Quarterly Performance Report

Estates & Stewardship – Lightmoor Village

Quarter 1 2025

(1st January – 31st March)

Contents

Estates & Stewardship Performance Summary

Maintaining Good Performance

Overall, the Lightmoor Village Estates and Stewardship team has had a strong start to 2025, with positive performance reported across key areas for Quarter 1.
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

Work needs to take place in closing recorded breaches. This has happened because of other projects the Estate Officer was involved in.

There has been a noticeable lack of compliments recorded, which may reflect underreporting rather than a lack of positive feedback .

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

Financial

No.	Measure	Quarter 1 2025					Trend	Target	YE 2024
		Jan 25	Feb 25	Mar 25	Q1 2024	YTD Average			
KPI01	Stewardship Charge collected against amount invoiced %	91.85%	94.55%	95.44%	95.73%	95.44%		98%	99.50%
KPI02	Stewardship Charge Arrears (£)	£183,488	£160,024	£141,488	£137,016	£141,488		Report	£17,428
KPI03	Stewardship Charge True Arrears (£)	£34,417	£22,987	£19,227	£17,258	£19,227		Report	£2,007
KPI04	Number of households with accounts in arrears	80	54	49	42	49		Report	16
KPI05	Number of Direct Debits in place	380	377	377	370	377		Report	358
KPI06	Number of cases with arrears action	5	31	25	23	25		Report	5
KPI07	Number of households in debt 1 year or over	86	53	39	27	39		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.

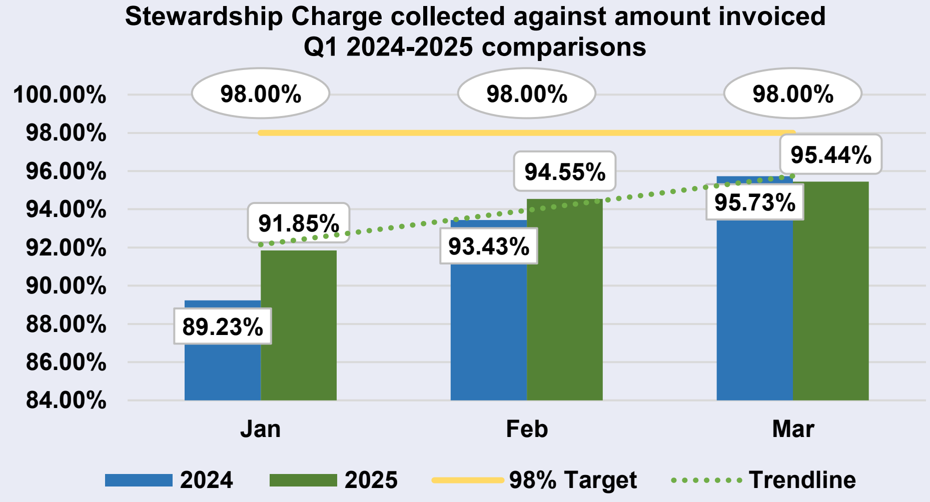
Performance commentary:

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), £141,488 remains outstanding.

This figure includes allocated direct debits. Within this total, £19,227.08 represents true arrears - accounts with no active payment plans in place, including debts carried over from previous years. Currently, 4.56% of the total charge remains unpaid.

The accompanying graphs compare the collection performance between 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.



As of Q1 2025, there are 377 direct debits in place in Lightmoor Village, showing a slight increase from Q1 2024.

Currently, 49 accounts are in arrears, with 39 of these carrying debt from previous years. While this represents a small rise compared to Q1 2024, the overall number of households has also grown due to the completion of The Croppings Phase 2, The Woodlands Phases 1 & 2, and Castle Gardens by the end of 2024. As a result, the percentage of payments collected has remained largely consistent year-on-year.

Of the accounts in arrears, 25 are currently undergoing the arrears action process as outlined on the following page.

Financial

There are currently 377 direct debits in place in Lightmoor Village. There are 49 households where accounts are in arrears with 39 in debt from previous years. 25 of those are in the arrears action process as detailed below.

EST01 - 12 cases

EST02 - 11 cases

EST03 - 2 cases. The cases are being pursued, and a third reminder sent these are:

- 42170 - Balance £390.87 – not engaged in 2025 so far. In 2023 & 2020 account went to MCOL (money claim online - through court) and enforced second court application incurring court costs – letter sent to Mortgage company who paid off o/s enforced charges of £1,576.63 (2020-2023), 2024 charge £378.75 plus court costs of £186.83= total £2.142.21
- 48511 - Balance £390.87 - not engaged in 2025 so far – normally seems to pay in full August each year for previous charges – no other contact details only email – last email sent 10.4.2025 to which had no response - last email stated would be paid asap but nothing received and no further engagement

EST04 – ((MCOL) money claim online - through court) no cases

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 current trends indicate that this goal remains more than achievable by the end of 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 1 2025					Trend	Target	YE 2024
		Jan 25	Feb 25	Mar 25	Q1 2024	YTD Average			
KPI08	Number of breaches of Design Guides reported (in month)	3	10	25	15	38		Report	118
KPI09	Number of Breaches closed (month)	0	6	0	27	6		Report	105
KPI10	% of Breaches completed on time	0%	100%	0%	100%	33.3%		Report	90%
KPI11	Average number of days taken from date breach logged to full resolution	-	12.8	-	7	12.8		Report	12

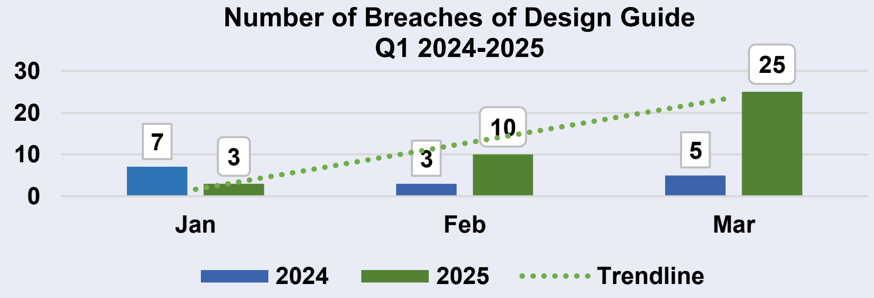
Performance measures, trends and targets

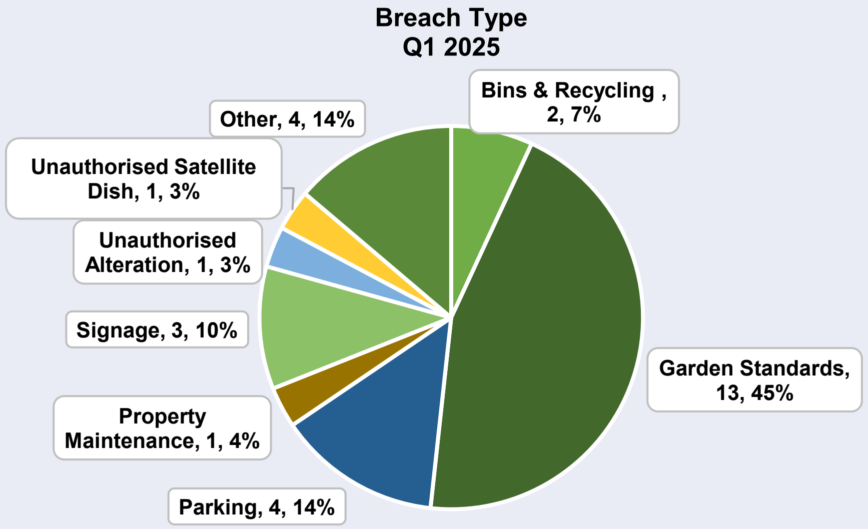
KPI08- KPI11 reflect the activities of the Estates & Stewardship Team in addressing breaches of the Design Guide.
While all areas of the village undergo detailed formal inspections on a four-week rota, the Estates Officer also conducts daily walkabouts to identify and report additional issues.

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
38 breaches were recorded in Q1, and 6 were closed. It took 12.8 days for full resolution of the closed breaches, this is longer than The 7 days in Q1 2024. All of the open ones are still withing the breach process and timescale.





The most commonly recorded breach type during Q1 2025 was non-compliance with garden standards. This was followed by 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 will be reflected in improved performance figures for Q2.

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 Q1 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 temporary Estate Officer started on 31st March, and within a short time, identified 25 breaches, demonstrating both the backlog from earlier in the quarter and the renewed focus on enforcement.

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 is expected to improve significantly in Q2, as consistent monitoring and enforcement activity resumes at full capacity.

Alterations

No.	Measure	Quarter 1 2025					Trend	Target	YE 2024
		Jan 25	Feb 25	Mar 25	Q1 2024	YTD Average			
KPI12	Number of alterations received (month)	3	1	3	10	7		Report	40
KPI13	Number of alterations in progress (month)	1	1	2	2	2		Report	New 2025
KPI14	Number of alterations rejected (month)	0	0	0	0	0		Report	0
KPI15	Number of alterations withdrawn (month)	0	0	0	0	0		Report	1
KPI16	Number of alterations appeals (month)	0	0	0	0	0		Report	0
KPI17	Percentage of alterations completed on time (month)	100%	100%	100%	100%	100%		Report	100%

Performance measures, trends and targets

KPI12-KPI13 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.

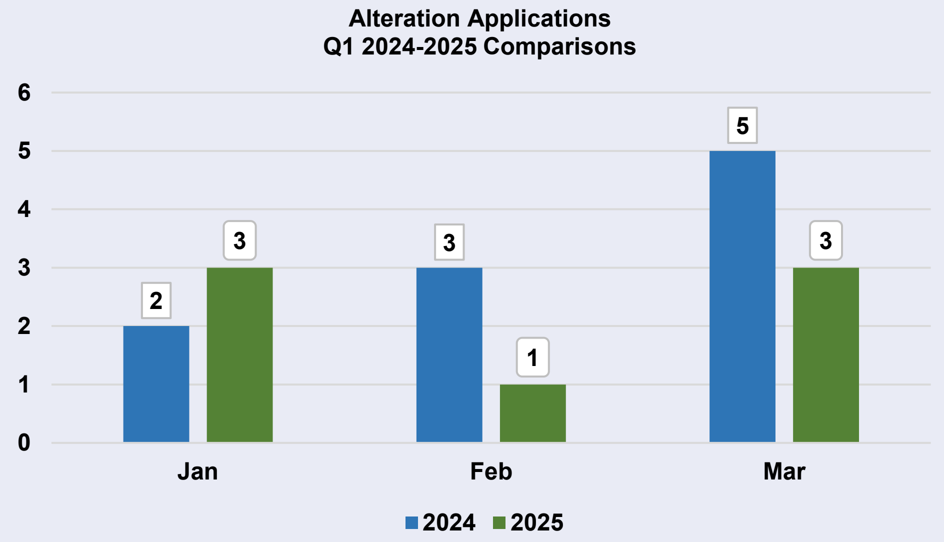
While there are no formal targets attached to these KPIs, performance is monitored, and the trend should consistently demonstrate that 100% of applications are processed within the required timeframes.

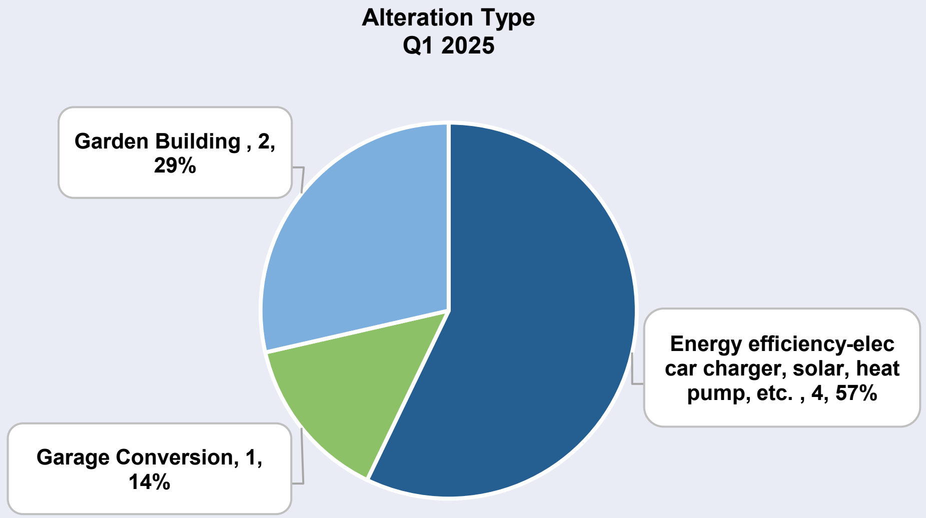
Performance Commentary
During Q1 2025, a total of 7 alteration applications were received. This figure is slightly below the number recorded in Q1 2024, which saw 10 applications
.
Of the 7 applications received in Q1 2025, 2 remained in the consultation phase at the end of Q1, both relating to the installation of air source heat pumps.

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.





Estate Management

No.	Measure	Quarter 1 2025					Trend	Target	YE 2024
		Jan 25	Feb 25	Mar 25	Q1 2024	YTD Average			
Estate Management									
KPI18	Number of Estate Inspections Completed (month)	4	4	5	4	13		Report	40
KPI19	% of Estate Inspections Completed against target	100%	100%	100%	100%	100%		Report	New 2025
KPI20	Number of courtyards completed against target (month)	59	59	59	59	59		Report	0
KPI21	% of courtyards completed against target	100%	100%	100%	100%	100%		Report	1
The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)									
KPI22	Number of RIDDOR reports in month	0	0	0	0	0		Report	0
Change of Ownership									
KPI23	Number of Instructions (month)	3	1	3	10	7		Report	34
KPI24	Number of Completions (month)	6	0	0	8	6		Report	29
KPI25	Number of in progress (month)	12	13	14	5	39		Report	15
KPI26	Number withdrawn (month)	0	0	0	0	0		Report	1
Transfer of Equity									
KPI27	Number of Instructions (month)	0	2	0	0	2		Report	20
KPI28	Number of Completions (month)	0	0	1	0	1		Report	3
KPI29	Number of in progress (month)	0	1	0	0	1		Report	4
KPI30	Number withdrawn (month)	0	0	0	0	0		Report	0

Performance measures, trends and targets
KPI18-KPI30 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 Q1, 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 slightly less in Q1 2025 compared to Q1 2024 with 7 compared to 10.
Completions are still taking some time to come through with 6 so far this year.

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 were 2 instructions, 1 completion and 0 withdrawn during Q1. There were 5 still 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 1 2025					Trend	Target	YE 2024
		Jan 25	Feb 25	Mar 25	Q1 2024	YTD Average			
KPI31	Number of expressions of dissatisfaction received (month)	0	2	0	0	2		Report	4
KPI32	Number of formal complaints received (month)	0	0	0	2	0		Report	3
KPI33	% of formal complaints responded to within target time (month)	n/a	n/a	n/a	100%	n/a		Report	100%
KPI34	Number of compliments received (month)	0	0	0	0	0		Report	0

Performance measures, trends and targets
KPI31-KPI34 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 Q1 2025, two expressions of dissatisfaction were received. 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.

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 1 2025				Trend	Target	YE 2024
		Jan 25	Feb 25	Mar 25	YTD average			
KPI35	Number of community volunteers in our community places (in month)	13	16	16	15	☺	Report	Changed for 2025
KPI36	Number of voluntary hours in community places (in month)	90	74	84	83	☺	Report	69
KPI37	Number of BVT involved residents (in month)	7	12	11	10	☺	Report	New 2025
KPI38	Number of organisations using community places (in month)	23	23	24	23	☺	Report	23
KPI39	Total occupancy rates for BVT community places % (in month)	28.60%	27.90%	34.70%	30.4%	☺	Report	New 2025
KPI40	Number of young people engaged in youth activities (in month)	224	186	302	237	☺	Report	418
KPI41	Number of older adults taking part in social activities across neighbourhoods (in month)	33	33	36	34	☺	Report	New 2025
KPI42	Number of residents/ service users involved in formal/ informal consultation groups (in month)	8	8	8	8	☺	Report	221
KPI43	Number of community groups or organisations supported (in month)	10	11	11	11	☺	Report	10
KPI44	Number of partnerships maintained (in month)	20	21	24	22	☺	Report	Changed for 2025
KPI45	Number of BVT hosted community involvement community events & activities taken place (in month)	1	2	3	2	☺	Report	New 2025
KPI46	Number of external community partnership events & activities that BVT have attended or supported (in month)	3	2	3	3	☺	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.

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.

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:

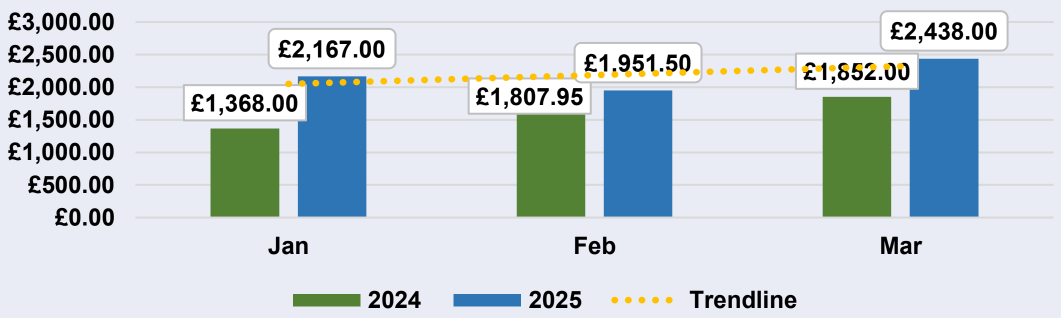
Instead of total partnerships, the focus has shifted to the number of partnerships maintained monthly, providing a better view of ongoing collaboration.

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

Income in Q1 2025 has increased compared to Q1 2024, from an increase in new users. However, February typically shows a dip in activity due to its shorter duration and the half-term break, which affects term-time only bookings.

Oak Tree Centre Invoiced Income 2024-2025 Comparisons



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.

Grounds Maintenance - Quality

No KPI	Measure	Quarter 1 2025				Trend	Target	YE 2024
		Jan 25	Feb 25	Mar 25	YTD			
1.1	Programme of work complete against agreed specification for each neighbourhood. (Telford)	100%	99%	100%	99.66%	☺	95%	New for 2025
1.2	Percentage of inspections complete against planned calendar. (Telford)	100%	100%	100%	100%	☺	100 %	New for 2025
1.3	Number of Quality Audits completed. (Telford)	4	0	13	8.5	☺	5	New for 2025
1.4	Average score of Quality Audits. (Telford)	78%	n/a	83%	80.50%	☺	80%	New for 2025
1.5	Number of rectifications needed against programme of work. (Telford)	0%	0%	0%	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 Q1 2025, performance exceeded expectations, with Telford achieving results above 99%. This strong start includes significant winter works 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 Q1 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. While the first quarter began with a slower pace, the team successfully caught up in March through the completion of additional audits, bringing performance in line with targets.

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%. Telford slightly exceeded the 80% benchmark. Improvement actions were taken with local teams, such as coordinating mowing and strimming on the same day to enhance the overall appearance of green spaces.

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 throughout Q1, with rectifications staying under 5%.

Overall Performance Summary
Across all quality-related KPIs, Q1 2025 showed excellent performance. Inspections and audit processes were effectively delivered, and where issues arose, proactive steps were taken to improve outcomes and maintain high standards.

Grounds Maintenance-Customer Satisfaction

No KPI	Measure	Quarter 1 2025				Trend	Target	YE 2024
		Jan 25	Feb 25	Mar 25	YTD			
2.1	Percentage of residents satisfied with Grounds Maintenance in their neighbourhood. The question is scored: • Very Satisfied • Satisfied • Neither satisfied nor dissatisfied • Dissatisfied • Very Dissatisfied	0	0	0	0			New for 2025
2.2	Number of formal complaints.	0	0	0	0		0	New for 2025
2.3	Number of expressions of dissatisfaction	0	0	0	0		0	New for 2025
2.4	Number of compliments.	3	2	5	10		0	New for 2025
2.5	Percentage of complaints dealt with in timescale.	n/a	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 will work alongside business improvement on this measure.

KPI 2.2 – Formal complaints
This KPI measures the formal complaints made to BVT regarding the GM service.
None have been recorded in this quarter.
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. In the first quarter there were 10. Of these 4 were made internally and 6 externally from customers. Examples are a customer emails from Meadow Rise to compliment the GM team on the hard work taking place, and a customer from Green Meadow Road who sent a letter to thank the team for cutting a hedge.

KPI 2.5 – Complaints dealt with in timescale
Complaints are taken seriously by BVT and are dealt with in the appropriate timescale. None were recorded in the first quarter.

Overall Performance Summary
Across the customer satisfaction related KPIs, Q1 2025 showed great performance with no complaints and dissatisfaction, with some compliments.

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

Grounds Maintenance- Health & Safety

No KPI	Measure	Quarter 1 2025				Trend	Target	YE 2024
		Jan 25	Feb 25	Mar 25	YTD			
3.1	Number of accidents reported in month. (Telford)	0	1	0	1		1	New for 2025
3.2	Number of incidents reported in month	n/a	n/a	n/a	n/a	n/a	n/a	New for 2025
3.3	Number of near misses reported in month.	n/a	n/a	n/a	n/a	n/a	0	New for 2025
3.4	Number of RIDDOR reportable accidents in month	0	0	0	0		0	New for 2025
3.5	Percentage of mandatory health checks completed year.	n/a	n/a	n/a	n/a	n/a	n/a	New for 2025
3.6	Risk Assessments and Method Statements are current and up to date, inc safety checks carried out	6	5	10	21		7	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, in the first quarter both accidents and incidents have been counted together, this will be split for the next quarter. The accident 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. None have been recorded in this quarter as they were included in accidents. This will be split out for the second quarter.

KPI 3.3 – Near misses
This KPI measures the near misses reported. None have been recorded in this quarter as they were included in accidents. This will be split out for the second quarter.

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 will take place later this year and be reported on after they take place.

KP1 3.6 – Risk assessments and safety checks
Risk assessments and safety checks are regularly carried out, with 7 a month being set as an overall target each month. 21 checks have been carried out in quarter 1 meeting the target.

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

Grounds Maintenance - Training

No KPI	Measure	Quarter 1 2025				Trend	Target	YE 2024
		Jan 25	Feb 25	Mar 25	YTD			
4.1	Percentage of BVT corporate online training completed in whole team.	100%	100%	100%	100%		100%	New for 2025
4.2	Number of competency job-related training course completed.	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 in quarter 1.

KPI 4.2 Competency job related training
This KPI measures the number and types of job-related training taking place.
None have taken place in quarter 1 but there will be training taking place this year such as updating spraying tickets and playground inspections.