

Appendix 2 – Summary Council Plan Progress Report – Year-End Report for 2025/26 (Quarter 4 performance data and progress on YADP 2025/26)

Outcome: Places are thriving, safe and clean	
Year Ahead Delivery Plan - actions	
<ul style="list-style-type: none"> • 73% of actions are completed (19/26) • 4% of actions are delayed by less than 3 months (1/26) • 23% of actions are delayed by more than 3 months (6/26) 	
<p>Actions complete since Quarter 2 report:</p>	<ul style="list-style-type: none"> • P4 Tackle hate crime incidents and the driving factors of hate crime through the delivery of education and engagement group and individual sessions – delivered 37 group sessions that reached 991 children and young people, and 98 one-to-one interventions to individuals involved in or at risk of perpetrating hate crime. • P7 Delivery of ward plans through ward reports being reported to Council from July 2025 – ten ward reports have been presented at Council throughout 2025/26. • P10 Deliver cultural events in varied locations across the borough – delivered a range of cultural events across the borough with an estimated attendance of 157,504 throughout 2025/26. • P12 Start work on the demolition of Wath library – demolition work began on 9 February 2026. • P13 Support communities across the borough through the delivery of the Community Cohesion Grant fund – delivered throughout 2025/26 by a wide range of partners, supporting a diverse range of activities. This included a small grants programme that funded various community events to celebrate St Georges Day. • P15 Invest £2 million into 11km of footway improvements across the borough - delivered 9.04 miles or 14.47km of footway improvements. • P16 Complete redevelopment works at Rother Valley Country Park – the new Waterfront Café opened to the public on 17 April 2026. • P17 Complete redevelopment works at Thrybergh Country Park – the redeveloped Lakeside Café opened to the public in February 2026. • P18 Progress the Catcliffe Flood Alleviation Scheme – a delivery partner has now been appointed to progress the design. • P22 Complete the procurement of the Refuse Collection Vehicles – 16 new Refuse Collection Vehicles have been procured. • P29 Complete landscaping works to the pocket park at Snail Yard – opened to the public in February 2026.

	<ul style="list-style-type: none"> • P30 Start work on the first phase of a Health Hub providing health-based services in the town centre – minor works began on 20 January 2026. • P31 The development of plans to RIBA Stage 1 for the next phase of the major housing development in the town centre – initial designs are being developed in preparation for consideration by Cabinet in July 2026.
Actions delayed (by less than 3 months)	<ul style="list-style-type: none"> • P28 Complete construction works to the Outdoor Covered Market - The construction of the outdoor market has been delayed due to a requirement for design changes. The works will now be complete by the end of June and will be open to the public from the 10th July 2026.
Actions significantly delayed (by more than 3 months)	<ul style="list-style-type: none"> • P3 Develop and consult on tranche 2 Local Neighbourhood and Road Safety programme – 8 schemes are with design consultants where they are being developed to detailed design stage, with the delay in securing these contracts leading to the delay on the action. The action is now due to be complete in Quarter 2 2026/27. • P8 Refresh the Thriving Neighbourhood Strategy - delayed due to the Assistant Chief Executive vacancy. Two complementary strategies will now be developed, the Neighbour Leadership Strategy (due to Cabinet in Quarter 2 2026/27) and the Thriving Neighbourhoods Strategy (due to Cabinet in Quarter 3 2026/27). • P9 Implement Phase 1 of the Our Places Fund by starting work on the Swinton & Maltby schemes – Swinton scheme is now underway. Maltby scheme has been delayed due to additional funding, increased scope and design changes requested by Rotherham Council and start on site is now expected in Quarter 2 2026/27. • P14 Invest £300k in community facilities across the borough, including Black Hut and Oaklea Retreat – works commenced on Oaklea Retreat in June 2026 and works at the Meeting Place are due to start in July. Two options being considered for the Black Hut of either refurbishing the existing building or demolishing it and replacing it with a new modular type unit. A final decision will be made once all surveys have been completed. • P19 There are delays across some of the flood defence/mitigation schemes due to the requirement to obtain formal approval to carry out site investigation and/or alter existing topography from third parties. Works at Whiston are scheduled to begin in June 2026, while designs for the Eel Mires and Kilnhurst schemes are expected to be completed in Quarter 2 2026/27, with Environment Agency approvals anticipated in Quarter 3 2026/27.

	<ul style="list-style-type: none"> • P21 Complete the procurement of all vehicles within the Fleet Replacement Plan – 23 vehicles have been received and contracts in place for a further two, while one additional vehicle is awaiting contract approval. Procurement is progressing for 11 vehicles, with four more awaiting service approval of business cases. A further 62 vehicles are being reviewed by the EV Working Group. Three vehicles remain on hold, and 13 are at the early scoping stage for replacement. Procurement is now expected to be completed by September 2026.
Performance Measures	
<ul style="list-style-type: none"> • 75% of performance measures have achieved year-end target (6/8) • 25% of performance measures are off target (2/8) 	
Measures on target	<ul style="list-style-type: none"> • P5 Issue 1,000 formal enforcement actions to help address anti-social behaviour in communities - a total of 1,156 formal enforcement actions (Community Protection Notices and Community Protection Warnings) had been issued. • P23a Achieve 80% of the ‘principal’ road network - 81.59% of the local ‘principal’ road network is classified as ‘green status’ (do not require repair). • P23b Achieve 77% of the ‘non-principal’ road network - 80.46% of the local ‘non-principal’ road network is classified as ‘green status’ (do not require repair). • P23c Achieve 65% of the ‘unclassified’ road network - 70.97% of the local ‘unclassified’ road network was classified as ‘green status’ (do not require repair). • P24 Undertake effective enforcement action for fly tipping by issuing a minimum of 60 fixed penalty notices - 68 effective enforcement actions for fly tipping were issued. • P26 Plant at least 500 trees across the borough - 710 trees were planted.
Measures off target	<ul style="list-style-type: none"> • P6 33 adults to start a residential rehabilitation placement to receive support for drug/alcohol misuse – 19 residential rehabilitation placements were started in total. The current provider’s model for identification and assessment for this intervention differed from previous years, where a dedicated worker led this activity. There was also no waiting list for this intervention, or clients assessed as suitable but unable to access it, and the delivery shortfall may be as a result of a high number last year and/or issues with the pathway. This is being addressed.

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| | <ul style="list-style-type: none">• P25 Increase the proportion of waste sent for reuse (recycling and composting) to 45% - provisional year-end figure was 43.9%. Impacted by nationwide capacity issues for wood recycling and seasonal impacts to the recycling percentage in winter months. |
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Long-term Measures of Success	
<ul style="list-style-type: none"> • 63% of long-term measures of success have improved since previous year baseline (5/8) • 37% of long-term measures of success have not improved since previous year baseline (3/8) 	
Measures improved since baseline	<ul style="list-style-type: none"> • KPI 2 An increase in the proportion of people satisfied with their local area as a place to live – was 75% in Aug 2024 up to 76% in Jan 2026 (Resident Satisfaction survey measure). • KPI 3 An increase in footfall in the town centre – was 13.6m in 2024/25, now 14.1m in 2025/26. • KPI 4 A <u>decrease</u> in the percentage of vacant units in the town centre – was 25% in 2024/25, down to 24% in 2025/26 (lower is better). • KPI 6 An increase in the proportion of public that feel safe when outside in their local area during the day – was 85% in Aug 2024, up to 86% in Jan 2026 (Resident Satisfaction survey measure). • KPI 8 An increase in the percentage of sites classed as (acceptably) free of litter and rubbish – was 88% in 2024/25, up to 95% in 2025/26.
Measures not improved since baseline	<ul style="list-style-type: none"> • KPI 1 An increase in the proportion of people satisfied with the Rotherham borough as a place to live – was 66% in Aug 2024 down to 58% in Jan 2026 (Resident Satisfaction survey measure). • KPI 5 An increase in the proportion of people optimistic about the future of Rotherham town centre – was 27% in Aug 2024, down to 26% in Jan 2026 (Resident Satisfaction survey measure). • KPI 7 An increase in the proportion of public that feel safe when outside in their local area after dark – was 57% in Aug 2024, down to 54% in Jan 2026 (Resident Satisfaction survey measure).

Outcome: An economy that works for everyone

Year Ahead Delivery Plan - Actions

- 93% of actions are complete (13/14)
- 7% of actions are delayed by more than 3 months (1/14)

Actions complete since Quarter 2 report:

- **E1** Start construction on the **Templeborough Business Zone** Project – construction began on site 8 June 2026.
- **E2** Support up to 20 businesses to improve shop units through the new **'shop unit grants' programme** – 46 shop unit grants were accepted across the town centre, Dinnington, Maltby, Swinton and Wath.
- **E6** Adoption of the **Employment and Skills Strategy** – endorsed by Cabinet on 15 December 2025 and approved by the Strategic Partnership group on 21 January 2026.
- **E7** Support a minimum of 455 people to access employment through the **Employment Solutions Service** - 471 people have been supported to access training or paid employment through the Employment Solutions Service.
- **E8** Develop and implement an **apprenticeship action plan** - work is ongoing and includes targeted engagement with relevant stakeholders, schools and universities
- **E9** Support 25 young people aged 16-25 into paid employment through **internships and traineeships** with Children's Capital of Culture – supported 45 young people into paid employment throughout the festival year.
- **E13** Completion of a Strategic Case in relation to the **Rotherham Gateway (Mainline Station)** Masterplan – a Programme Business Case has been completed and submitted to SYMCA in January 2026.
- **E14** Work with regional partners to support SYMCA in their work to develop the Outline Business Case for the new **railway station at Waverley** – work is ongoing, with completion expected in March 2027.
- **E15** Work with regional partners to support SYMCA in their work to construct a new **tram-train stop at Magna** – the new stop opened to the public on 9 April 2026.
- **E16** Consult on draft designs for **City Regional Sustainable Transport Settlement** active travel and bus priority proposals on Fitzwilliam Road and Broom Road – consultation commenced in May 2026.
- **E17** Develop and deliver a programme of **work experience**, supported internships, apprenticeships and graduate schemes – a programme continues to be implemented and developed through regular engagement with schools, colleges, universities and local businesses, including the introduction of One Council placements across services in the Council.

Actions significantly delayed (by

- **E3** Deliver the programmed upgrades to **business centres** – works are progressing, with roofing works at Century Business Centre starting in June 2026. Fire stopping works at Dinnington Matrix and Century Business

more than 3 months)	Centre are due to commence in July 2026, with plans developed to minimise disruption to tenants and business users. Fire stopping works at Fusion in Templeborough are now complete.
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Performance Measures	
<ul style="list-style-type: none"> 100% of performance measures have achieved year-end target (3/3) 	
Measures that met year-end target	<ul style="list-style-type: none"> E4 Help 70 businesses to start up – 83 businesses were helped to start up through Launchpad and Business Centres. E5 Provide advice and support to 500 local businesses – 522 local businesses have received advice and support. E12 Increase the proportion of new starter apprenticeships created within the Council as a percentage of the workforce to 1.5% - the proportion of new starter apprenticeships created within the Council increased to 1.68% of the workforce.

Long-term Measures of Success	
<ul style="list-style-type: none"> 50% of long-term measures of success have improved since previous year baseline (2/4) 25% of long-term measures of success have not improved since previous year baseline (1/4) 25% of long-term measures of success are N/A - do not have data for the current reporting period (1/4) 	
Measures improved since baseline	<ul style="list-style-type: none"> KPI 10 An improvement in the skills of residents in the borough (% of 16-64 population of Rotherham have an RQF2 or higher) – was 76.8% in Apr 2024, up to 84.3% in Apr 2025. KPI 11 An increase in the proportion of the working age population who are in work (or actively looking for work) in Rotherham – was 74.4% in Apr 2024, up to 75.5% in Apr 2025.
Measures not improved since baseline	<ul style="list-style-type: none"> KPI 12 An increase in the number of businesses in Rotherham per 10,000 residents – Was 340 in 2024, down to 329 in 2025.
Measures are N/A – Data unavailable	<ul style="list-style-type: none"> KPI 9 An increase in the value of Rotherham’s economy – ONS data due to be published July 2026. There is also a 3-year lag in this data, meaning the impact of any actions in this Council Plan will not be reflected until 2029.

Outcome: Children and young people achieve	
Year Ahead Delivery Plan - Actions	
<ul style="list-style-type: none"> • 73% of actions are complete (11/15) • 27% of actions are delayed by more than 3 months (4/15) 	
<p>Actions complete since Quarter 2 report:</p>	<ul style="list-style-type: none"> • C1 Work with children and young people to deliver events throughout 2025 for the Children’s Capital of Culture - delivered more than 1,000 events and activities, celebrating Rotherham becoming the world’s first Children’s Capital of Culture. • C3 Improve 4 play areas as part of the Children’s Playground Programme - improvements took place at Chestnut Grove play area in Dinnington, Rosehill Park Play Area, Thrybergh Country Park and Rother Valley Country Park. • C4 Submit a bid to The Cruyff Foundation for a multi-use games area by Kimberworth Park Partnership – submitted in March 2026. • C6 Provide food vouchers to children eligible for free school meals during the school holidays - 141,748 free school meal vouchers were delivered. • C9 Support 27 Rotherham secondary schools and colleges to enhance their career provision – all schools continue to work closely with the Council’s Careers Consultants and the South Yorkshire Careers Hub.
<p>Actions significantly delayed (by more than 3 months)</p>	<ul style="list-style-type: none"> • C8 Deliver independent travel training to at least 30 children and young people - 20 young people have been trained. Target not met due to issues with staff resources and sign-off delays. A new Independent Travel Training Practitioner has been appointed and capacity has increased. • C16c Submitting the registration of a fifth two-bedroom residential children’s home to make sure Children in Care and young people can stay in the borough – Capital work is now complete but registration remains pending following challenges in recruiting a registered manager. Registration now expected in Quarter 2 2026/27. • C16d Submitting the registration of a sixth two-bedroom residential children’s home to make sure Children in Care and young people can stay in the borough – following engagement with Ward members and residents, additional due diligence was undertaken, which led to the delay in the submission of a planning application. Capital works commenced in May 2026 and submission of registration is now expected Quarter 3 2026/27.

	<ul style="list-style-type: none"> • C17 Plan the implementation of the Families First Partnership Programme and the Family Help Strategy - the needs assessment has been completed but the threshold document is being designed following engagement with communities to ensure that the language is accessible for families to understand. This is due to be completed in Quarter 2 2026/27.
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Performance Measures	
	<ul style="list-style-type: none"> • 83% of performance measures are on target (5/6) • 17% of performance measures are not at expected level (1/6)
Measures on target	<ul style="list-style-type: none"> • C5 Commission the voluntary and community sector to deliver 850+ universal youth work sessions so that young people have access to activities across the borough – a total of 1,356 sessions were delivered across the year. • C11 Deliver 100% of Baby Packs to eligible Rotherham Families who have requested one – 100% of eligible families who requested a pack have received one. • C12 Provide health visitor checks to at least 85% of eligible children for their 2-2.5yr checks - 91% of eligible children have received their 2 - 2 1/2-year check in Quarter 4 2025/26. • C14 Children’s Centres to deliver 1,900+ support sessions to families with children aged 0-5 years – a total of 2,762 sessions were delivered across the year. • C15 Issue 73% of Education, Health and Care Plans within 20 weeks ensuring children receive effective support when needed – 78.3% of plans were issued within 20 weeks.
Measures not at expected level	<ul style="list-style-type: none"> • C13 Ensure at least 90% of families register their children within 6 months of birth through Family Hubs - 2025/26 year-end figure shows that 80.3% of babies born between 1 October 2024 and 30 September 2025 were registered with a Family Hub within six months of birth.

Long-term Measures of Success	
	<ul style="list-style-type: none"> • 50% of long-term measures of success have improved since previous year baseline (3/6) • 17% of long-term measures of success have not improved since previous year baseline (1/6) • 33% of long-term measures of success are N/A - do not have data for the current reporting period (2/6)
Measures improved since baseline	<ul style="list-style-type: none"> • KPI 13 An increase in the proportion of eligible 2-year-olds taking up an early education place as soon as possible – was 86.2% in 2024/25, up to 91.2% in 2025/26.

	<ul style="list-style-type: none"> • KPI 17 Maintain the number of suitable homes that are available for care leavers – was 94.1% in 2024/25, up to 94.9% in 2025/26. • KPI 18 An increase in the proportion of children in care living within 20 miles of home – was 78.2% in 2024/25, up to 81.7% in 2025/26.
Measures not improved since baseline	<ul style="list-style-type: none"> • KPI 16 - An increase in the number of children with an Education, Health and Care Plan (EHCP) in mainstream schools – was 42.3% in 2024/25 down slightly to 41.9% in 2025/26. However, it should be noted the number of children with an EHCP educated in mainstream primary and secondary settings has grown from 1,383 to 1,538, though the overall proportion has slightly decreased as the total EHCP population has grown from 3,623 to 4,062. This reflects both rising demand and a deliberate shift in the system towards resourced provision attached to mainstream schools, which has seen a 29% increase in children supported in this way.
Measures are N/A – Data unavailable	<ul style="list-style-type: none"> • KPI 14 – An increase in the proportion of pupils passing the phonics screening in year 1 - Academic year measure • KPI 15 – Improve GCSE grades in the borough relative to the national average - Academic year measure

Outcome: Residents live well	
Year Ahead Delivery Plan Actions	
<ul style="list-style-type: none"> • 95% of actions are complete (19/20) • 5% of actions are delayed by less than 3 months (1/20) 	
<p>Actions complete since Quarter 2 report:</p>	<ul style="list-style-type: none"> • R1 Commissioned an Active Hub (Every Move Counts) to support people with long-term health conditions to access physical activity opportunities. • R5 Complete the building work for Castle View Day Service - building works were completed in May, and the building was formally opened on 11 June 2026. • R6 Delivered the Rothercare analogue to digital switchover for over 5,000 residents - The switchover is now fully complete. Delivery is ahead of the national January 2027 deadline. • R8 Agreed an updated Domestic Abuse Strategy - The refreshed Domestic Abuse and Sexual Offences Strategy 2026/27-2028/29 was approved by the Safer Rotherham Partnership and endorsed by Cabinet on 13 April 2026. • R9 Delivered the Learning Disability Strategy priorities for 2025 - Supported over 50 residents with Learning Disabilities and Autism into employment-related activity, relaunched the Learning Disability Partnership Board and the Preparing for Adulthood programme continues to embed the voice of young people across all workstreams. • R10 Deliver the Council's Local Council Tax Support Top Up scheme, providing up to £126.12 to working households in receipt of council tax support - the scheme has been delivered for 2025/26 with the discount applied to all Council Tax Support claimants. • R13 Complete the Council new build project at Warden Street, Canklow – this was completed in Quarter 4 2025/26. • R14a Completed the Council new build project at Albert Road and Princess Street. • R14b Completed the Council new build project at the Former Ship Inn Site, Swinton. • R14e Start groundwork on new homes at Wath – the scheme started on site in Quarter 4 2025/26. • R14g Deliver 75 new Council homes through acquisition - 85 homes have been delivered through the acquisitions workstreams throughout 2025/26. • R14h Bring at least 30 long term empty homes back into use through Council support - 36 empty homes have been brought back into use throughout 2025/26, exceeding the target of 30. • R16 Agree a new Housing Allocations Policy – approved by Cabinet in September 2025.

	<ul style="list-style-type: none"> • R17 Complete full stock condition surveys to 6,000 properties - 6,490 surveys were completed throughout 2025/26.
Actions delayed (by less than 3 months)	<ul style="list-style-type: none"> • R14d Start groundwork on new homes at Eastwood – start on site is take place in Quarter 1 2026/27.

Performance Measures	
<ul style="list-style-type: none"> • All performance measures have been achieved (7/7). 	
Measures on target	<ul style="list-style-type: none"> • R3 Provide 8,500 NHS Health Checks for Rotherham Residents – 8,624 Health Checks were delivered. • R4 Support the Rotherham Ambition for a Smoke Free Rotherham by supporting 1,000 Rotherham residents to set a Quit Date – 1,494 residents have been supported. • R11 Ensure that a minimum of 70% of Domestic Abuse referrals are actively engaged in any support offered – in Q4 84% of referrals were actively engaged (up from 75% in Q3). • R12 Increase the proportion of new claims for Housing Benefits and Council Tax Support are dealt with within 14 days of receipt of all necessary information to 98% - at year end the rate was 98.14%. • R18 Expand the Council’s temporary accommodation portfolio to at least 173 homes – the portfolio consisted of 173 homes by the service deadline in Quarter 2. • R19 Maintain the proportion of council housing repairs completed ‘Right 1st time’ to achieve at least 93% - the position at year end was 95.4%. • R20 50% of council homes to have an Energy Performance Certificate (EPC) C energy performance rating – the year end position was 61.1%.

Long-term Measures of Success	
<ul style="list-style-type: none"> • 33.3% of long-term measures of success have improved since previous year baseline (2/6) • 33.3% of long-term measures of success have not improved since previous year baseline (2/6) • 33.3% of long-term measures of success are N/A - do not have data for the current reporting period (2/6) 	
Measures improved since baseline	<ul style="list-style-type: none"> • KPI 20 An increase in the proportion of adults who felt their Safeguarding outcomes were at least partially met – was 97.0% in 2024/25, up to 97.6% in 2025/26. • KPI 22 An increase in the proportion of households supported who were prevented or relieved from homelessness. – Was 85.2% in 2025/26, up to 89% in 2025/26.
Measures not improved since baseline	<ul style="list-style-type: none"> • KPI 23 An increase in the number of new homes delivered with council support – In 2025/26 the council delivered 184 council homes as part of a smaller programme compared to the previous year (213). As this is lower than the number of homes in the year previous, it is marked as not improved, however this is in line with the approach to deliver 1,000 council homes. • KPI 24 An increase in the proportion of council homes meeting 'Decent Homes' standard – In 2024/25 result was 92%, down slightly to 92.4% in 2025/26.
Measures are N/A – Data unavailable	<ul style="list-style-type: none"> • KPI 19 An increase in the proportion of adults supported by social care who feel they have control over their daily life - data from the Department of Health and Social Care is due Autumn 2026. • KPI 21 An increase in the number of people supported to live healthier lifestyles through weight management and help to stop smoking - a combined total of 3,487 interventions were delivered in 2025/26, creating the baseline for this measure.

Social Care Performance Measures

- 58% of measures are currently on target (7/12)
- 17% of measures are not applicable in Quarter 4 (2/12)
- 25% of measures do not have a target (3/12)

Measures on target

- **SC2** Number of new admissions to residential care homes for older people as a rate per 100K population.
- **SC3** Number of new admissions to residential care homes for older people. 116 new admissions of older people into residential care, 34 over the quarter 2 target of 82.
- **SC4** Proportion of Adults who were enabled to be independent after short term at home support.
- **SC6** Number of 0-17year old children who are a Child in Need as a rate per 10,000 of the Rotherham 0-17yrs population.
- **SC7** Number of 0-17year old children with a child protection plan as a rate per 10,000 of the Rotherham 0-17yrs population.
- **SC8** Number of 0-17year old children in care as a rate per 10,000 of the Rotherham 0-17yrs population.
- **SC12** Proportion of children and young people being referred to social care services for a second of subsequent time within 12 months.

Outcome 5: One Council that listens and learns

Year Ahead Delivery Plan - Actions

- 79% of actions are complete (11/14)
- 21% of actions are delayed by more than 3 months (3/14)

Actions complete since Quarter 2 report:

- **1** Increased the number of services available digitally by implementing **calendar booking and payment upfront online** functions including digitalising pest control appointments – Throughout 2025/26, 169 new online forms were created with a further 167 amended or updated.
- **6** Refresh the Council's **Equality, Diversity and Inclusion Strategy** – the strategy was renamed the Inclusion Strategy and agreed at Cabinet in February 2026 following consultation.
- **7** Develop and launch a **new Rotherham Plan** for the Rotherham Together Partnership – this was endorsed by partner organisations in May and launched at the Rotherham Together Partnership showcase in June.
- **8** Deliver the next phase of a staff and Elected Member learning and development programme for **strengths-based working** – training for 80 staff members took place during July 2025 and a Community of Practice has been established for continued staff development and support.
- **9** Procure and implement **new consultation software** to improve the Council's approach to consultation – the new system went live from 1 April 2026, pilots were undertaken in Quarter 4.
- **10** Embed the **Rotherham Adult Social Care Always Listening Co-Production Board (RASCAL)** within the approach to change across adult social care – the RASCAL Board meets monthly and played a key role in co-producing the next Adult Social Care Strategy.
- **11** Co-design a new look **tenant engagement framework** that strengthens tenant influence – the framework is live on the Council website following a series of engagement sessions.
- **13** Refresh of the Council's **recruitment approach** – in Quarter 4 the Council attended 19 careers and employability events, received 112 work placement applications (resulting in 61 placement offers across 16 services) and saw an increase in applications from 15.25% in Quarter 4 2023/24 to 15.86% in Quarter 4 2025/26.
- **15** Deliver 10 engagement events with education establishments and communities to improve awareness and **promote the benefits of renewables**, carbon reduction, energy management and green skills and jobs – a total of 30 events have taken place.

	<ul style="list-style-type: none"> • 16 Develop a full business case for the procurement and delivery of a Local Area Energy Plan for Rotherham – a business case has been created, followed by the inclusion of this project within the Climate Emergency Annual Report. • 17 Work with South Yorkshire Mayoral Combined Authority to progress the next phase of the Public EV Infrastructure Strategy and identify an external funding source – a funding source and proposed approach has been identified and SYMCA will now be responsible for publishing this in Quarter 1 2026/27.
Actions significantly delayed (by more than 3 months)	<ul style="list-style-type: none"> • 2 Implement a new IT system (Confirm) – delayed due to the complexity of data development, cleansing, analysis and migration, alongside competing operational demands. The remaining elements are now planned for delivery during 2026. • 12 Complete Employee Opinion Survey 2025 and increase the participation rate to greater than 50% - survey was delivered in accordance with timescales and achieved 49% completion rate (1% below the action target) with outcomes communicated with Council staff, Elected Members and Trade Unions. • 14 Install two solar (PV) panels on five town centre properties – procurement activity is ongoing to identify solar suppliers, to now include installations. By bringing this into one procurement, it will create delays on this scheme but will provide economies of scale/better value for money and a more proactive approach to future installations. Completion is now expected Quarter 3 2026/27.

Performance Measures	
	<ul style="list-style-type: none"> • 33% performance measures are on target (1/3) • 67% performance measures are off target (2/3)
Measures on target	<ul style="list-style-type: none"> • 4 Respond to 85% or above of complaints closed within timescales - target met with year-end figure at 85%.
Measures off target	<ul style="list-style-type: none"> • 3 Customer telephone wait time in the corporate contact centre to under 3 minutes. Wait times at year end were 4 minutes 31 seconds, Quarter 4 was challenging with weather events and staff numbers. Staff levels have now been increased to an appropriate level but due to training time, this did not have a positive impact on call wait times during the quarter. • 5 Reduce the number of complaints relating to street cleaning, grounds maintenance and waste management to less than 190. The number of complaints at year end was 411, 183 relate to Waste Management. The service has experienced significant change during 2025/26, which disrupted

service delivery. While stabilisation plans are expected to reduce complaints, the introduction of a new complaints process and resident form may result in higher reported numbers.

Long-term Measures of Success

- 71% of long-term measures of success have improved since previous year baseline (10/14)
- 22% of long-term measures of success have **not** improved since previous year baseline (3/14)
- 7% of long-term measures of success are N/A - do not have data for the current reporting period (1/14)

Measures improved since baseline

- **KPI 25** An increase in the proportion of residents who feel that the Council keeps them informed – up from 45% in Aug 2024 to 50% in Jan 2026.
- **KPI 27b** An increase in satisfaction with street cleaning – up from 48% in Aug 2024 to 51% in Jan 2026 (Resident Satisfaction survey measure).
- **KPI 27c** An increase in satisfaction with road maintenance – up from 29% in Aug 2024 to 33% in Jan 2026 (Resident Satisfaction survey measure).
- **KPI 27d** An increase in satisfaction with pavement maintenance – up from 41% in Aug 2024 to 44% in Jan 2026 (Resident Satisfaction survey measure).
- **KPI 27e** An increase in satisfaction with library services – up from 52% in Aug 2024 to 57% in Jan 2026 (Resident Satisfaction survey measure).
- **KPI 27f** An increase in satisfaction with sport and leisure services – up from 40% in Aug 2024 to 49% in Jan 2026 (Resident Satisfaction survey measure).
- **KPI 27g** An increase in satisfaction with services and support for older people – up from 38% in Aug 2024 to 39% in Jan 2026 (Resident Satisfaction survey measure).
- **KPI 27h** An increase in satisfaction with services and support for children and young people – up from 33% in Aug 2024 to 38% in Jan 2026 (Resident Satisfaction survey measure).
- **KPI27i** An increase in satisfaction with parks and green spaces – up from 65% in Aug 2024 to 71% in Jan 2026 (Resident Satisfaction survey measure).
- **KPI 29** The Council's workforce is more representative of the borough's population [*Overall proportion of employees*] – Between 2024/25 and 2025/26, the proportion of Council employees has increased; disabled 10.6% to 11.30%, Black and Minority Ethnic (BME) 5.6% to 6.42%, and under 25s 3.40% to 3.49%.

Measures not improved since baseline

- **KPI 26** An increase in the proportion of residents who feel that the Council acts on their concerns – down from 52% in Aug 2024, to 41% in Jan 2026.

	<ul style="list-style-type: none"> • KPI 27a An increase in satisfaction with waste collection – down from 89% in Aug 2024 to 70% in Jan 2026 (Resident Satisfaction survey measure). • KPI 28 An increase in satisfaction with the Council as a housing landlord – down from 78.2% in 2025/26 to 77.6% in 2025/26.
Measures are N/A – Data unavailable	<ul style="list-style-type: none"> • KPI 30 A reduction in the Council's net carbon produced by operational activities, such as through vehicle emissions and energy used in our buildings – data available in Q2 2026/27.