



# Quarter 2 - April 2024 to September 2024

## All Performance Indicators Current Status



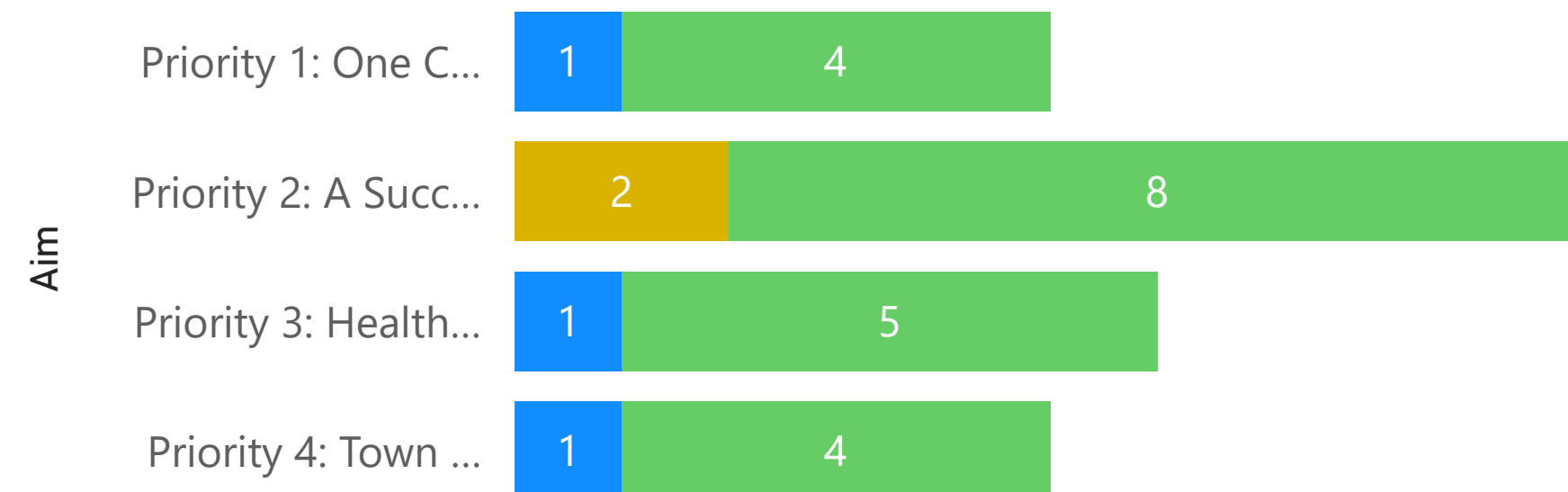
Corporate Aim (Priority)	Count
Priority 1: One Council delivering for Local People	16
Priority 2: A Successful and Sustainable Growing Borough	6
Priority 3: Healthy, Active and Safe Communities	24
Priority 4: Town Centres for All	3
<b>Total</b>	<b>49</b>

## Smart Narrative

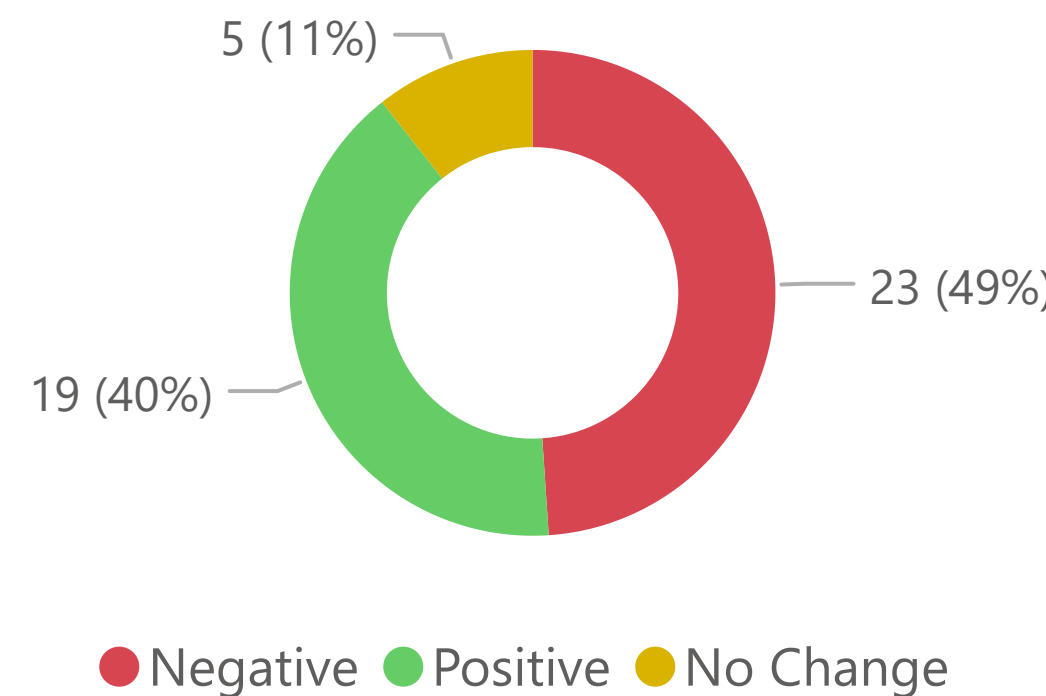
- There are 29 Indicators which have set targets this quarter.
- 83% met their targets within Quarter Two. 10 Indicators which met their target also showed improvement when compared to the same time period last year. 11 Indicators which met their target showed a negative trend when being compared to last year. 2 Indicators showed no change.
- 17% of Indicators were off target this quarter. 1 of these indicators showed an improvement when compared to last year and 4 indicators showed a negative trend.
- There are 20 Indicators which are contextual this quarter and do not have a target to meet. When compared to last year 5 measures showed an improved trend with 8 of the contextual measures showing a negative trend. 7 measures did not have any historic data to compare against.
- There are 3 Projects/Actions that have been classified as completed being split equally between Priority 1, 3 and 4. Priority 2 has 2 Project/Action's that have been identified as not progressing as expected - detail of these is provided in this report.

## Summary Project Status Split

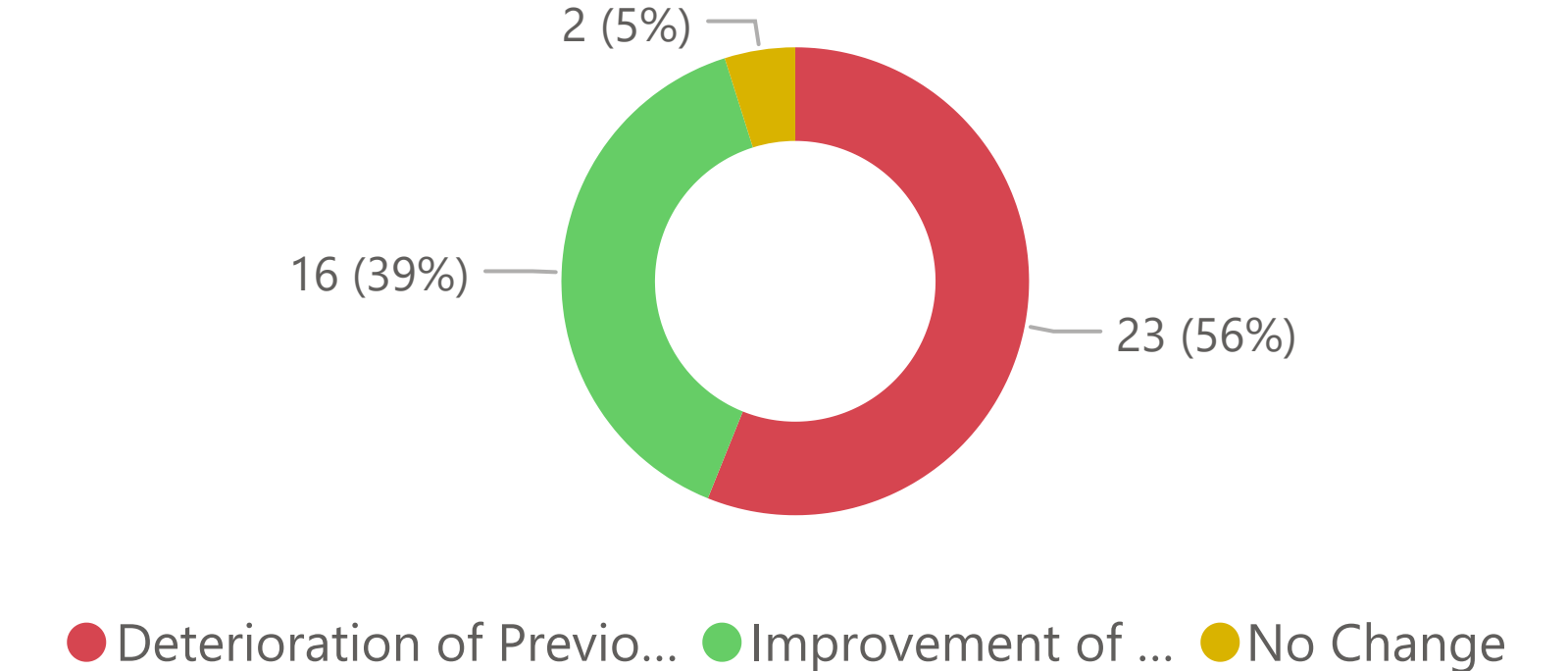
● Project/Action is Completed ● Project/Action is Not Progr... ● Project/Action is Progr...



## All Qtr.2 Trend Direction of PI's Compared to Previous Quarter

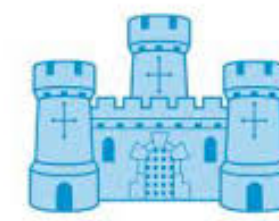


## All Qtr.2 Trend Status of PI's Compared On Same Qtr in the Previous Financial Year



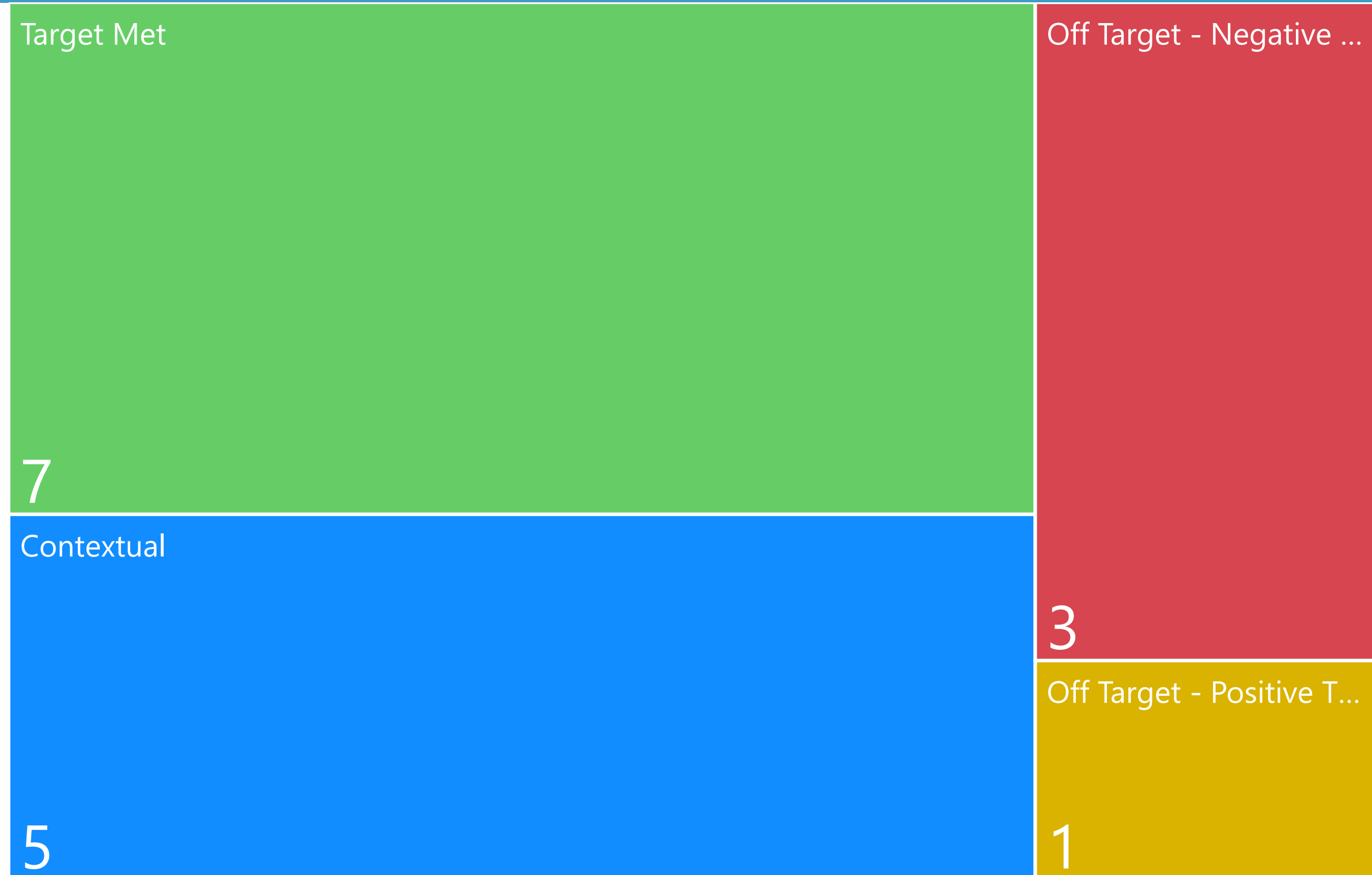


## Priority 1: One Council delivering for Local People



NEWCASTLE-UNDER-LYME  
BOROUGH COUNCIL

### Priority 1: Performance Indicators Current Status



Corporate Objective	Count
Deliver services to a high standard every day	3
Develop professional talent across the Council and provide opportunities for staff to grow their careers	4
Ensure our services are efficient and accessible	7
Ensure strong financial discipline across the Council	2
<b>Total</b>	<b>16</b>

### Smart Narrative

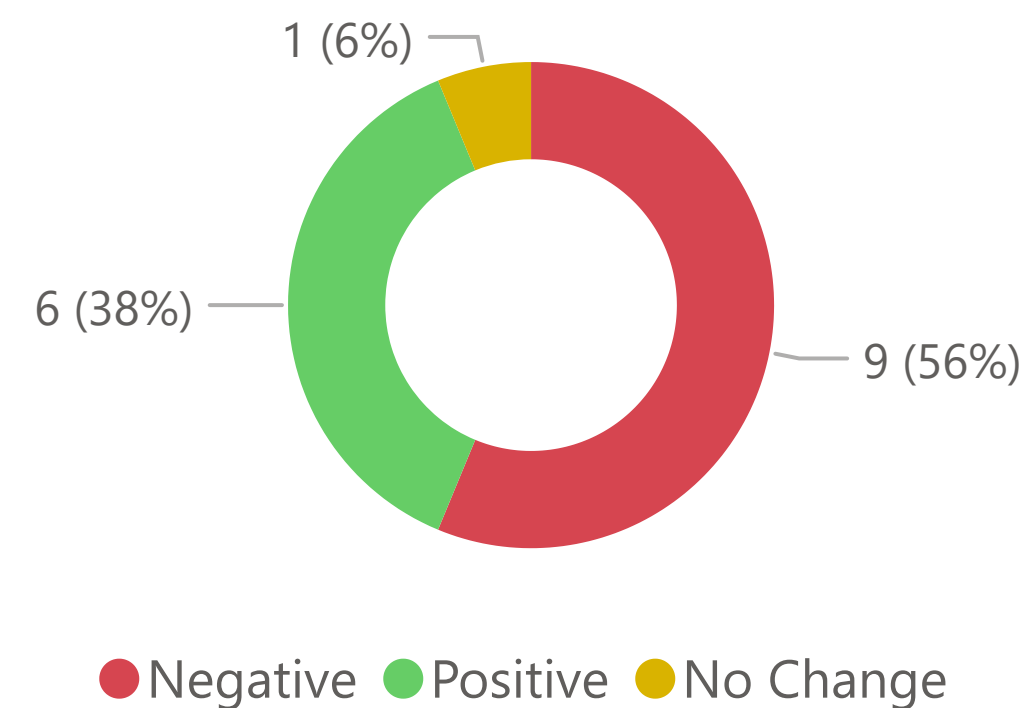
- There are 11 Indicators which have set targets this quarter within Priority 1.
- 64% met their targets within Quarter Two. 2 Indicators which met their target also showed improvement when compared to the same time period last year. 5 Indicators which met their target showed a negative trend when being compared to last year.
- 36% of Indicators were classed as off target this quarter. Only 1 of these indicators showed a positive trend when compared to last year and 3 showed an negative performance on the year previous.
- There are 5 Indicators which are contextual this quarter and do not have a target to meet. When compared to last year, 3 of these measures showed a negative trend, 1 measure demonstrated an improvement and 1 measure did not have any historic data to compare against.
- There has been one Project/Action that has been classed as completed in Priority 1, this being the Delivery of the One Council Programme. All other Projects/Actions within Priority 1 are classed to be progressing as expected.

### Priority 1: Summary Project Status Split

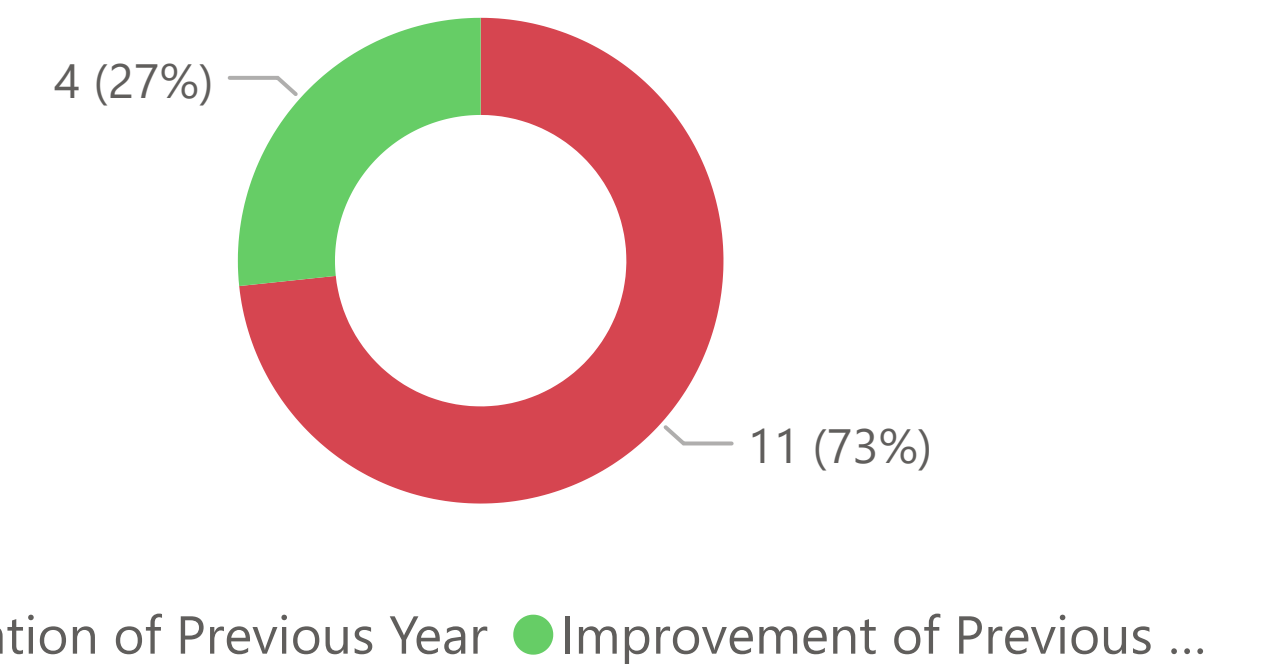
● Project/Action is Completed ● Project/Action is Progressing as Expected

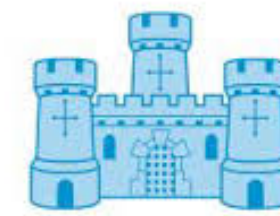


### Priority 1: Qtr.2 Trend Direction of PI's Compared to Previous Quarter



### Priority 1: Qtr.2 Trend Status of PI's Compared On Same Qtr in the Previous Financial Year



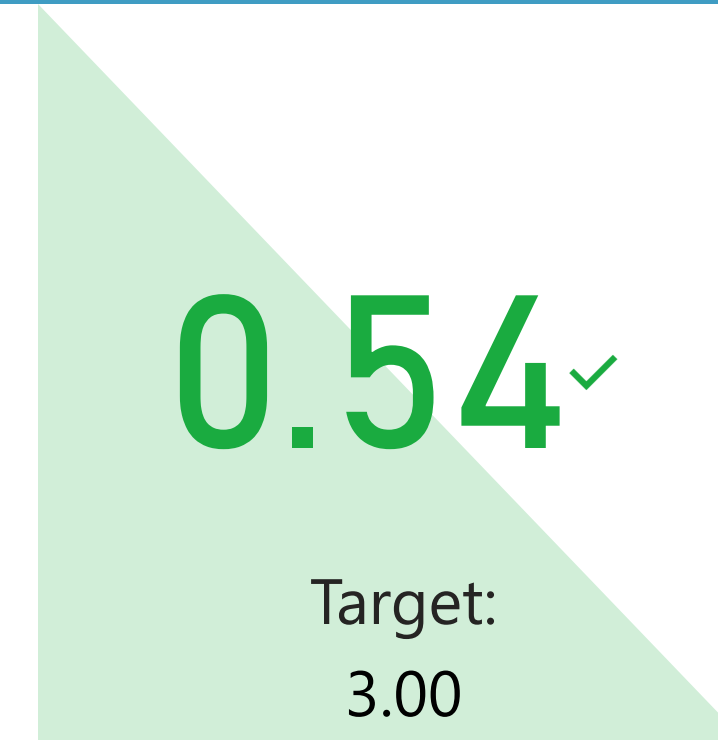
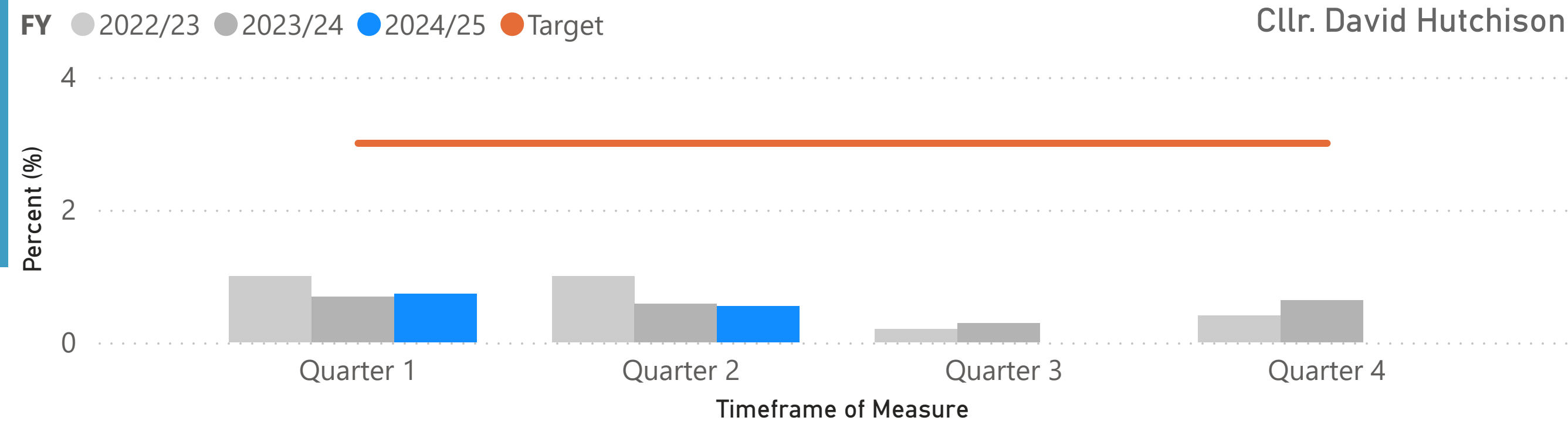


Low  
Is Good  
Per  
Quarter  
(Snapshot)

ID1.1 - Percentage of food premises that have a zero or one national food hygiene rating

Current Status

SMART Actions if Off Target



Not Required as Target Met

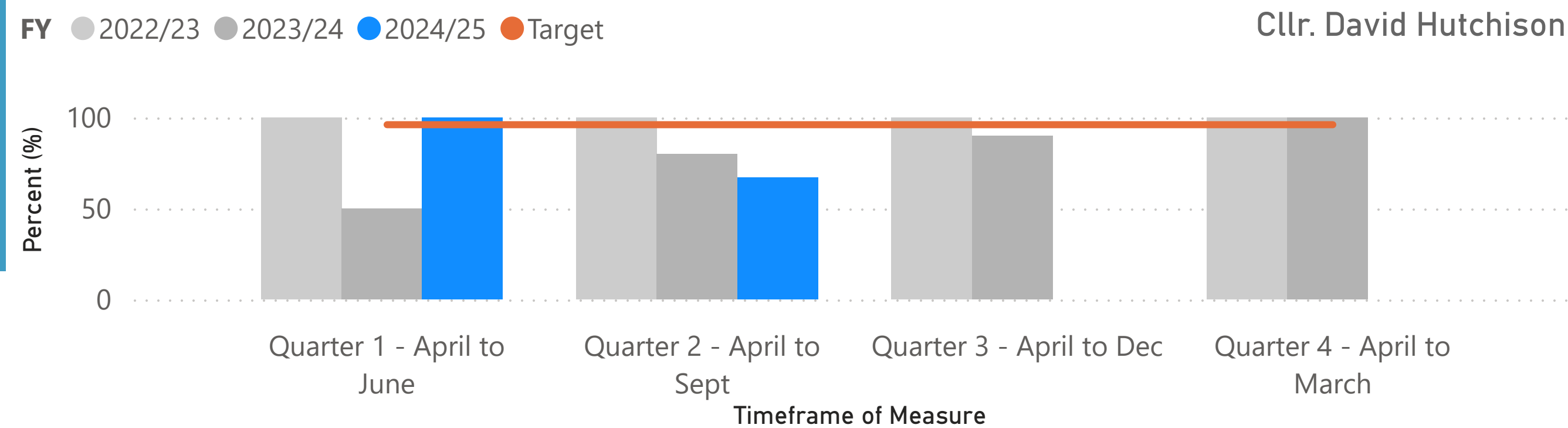
Positive  
Yearly Trend

High  
Is Good  
Cumulative  
(Per  
Annum)

ID1.2 - Percentage of category A and B food business inspections completed on time

Current Status

SMART Actions if Off Target



5 inspections planned for quarter with 2 inspections due end of August which were delayed due to staff illness and a vacant post, these have been prioritised and due to be completed on 17.10.24 and we are on target to catch up with the inspection program. 4 of 6 inspections completed in total for year to date.

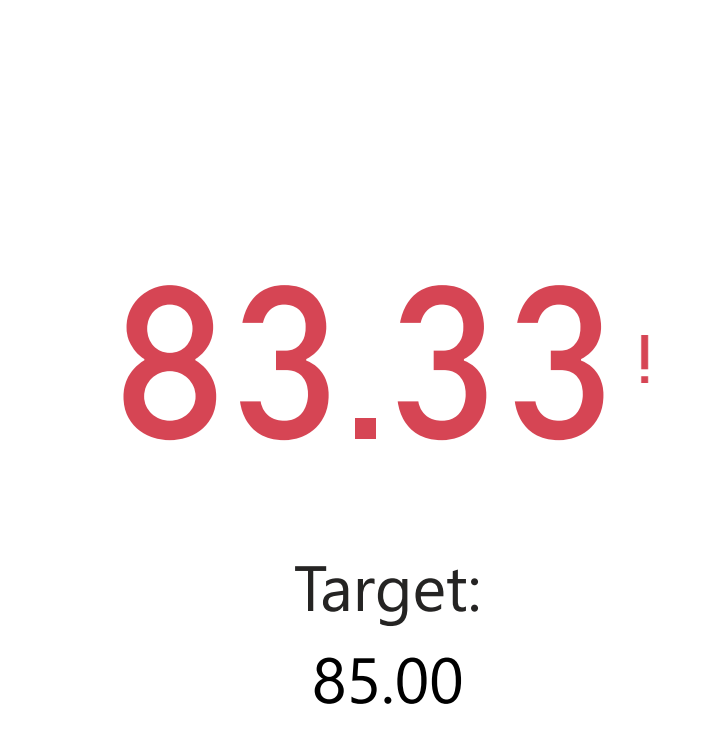
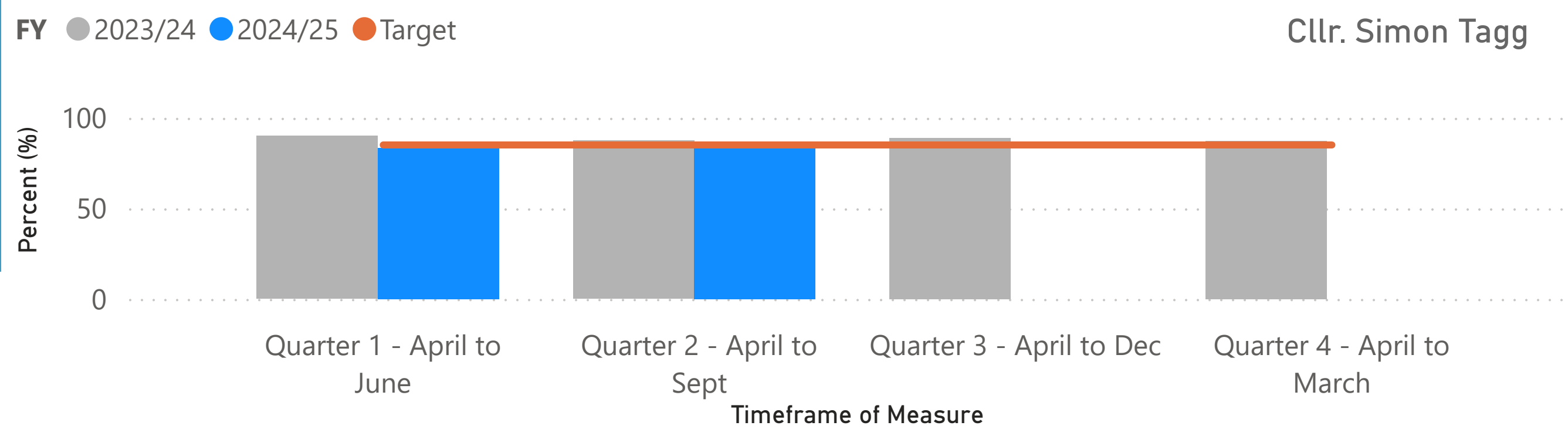
Negative  
Yearly Trend

High  
Is Good  
Cumulative  
(Per  
Annum)

ID1.16 - Percentage of Stage 1 complaints processed in time being 20 working days

Current Status

SMART Actions if Off Target



Of the 12 stage 1 complaints received, 10 were addressed within the designated time frame. The two outstanding complaints required additional information which resulted in a delay. Both were resolved within 5 additional days.

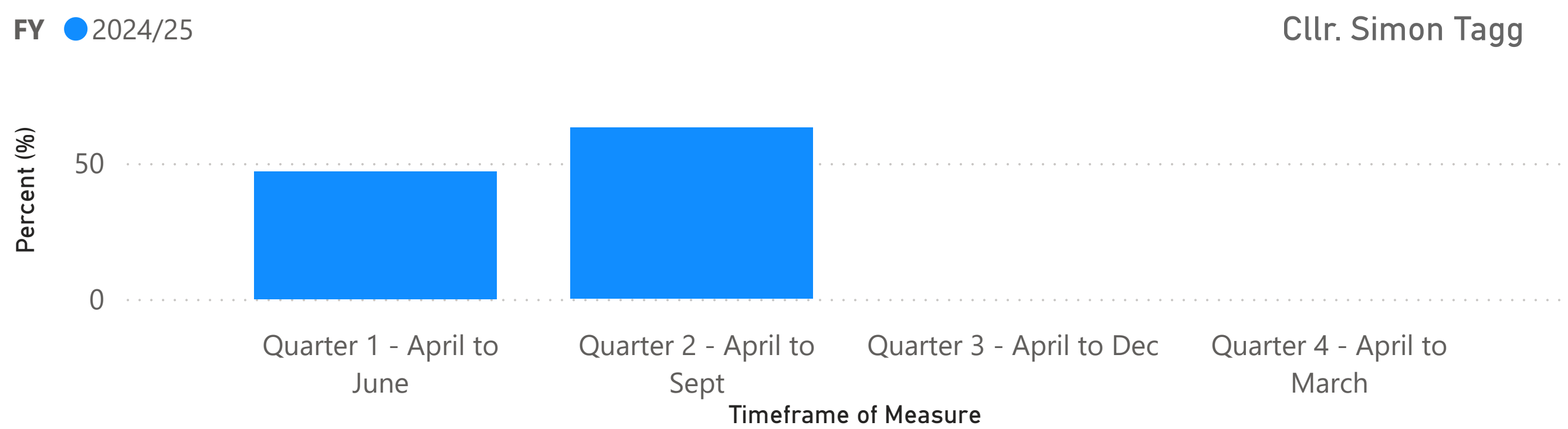
Negative  
Yearly Trend

High  
Is Good  
Cumulative  
(Per  
Annum)

ID1.17 - Percentage of FOI's dealt with in time being 20 working days

Current Status

SMART Actions if Off Target



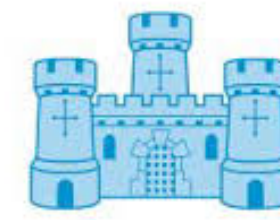
Continue to work at 80% slowly bringing the percentage up as we progress through the year.

N/A  
Yearly Trend

Deliver services to a high standard every day

Ensure our services are efficient and accessible



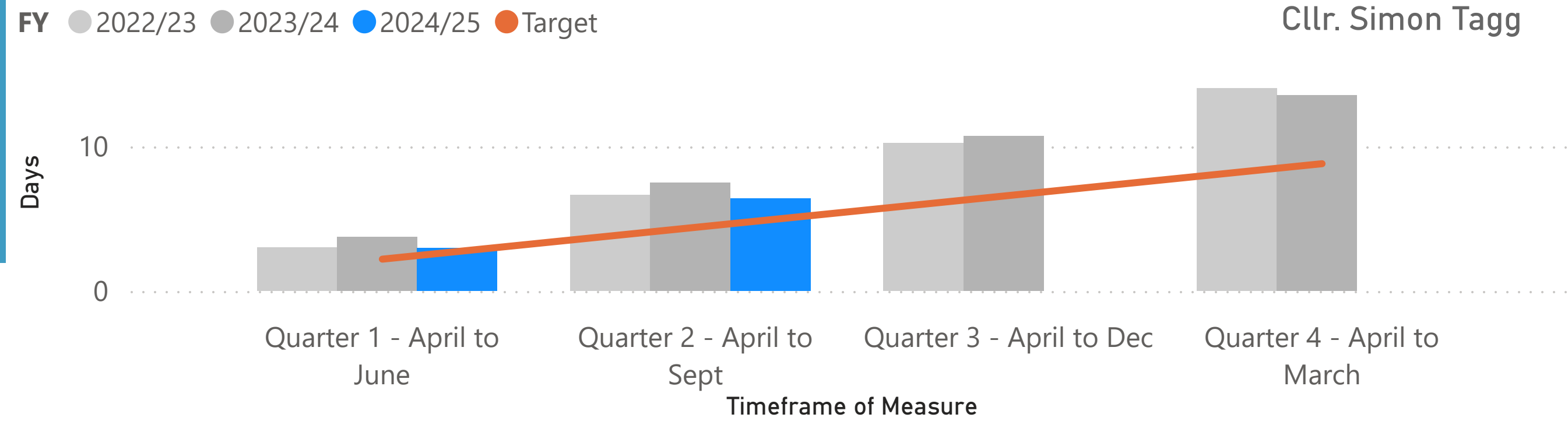


Low  
Is Good  
Cumulative  
(Per Annum)

### ID1.13 - Average number of days per employee lost to sickness - Per Employee

Current Status

SMART Actions if Off Target



**6.40!**

Target: 4.40

Sickness remains above target but has continued to decrease slightly in September after a spike in July and is marginally lower than it was in September 2023, the reduction was in long term absence with a slight increase in short term absence. The team continue to undertake proactive work around well-being and managing absence.

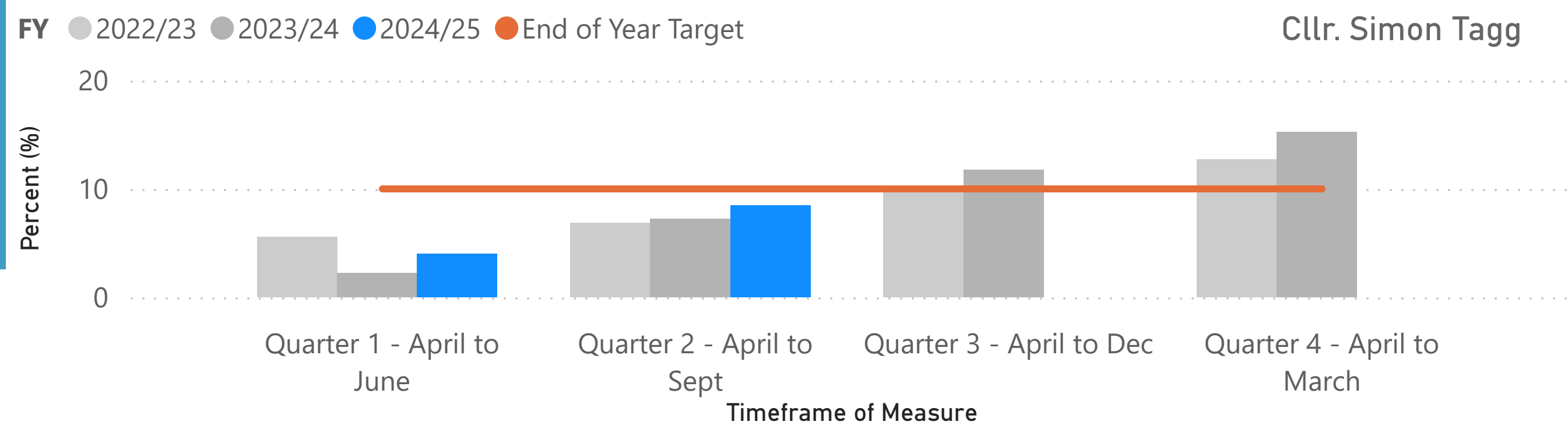
Positive  
Yearly Trend

Low  
Is Good  
Cumulative  
(Per Annum)

### ID1.14 - Staff Turnover

Current Status

SMART Actions if Off Target



**8.46✓**

End of Year Target: 10.00

Target met but this is due to it being a cumulative figure

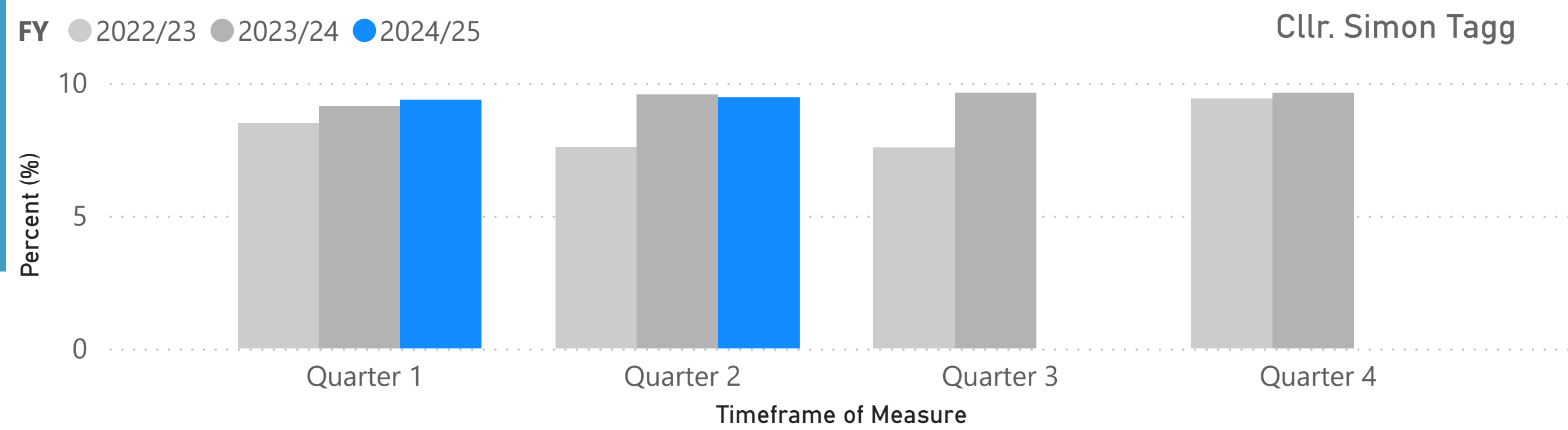
Negative  
Yearly Trend

Low  
Is Good  
Per Quarter  
(Snapshot)

### ID1.15 - Staff Vacancy Rate

Current Status

SMART Actions if Off Target



**9.44**

Vacancy rates remain stable, and slightly lower overall in Q2 than Q1. Some posts are being covered by agency in the short term. There are a small number of hard to recruit specialist posts which have not been filled substantively for some time.

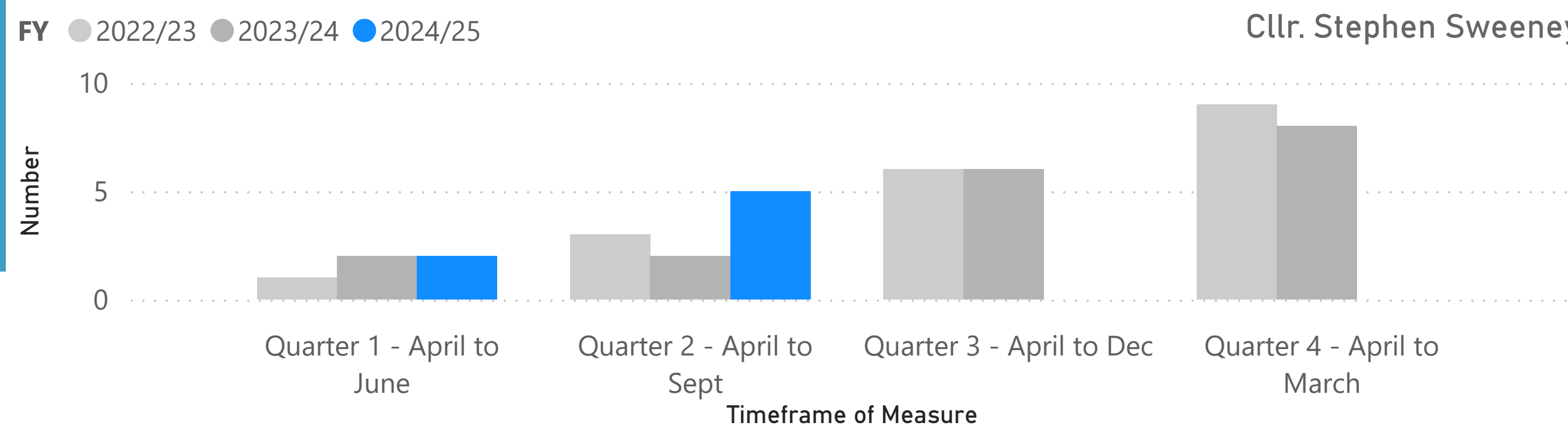
Positive  
Yearly Trend

Low  
Is Good  
Cumulative  
(Per Annum)

### ID1.3 - No. Accidents/Incidents reported (RIDDOR)

Current Status

SMART Actions if Off Target

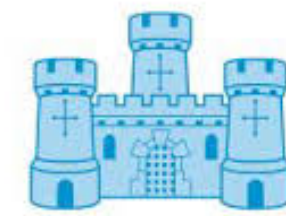


**5**

Delayed reporting from members of the public resulted in two late submissions for the initial quarter.

Negative  
Yearly Trend

Develop professional talent across the Council and provide opportunities for staff to grow their careers



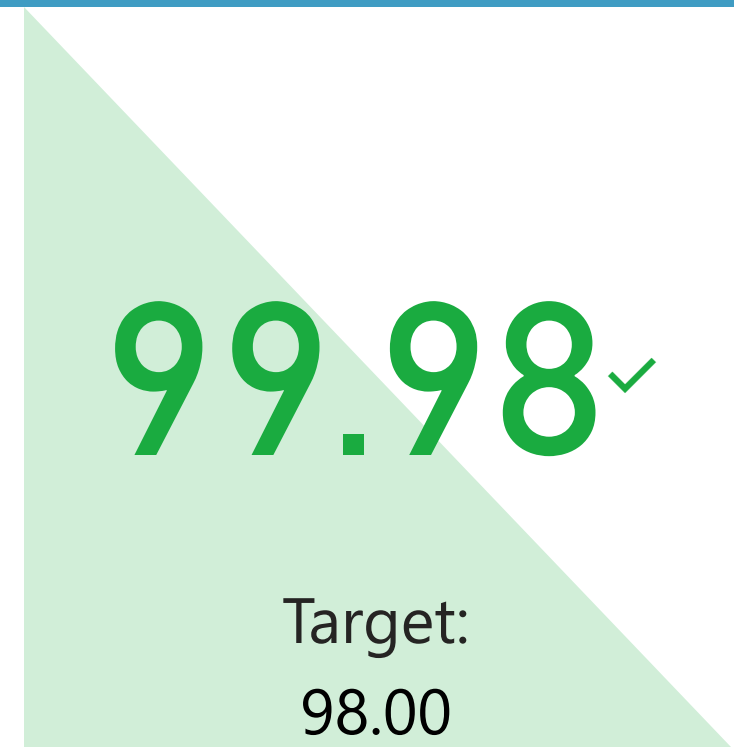
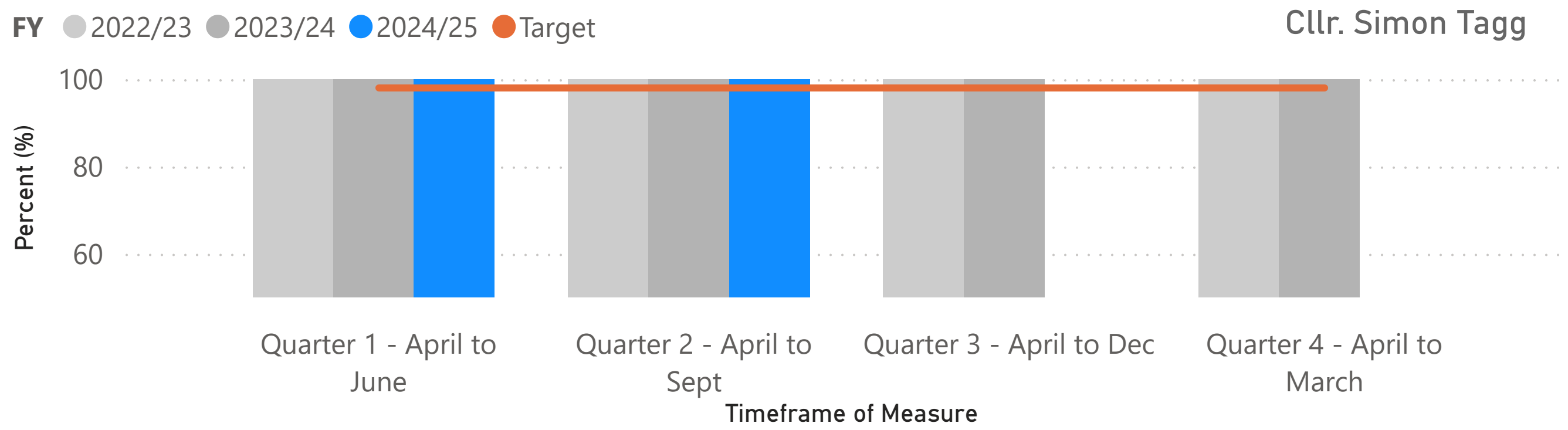
High  
Is Good  
Cumulative  
(Per Annum)

### ID1.6 - Percentage of Customer Hub requests resolved at first point of contact

Current Status

SMART Actions if Off Target

Cllr. Simon Tagg



Not Required as Target Met

Ensure our services are efficient and accessible

Negative  
Yearly Trend

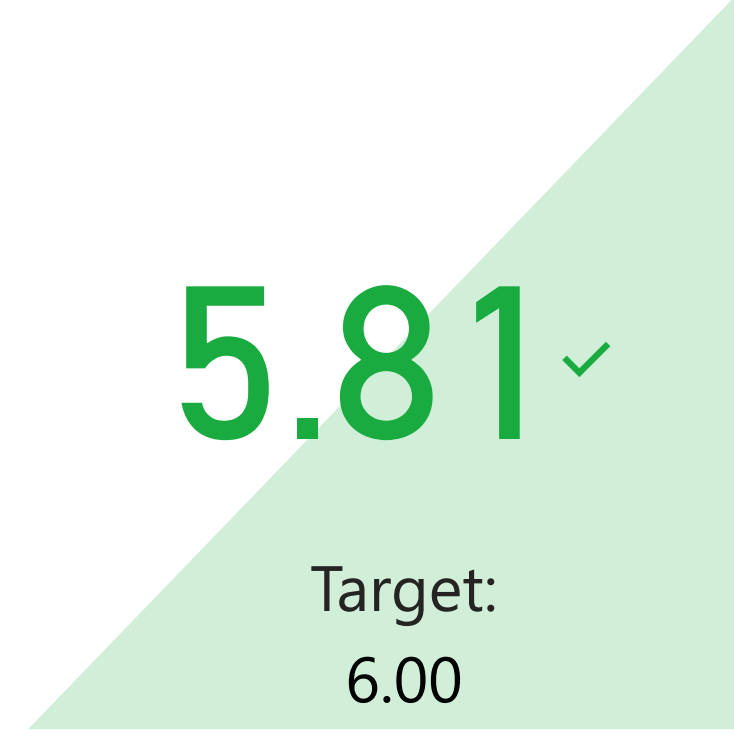
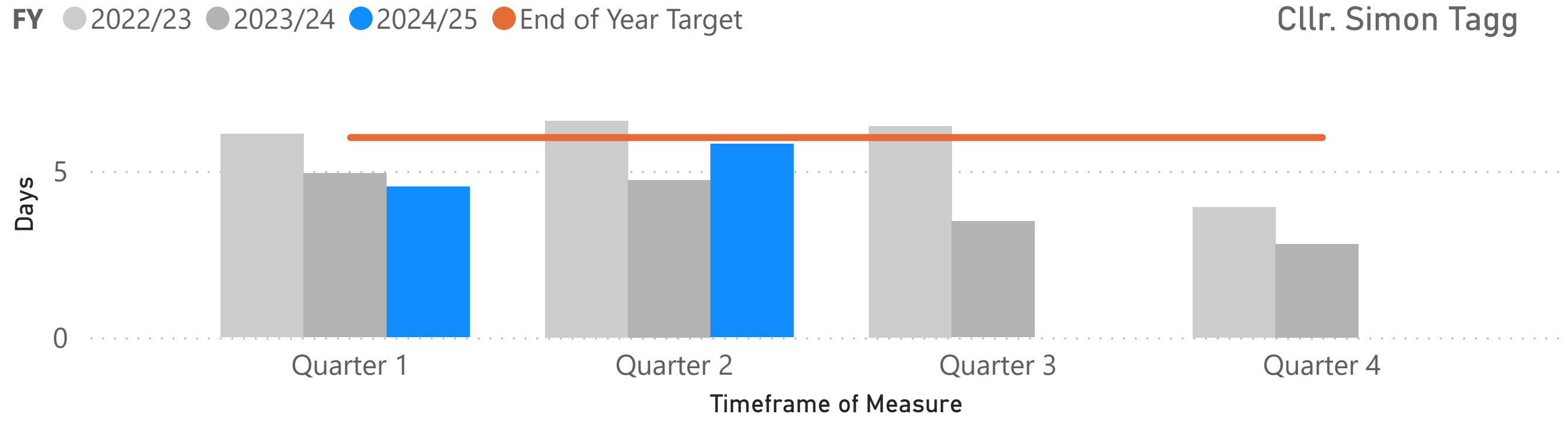
Low  
Is Good  
Cumulative  
(Per Annum)

### ID1.10 - Time taken to process Housing Benefit new claims/change events (Days)

Current Status

SMART Actions if Off Target

Cllr. Simon Tagg



Not Required as Target Met

Deliver services to a high standard every day

Negative  
Yearly Trend

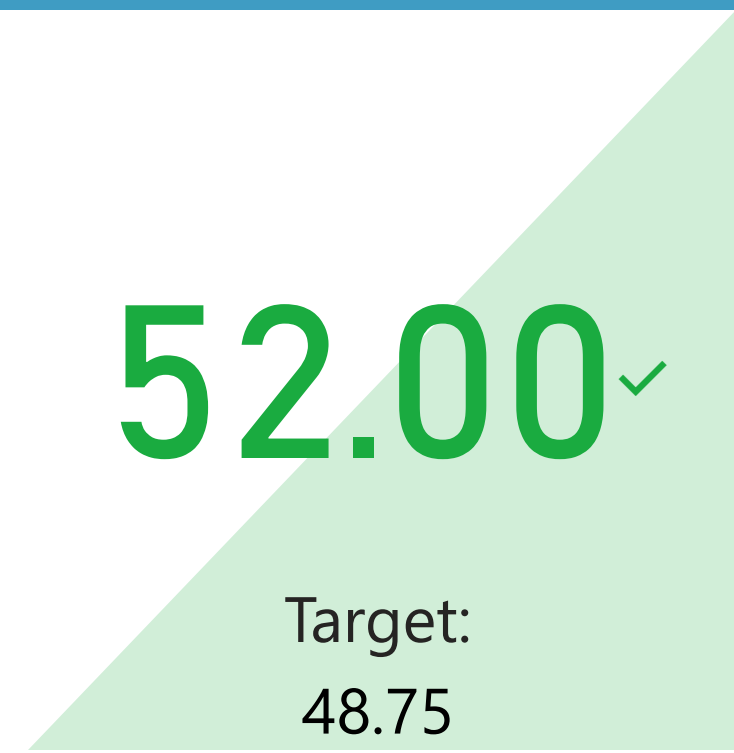
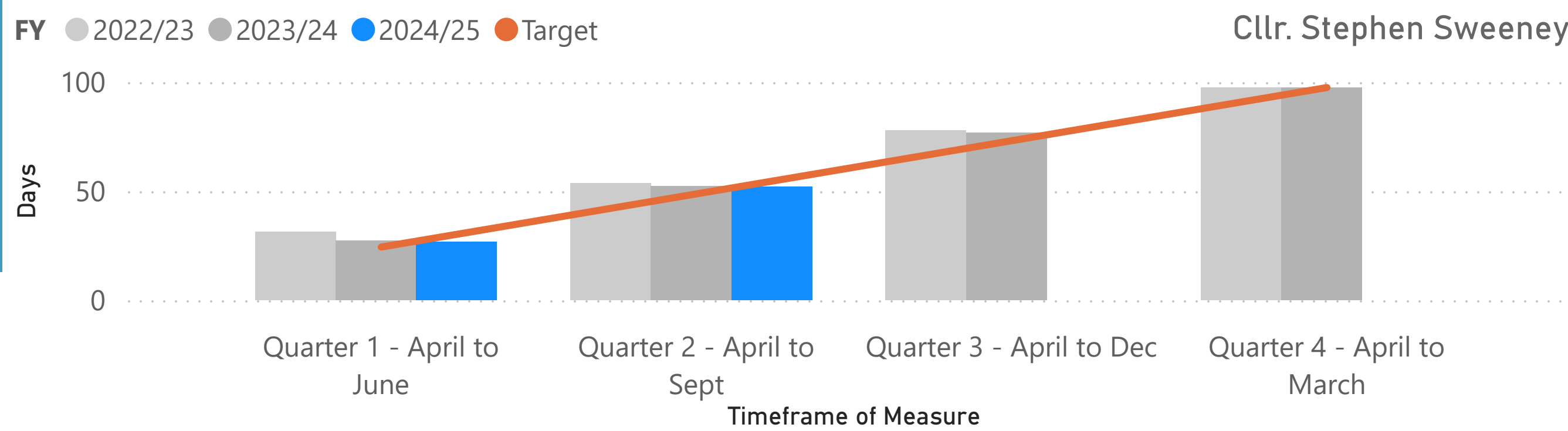
High  
Is Good  
Cumulative  
(Per Annum)

### ID1.11 - Percentage of Council Tax collected

Current Status

SMART Actions if Off Target

Cllr. Stephen Sweeney



Not Required as Target Met

Ensure strong financial discipline across the Council

Negative  
Yearly Trend

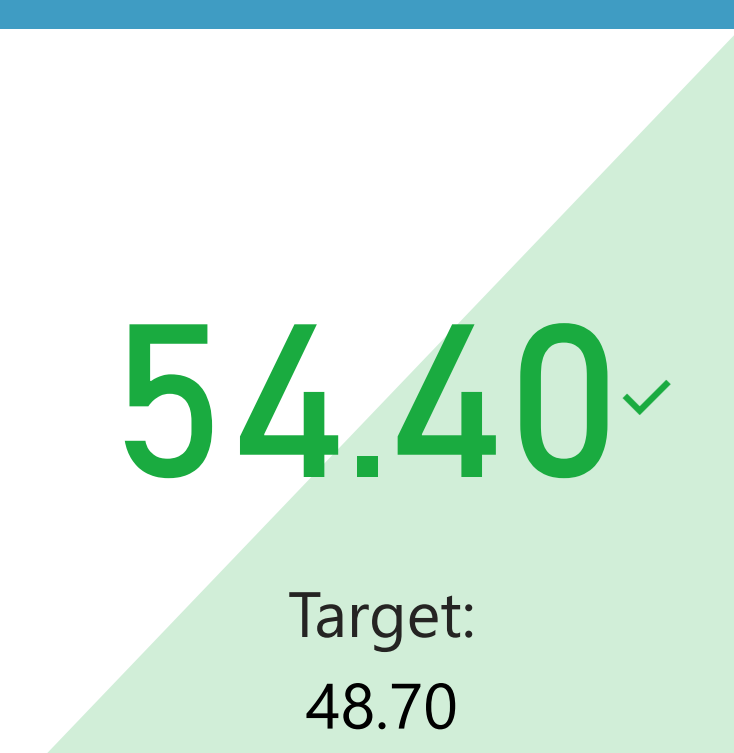
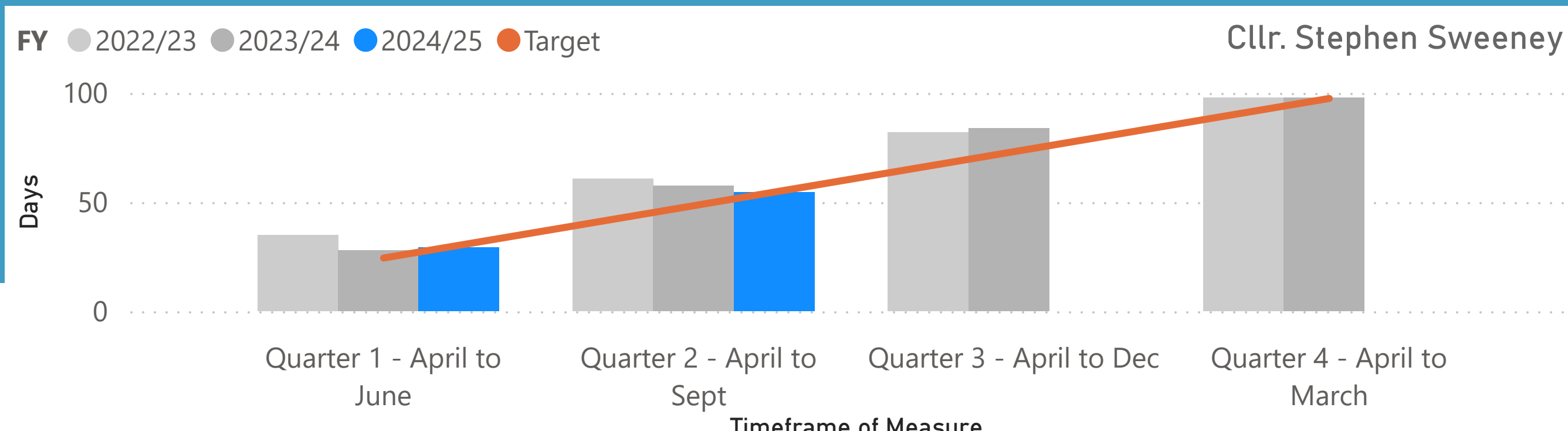
High  
Is Good  
Cumulative  
(Per Annum)

### ID1.12 - Percentage of National non-domestic rates collected

Current Status

SMART Actions if Off Target

Cllr. Stephen Sweeney

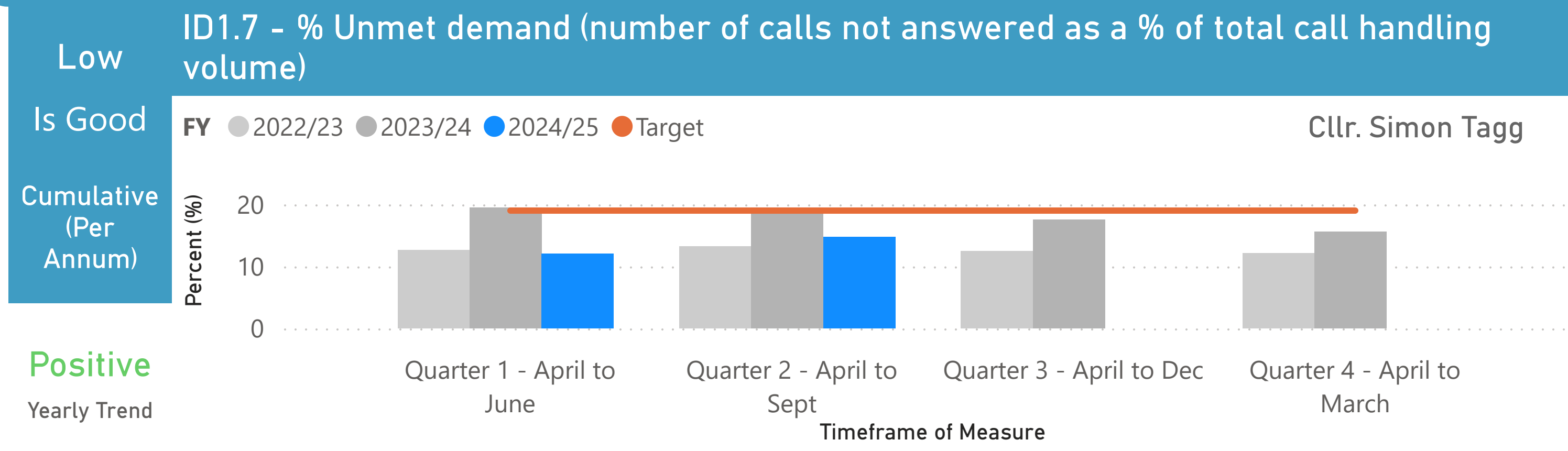
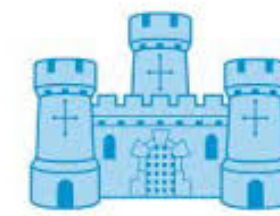


Not Required as Target Met

Ensure strong financial discipline across the Council

Negative  
Yearly Trend





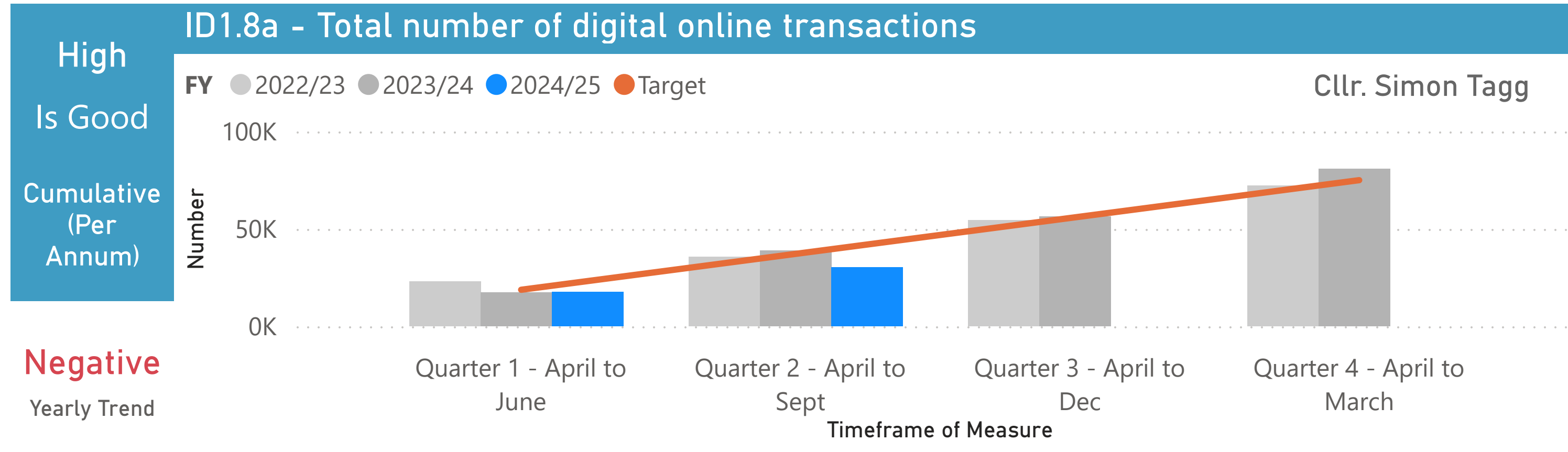
**Current Status**

**14.70** ✓

Target: 19.00

**SMART Actions if Off Target**

Not Required as Target Met



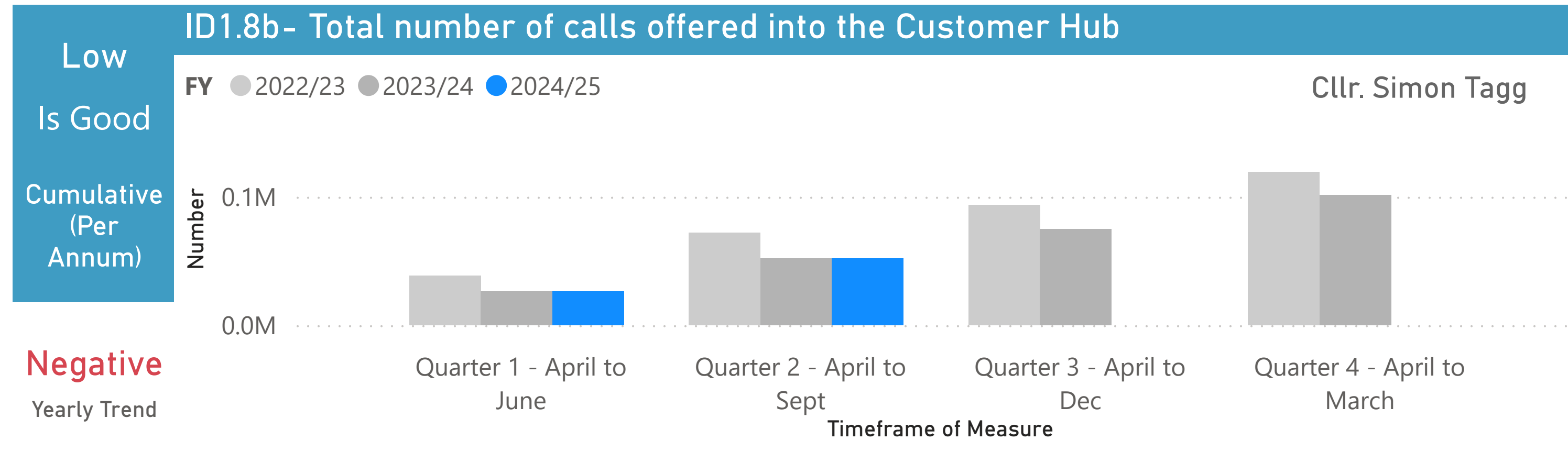
**Current Status**

**30,297** !

Target: 37,500

**SMART Actions if Off Target**

The council is actively maintaining and updating the information, advice, and guidance available to residents through the website, which has consequently decreased the number of completed forms. For instance, the previously available 'general enquiries' form has been substituted with targeted information and guidance.

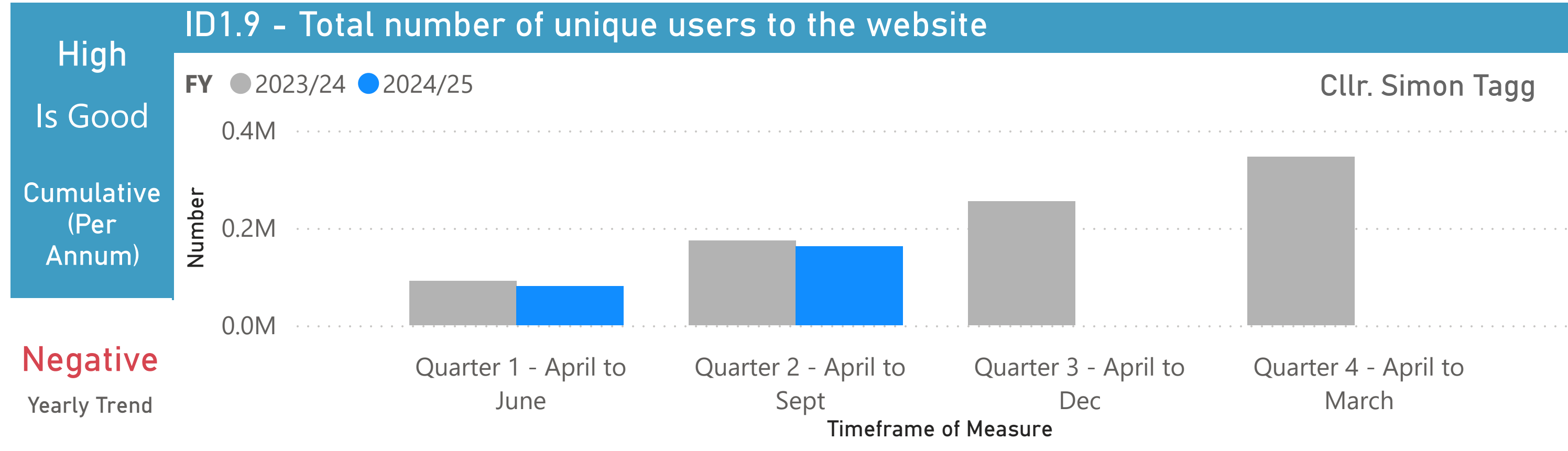


**Current Status**

**52,132**

**SMART Actions if Off Target**

No set target and used to compare different types of demand



**Current Status**

**162,032**

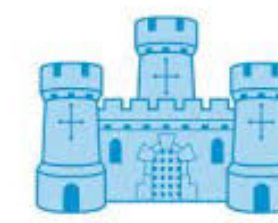
**SMART Actions if Off Target**

11,686 less unique users by end of quarter 2 from the previous financial year. Drop in number have been impacted by the reduced figure seen in Quarter 1 and numbers overall for Quarter 2 in isolation remain relatively close to that seen last year. Continued monitoring of the measure will take place as the year progresses

Ensure our services are efficient and accessible



Priority 1: One Council delivering for Local People



NEWCASTLE·UNDER·LYME  
BOROUGH COUNCIL

Project Status Split for Priority 1.

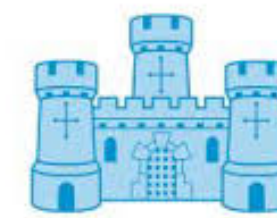
Project/Action is Progressing as Expected

4

Project/Action is Completed

1

Portfolio Holder	Service Area	Action	Corporate Objective	Status report	Commentary on progress
Cllr. Simon Tagg	1. Strategy, People and Performance 2. All services	Deliver a Workforce Strategy	Develop professional talent across the Council and provide opportunities for staff to grow their careers	✔ Project/Action is Progressing as Expected	strategy realisation continues
Cllr. Simon Tagg	1. Strategy, People and Performance 2. IT and Digital 3. Neighbourhoods 4. All (digital enablement)	Deliver the One Council Programme	Ensure our services are efficient and accessible	★ Project/Action is Completed	Project/Action has been completed.
Cllr. Stephen Sweeney	1. Commercial Delivery 2. Finance 3. Legal & Governance	Identify and deliver opportunities to generate income from commercial development	Ensure strong financial discipline across the Council	✔ Project/Action is Progressing as Expected	Officers are beginning a new programme to investigate commercialisation opportunities across the Council, this will enable each service to review where they can operate more commercially.
Cllr. Simon Tagg	1. Strategy, People and Performance 2. All services	Work with our communities to ensure services reflect local need	Work with our communities to ensure services reflect local need	✔ Project/Action is Progressing as Expected	Ongoing partnership work continues. Work continues in developing our Priority Delivery Plans in line with our understanding of our communities and the overall Council Priorities and Plan. We continue to work with partners and also with data to understand the context in which we operate, invite feedback and consultation e.g. budget consultation, local plan consultation.
Cllr. Simon Tagg	1. Strategy, People and Performance 2. neighbourhoods 3. Regulatory	Work with partners to deliver the best for our communities	Work with partners to deliver the best for our communities	✔ Project/Action is Progressing as Expected	Ongoing partnership work continues. Partnership working continues to be a strength for the organisation with positive outcomes in regard to Community Safety , Town Centre experience and ease of access to council services. Significant progress is being achieved in relation to Better Health outcomes as the Active Referral scheme is embedded



Priority 2: Performance Indicators Current Status



Corporate Objective Count

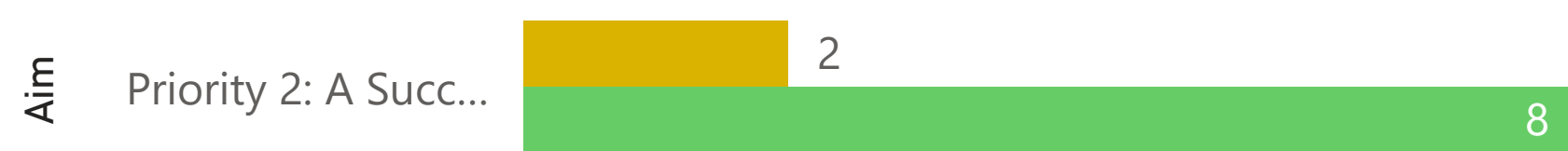
A strong and sustainable economy where everyone benefits	1
Protecting our communities by improving how we use our enforcement powers.	1
Support the sustainable development of our towns and villages	4
<b>Total</b>	<b>6</b>

Smart Narrative

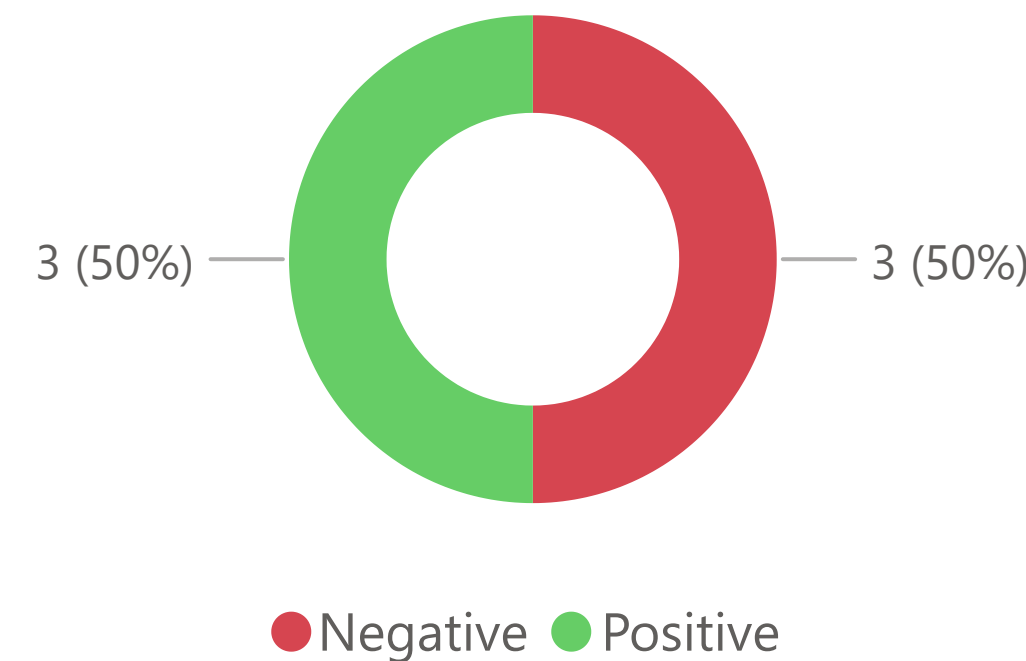
- There are 6 Indicators which have set targets this quarter within Priority 2.
- 83% met their targets within Quarter Two. 2 Indicators which met their target showed improvement when compared to the same time period last year. 3 Indicators which met their target showed a negative trend when being compared to last year.
- Within Priority 2, there are 2 Projects/Actions that have been raised to not be progressing as expected and relate to the following; "Secure a Successful Resolution to Walleys Quarry" and "Delivering the £16m Kidsgrove Town Deal" Further detail in regards to this project/action is supplied within the body of the report.

Priority 2: Summary Project Status Split

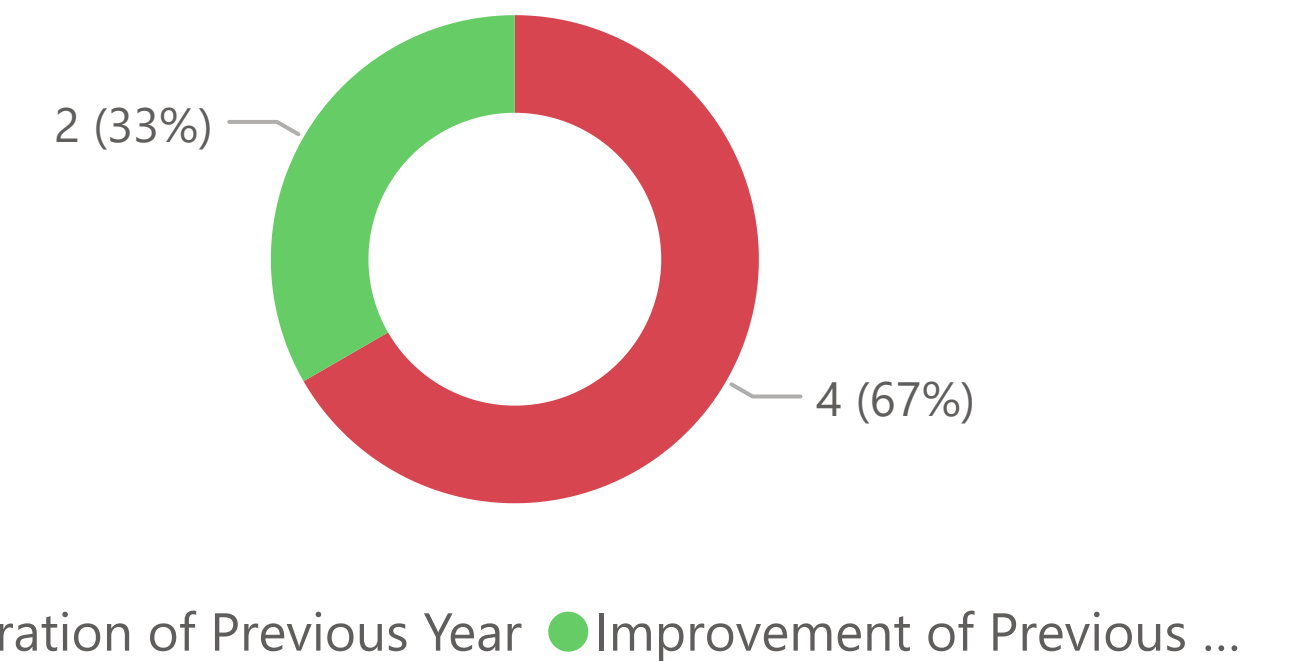
● Project/Action is Not Progressing as Expected ● Project/Action is Progressing as Expe...



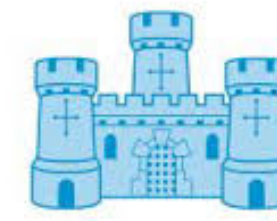
Priority 2: Qtr.2 Trend Direction of PI's Compared to Previous Quarter



Priority 2: Qtr.2 Trend Status of PI's Compared On Same Qtr in the Previous Financial Year







### ID2.1 - Percentage of investment portfolio vacant (NBC owned)

Current Status

SMART Actions if Off Target

Low

Is Good

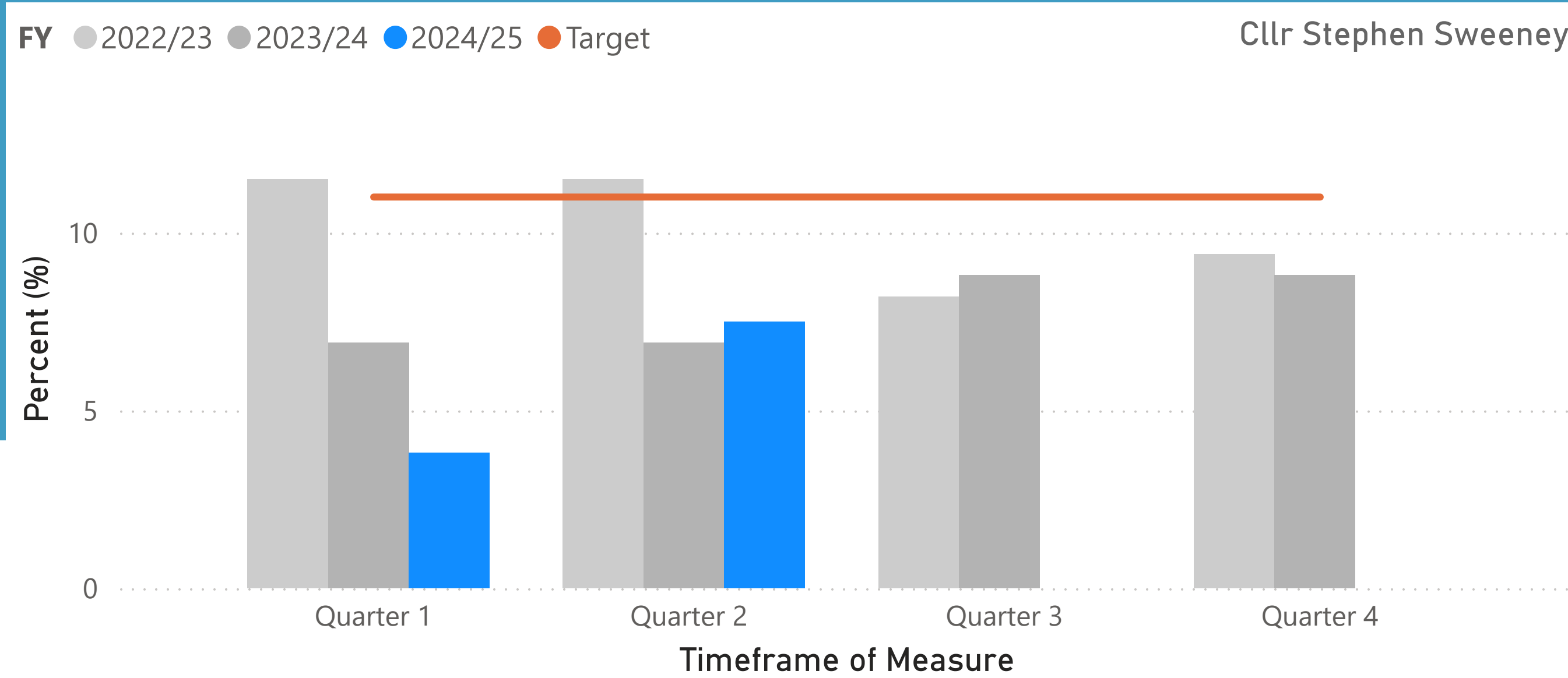
Per  
Quarter  
(Snapshot)

Positive

Yearly Trend

FY ● 2022/23 ● 2023/24 ● 2024/25 ● Target

Cllr Stephen Sweeney



7.50 ✓

Target:  
11.00

Not Required as Target Met

A strong and sustainable economy where everyone benefits

### ID2.6 - Percentage of complainants informed within the required timescales of any action to be taken about alleged breaches of planning control

Current Status

SMART Actions if Off Target

High

Is Good

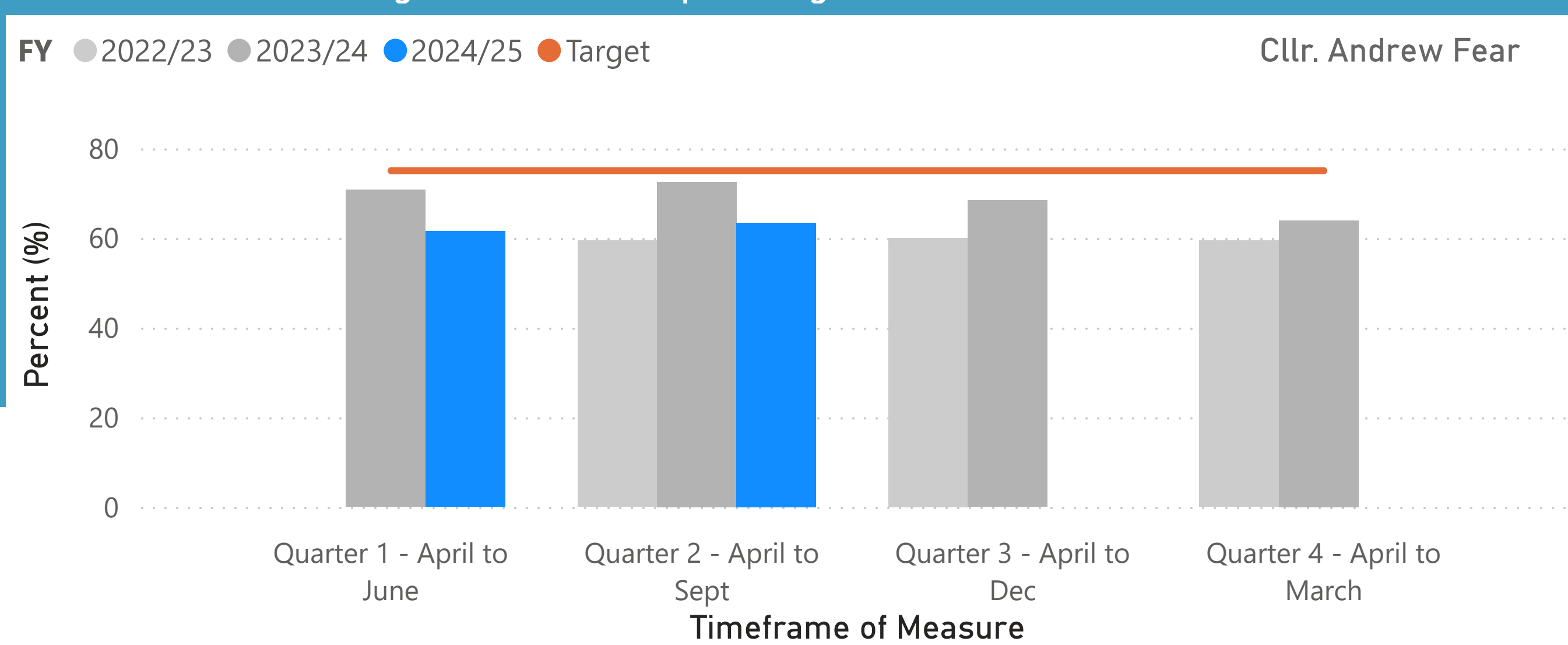
Cumulative  
(Per  
Annum)

Negative

Yearly Trend

FY ● 2022/23 ● 2023/24 ● 2024/25 ● Target

Cllr. Andrew Fear



63.40 !

Target:  
75.00

Performance in this quarter is slightly higher than the Q1 but remains below the Target. As previously, the service was impacted by a number of difficult and/or time consuming cases taking up a lot of resources. Performance was also impacted by a combination of annual leave, sickness absence and prioritisation being given to the processing of planning applications. Better case management and senior management overview is now being implemented

Protecting our communities by improving how we use our enforcement powers.



High

Is Good

Planning

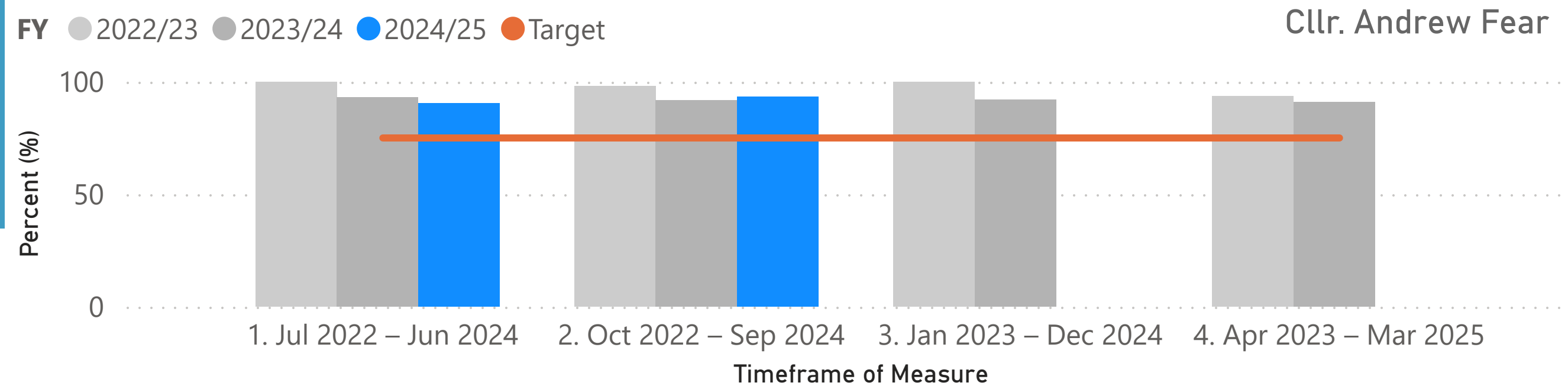
Positive

Yearly Trend

### ID2.2 - Speed of major development applications (P151a - 24 Month Rolling Period up to End of Each Quarter)

#### Current Status

#### SMART Actions if Off Target



93.20✓

Target:  
75.00

Measure shown is the % within 13 weeks or within agreed time - Central Gov metric which measures a rolling time period of 24 months - Newest metric shows the following time period October 2022 – September 2024

Low

Is Good

Planning

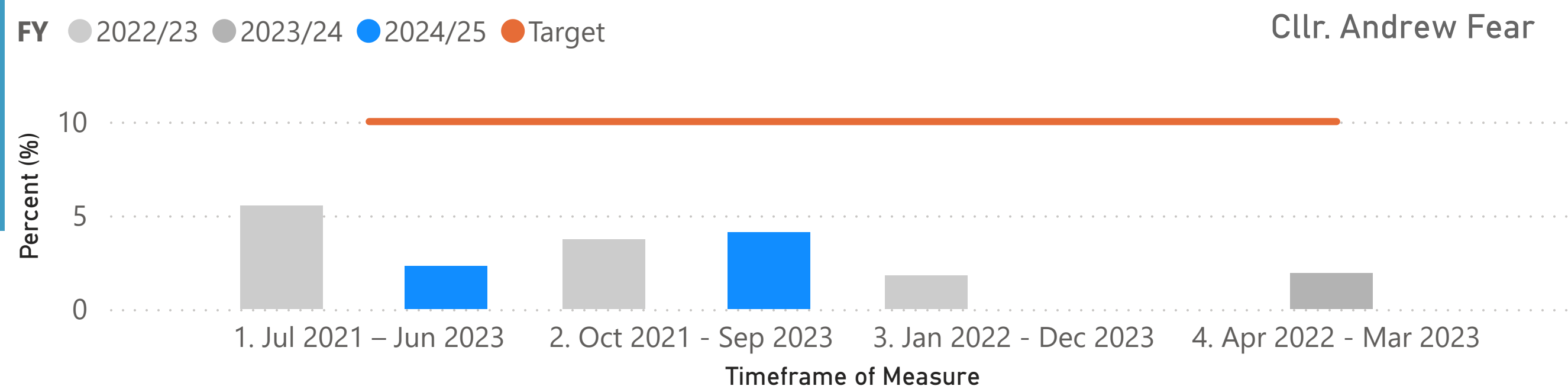
Negative

Yearly Trend

### ID2.3 - Quality of major development applications (P152a - 24 Month Rolling Period - See SMART Actions)

#### Current Status

#### SMART Actions if Off Target



4.08✓

Target:  
10.00

Measure shown is the Quality of decisions (% overturned at appeal) - Central Gov metric which measures a rolling time period of 24 months - They have currently advised they are behind schedule. Newest metric shows the following time period October 2021 – September 2023

High

Is Good

Planning

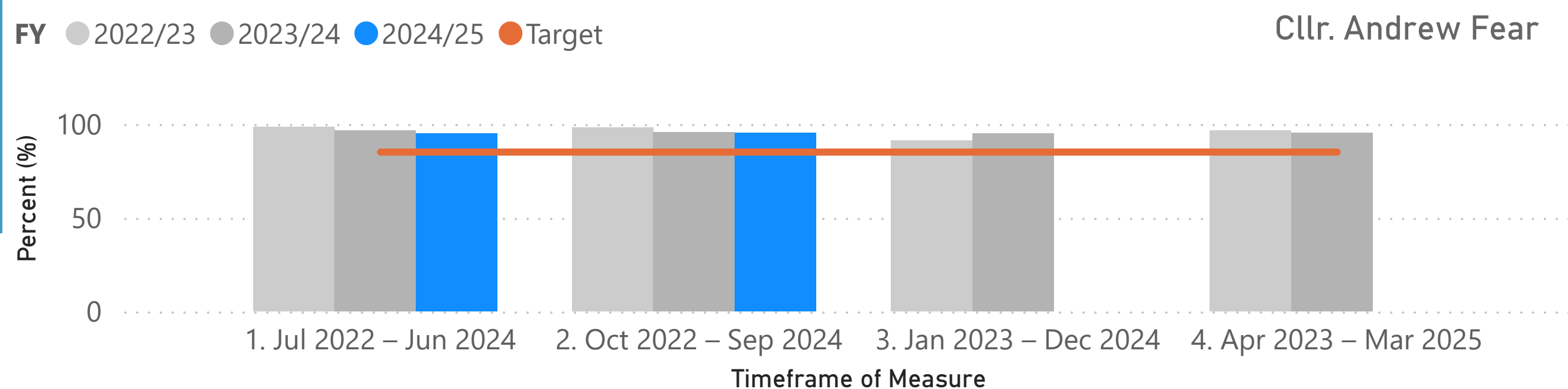
Positive

Yearly Trend

### ID2.4 - Speed of non-major development applications (P153 - 24 Month Rolling Period up to End of Each Quarter)

#### Current Status

#### SMART Actions if Off Target



95.20✓

Target:  
85.00

Measure shown is the % within 8 weeks or within agreed time - Central Gov metric which measures a rolling time period of 24 months - Newest metric shows the following time period October 2022 – September 2024

Low

Is Good

Planning

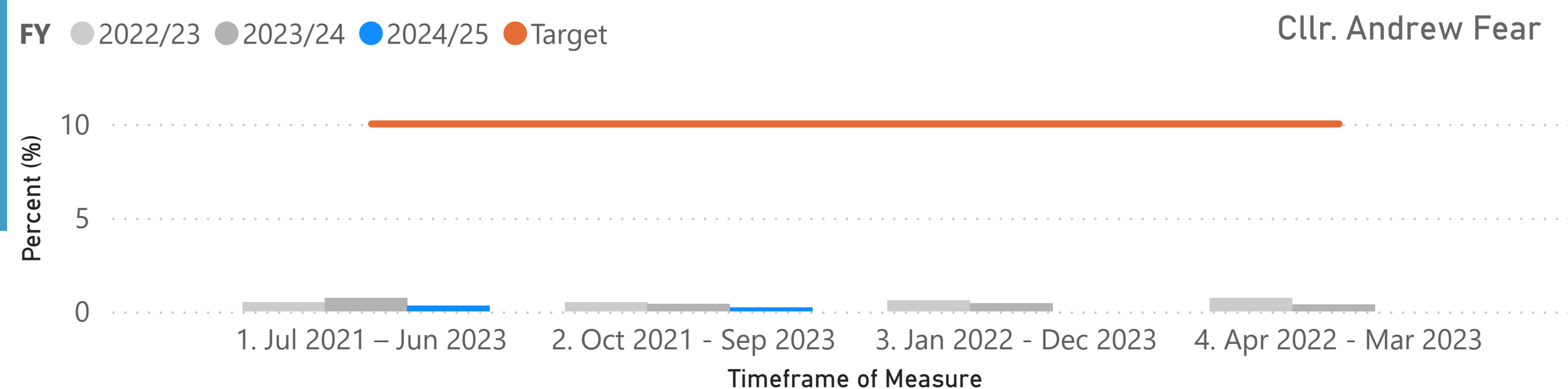
Positive

Yearly Trend

### ID2.5 - Quality of non-major development applications (P154 - 24 Month Rolling Period - See SMART Actions)

#### Current Status

#### SMART Actions if Off Target



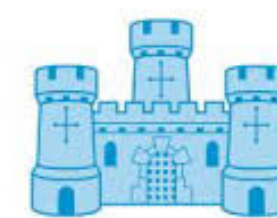
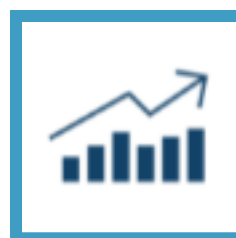
0.20✓

Target:  
10.00

Measure shown is the Quality of decisions (% overturned at appeal) - Central Gov metric which measures a rolling time period of 24 months - They have currently advised they are behind schedule. Newest metric shows the following time period October 2021 – September 2023

Support the sustainable development of our towns and villages





## Project Status Split for Priority 2.

Project/Action is Progressing as Expected

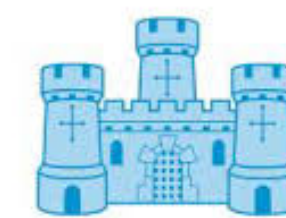
8

Project/Action is Not Progressing as E...

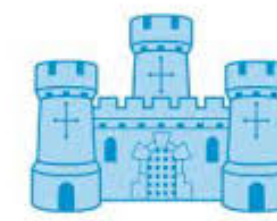
2

Portfolio Holder	Service Area	Action	Corporate Objective	Status report	Commentary on progress
Cllr. Gill Heesom	1. Regulatory 2. Legal & Governance	Ensure that there are good homes for everyone and that every citizen has a safe and secure place to live	Ensure that there are good homes for everyone and that every citizen has a safe and secure place to live	✔ Project/Action is Progressing as Expected	A damp and mould project has been running March - September 2024. Outcomes include: completed an additional 27 inspection and intervention housing visits, developing links with social prescribers, creating a thermometer fridge magnet to promote services and help monitor internal temperatures, promoted work to 800 residents on the housing register currently in private rented accommodation, procured a thermal imaging camera to help with diagnosis in damp and mould cases.
Cllr. David Hutchison	1. Regulatory 2. Neighbourhoods	Secure a successful resolution to the Walley's Quarry odour problem.	Protecting our communities by improving how we use our enforcement powers.	⚠ Project/Action is Not Progressing as Expected	<p><b>LEGAL ACTION</b></p> <p>On 29 July 2024 the Secretary of State Environment, Food and Rural Affairs responded to the Leader's request for permission to prosecute Walleys Quarry Ltd under statutory nuisance legislation. The Secretary of State granted consent for a prosecution to proceed. On 30 September the Chief Executive provided an update stating; "there are very few precedents for taking legal action against an operator regulated by a Government agency, so there is a great deal of legal advice and preparation involved, however I believe we will be ready to take the next step by the end of October".</p> <p>Odour complaints reported in Q2 (July-September) are higher than reported over the same Quarter in 2023.</p> <p><b>COMMITTEE OF INQUIRY</b></p> <p>A member-led committee of inquiry was set up to look at the impact on local communities from the Walleys Quarry Landfill operation. The lines of inquiry were:</p> <p>What is the impact of the ongoing odour issue?</p> <p>What needs to be done next, and by whom, to bring about resolution?</p> <p>What, if any opportunities have been missed to resolve the issue sooner?</p> <p>The inquiry heard more than 11 hours of submissions over 2 days from the EA, UK Health Security Agency, community groups and others, and considered additional written statements. On 25 September the final report was presented to full Council recommending that the EA serve a closure notice to commence the process of the site being closed with an additional 10 other recommendations detailed in the report 'Walleys Quarry Committee of Inquiry July/August 2024'.</p>
Cllr. David Hutchison	1. Neighbourhoods	Protect our parks and green spaces for future generations	Ensuring that the Council's operations are carbon neutral by 2030	✔ Project/Action is Progressing as Expected	Phase 6 of the Borough Tree Planting Strategy is in the consultation phase, and tree planting will take place in Jan/Feb/Mar 2025. Sites will be designated as carbon capture areas in the Local Plan, hence protecting green spaces for future generations
Cllr. David Hutchison	1. Sustainable Environment 2. All	Play an active role in the Staffordshire Sustainability Board	Secure a carbon neutral Borough by 2050	✔ Project/Action is Progressing as Expected	The Council continues to play an active and leading role in the SSB. Our progress in achievement of the ten base pledges is progressing well, with all but one achieving green (achieved/progressing according to plan) status. The Council is one of the few to have progressed a detailed and costed Sustainable Environment Strategy and delivery plan, and is leading on a number of initiatives such as the grassland management strategy.

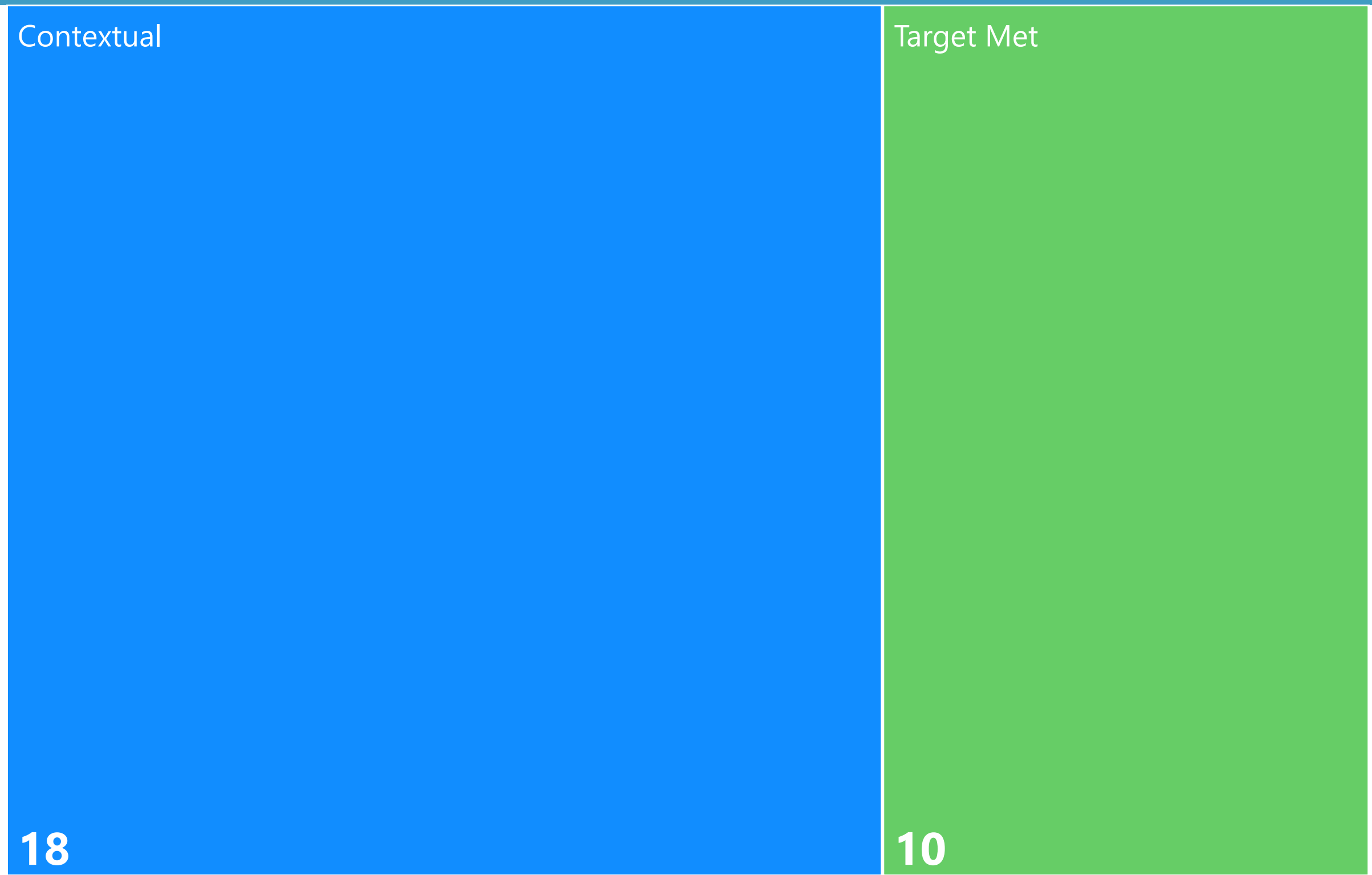




Portfolio Holder	Service Area	Action	Corporate Objective	Status report	Commentary on progress
Cllr. Stephen Sweeney	1. Commercial Delivery 2. Strategy, People and Performance 3. Finance	Continue to bid for government funding to support the borough's ambitions, including the further development of Keele Science and Innovation Park and the University Growth Corridor.	A strong and sustainable economy where everyone benefits	✔ Project/Action is Progressing as Expected	The Council continues to deliver the two Town Deals, Future High Street Fund and Shared Prosperity Fun
Cllr. David Hutchison	1. Sustainable Environment 2. All	Deliver the Sustainable Environment Strategy	Ensuring that the Council's operations are carbon neutral by 2030	✔ Project/Action is Progressing as Expected	Working groups now set up with each service area within the Council, and individual service area action plans are being formulated to take projects further. there are a number of positive project proposals which will reduce our carbon emissions, and with some creating cost savings too. Our enhanced, accredited, Carbon Literacy Training has commenced fully in this quarter, with a programme moving forward to provide training to all employees and members. from a governance point it has been agreed to follow the principles set with the 'One Council' programme with the formation of a 'Green One Council Board which will meet once a quarter to monitor progress of the SES and delivery plan. The board is made up of - Councillor Simon Tagg, Councillor Stephen Sweeney, Councillor David Hutchison, and Officers, Simon McEneny, Andrew Bird, Georgina Evans-Stadward, and Sarah Wilkes.
Cllr. Stephen Sweeney	Commercial Delivery	Delivering the £16m Kidsgrove Town Deal, including: Facilitating the Chatterley Valley Enterprise Zone development to deliver 1700 quality jobs for local people; Enhancing Kidsgrove Railway Station and access to the local canal network; Developing a Shared Service Hub with key partners.	A strong and sustainable economy where everyone benefits	⚠ Project/Action is Not Progressing as Expected	Some issues continue with delivery of the Railway station project whilst technical issues are resolved on the ground conditions around the railway station. Work continues with the Town Deal Board and project partners to resolve these.
Cllr. Stephen Sweeney	Commercial Delivery	Delivering the £23m Newcastle Town Deal, including: Development of key gateway sites including the 'Zanzibar' and Midway; Connecting residents and businesses to skills training for the digital world; Improving bus, cycling and walking infrastructure; Delivering a circus-themed performing arts Centre; Building more than 400 homes in Knutton and Chesterton.	A strong and sustainable economy where everyone benefits	✔ Project/Action is Progressing as Expected	Progress continues on all projects in line with the projected delivery plan.
Cllr. Stephen Sweeney	1. Commercial Delivery 2. Neighbourhoods	Delivering the £4.8m Uk Shared Prosperity Fund programme, including: Improving the town centre; Supporting culture and heritage; Skills development for local people; Supporting the most vulnerable people.	A strong and sustainable economy where everyone benefits	✔ Project/Action is Progressing as Expected	During the last quarter the UKSPF grant funding has seen the projects encompass a wide variety aspects, including job creation, increased productivity, enhanced public services, and improved quality of life for residents. For example the recent Supporting Businesses themes facilitated the legal support for 96 business requests, over 36 students have been engaged with businesses to share skills and knowledge from their educational studies. Over 5 businesses have submitted research and development grant funding applications with another 3 adopting new products to market. In the people and skills theme we had 238 economically inactive people referred through our Community connector project and of these 12 have gained employment (over 4 weeks) and 4 have entered volunteering. In the community theme we have enabled work with the homeless and seen 10 preventions occur. The UKSPF projects have now covered areas such as park spaces, business development and educational settings support
Cllr. Andrew Fear	1. Planning 2. Legal & Governance	Delivering the Newcastle Local Plan	Support the sustainable development of our towns and villages	✔ Project/Action is Progressing as Expected	The Final Draft Local Plan is currently being consulted upon until the 7th October 2024. Following consultation and subject to representations received, the next stage will be submission of the Local Plan for examination which is expected to take place by the end of the calendar year.



Priority 3: Performance Indicators Current Status

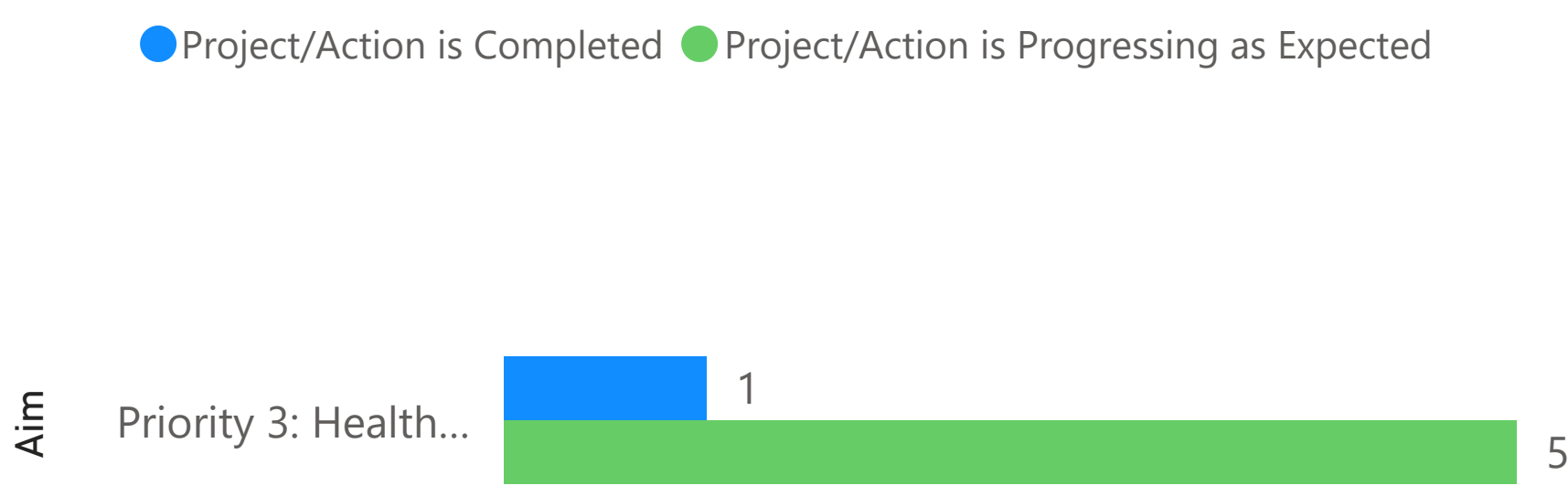


Corporate Objective	Count
Delivering an economic and cultural legacy from the celebration of the borough's 850th anniversary in 2023.	1
Ensure that our most vulnerable residents are supported through the impact of the rising cost of living.	1
Ensure that there are good homes for everyone and that every citizen has a safe and secure place to live	10
Further increasing recycling rates across the borough with a particular focus on food waste	4
Reduce anti-social behaviour and crime in our communities	5
Secure a step change in street cleanliness and the quality of the public domain	6
Support the development of community solutions to local problems	2
<b>Total</b>	<b>29</b>

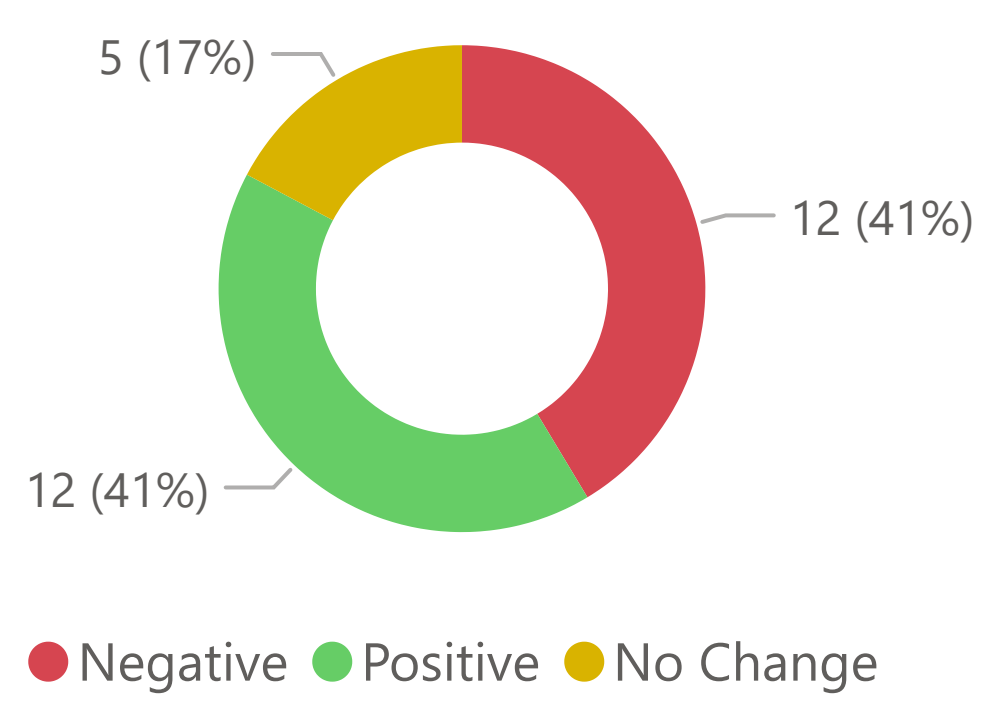
Smart Narrative

- There are 10 Indicators which have set targets this quarter within Priority 3.
- 100% met their targets within Quarter Two. 5 Indicators which met their target also showed improvement and 2 measures showed no change when comparing to the same time period last year. Only 2 measures showed a negative trend.
- 1 measure which relates to Food % participation has changed collected method and therefore has no historic data to compare against.
- There are 18 Indicators which are contextual this quarter and do not have a target to meet. When compared to last year, 5 measures had showed a negative trend, 7 measures demonstrated an improvement when comparing to 23/24, 1 measure show no change and 5 contextual measure did not have any historic data to compare against.
- Within Priority 3, there was 1 Projects/Actions which was been classed as completed, this being "Expansion of the street warden scheme and the creation of neighbourhood delivery teams.". All other Projects remain are shown to be progressing as expected.

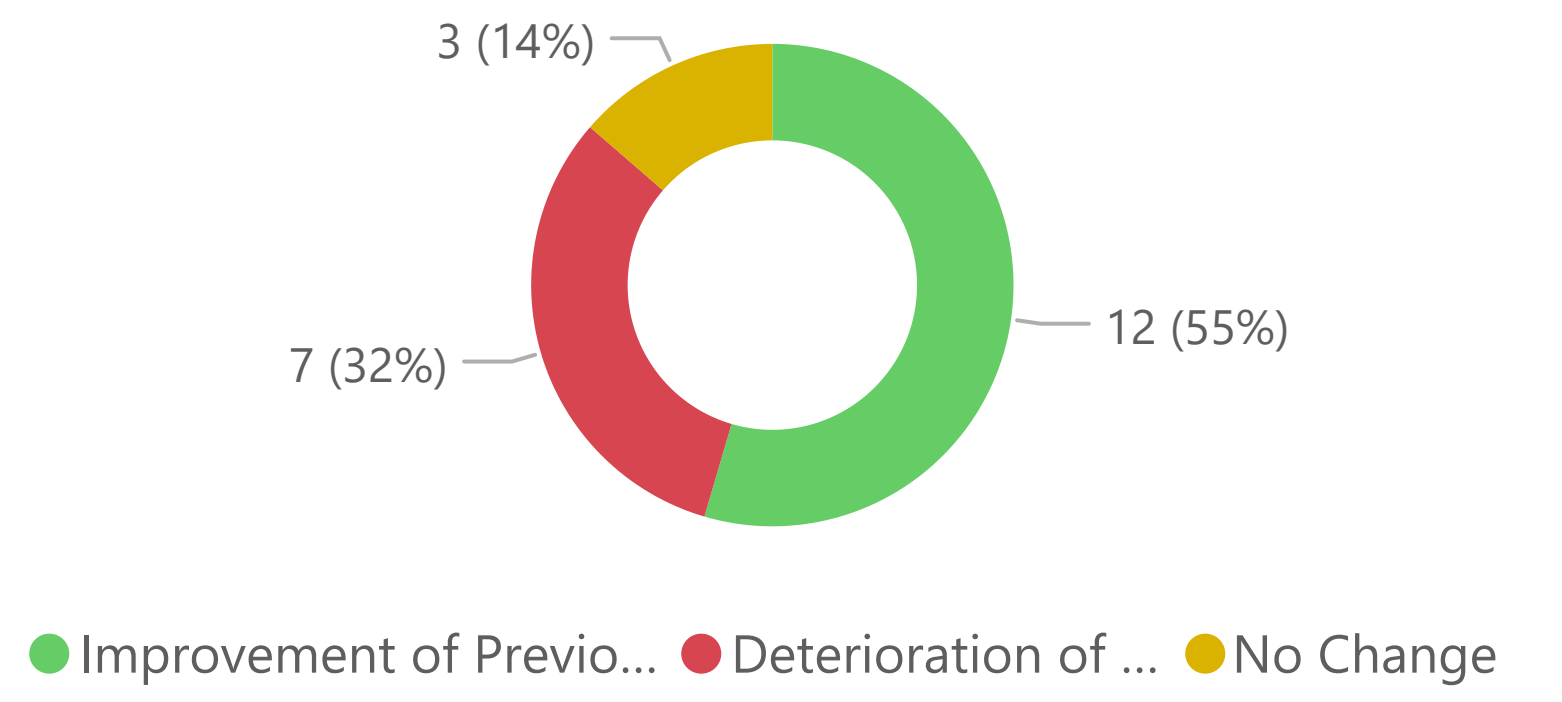
Priority 3: Summary Project Status Split



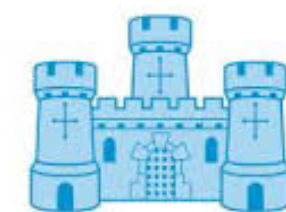
Priority 3: Qtr.2 Trend Direction of PI's Compared to Previous Quarter



Priority 3: Qtr.2 Trend Status of PI's Compared On Same Qtr in the Previous Financial Year







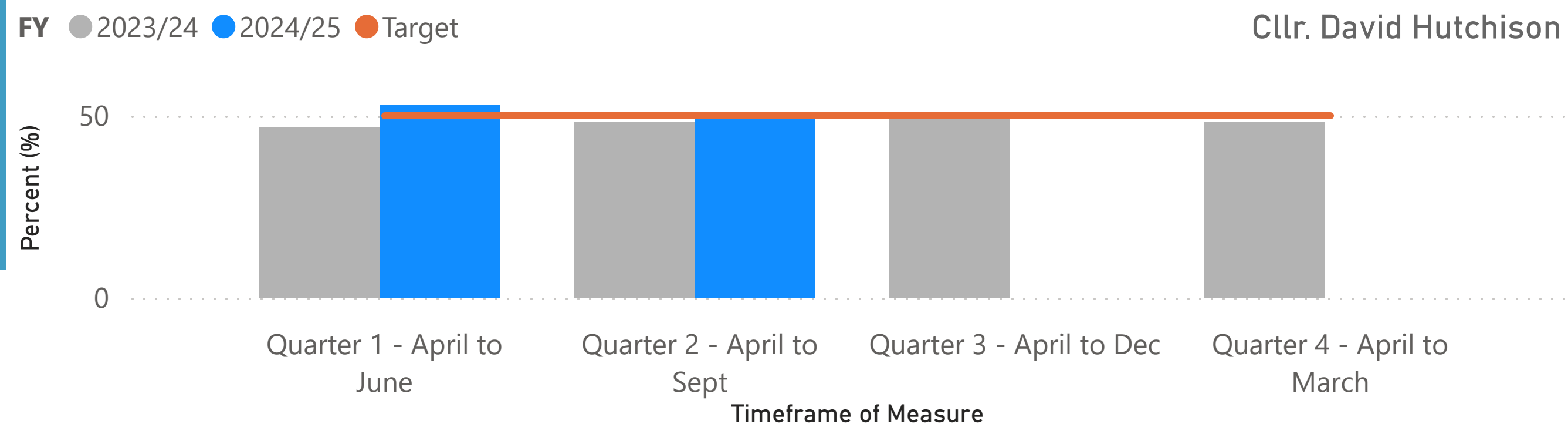
High  
Is Good  
Cumulative  
(Per  
Annum)

ID1.4a - Total % of materials collected for recycling and composting verified via WDF

Current Status

SMART Actions if Off Target

Cllr. David Hutchison



50.78✓

Target:  
50.00

Not Required as Target Met

Positive  
Yearly Trend

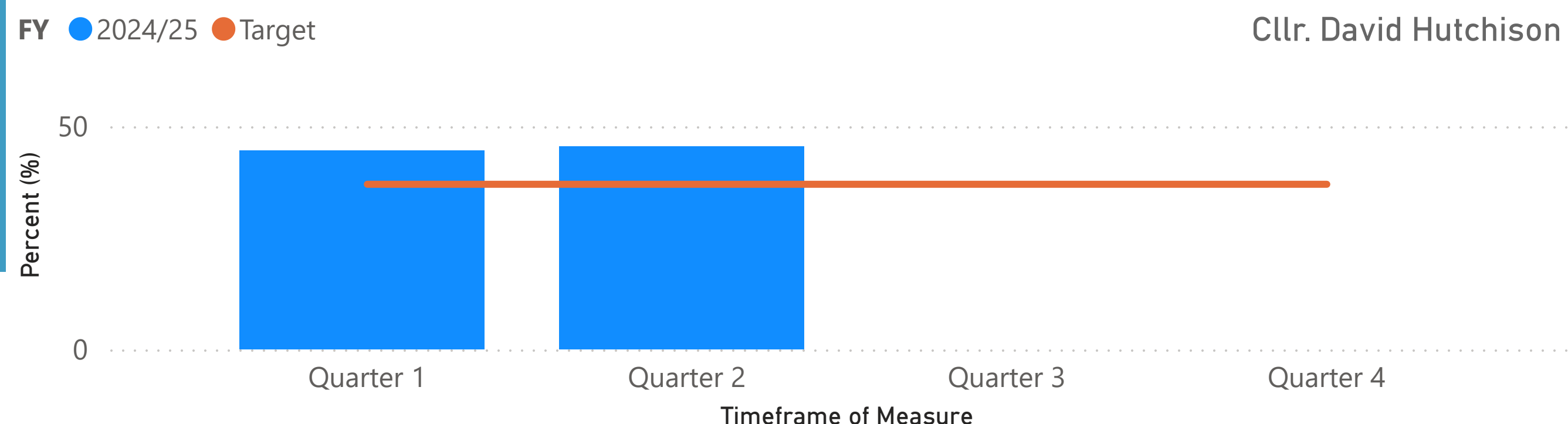
High  
Is Good  
Per  
Quarter  
(Snapshot)

ID1.4b - Food:- Household collections from the kerbside (%)

Current Status

SMART Actions if Off Target

Cllr. David Hutchison



45.40✓

Target:  
37.00

Presentation / set out was up slightly at 32.9%. Based on the WRAP studies we add 12.5% for accurate participation so the current figure is 45.4% of properties participating in the food waste service (an increase from 44.5% last time). It must be noted that collection method has been changed and because of this any historic trend data has been removed as it is not currently comparable. Target was set prior to the change in the calculation method. 32% relates to set out rate and not participation rate. The participation rate is 10-15% higher based on industry standards validated by WRAP research. Mid point added to set out.

N/A  
Yearly Trend

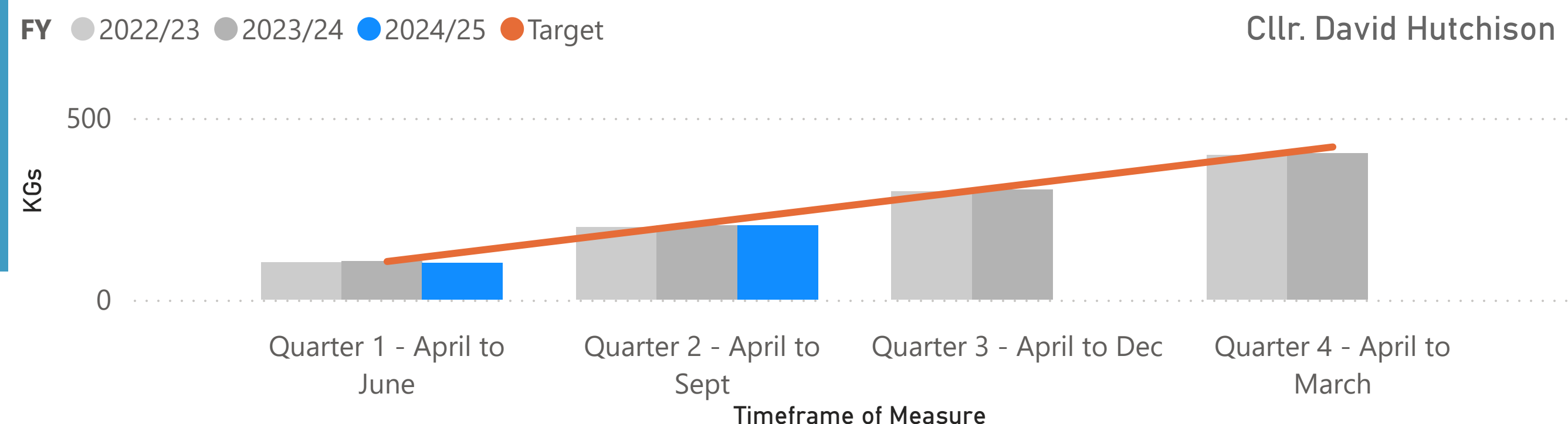
Low  
Is Good  
Cumulative  
(Per  
Annum)

ID1.4c - Residual Waste per household:- Household collections from the kerbside (Kgs)

Current Status

SMART Actions if Off Target

Cllr. David Hutchison



204.78✓

Target:  
210.00

Not Required as Target Met

Positive  
Yearly Trend

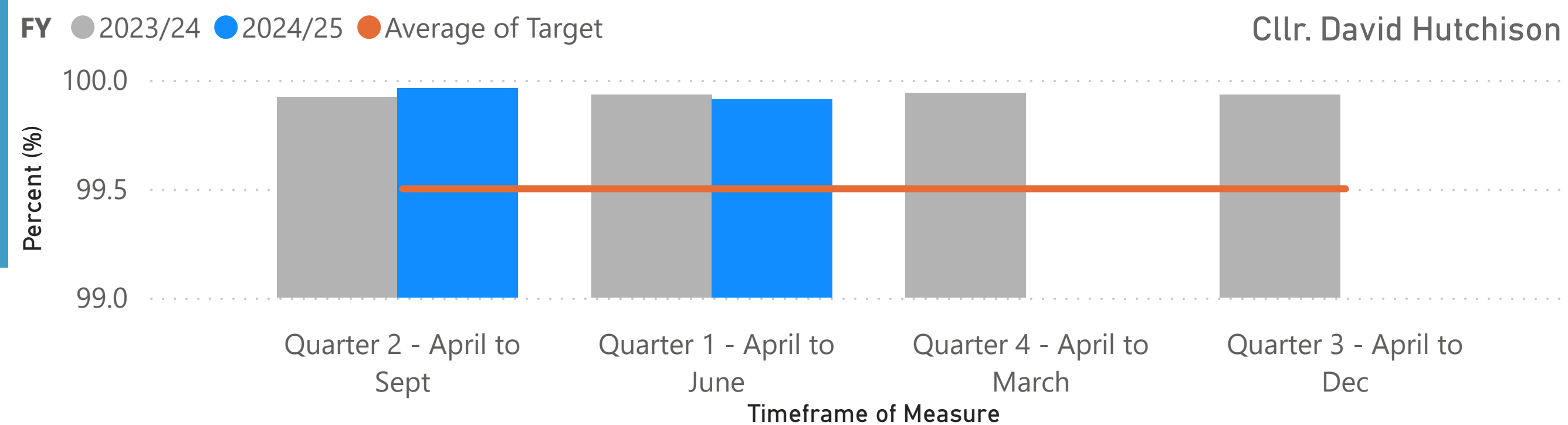
High  
Is Good  
Cumulative  
(Per  
Annum)

ID1.4d - Percentage of Successful Collections

Current Status

SMART Actions if Off Target

Cllr. David Hutchison



99.96✓

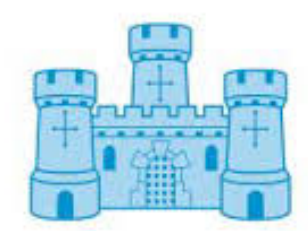
Target:  
99.50

Not Required as Target Met

Positive  
Yearly Trend

Further increasing recycling rates across the borough with a particular focus on food waste

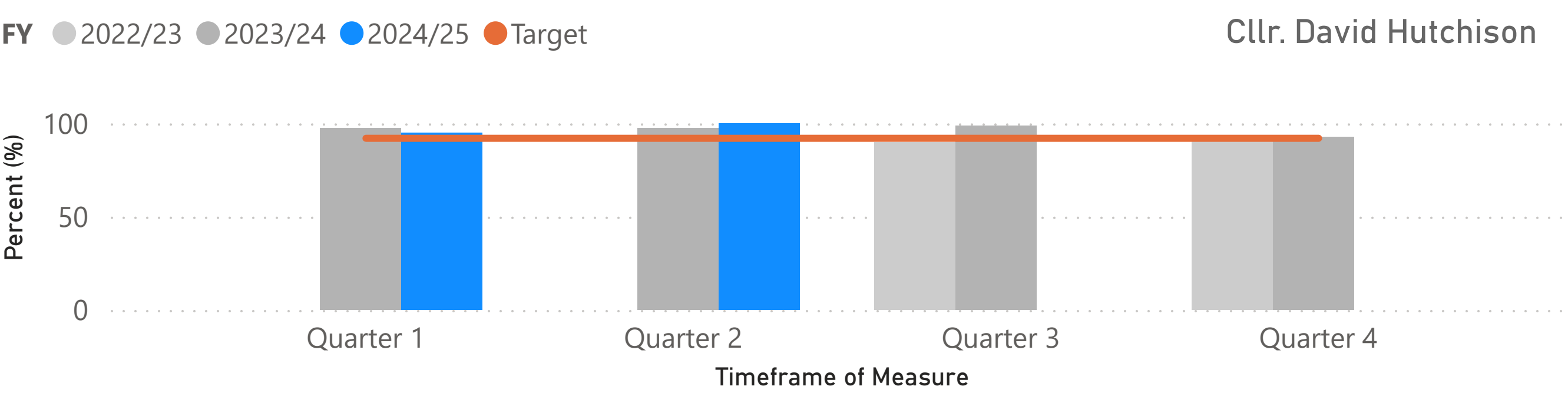




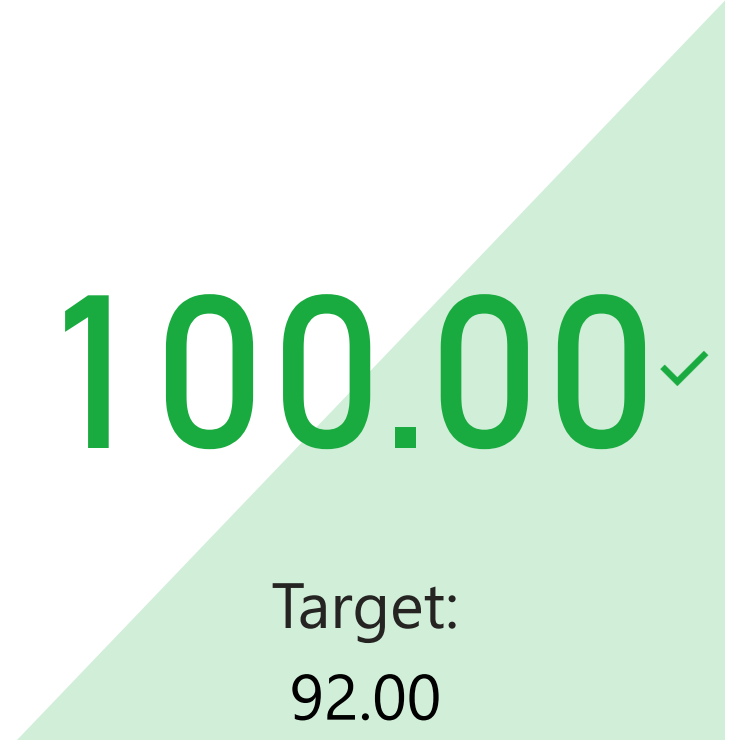
High ID1.5a - Litter: Levels of street and environment cleanliness (LAMS survey) free / predominantly free of litter

Is Good  
Per Quarter (Snapshot)

Negative  
Yearly Trend



Current Status SMART Actions if Off Target

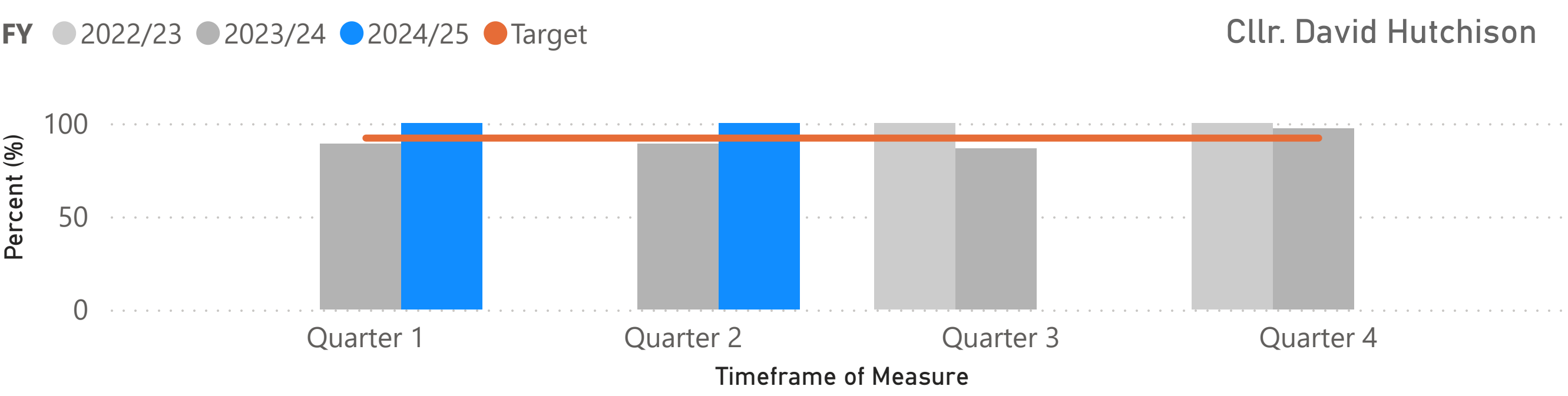


Not Required as Target Met

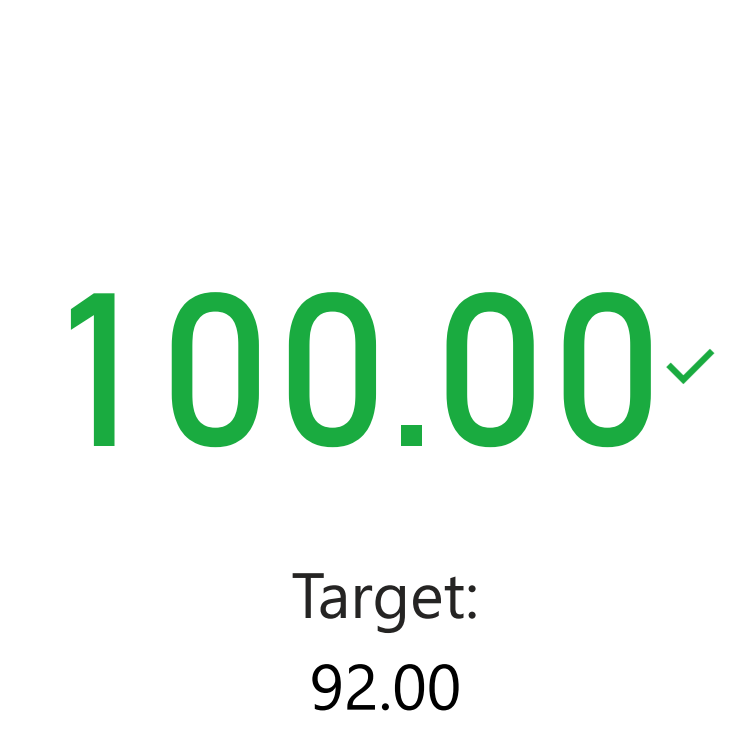
High ID1.5b - Detritus: Levels of street and environment cleanliness (LAMS survey) free / predominantly free of detritus

Is Good  
Per Quarter (Snapshot)

Positive  
Yearly Trend



Current Status SMART Actions if Off Target

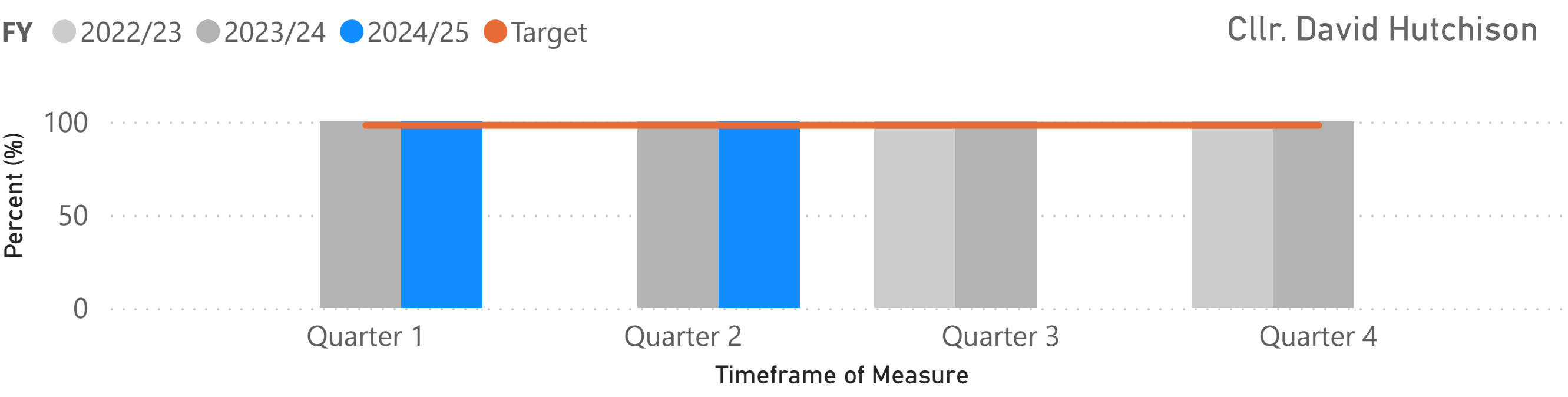


Not Required as Target Met

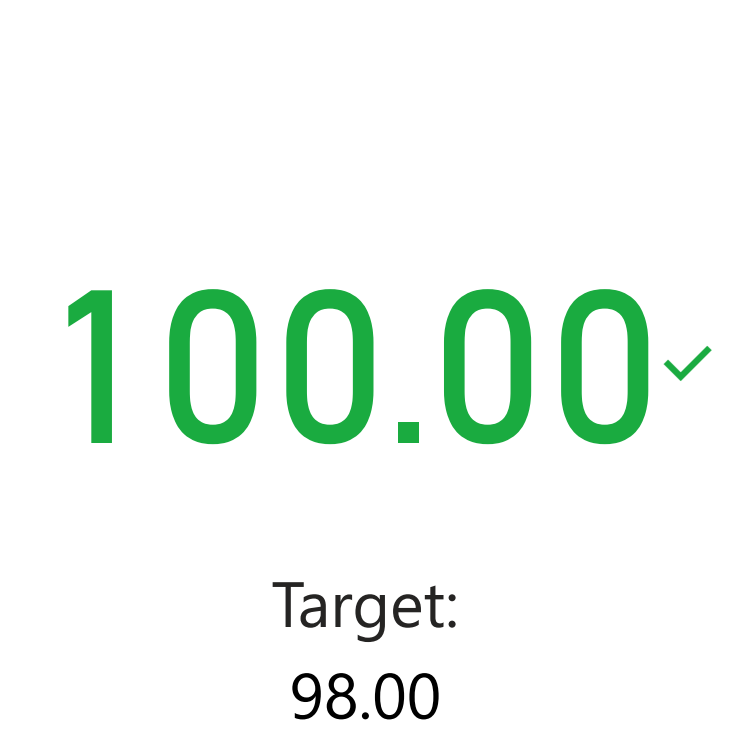
High ID1.5c -d environment cleanlin\_Levels of street aness (LAMS survey) free / predominantly free of graffiti

Is Good  
Per Quarter (Snapshot)

No Change  
Yearly Trend



Current Status SMART Actions if Off Target

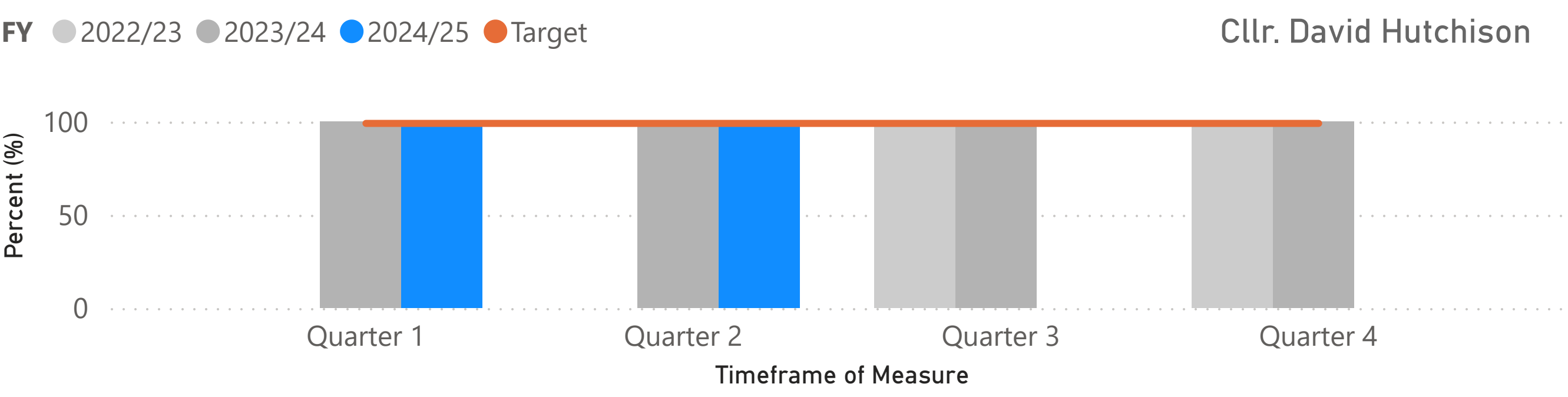


Not Required as Target Met

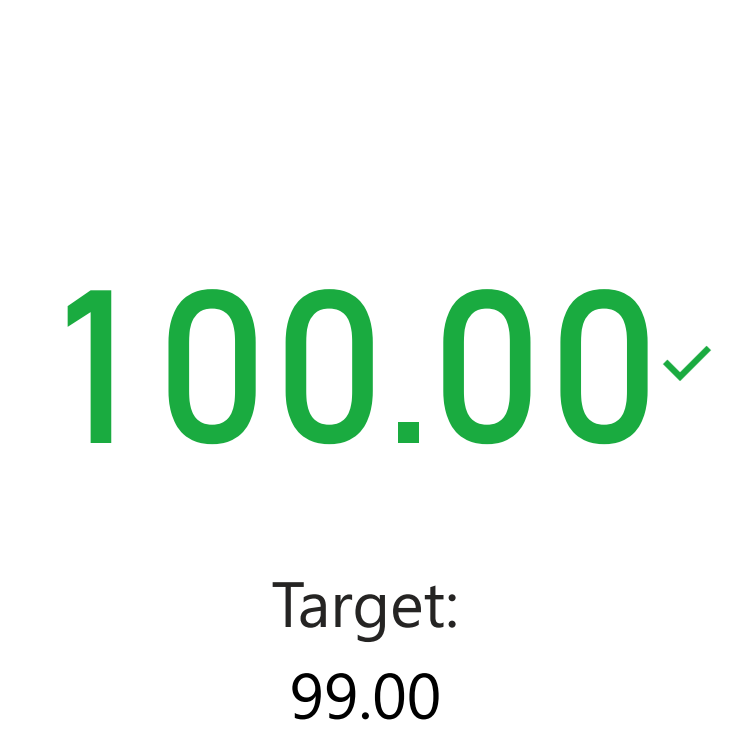
High ID1.5d - Fly-Posting: Levels of street and environment cleanliness (LAMS survey) free / predominantly free of fly-posting

Is Good  
Per Quarter (Snapshot)

No Change  
Yearly Trend



Current Status SMART Actions if Off Target

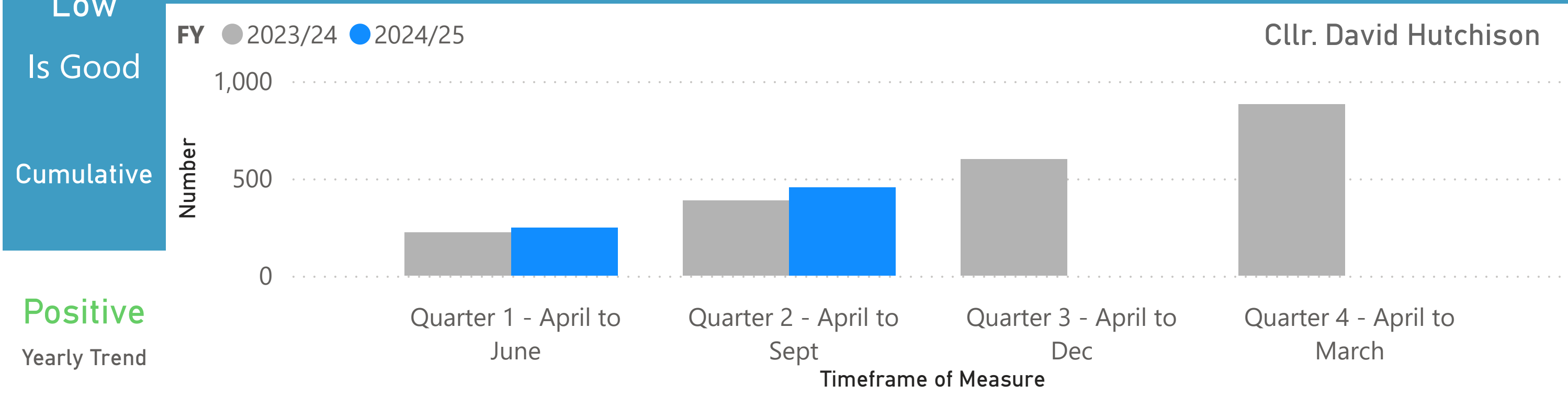


Not Required as Target Met

Secure a step change in street cleanliness and the quality of the public domain



**ID3.11 - Number of Fly-Tipping Incidents (as per national measure)** Current Status SMART Actions if Off Target

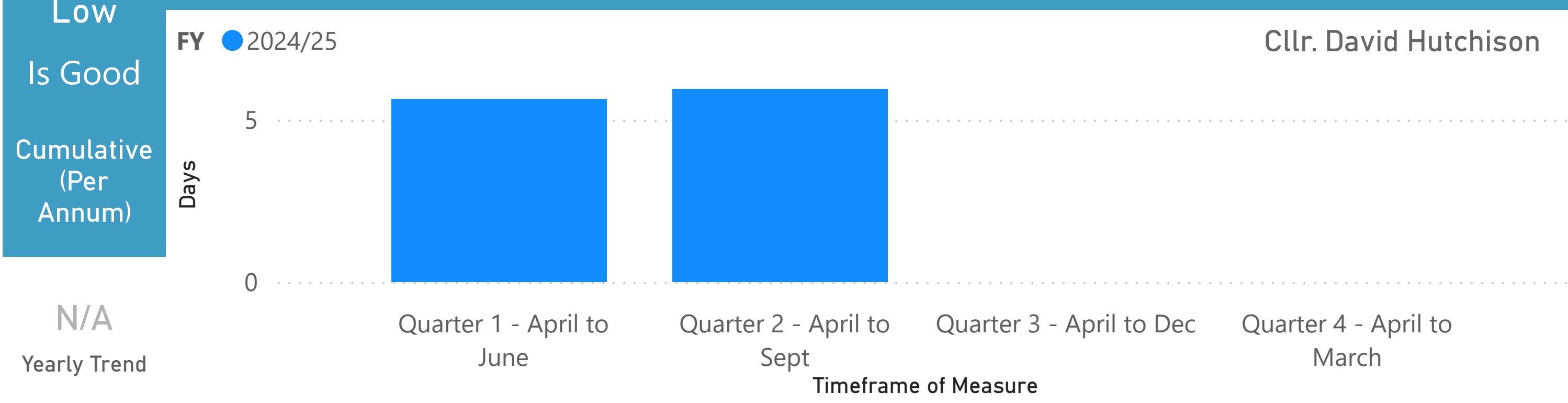


454

This is a new measure to scope number of fly tips we have received. These are fly tipping reports made directly to the Council for us to action. Streetscene to respond initially to clear the fly tip. Neighbourhood Delivery to then follow this up with enforcement if relevant.

Secure a step change in street cleanliness and the quality of the public domain

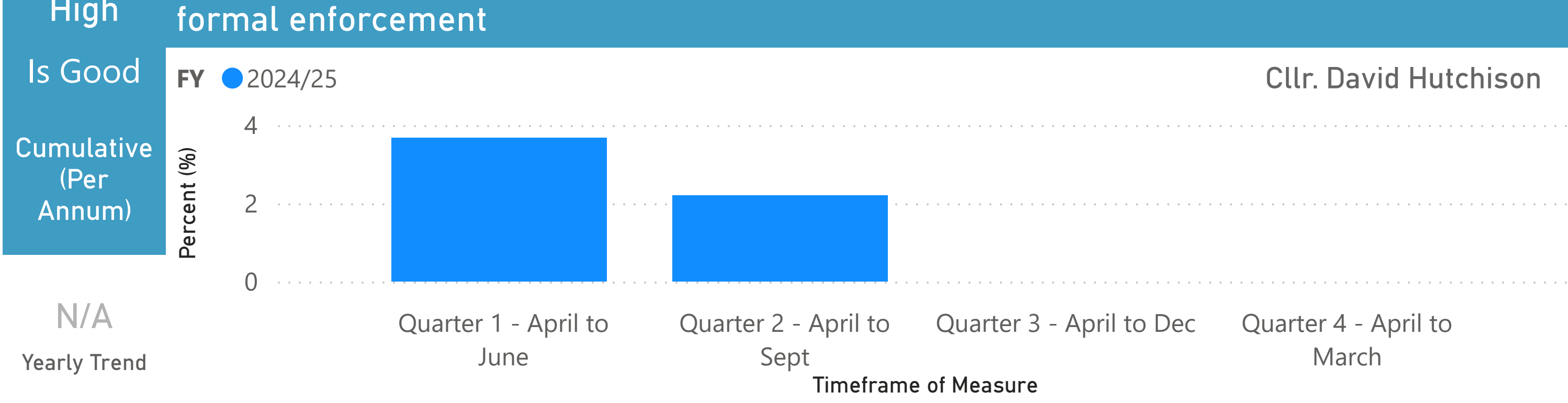
**ID3.12 - Average number of days from report of fly-tipping to clear-up (Case closed)** Current Status SMART Actions if Off Target



5.95

Measure has dropped from previous month and is now reporting at 5.95 days. Measure will be monitored throughout the year to understand trends.i

**ID3.13 - % of fly-tipping incidents where sufficient evidence gathered to proceed to formal enforcement** Current Status SMART Actions if Off Target

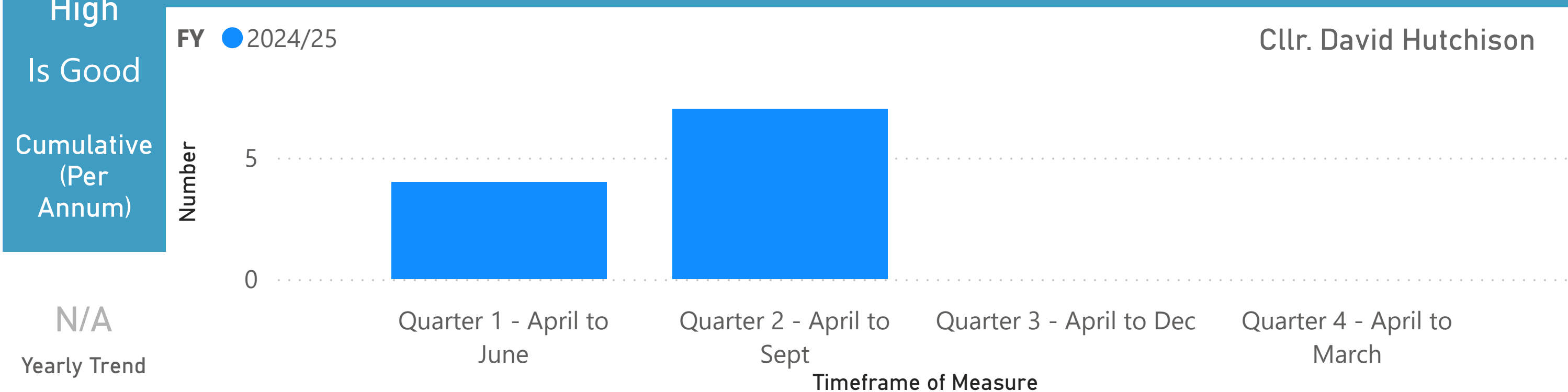


2.20

This measure demonstrates the percentage of fly tipping incidents where evidence has been retrieved by Streetscene operatives and passed to Neighbourhood delivery. This is a new measure and a new code has been added onto APP to allow us to effectively report on the number of cases where this is relevant.

Reduce anti-social behaviour and crime in our communities

**ID3.14 - Number of Fly-tipping FPNs issued** Current Status SMART Actions if Off Target

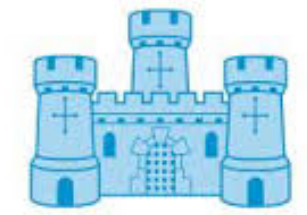


7

Total number of FPN's served against those cases where evidence has been seized. This includes offences such as fly tipping and duty of care offences. Data amended now incorporating DOC + Flytipping offences



# Priority 3: Healthy, Active and Safe Communities



NEWCASTLE·UNDER·LYME  
BOROUGH COUNCIL

Multiple selections ▾

High  
Is Good  
Cumulative  
(Per  
Annum)

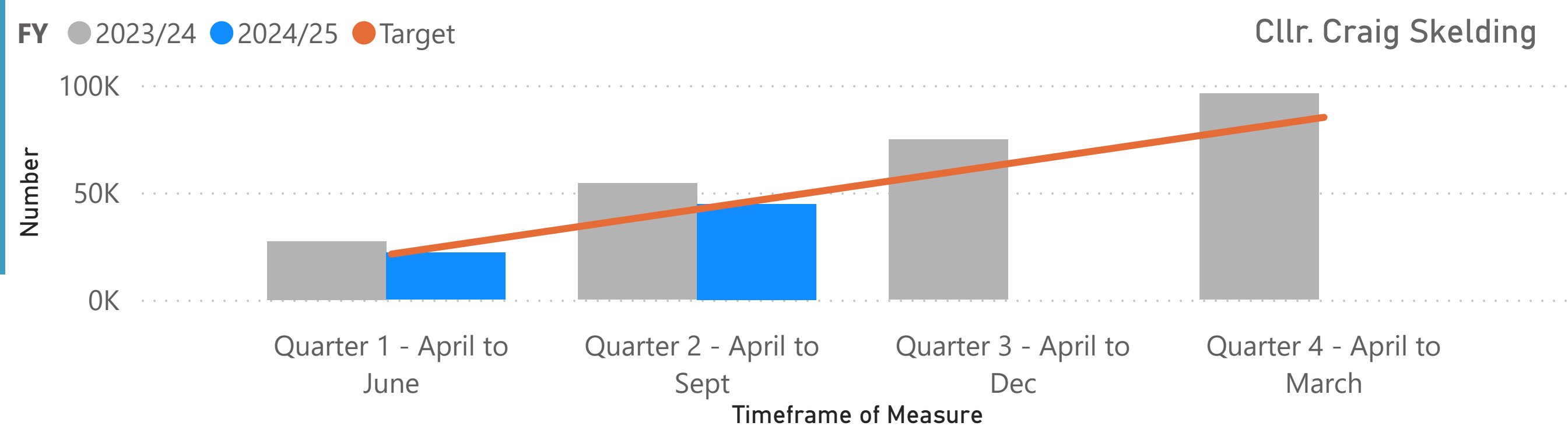
## ID3.3 - Number of People Accessing the Museum's collections in person only

Current Status

SMART Actions if Off Target

Delivering an economic and cultural legacy from the celebration of the borough's 850th anniversary in 2023.

Negative  
Yearly Trend



Cllr. Craig Skelding

**44,656** ✓

Target: 42,500

Not Required as Target Met

High  
Is Good  
Cumulative  
(Per  
Annum)

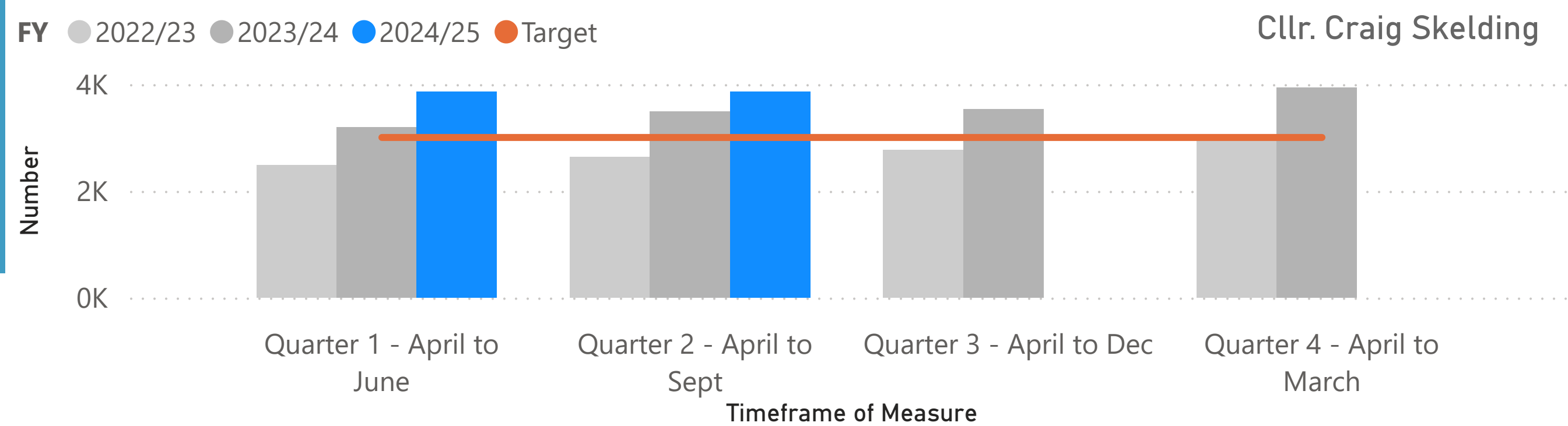
## ID3.4 - J2 Membership growth

Current Status

SMART Actions if Off Target

Support the development of community solutions to local problems

Positive  
Yearly Trend



Cllr. Craig Skelding

**3,864** ✓

Target: 3,000

Not Required as Target Met

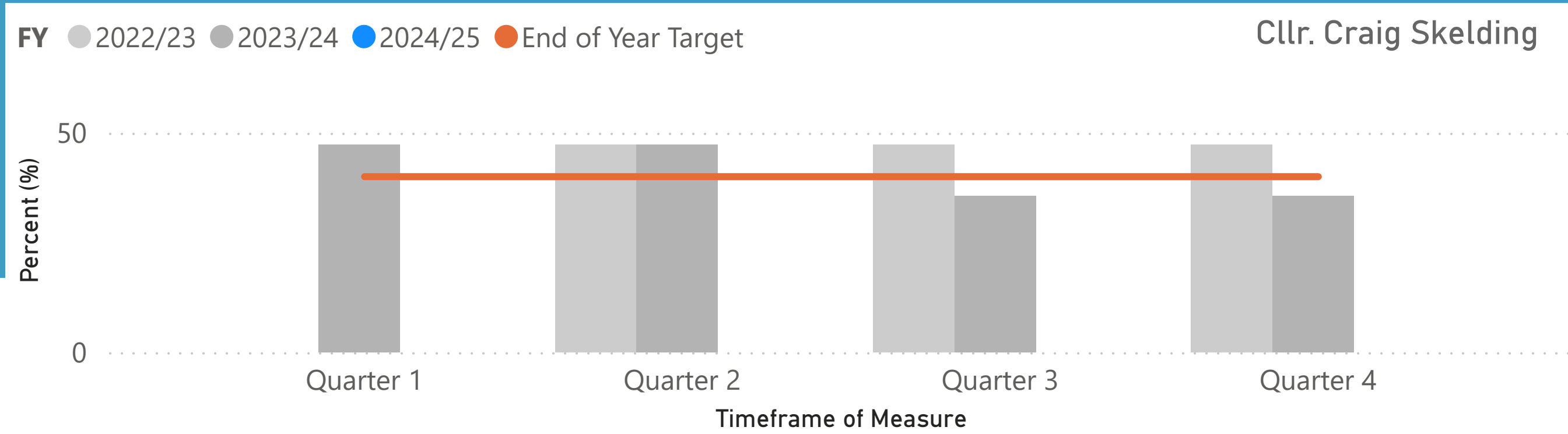
High  
Is Good  
Per  
Quarter  
(Snapshot)

## ID3.5 - Jubilee 2 Customer Satisfaction – Net Promotor Score

Current Status

SMART Actions if Off Target

N/A  
Yearly Trend



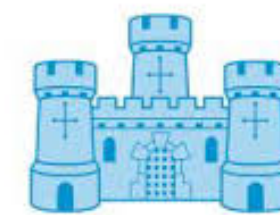
Cllr. Craig Skelding

**0.00** !

End of Year Target: 40.00

Not due until end of year - Recorded once per year. Previous measure of 35.68% is current Net Promotor Score for Jubilee2



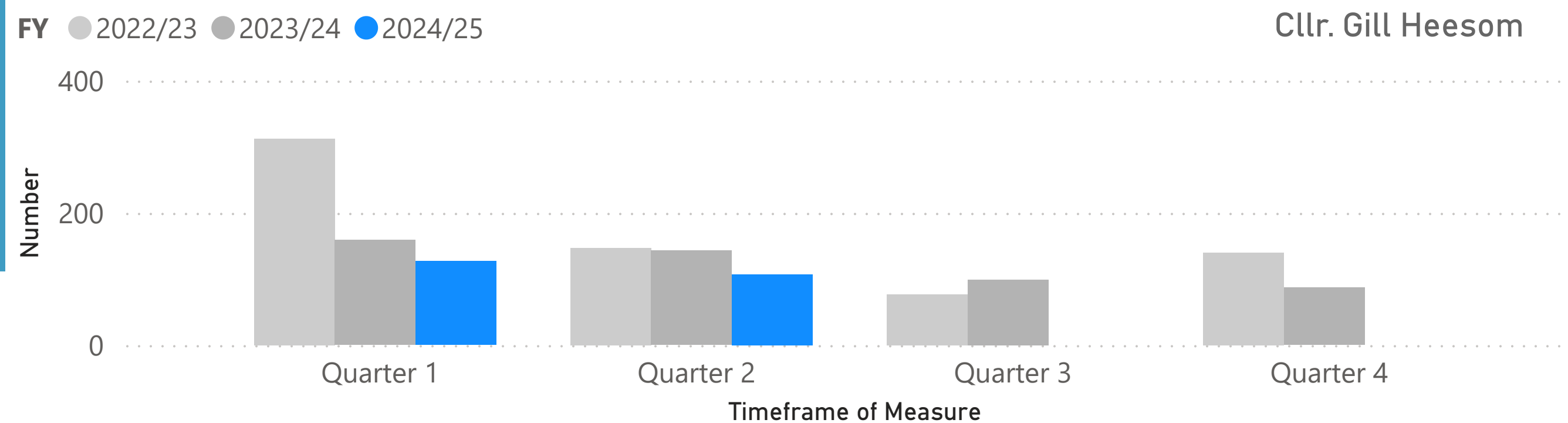


Low  
Is Good  
Per  
Quarter  
(Snapshot)  
  
Positive  
Yearly Trend

### ID3.1a - Anti-Social Behaviour (ASB) cases - New cases received during the quarter

Current Status

SMART Actions if Off Target



127

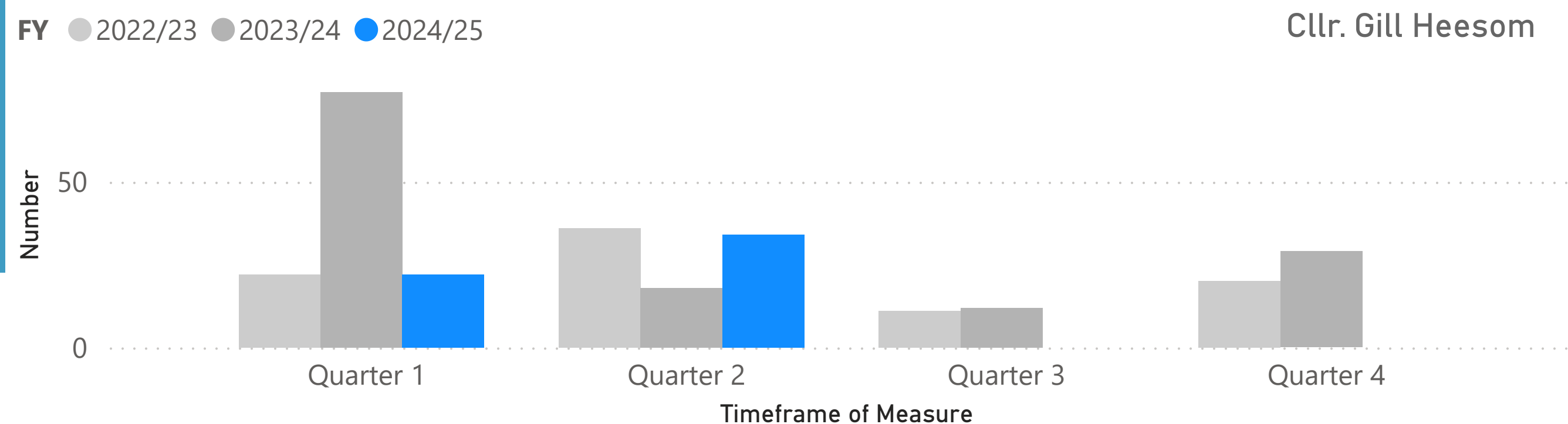
Training has recently been undertaken by professionals in regards to ASB - and how we can effectively triage, assess ASB cases. We are also contributing to a County wide ASB policy which will outline the what members of the public can expect from each of the respective partners.

Low  
Is Good  
Per  
Quarter  
(Snapshot)  
  
Negative  
Yearly Trend

### ID3.1b - (ASB) cases - Current open cases at the end of the quarter

Current Status

SMART Actions if Off Target



22

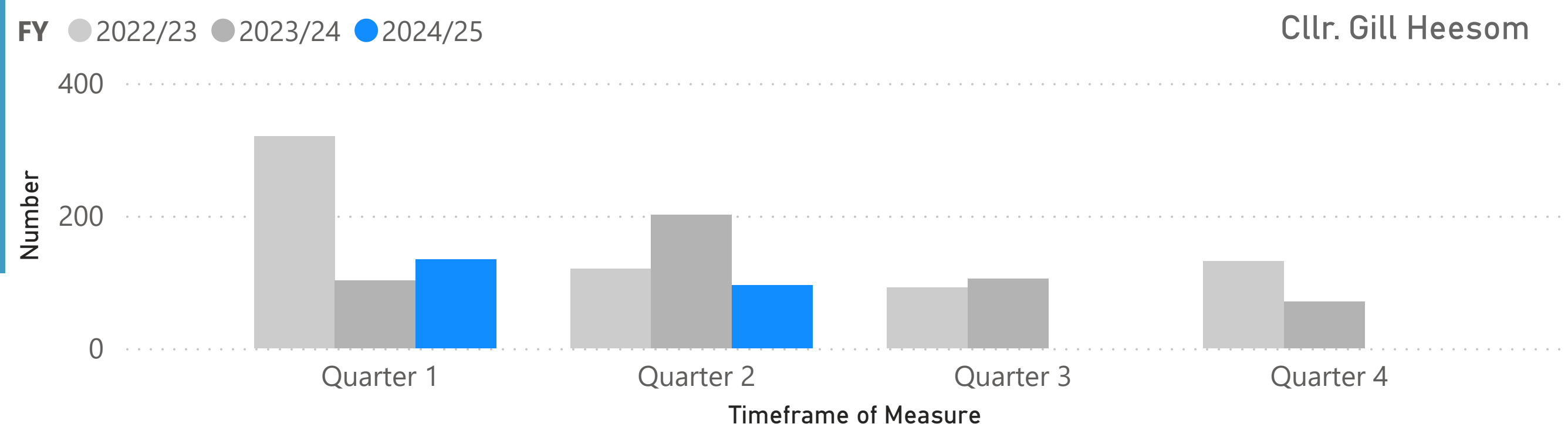
We continue partnership working to reduce ASB and ensure any complaints are dealt with efficiently and effectively in a timely manner.

High  
Is Good  
Per  
Quarter  
(Snapshot)  
  
Negative  
Yearly Trend

### ID3.1c - (ASB) cases - Cases closed in the quarter

Current Status

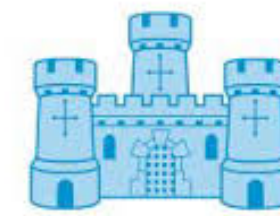
SMART Actions if Off Target



134

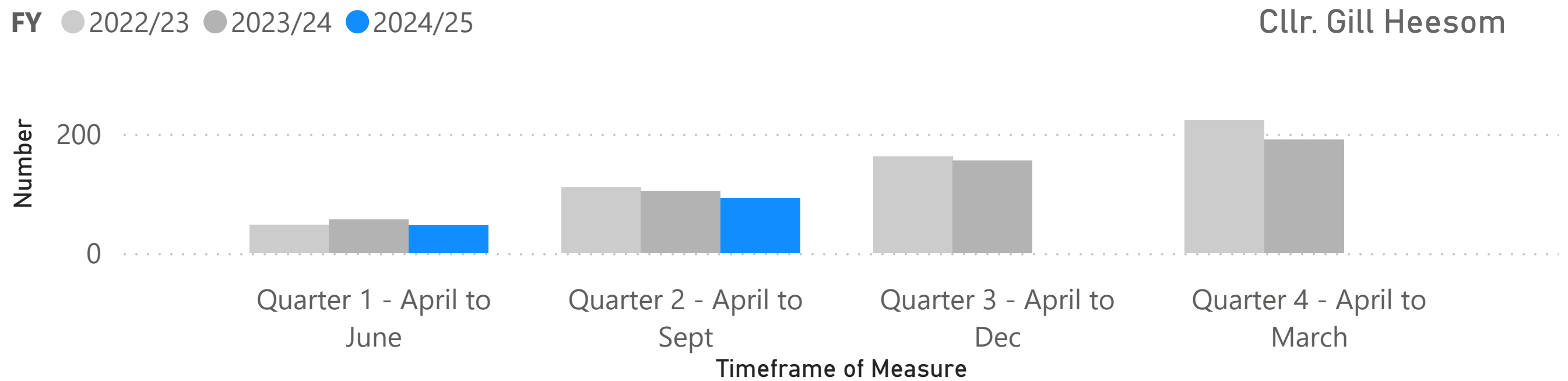
Value is also relative to the measure of new cases received. We continue partnership working to reduce ASB and ensure any complaints are dealt with efficiently and effectively in a timely manner.

Reduce anti-social behaviour and crime in our communities



Low  
Is Good  
Cumulative  
(Per Annum)

### ID3.2 - Number of referrals made regarding vulnerability by participating organisations at the Daily Hub



Positive  
Yearly Trend

Current Status

92

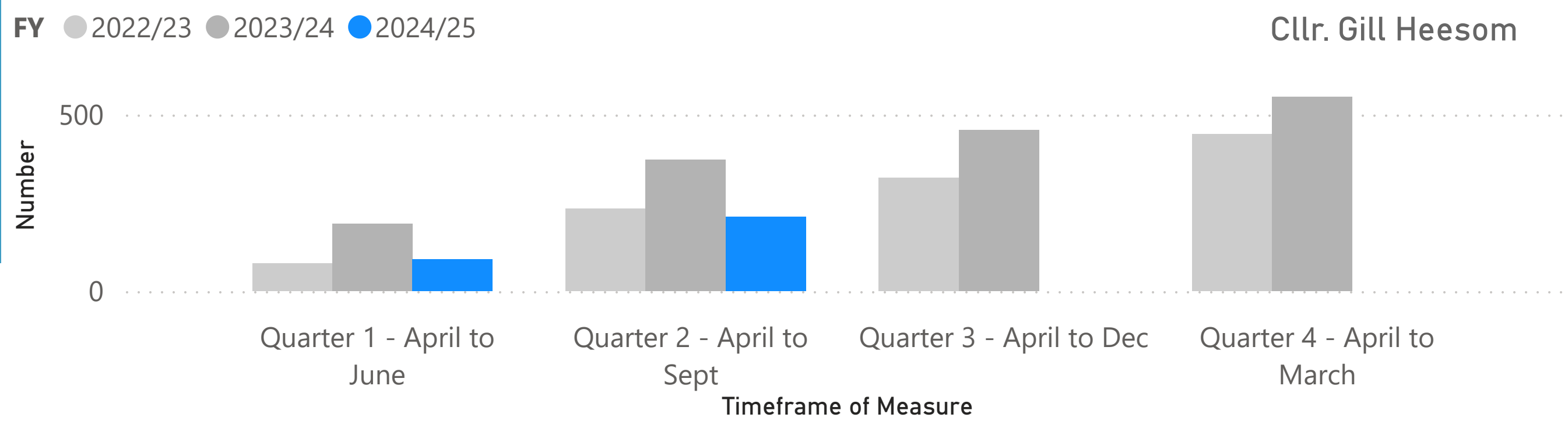
SMART Actions if Off Target

We have seen an increase of hoarding cases on the vulnerability hub. We are working with Reaching North Staffs on these cases to provide hoarding specialist support. We know that there is an increased risk of death by fire in severe hoarding cases. We have successfully obtained an allotment plot which will be used by individuals that we discuss on the hub. The aim is to reduce isolation, give them a purpose and improve their mental health. Other than the increase in hoarding cases we continue to see a steady stream of referrals on issues such as alcohol and substance misuse, mental health, domestic abuse and exploitation.

Ensure that our most vulnerable residents are supported through the impact of the rising cost of living.

Low  
Is Good  
Cumulative  
(Per Annum)

### ID3.8 - Emergency homeless presentations



Positive  
Yearly Trend

Current Status

210

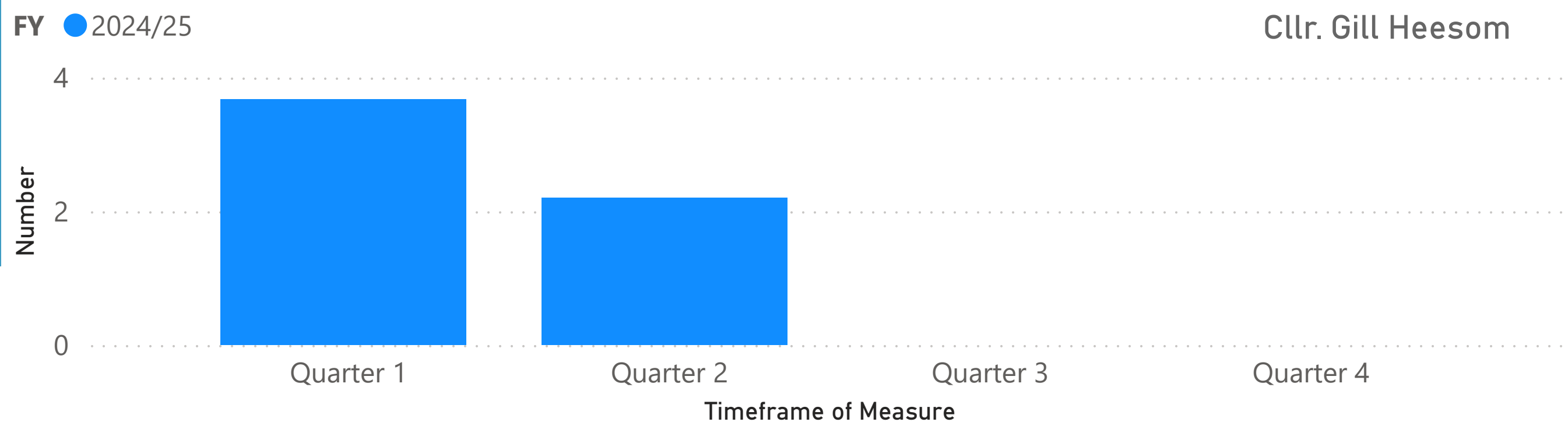
SMART Actions if Off Target

Homeless trend is increasing, measure will be monitored as year progresses, target is to reduce from last year

Ensure that there are good homes for everyone and that every citizen has a safe and secure place to live

Low  
Is Good  
Per Quarter  
(Snapshot)

### ID3.9 - Number of open Disabled Facilities Grant enquiries



N/A  
Yearly Trend

Current Status

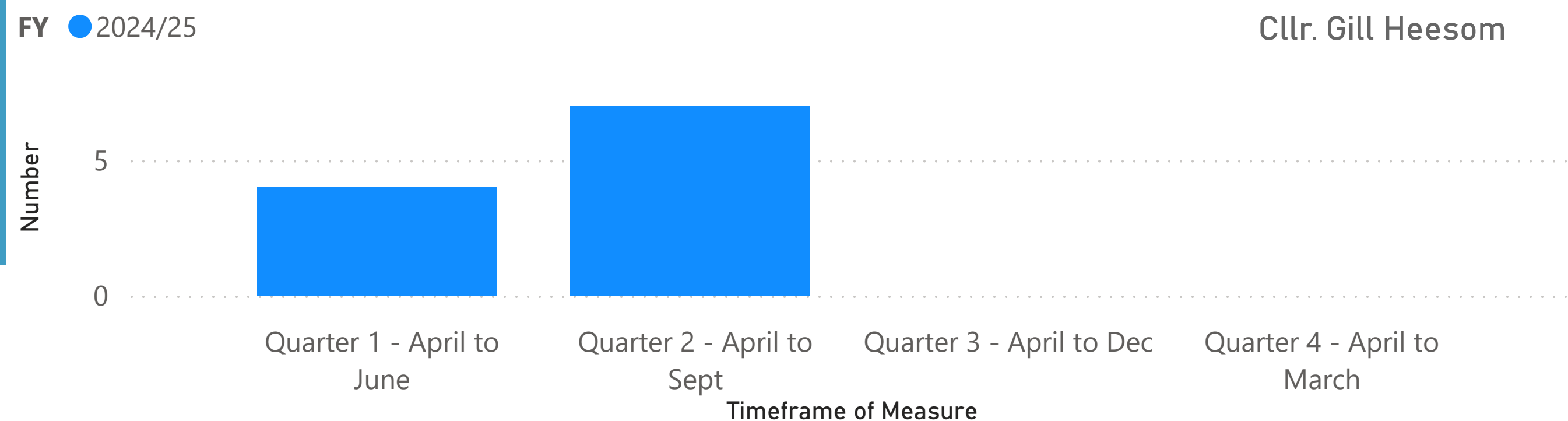
195

SMART Actions if Off Target

The aim is for this to decrease through the year as cases are processed more efficiently through to completion

High  
Is Good  
Cumulative  
(Per Annum)

### ID3.10 - Number of Disabled Facilities Grants completed



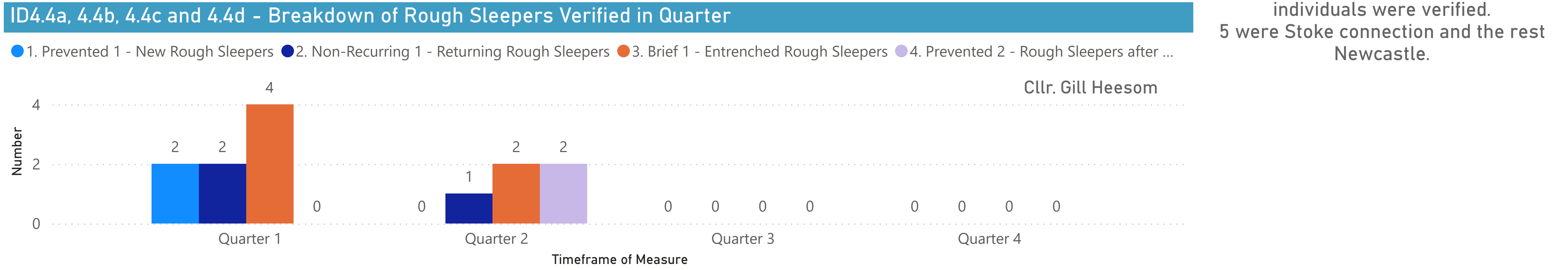
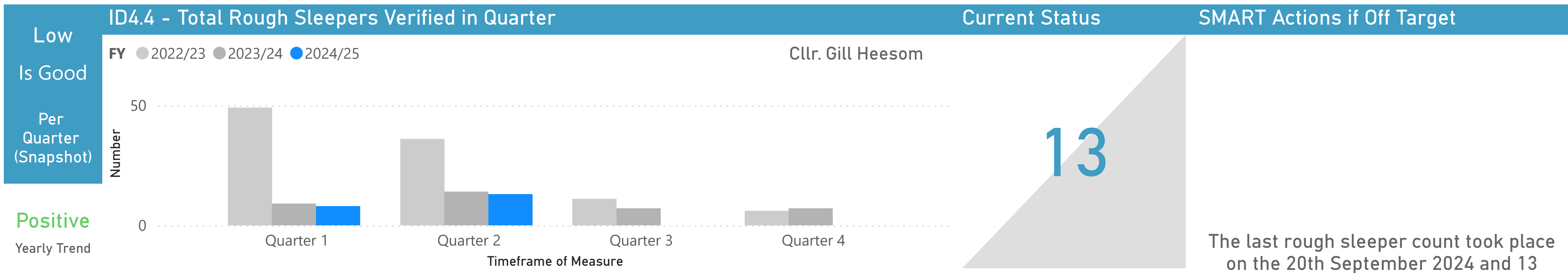
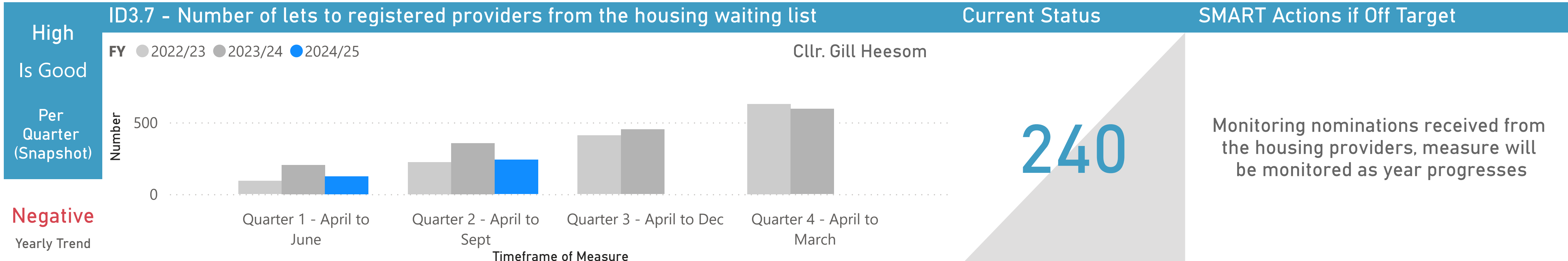
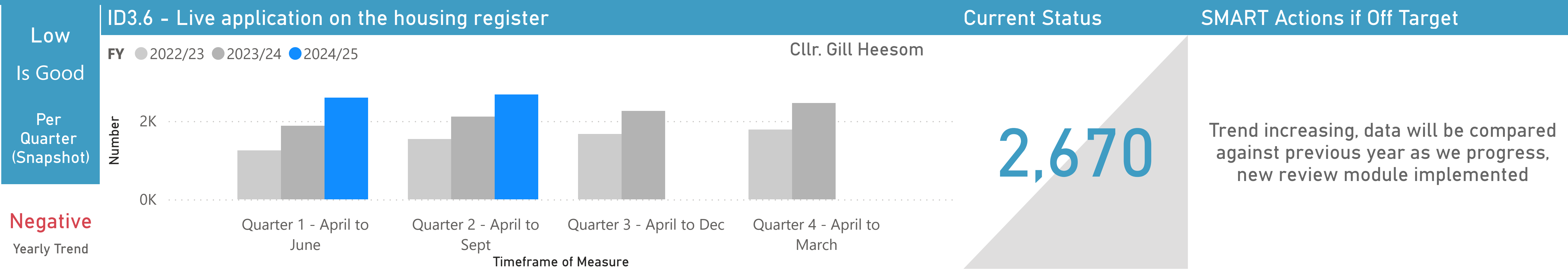
N/A  
Yearly Trend

Current Status

77

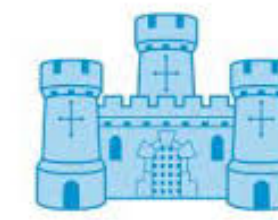
SMART Actions if Off Target

Measure should increase through the year as grants are completed



Ensure that there are good homes for everyone and that every citizen has a safe and secure place to live





Project Status Split for Priority 3.

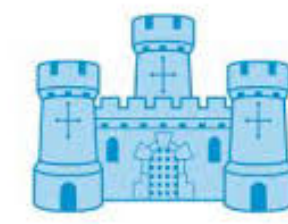
Project/Action is Progressing as Expected

5

Project/Action is Completed

1

Portfolio Holder	Service Area	Action	Corporate Objective	Status report	Commentary on progress
Cllr. Gill Heesom	Neighbourhoods	Build on our work with Staffordshire Police	Reduce anti-social behaviour and crime in our communities	✔ Project/Action is Progressing as Expected	Partnership work is continuing successfully with Staffordshire Police and data shows a reduction in crime, ASB, violence, theft, burglary and sexual offences.
Cllr. Craig Skelding	1. Commercial Delivery 2. Neighbourhoods	Delivering an economic and cultural legacy from the celebration of the borough's 850th anniversary in 2023.	Delivering an economic and cultural legacy from the celebration of the borough's 850th anniversary in 2023.	✔ Project/Action is Progressing as Expected	The final element of this, the new Queen Elizabeth statue was unveiled on 11th October and visitors to Queens Gardens are now enjoying visiting the statue.
Cllr. David Hutchison	1. Neighbourhoods 2. Sustainable Environment	Expansion of the street warden scheme and the creation of neighbourhood delivery teams.	Secure a step change in street cleanliness and the quality of the public domain	★ Project/Action is Completed	Project/Action has been completed.
Cllr. David Hutchison	Sustainable Environment	Further increasing recycling rates across the borough with a particular focus on food waste	Further increasing recycling rates across the borough with a particular focus on food waste	✔ Project/Action is Progressing as Expected	Recycling rates from flats is improving, and additional containers to further reduce contamination are currently being procured. A waste prevention scheme in partnership with the County Council is being promoted with stickers being applied to residual waste bins being applied advising residents to dispose of their food waste using the separate food waste service.
Cllr. Simon Tagg	1. Strategy, People and Performance 2. Neighbourhoods	Work collaboratively with the Newcastle Partnership	Ensure that our most vulnerable residents are supported through the impact of the rising cost of living.	✔ Project/Action is Progressing as Expected	Ongoing partnership work continues. Through the partnership board, we are progressing working groups around vulnerability, employability, cost of living and mental health. We also are the designated chair for Better Health Staffordshire in Newcastle and are in receipt of grant funding to impact on health inequalities.
Cllr. Craig Skelding	Neighbourhoods	Work with partners to develop effective community bodies	Support the development of community solutions to local problems	✔ Project/Action is Progressing as Expected	Work is in progress with a community group in Bradwell to develop a project to improve local play and recreational facilities. Work has also commenced to develop an Empowering Communities Strategy for the Borough, based on the recently adopted Staffordshire County Council Communities Strategy



Priority 4: Performance Indicators Current Status

Target Met

Contextual

2

1

Corporate Objective

Count

Increasing the number of people living, working and using Newcastle town Centre 3

**Total 3**

Smart Narrative

- There are 2 Indicators which have set targets this quarter within Priority 4.
- Both the indicators that have had data shared have met their respective targets. One of these also showed an improvement when compared to Quarter Two of the previous year, the other showed a negative trend when comparing the same time period from the previous year.
- There is 1 Indicators which is contextual this quarter and does not have a target to meet. The data provided only shows Quarter 2 with no data provided for Quarter 1. This has meant the measure did not have any historic data to compare against so no trend data has been provided.
- Within Priority 4, One project/action has been classed as completed; this being "Developing a Town Centre Strategy for Kidsgrove". All other Projects/Actions were identified to be progressing as expected.

Priority 4: Summary Project Status Split

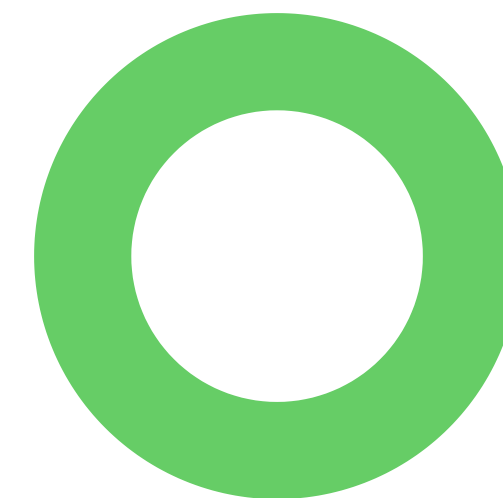
● Project/Action is Completed ● Project/Action is Progressing as Expected

Aim

Priority 4: Town ...



Priority 4: Qtr.2 Trend Direction of PI's Compared to Previous Quarter



● Positive

Priority 4: Qtr.2 Trend Status of PI's Compared On Same Qtr in the Previous Financial Year



● Deterioration of Previous Year ● Improvement of Previous Y...

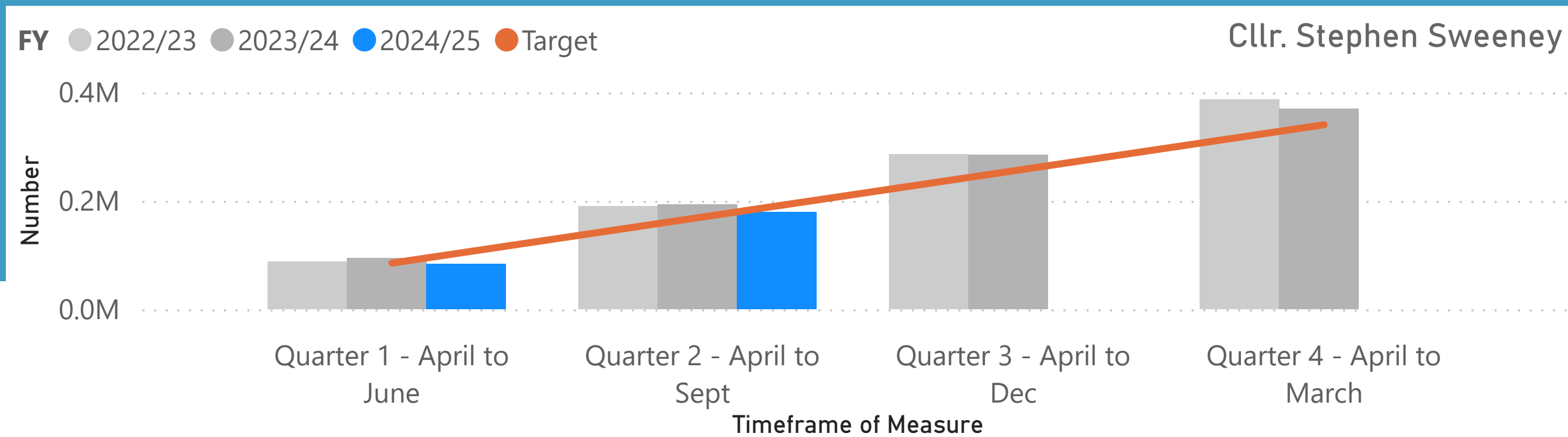




ID4.1 - Car parking usage:-Number of tickets purchased

High Is Good Cumulative (Per Annum)

Negative Yearly Trend



Cllr. Stephen Sweeney

Current Status

**178,652** ✓

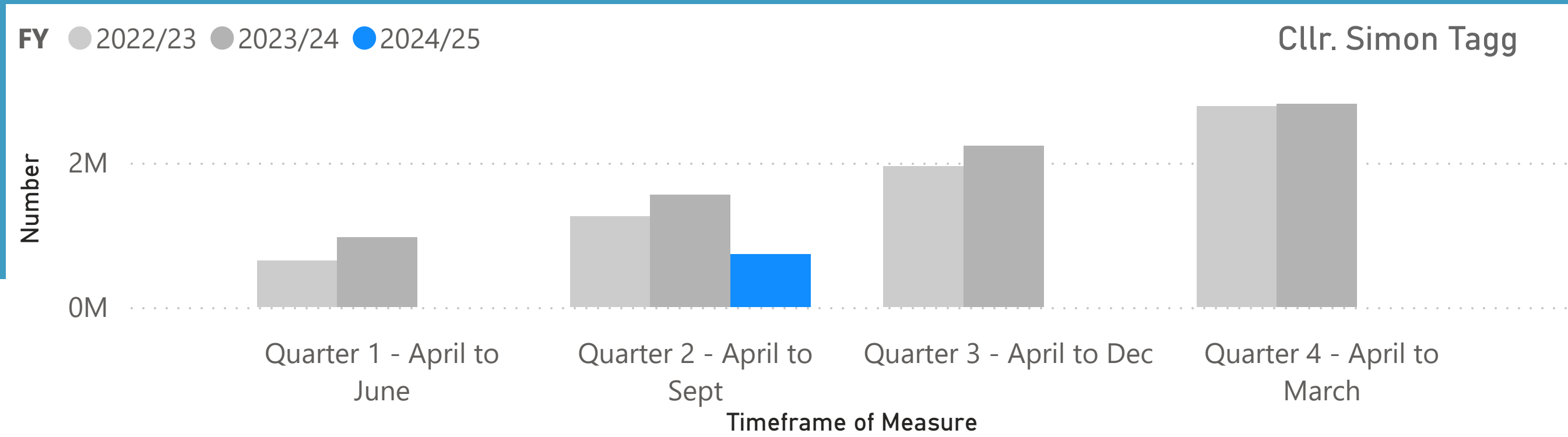
Target: 170,000

SMART Actions if Off Target  
Not Required as Target Met

ID4.2 - Town Centre Footfall - Newcastle

High Is Good Cumulative (Per Annum)

N/A Yearly Trend



Cllr. Simon Tagg

Current Status

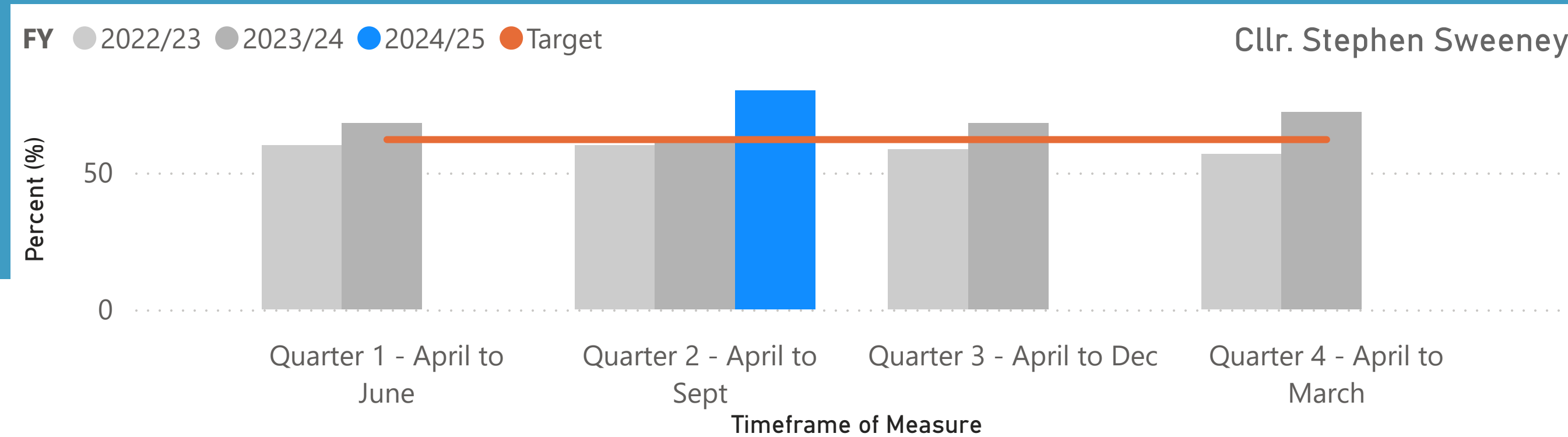
**732,402**

SMART Actions if Off Target  
Data shown is for Q2 only and is the first dataset shared by the BID for 24/25 financial year. Data was not provided by the BID for Q1. Due to only showing Q2, comparison between financial years is not available.

ID4.3 - Average stall occupancy rate for markets - Overall

High Is Good Cumulative (Per Annum)

Positive Yearly Trend



Cllr. Stephen Sweeney

Current Status

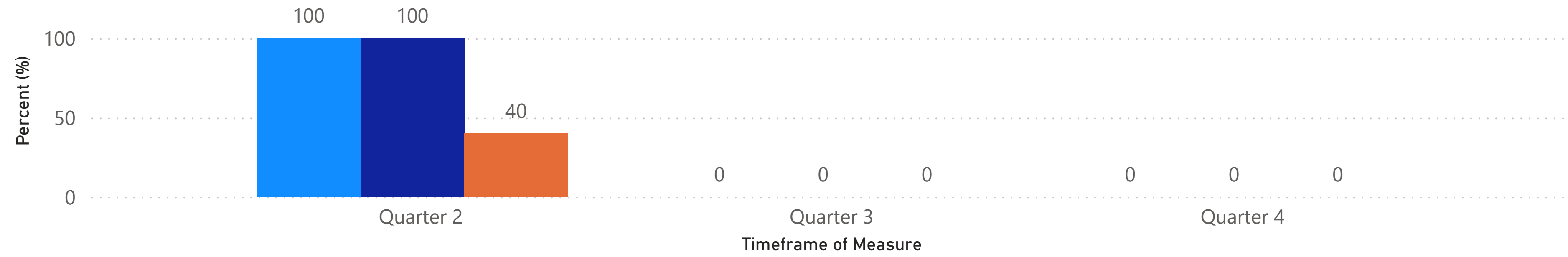
**80.00** ✓

Target: 62.00

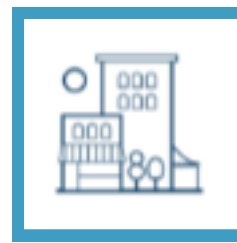
SMART Actions if Off Target  
PIs for stall occupancy are now collected following a Market remodelling project, which reduced numbers of fixed stalls from 40 to 27.

ID4.3a, 4.3b and 4.3c- Average stall occupancy rate for Specific Markets

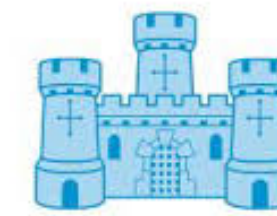
1. Specialist event markets - Average stall occupancy rate for markets 2. Antique Forum Group Licensed Market - Average st... 3. General market - Average stall occu...



Increasing the number of people living, working and using Newcastle town Centre



## Priority 4: Town Centres for All



NEWCASTLE-UNDER-LYME  
BOROUGH COUNCIL

### Project Status Split for Priority 4.

Project/Action is Progressing as Expected

4

Project/Action is Completed

1

Portfolio Holder	Service Area	Action	Corporate Objective	Status report	Commentary on progress
Cllr. Stephen Sweeney	1. Commercial Delivery 2. Planning	Redeveloping Midway car park to provide aspirational town centre residential accommodation	Increasing the number of people living, working and using Newcastle town centre	✔ Project/Action is Progressing as Expected	A planning application has been submitted by developer Capital and Centric for conversion of Midway car park in 114 apartments. Should the application be successful work is due to start in March 2025.
Cllr. Stephen Sweeney	1. Neighbourhoods 2. Commercial Delivery	Developing a Town Centre Strategy for Kidsgrove	Encourage visitors and support local businesses in Kidsgrove	★ Project/Action is Completed	Project/Action has been completed.
Cllr. Stephen Sweeney	Commercial Delivery	Redevelopment of Ryecroft Site	Continuing to work with key partners to deliver the redevelopment of opportunities across the borough	✔ Project/Action is Progressing as Expected	Development of Castle Car Park is continuing with practical completion expected by the end of November. Planning applications are expected to be submitted by both Capital and Centric and McCarthy Stone in October for residential development on the site with an application for the hotel to follow in November.
Cllr. Stephen Sweeney	Commercial Delivery	Redevelopment of York Place	Continuing to work with key partners to deliver the redevelopment of opportunities across the borough	✔ Project/Action is Progressing as Expected	Demolition works which will see York Place stripped back to its original concrete frame have begun by developer Capital and Centric in advance of a planning application seeking conversion to residential units with commercial units on the ground floor to be submitted in November.
Cllr. Stephen Sweeney	Neighbourhoods	Further enhance the historic market and public realm and boost our signature specialist market programme	Further enhance the historic market and public realm and boost our signature specialist market programme	✔ Project/Action is Progressing as Expected	The first phase of the market and public realm improvement project is complete and a planning application has been lodged for the final phase. The Makers Market is operating each month and a new market event is planned for October to support Castle Classics.