	2	0	0		0	New for 2025
2.5	Percentage of complaints dealt with in timescale.	100%	n/a	n/a	n/a	n/a		100%	New for 2025

Performance Commentary, including measures, trends and targets

KPI 2.1 – Satisfaction survey

This KPI measures the percentage satisfied with the Grounds Maintenance in their neighbourhood. These surveys are expected to start at the beginning of the third quarter.

Performance has been set with an 85% target. The GM partnership group are working alongside business improvement on this measure with the trial starting in Q4.

KPI 2.2 – Formal complaints

This KPI measures the formal complaints made to BVT regarding the GM service.

One was recorded in this quarter where an operative accidentally cut a pear tree growing in a BVT hedgerow.

When complaints happen the E&S managers will investigate and make decisions alongside the GM manager.

KPI 2.3 – Expressions of dissatisfaction

This KPI measures the number of expressions of dissatisfaction made to BVT regarding the GM service.

None have been recorded in this quarter. As with complaints, the E&S managers will investigate and make decisions alongside the GM manager.

KPI 2.4 – Number of compliments

The of compliments received by BVT are collected and shared with the team, there were none in Q3.

KPI 2.5 – Complaints dealt with in timescale

Complaints are taken seriously by BVT and are dealt with in the appropriate timescale.

Overall Performance Summary

Across the customer satisfaction related KPIs, Q3 2025 showed good performance with 1 complaint and no dissatisfaction.

Further work needs to take place to capture the true feelings of residents about their satisfaction.

The first draft of satisfaction surveys will be shared with residents in October 2025 and continue through Q4, setting a baseline for 2026. These will be individual to each area of Lightmoor Village and the established communities.

Telford Grounds Maintenance- Health & Safety

No KPI	Measure	Quarter 3 2025					Trend	Target	YE 2024
		Jul 25	Aug 25	Sep 25	Qtr 1 2025	Qtr 2 2025			
3.1	Number of accidents reported in month. (Telford)	0	0	0	1	0		1	New for 2025
3.2	Number of incidents reported in month	0	0	0	1	0		1	New for 2025
3.3	Number of near misses reported in month.	0	0	0	0	0		1	New for 2025
3.4	Number of RIDDOR reportable accidents in month	0	0	0	0	0		0	New for 2025
3.5	Percentage of mandatory health checks completed year.	n/a	n/a	100%	n/a	n/a		100%	New for 2025
3.6	Risk Assessments and Method Statements are current and up to date, inc safety checks carried out	1	1	2	2	5		1	New for 2025

Performance Commentary, including measures, trends and targets

KPI 3.1 – Number of accidents reported.

This KPI measures the number of accidents reported. The accident in Q1 was a cut finger on a hedge trimmer where the operative was not wearing a safety glove.

Performance has been set with a target of 1 or less a month.

KPI 3.2 – Number of incidents reported

This KPI measures the incidents. The incident was a customer shouting at an operative in Q1, there are none for Q2..

Performance has been set with a target of 1 or less a month.

KPI 3.3 – Near misses

This KPI measures near misses.

Performance has been set with a target of 1 or less a month.

KPI 3.4 – Number of RIDDOR reportable accidents

This KPI measures serious accidents that must be reported to the H&S executive.

None have been recorded this quarter.

KPI 3.5 – Percentage of mandatory health checks completed.

Health checks took place in September with all Telford operatives completed.

KPI 3.6 – Risk assessments and safety checks

Risk assessments and safety checks are regularly carried out, with 1 a month being set as an overall target each month. 2 checks have been carried out in Q1 and 5 in Q2, and 4 in Q3, consistently meeting the target.

Overall Performance Summary

Across the health and safety related KPIs, Q1 2025 shows good performance but improvements need to be made for splitting out and providing further information.

Telford Grounds Maintenance - Training

No KPI	Measure	Quarter 3 2025					Trend	Target	YE 2024
		Jul 25	Aug 25	Sep 25	Qtr 1 2025	Qtr 2 2025			
4.1	Percentage of BVT corporate online training completed in whole team.	100%	100%	100%	100%	100%		100%	New for 2025
4.2	Number of competency job-related training course completed.	n/a	n/a	n/a	n/a	n/a	n/a	Report	New for 2025

Performance Commentary, including measures, trends and targets

KPI 4.1 - Percentage of BVT online training completed

This KPI measures the compliance with corporate training, 100% of all training has been completed so far for 2025.

KPI 4.2 - Competency job related training

This KPI measures the number and types of job-related training taking place.

None have taken place so far but there will be training taking place this year such as updating spraying tickets and playground inspections.