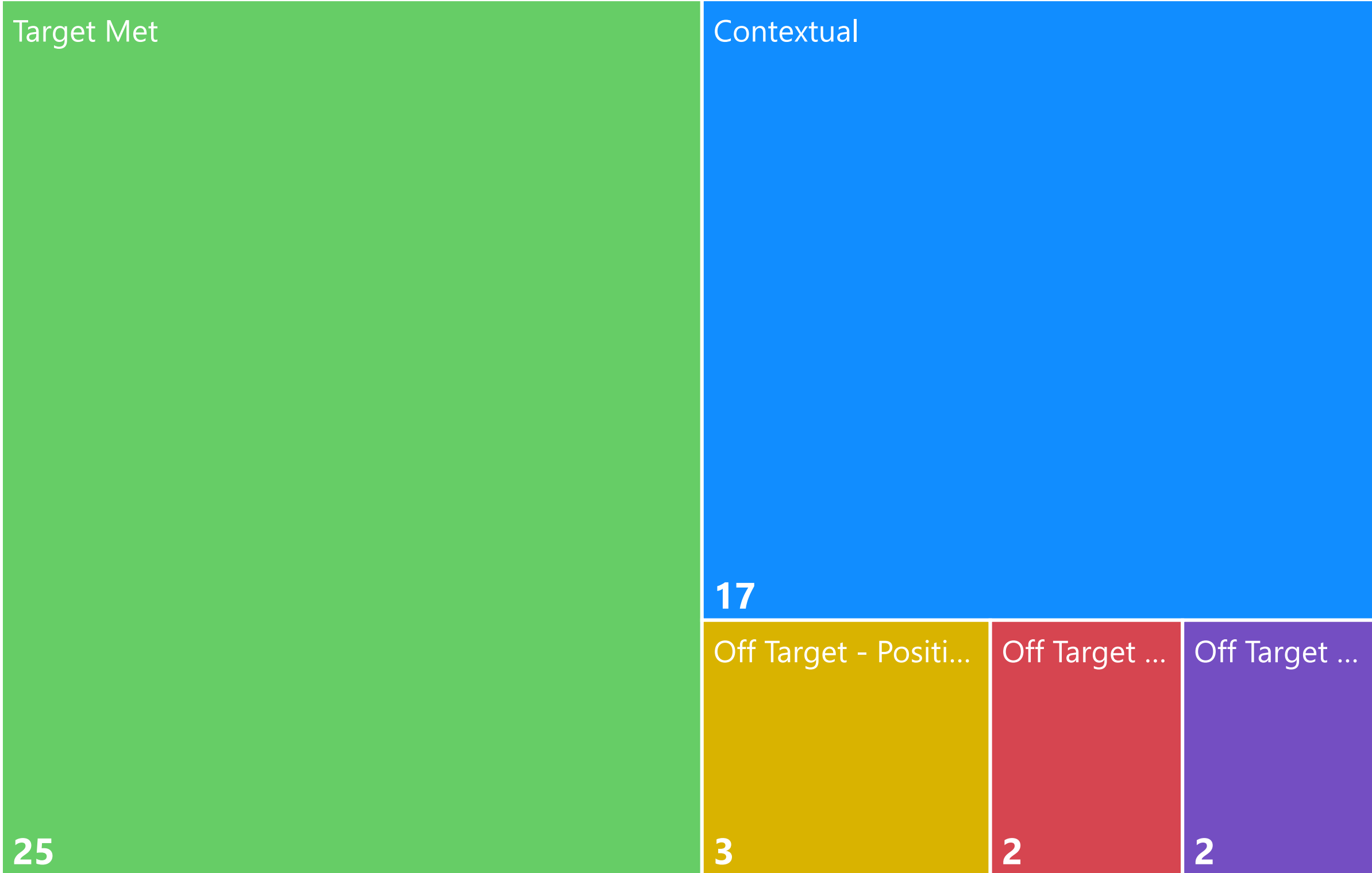




Quarter 1 - April 2025 to June 2025

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 | 7     |
| Priority 3: Healthy, Active and Safe Communities         | 23    |
| Priority 4: Town Centres for All                         | 3     |
|  | 49    |

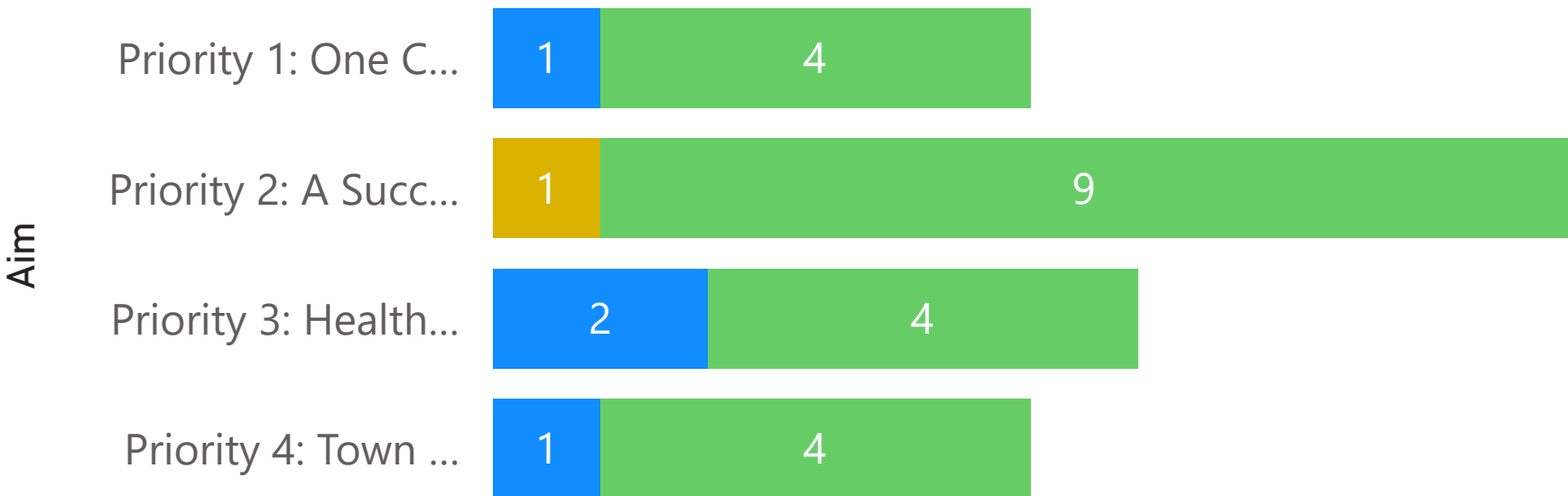
Smart Narrative

- A total of **32** measures were assigned targets this quarter. Of these, **78% achieved their targets**.
- **11** measures not only met their targets but also showed improvement compared to the same period last year. **5** met their targets but showed a negative year-on-year trend. **4** showed no change. **5** had no historical data available for comparison.
- The remaining **22%** did not meet their set targets this quarter.
- Of these, **3** measures showed year-on-year improvement. **2** demonstrated a negative trend compared to the same period last year. **2** lacked historical data for comparative analysis - these are shown in orange in the status visual.
- An additional **17 measures were contextual** and therefore did not have set targets.
- **7** showed improvement. **5** showed a decline. **1** remained unchanged. **4** lacked historical data for comparison.

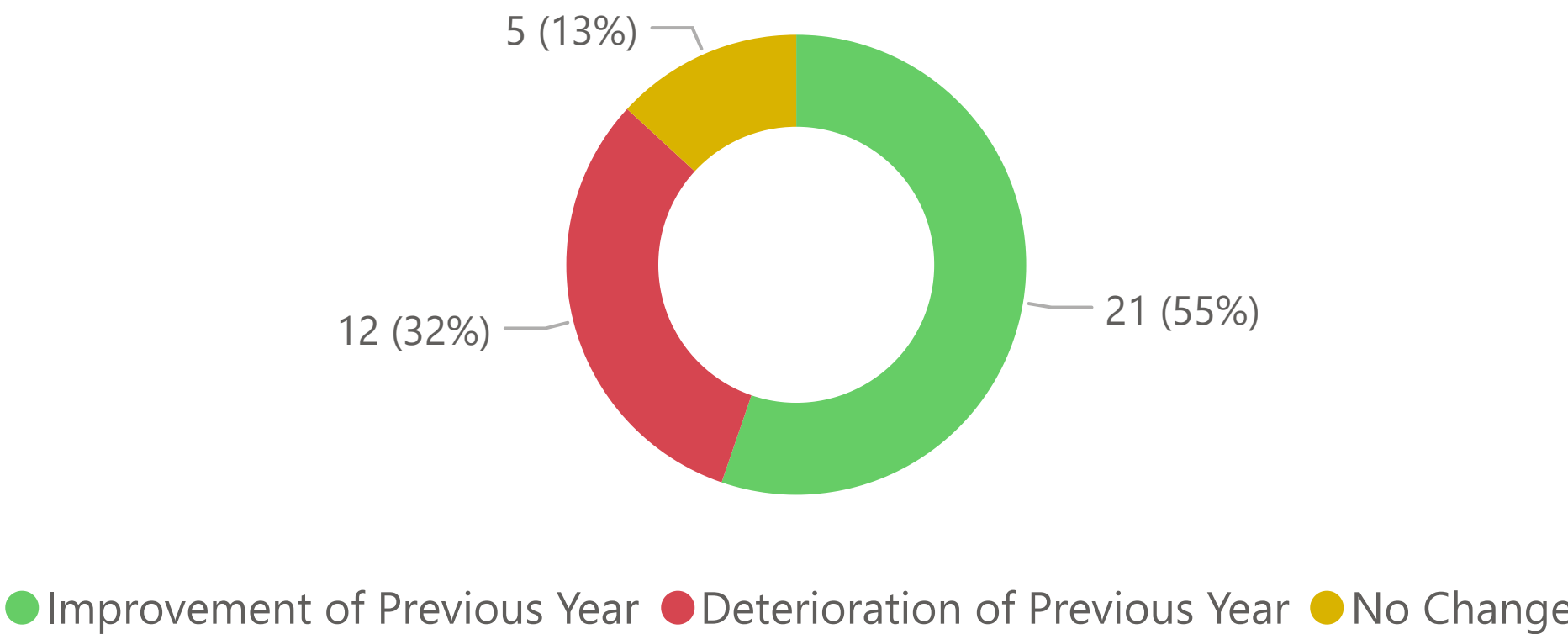
**4 projects/actions** have been completed, across **Priority 1, 3 and 4**. **Priority 2** has **2 projects/actions** identified as **not progressing as expected**, with further details provided within this report.

Summary Project Status Split

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

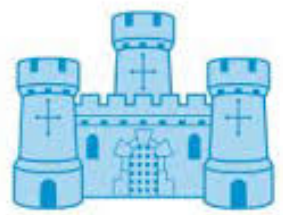


All Qtr.1 Trend Status of PI's Compared On Same Qtr in the Previous Financial Year



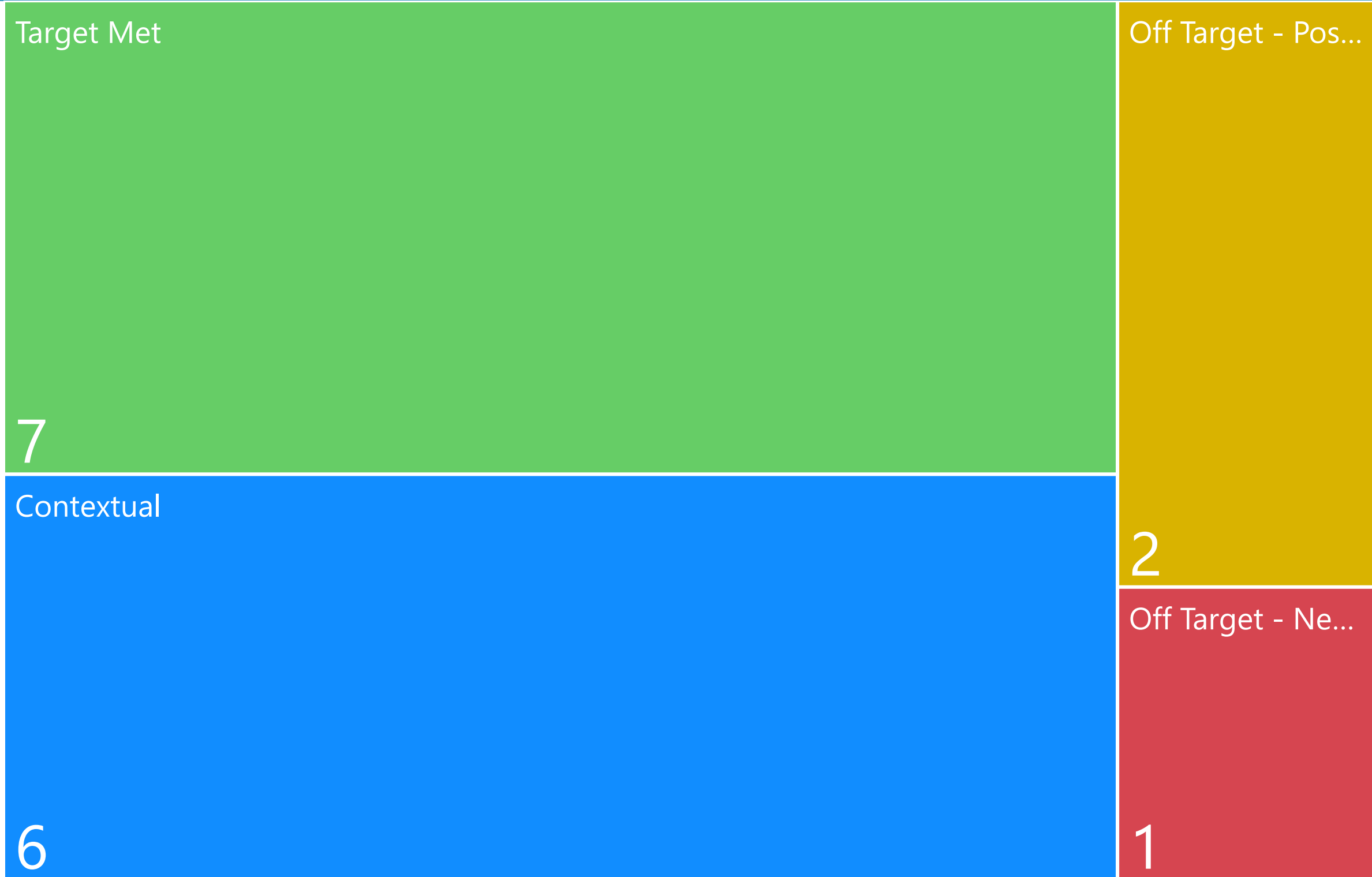


Priority 1: One Council delivering for Local People



NEWCASTLE-UNDER-LYME  
BOROUGH COUNCIL

Priority 1: Performance Indicators Current Status



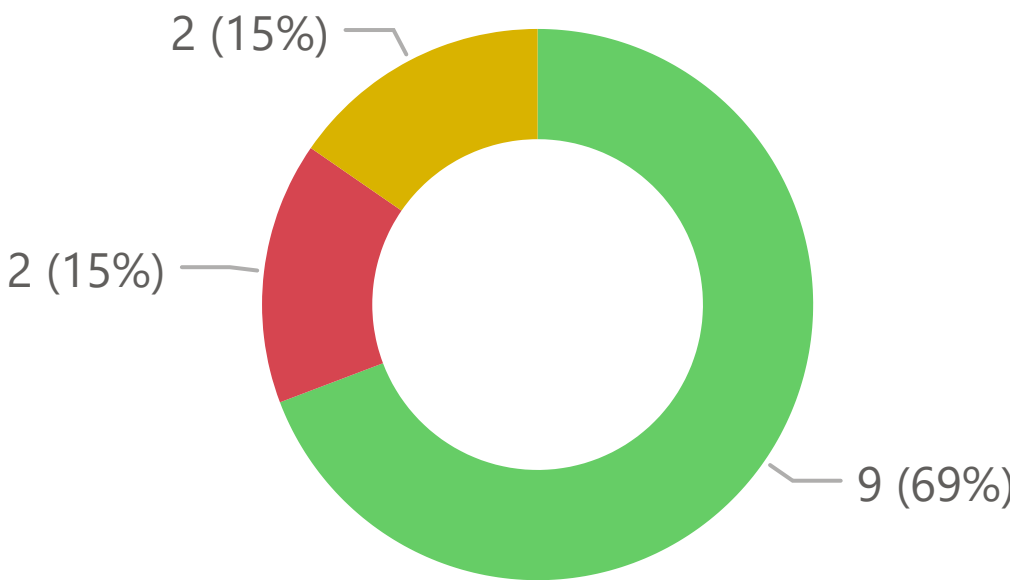
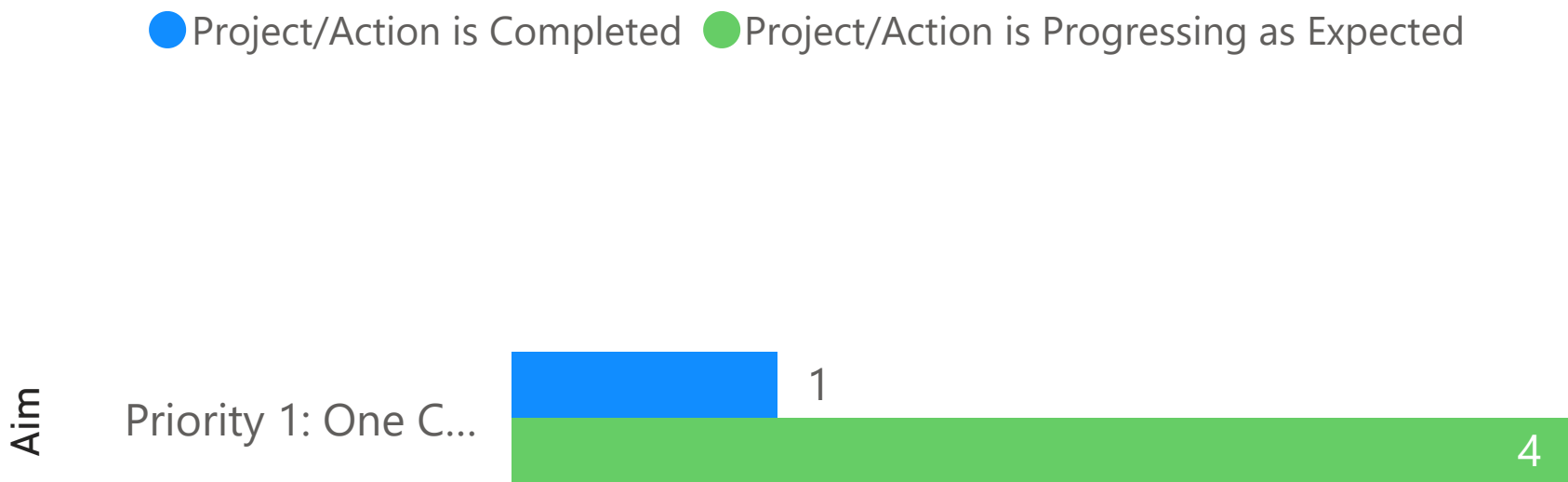
| Corporate Objective  | Count     |
|--|-----------|
| Deliver services to a high standard every day  | 3         |
| Develop professional talent across the Council and provide opportunities for staff to grow their careers | 5         |
| Ensure our services are efficient and accessible   | 6         |
| Ensure strong financial discipline across the Council  | 2         |
| <b>Total</b>   | <b>16</b> |

Smart Narrative

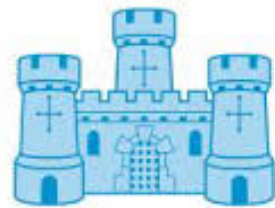
- A total of **10** measures were assigned targets this quarter. Of these, **70% achieved their targets**.
- **5** measures not only met their targets but also showed improvement compared to the same period last year. **1** met their targets but showed a negative year-on-year trend. **1** showed no change.
- The remaining **30%** did not meet their set targets this quarter.
- Of these, **2** measures showed year-on-year improvement. **1** demonstrated a negative trend compared to the same period last year.
- An additional **6 measures were contextual** and therefore did not have set targets.
- **2** showed improvement. **1** remained unchanged. **3** lacked historical data for comparison.
- **1 projects/actions** has been completed, with all other project/actions progressing as expected this quarter, with further details provided within this report.

Priority 1: Summary Project Status Split

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



● Improvement of Previous Year ● Deterioration of Previous Year ● No Change



| Low<br>Is Good<br><br>Per<br>Quarter<br>(Snapshot)<br><br>Positive<br>Yearly Trend      | ID1.1 - Percentage of food premises that have a zero or one national food hygiene rating  |               | Current Status | SMART Actions if Off Target |         |                           |                           |     |                           |     |                           |                          |     |   |                            |     |     |        |  |     |     |   |         |
|---|---|---------------|----------------|-----------------------------|---------|---------------------------|---------------------------|-----|---------------------------|-----|---------------------------|--------------------------|-----|---|----------------------------|-----|-----|--------|--|-----|-----|---|---------|
|   | FY <div>● 2023/24</div> <div>● 2024/25</div> <div>● 2025/26</div> <div>● Target</div> Cllr. David Hutchison   |               |                |                             |         |                           |                           |     |                           |     |                           |                          |     |   |                            |     |     |        |  |     |     |   |         |
|   | <table><tr><th>Quarter</th><th>2023/24</th><th>2024/25</th><th>2025/26</th></tr><tr><td>Quarter 1</td><td>0.7</td><td>0.7</td><td>0.4</td></tr><tr><td>Quarter 2</td><td>0.6</td><td>0.5</td><td>-</td></tr><tr><td>Quarter 3</td><td>0.3</td><td>0.8</td><td>-</td></tr><tr><td>Quarter 4</td><td>0.6</td><td>0.4</td><td>-</td></tr></table>  |               | Quarter        | 2023/24                     | 2024/25 | 2025/26                   | Quarter 1                 | 0.7 | 0.7                       | 0.4 | Quarter 2                 | 0.6                      | 0.5 | - | Quarter 3                  | 0.3 | 0.8 | -      | Quarter 4  | 0.6 | 0.4 | - | 0.41✓   |
| Quarter   | 2023/24   | 2024/25       | 2025/26        |                             |         |                           |                           |     |                           |     |                           |                          |     |   |                            |     |     |        |  |     |     |   |         |
| Quarter 1   | 0.7   | 0.7           | 0.4            |                             |         |                           |                           |     |                           |     |                           |                          |     |   |                            |     |     |        |  |     |     |   |         |
| Quarter 2   | 0.6   | 0.5           | -              |                             |         |                           |                           |     |                           |     |                           |                          |     |   |                            |     |     |        |  |     |     |   |         |
| Quarter 3   | 0.3   | 0.8           | -              |                             |         |                           |                           |     |                           |     |                           |                          |     |   |                            |     |     |        |  |     |     |   |         |
| Quarter 4   | 0.6   | 0.4           | -              |                             |         |                           |                           |     |                           |     |                           |                          |     |   |                            |     |     |        |  |     |     |   |         |
|   |   | Target: 2.00  |                |                             |         |                           |                           |     |                           |     |                           |                          |     |   |                            |     |     |        |  |     |     |   |         |
| High<br>Is Good<br><br>Cumulative<br>(Per<br>Annum)<br><br>No<br>Change<br>Yearly Trend | ID1.2 - Percentage of category A and B food business inspections completed on time  |               | Current Status | SMART Actions if Off Target |         |                           |                           |     |                           |     |                           |                          |     |   |                            |     |     |        |  |     |     |   |         |
|   | FY <div>● 2023/24</div> <div>● 2024/25</div> <div>● 2025/26</div> <div>● Target</div> Cllr. David Hutchison   |               |                |                             |         |                           |                           |     |                           |     |                           |                          |     |   |                            |     |     |        |  |     |     |   |         |
|   | <table><tr><th>Quarter</th><th>2023/24</th><th>2024/25</th><th>2025/26</th></tr><tr><td>Quarter 1 - April to June</td><td>50</td><td>100</td><td>100</td></tr><tr><td>Quarter 2 - April to Sept</td><td>80</td><td>65</td><td>-</td></tr><tr><td>Quarter 3 - April to Dec</td><td>90</td><td>85</td><td>-</td></tr><tr><td>Quarter 4 - April to March</td><td>95</td><td>85</td><td>-</td></tr></table> |               | Quarter        | 2023/24                     | 2024/25 | 2025/26                   | Quarter 1 - April to June | 50  | 100                       | 100 | Quarter 2 - April to Sept | 80                       | 65  | - | Quarter 3 - April to Dec   | 90  | 85  | -      | Quarter 4 - April to March   | 95  | 85  | - | 100.00✓ |
| Quarter   | 2023/24   | 2024/25       | 2025/26        |                             |         |                           |                           |     |                           |     |                           |                          |     |   |                            |     |     |        |  |     |     |   |         |
| Quarter 1 - April to June   | 50  | 100           | 100            |                             |         |                           |                           |     |                           |     |                           |                          |     |   |                            |     |     |        |  |     |     |   |         |
| Quarter 2 - April to Sept   | 80  | 65            | -              |                             |         |                           |                           |     |                           |     |                           |                          |     |   |                            |     |     |        |  |     |     |   |         |
| Quarter 3 - April to Dec  | 90  | 85            | -              |                             |         |                           |                           |     |                           |     |                           |                          |     |   |                            |     |     |        |  |     |     |   |         |
| Quarter 4 - April to March  | 95  | 85            | -              |                             |         |                           |                           |     |                           |     |                           |                          |     |   |                            |     |     |        |  |     |     |   |         |
|   |   | Target: 97.00 |                |                             |         |                           |                           |     |                           |     |                           |                          |     |   |                            |     |     |        |  |     |     |   |         |
| High<br>Is Good<br><br>Cumulative<br>(Per<br>Annum)<br><br>Positive<br>Yearly Trend     | ID1.16 - Percentage of Stage 1 complaints processed in time being 20 working days   |               | Current Status | SMART Actions if Off Target |         |                           |                           |     |                           |     |                           |                          |     |   |                            |     |     |        |  |     |     |   |         |
|   | FY <div>● 2023/24</div> <div>● 2024/25</div> <div>● 2025/26</div> <div>● Target</div> Cllr. Simon Tagg  |               |                |                             |         |                           |                           |     |                           |     |                           |                          |     |   |                            |     |     |        |  |     |     |   |         |
|   | <table><tr><th>Quarter</th><th>2023/24</th><th>2024/25</th><th>2025/26</th></tr><tr><td>Quarter 1 - April to June</td><td>90</td><td>85</td><td>100</td></tr><tr><td>Quarter 2 - April to Sept</td><td>85</td><td>85</td><td>-</td></tr><tr><td>Quarter 3 - April to Dec</td><td>90</td><td>85</td><td>-</td></tr><tr><td>Quarter 4 - April to March</td><td>85</td><td>85</td><td>-</td></tr></table>  |               | Quarter        | 2023/24                     | 2024/25 | 2025/26                   | Quarter 1 - April to June | 90  | 85                        | 100 | Quarter 2 - April to Sept | 85                       | 85  | - | Quarter 3 - April to Dec   | 90  | 85  | -      | Quarter 4 - April to March   | 85  | 85  | - | 96.43✓  |
| Quarter   | 2023/24   | 2024/25       | 2025/26        |                             |         |                           |                           |     |                           |     |                           |                          |     |   |                            |     |     |        |  |     |     |   |         |
| Quarter 1 - April to June   | 90  | 85            | 100            |                             |         |                           |                           |     |                           |     |                           |                          |     |   |                            |     |     |        |  |     |     |   |         |
| Quarter 2 - April to Sept   | 85  | 85            | -              |                             |         |                           |                           |     |                           |     |                           |                          |     |   |                            |     |     |        |  |     |     |   |         |
| Quarter 3 - April to Dec  | 90  | 85            | -              |                             |         |                           |                           |     |                           |     |                           |                          |     |   |                            |     |     |        |  |     |     |   |         |
| Quarter 4 - April to March  | 85  | 85            | -              |                             |         |                           |                           |     |                           |     |                           |                          |     |   |                            |     |     |        |  |     |     |   |         |
|   |   | Target: 85.00 |                |                             |         |                           |                           |     |                           |     |                           |                          |     |   |                            |     |     |        |  |     |     |   |         |
| High<br>Is Good<br><br>Cumulative<br>(Per<br>Annum)<br><br>Positive<br>Yearly Trend     | ID1.17 - Percentage of FOI's dealt with in time being 20 working days   |               | Current Status | SMART Actions if Off Target |         |                           |                           |     |                           |     |                           |                          |     |   |                            |     |     |        |  |     |     |   |         |
|   | FY <div>● 2024/25</div> <div>● 2025/26</div> <div>● Target</div> Cllr. Simon Tagg   |               |                |                             |         |                           |                           |     |                           |     |                           |                          |     |   |                            |     |     |        |  |     |     |   |         |
|   | <table><tr><th>Quarter</th><th>2024/25</th><th>2025/26</th></tr><tr><td>Quarter 1 - April to June</td><td>45</td><td>90</td></tr><tr><td>Quarter 2 - April to Sept</td><td>65</td><td>-</td></tr><tr><td>Quarter 3 - April to Dec</td><td>70</td><td>-</td></tr><tr><td>Quarter 4 - April to March</td><td>75</td><td>-</td></tr></table>   |               | Quarter        | 2024/25                     | 2025/26 | Quarter 1 - April to June | 45                        | 90  | Quarter 2 - April to Sept | 65  | -                         | Quarter 3 - April to Dec | 70  | - | Quarter 4 - April to March | 75  | -   | 88.00✓ | Target Met - Both May and June demonstrated strong performance in handling FOI requests within the required timeframe. With 98% completed on time in May and a 91% success rate in June, the measure has successfully met and gone beyond the quarterly target of 85%. |     |     |   |         |
| Quarter   | 2024/25   | 2025/26       |                |                             |         |                           |                           |     |                           |     |                           |                          |     |   |                            |     |     |        |  |     |     |   |         |
| Quarter 1 - April to June   | 45  | 90            |                |                             |         |                           |                           |     |                           |     |                           |                          |     |   |                            |     |     |        |  |     |     |   |         |
| Quarter 2 - April to Sept   | 65  | -             |                |                             |         |                           |                           |     |                           |     |                           |                          |     |   |                            |     |     |        |  |     |     |   |         |
| Quarter 3 - April to Dec  | 70  | -             |                |                             |         |                           |                           |     |                           |     |                           |                          |     |   |                            |     |     |        |  |     |     |   |         |
| Quarter 4 - April to March  | 75  | -             |                |                             |         |                           |                           |     |                           |     |                           |                          |     |   |                            |     |     |        |  |     |     |   |         |
|   |   | Target: 85.00 |                |                             |         |                           |                           |     |                           |     |                           |                          |     |   |                            |     |     |        |  |     |     |   |         |

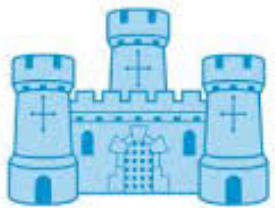
Deliver services to a high standard every day

Ensure our services are efficient and accessible

Deliver services to a high standard every day

Ensure our services are efficient and accessible



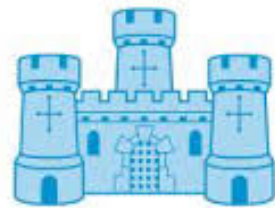


| ID1.13 - Average number of days per employee lost to sickness - Per Employee                                    |  | Current Status | SMART Actions if Off Target  |
|---|--|----------------|--|
| <div>Low</div> <div>Is Good</div> <div>Cumulative (Per Annum)</div> <div>Positive</div> <div>Yearly Trend</div> | <div><div>FY</div><div>● 2023/24 ● 2024/25 ● 2025/26 ● Target</div><div>Cllr. Simon Tagg</div><div><div>Days</div><div><div>10</div><div>0</div></div><div><div>Quarter 1 - April to June</div><div>Quarter 2 - April to Sept</div><div>Quarter 3 - April to Dec</div><div>Quarter 4 - April to March</div></div><div>Timeframe of Measure</div></div></div>                     | 2.87!          | Whilst absence is consistently above target, June saw another significant reduction with the absence the lowest we have seen over the past four years. The majority of absence was short term with much lower numbers of long term absence than usual. hopefully the reduction in sickness absence shows the benefit of all the well-being initiatives we have been trying to provide for employees. The team continue to undertake proactive work on well-being, with a new private health cash plan and on-site Physio launched in May 2025. |
|   |  | Target: 2.20   |  |
|   |  |                |  |
|   |  |                |  |
| ID1.14 - Staff Turnover   |  | Current Status | SMART Actions if Off Target  |
| <div>Low</div> <div>Is Good</div> <div>Cumulative (Per Annum)</div> <div>Positive</div> <div>Yearly Trend</div> | <div><div>FY</div><div>● 2023/24 ● 2024/25 ● 2025/26 ● Target</div><div>Cllr. Simon Tagg</div><div><div>Percent (%)</div><div><div>20</div><div>10</div><div>0</div></div><div><div>Quarter 1 - April to June</div><div>Quarter 2 - April to Sept</div><div>Quarter 3 - April to Dec</div><div>Quarter 4 - April to March</div></div><div>Timeframe of Measure</div></div></div> | 2.62!          | Turnover for June reduced significantly in comparison to both previous months and June in previous years. Please see below information on adjusted turnover to account for natural leavers   |
|   |  | Target: 2.50   |  |
|   |  |                |  |
|   |  |                |  |
| ID1.14b - Voluntary Staff Turnover  |  | Current Status | SMART Actions if Off Target  |
| <div>Low</div> <div>Is Good</div> <div>Cumulative (Per Annum)</div> <div>N/A</div> <div>Yearly Trend</div>      | <div><div>FY</div><div>● 2025/26</div><div>Cllr. Simon Tagg</div><div><div>Percent (%)</div><div><div>2</div><div>1</div><div>0</div></div><div><div>Quarter 1 - April to June</div><div>Quarter 2 - April to Sept</div><div>Quarter 3 - April to Dec</div><div>Quarter 4 - April to March</div></div><div>Timeframe of Measure</div></div></div>                                | 1.75           | Voluntary turnover removes leavers who left due to end of FTC, dismissal or TUPE . This is a new measure designed to give context to the turnover figure by showing which of the leavers have left by choice (resigned/retired) so that a more rounded view of retention can be obtained.  |
|   |  |                |  |
|   |  |                |  |
|   |  |                |  |
| ID1.15 - Staff Vacancy Rate   |  | Current Status | SMART Actions if Off Target  |
| <div>Low</div> <div>Is Good</div> <div>Per Quarter (Snapshot)</div> <div>Positive</div> <div>Yearly Trend</div> | <div><div>FY</div><div>● 2023/24 ● 2024/25 ● 2025/26</div><div>Cllr. Simon Tagg</div><div><div>Percent (%)</div><div><div>10</div><div>5</div><div>0</div></div><div><div>Quarter 1</div><div>Quarter 2</div><div>Quarter 3</div><div>Quarter 4</div></div><div>Timeframe of Measure</div></div></div>   | 8.57           | Vacancy rates remain consistent, with regular reviews of vacant posts to ensure efficiency. Very few posts remain hard to fill   |
|   |  |                |  |
|   |  |                |  |
|   |  |                |  |

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







|  |  |  |                               |  |
|--|--|--|-------------------------------|--|
| Low<br><br>Is Good<br><br>Cumulative<br>(Per Annum)<br><br>N/A<br>Yearly Trend       | ID1.7 - % Unmet demand (number of calls not answered as a % of total call handling volume)   |  | Current Status                | SMART Actions if Off Target  |
|  | <div><div><div>FY</div><div><div>2025/26</div></div></div><div>Cllr. Simon Tagg</div></div> <div><div><div>Percent (%)</div><div>20</div><div>0</div></div><div><div>Quarter 1 - April to June</div><div>Quarter 2 - April to Sept</div><div>Quarter 3 - April to Dec</div><div>Quarter 4 - April to March</div></div><div>Timeframe of Measure</div></div>  |  | 25.00                         | Since the beginning of the financial year, all data has been collected exclusively via Anywhere 365. Quarter 1 has seen a positive shift, with unmet demand decreasing by 2% from the start to the end the quarter, indicating the team's growing effectiveness in responding to incoming calls.                         |
| High<br><br>Is Good<br><br>Cumulative<br>(Per Annum)<br><br>Negative<br>Yearly Trend | ID1.8a - Total number of digital online transactions   |  | Current Status                | SMART Actions if Off Target  |
|  | <div><div><div>FY</div><div><div>2023/24</div><div>2024/25</div><div>2025/26</div><div>Target</div></div></div><div>Cllr. Simon Tagg</div></div> <div><div><div>Number</div><div>100K</div><div>50K</div><div>0K</div></div><div><div>Quarter 1 - April to June</div><div>Quarter 2 - April to Sept</div><div>Quarter 3 - April to Dec</div><div>Quarter 4 - April to March</div></div><div>Timeframe of Measure</div></div> |  | 16,352!<br><br>Target: 18,750 | Jadu form usage decreased by 1,550 while Citizen Access has increased by 415 compared with the same time last year. This shift is influenced by various factor; system and customer journey improvements, work to deflect customer to the correct organisation, and promotion of Citizen access.                         |
| Low<br><br>Is Good<br><br>Cumulative<br>(Per Annum)<br><br>Positive<br>Yearly Trend  | ID1.8b- Total number of calls offered into the Customer Hub  |  | Current Status                | SMART Actions if Off Target  |
|  | <div><div><div>FY</div><div><div>2023/24</div><div>2024/25</div><div>2025/26</div></div></div><div>Cllr. Simon Tagg</div></div> <div><div><div>Number</div><div>0.1M</div><div>0.0M</div></div><div><div>Quarter 1 - April to June</div><div>Quarter 2 - April to Sept</div><div>Quarter 3 - April to Dec</div><div>Quarter 4 - April to March</div></div><div>Timeframe of Measure</div></div>                              |  | 19,911                        | Call volumes have continued to reduce, with 6,392 fewer calls recorded by the end of Quarter 1 compared to the same period last financial year. This reduction may be attributed to a combination of factors, including enhanced system functionality, improved service delivery, and evolving customer demand patterns. |
| Low<br><br>Is Good<br><br>Cumulative<br>(Per Annum)<br><br>No Change<br>Yearly Trend | ID1.3 - No. Accidents/Incidents reported (RIDDOR)  |  | Current Status                | SMART Actions if Off Target  |
|  | <div><div><div>FY</div><div><div>2023/24</div><div>2024/25</div><div>2025/26</div></div></div><div>Cllr. Stephen Sweeney</div></div> <div><div><div>Number</div><div>10</div><div>5</div><div>0</div></div><div><div>Quarter 1 - April to June</div><div>Quarter 2 - April to Sept</div><div>Quarter 3 - April to Dec</div><div>Quarter 4 - April to March</div></div><div>Timeframe of Measure</div></div>                  |  | 2                             | Two RIDDOR-reportable accidents/incidents were recorded this quarter, with both cases occurring within the Recycling and Waste service area. This performance is comparable to Quarter 1 last financial year.  |

Ensure our services are efficient and accessible

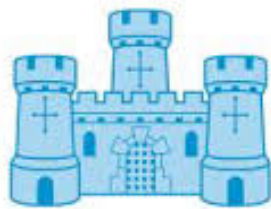
Develop professional talent across the Council and provide opportunities for staff to grow their careers

Ensure our services are efficient and accessible

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



Priority 1: One Council delivering for Local People



NEWCASTLE·UNDER·LYME  
BOROUGH COUNCIL

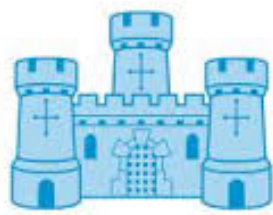
Project Status Split for Priority 1.

|   |                             |
|---|-----------------------------|
| Project/Action is Progressing as Expected | Project/Action is Completed |
| 4   | 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 in place in and progress with particular focus on health and wellbeing and leadership. Plans to align the apprenticeship process with outline workforce plans before this year's efficiency board to ensure talent pathways are in place.  |
| 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 | The Commercial Board considered the business case for the development of a pet cremation service, this is due to go to Cabinet in July.   |
| 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 | Communications strategy seeks to ensure that all communities are represented and provided for. The Civic Pride programme looks to support communities working together.   |
| 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 | Partnership Board is established and productive. A planning event was held in June 2025 which set for the work plan and objectives moving forwards. Better Health Newcastle supports the achievement of health aims and targets through partnership working with Health and Voluntary services. The Authority has engaged with partners including the ICB on developing proposals to address key aspects of health inequality across the Borough. |



Priority 2: A Successful and Sustainable Growing Borough



NEWCASTLE-UNDER-LYME  
BOROUGH COUNCIL

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. | 2     |
| Support the sustainable development of our towns and villages              | 4     |
| Total  | 7     |

Smart Narrative

- A total of **7** measures were assigned targets this quarter. Of these, **71% achieved their targets**.
- **3** measures not only met their targets but also showed improvement compared to the same period last year. **2** met their targets but showed a negative year-on-year trend.
- The remaining **29%** did not meet their set targets this quarter.
- Of these, **1** measures showed year-on-year improvement. **1** lacked historical data for comparative analysis.
- There are no **contextual** measures within this priority.
- There are **2 projects/actions** identified as **not progressing as expected** with all other project/actions progressing as expected this quarter, with further details provided within this report. further details provided within this report.

Priority 2: Summary Project Status Split

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

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

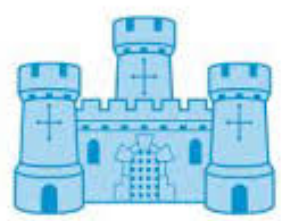


● Deterioration of Previous Year ● Improvement of Previous Year





Priority 2: A Successful and Sustainable Growing Borough



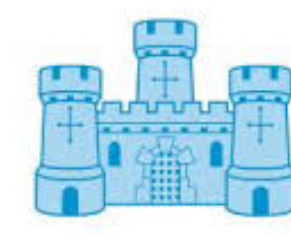
NEWCASTLE·UNDER·LYME  
BOROUGH COUNCIL

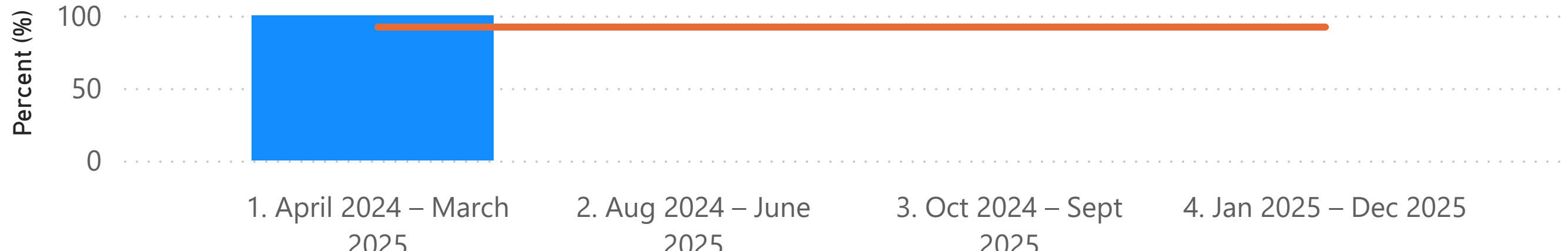
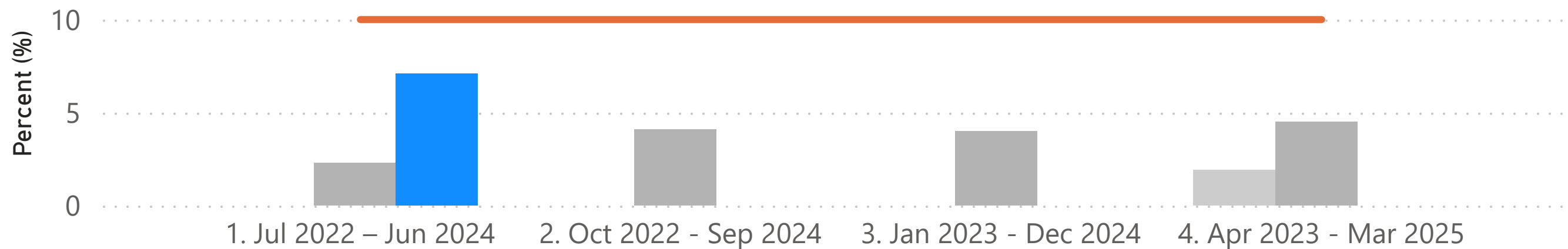

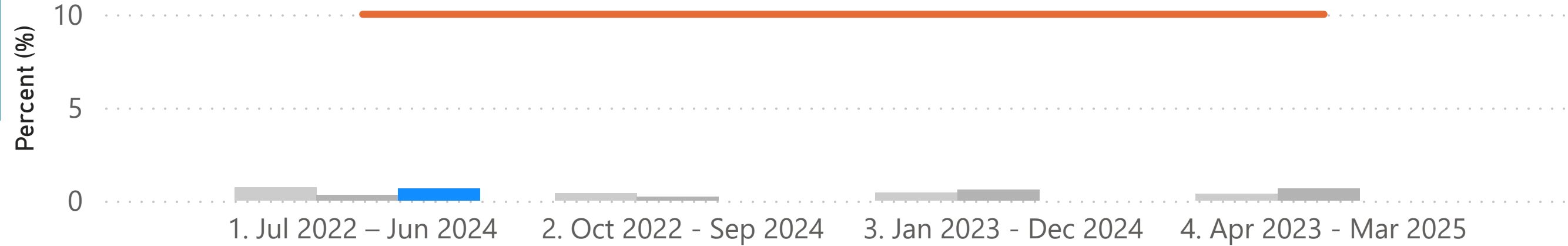
| Low<br><br>Is Good<br><br>Per Quarter<br>(Snapshot)<br><br>Negative<br><br>Yearly Trend | ID2.1 - Percentage of investment portfolio vacant (NBC owned)  |             | Current Status       | SMART Actions if Off Target | A strong and sustainable economy where everyone benefits |             |             |           |     |     |     |           |     |     |  |           |     |     |  |           |     |     |  |
|---|--|-------------|----------------------|-----------------------------|--|-------------|-------------|-----------|-----|-----|-----|-----------|-----|-----|--|-----------|-----|-----|--|-----------|-----|-----|--|
|   | FY <span>2023/24</span> <span>2024/25</span> <span>2025/26</span> <span>Target</span>  |             | Cllr Stephen Sweeney |                             |  |             |             |           |     |     |     |           |     |     |  |           |     |     |  |           |     |     |  |
|   | <table border="1"><thead><tr><th>Quarter</th><th>2023/24 (%)</th><th>2024/25 (%)</th><th>2025/26 (%)</th></tr></thead><tbody><tr><td>Quarter 1</td><td>7.0</td><td>4.0</td><td>9.0</td></tr><tr><td>Quarter 2</td><td>7.0</td><td>7.5</td><td></td></tr><tr><td>Quarter 3</td><td>9.0</td><td>9.0</td><td></td></tr><tr><td>Quarter 4</td><td>9.0</td><td>9.5</td><td></td></tr></tbody></table> |             | Quarter              | 2023/24 (%)                 |  | 2024/25 (%) | 2025/26 (%) | Quarter 1 | 7.0 | 4.0 | 9.0 | Quarter 2 | 7.0 | 7.5 |  | Quarter 3 | 9.0 | 9.0 |  | Quarter 4 | 9.0 | 9.5 |  |
| Quarter   | 2023/24 (%)  | 2024/25 (%) | 2025/26 (%)          |                             |  |             |             |           |     |     |     |           |     |     |  |           |     |     |  |           |     |     |  |
| Quarter 1   | 7.0  | 4.0         | 9.0                  |                             |  |             |             |           |     |     |     |           |     |     |  |           |     |     |  |           |     |     |  |
| Quarter 2   | 7.0  | 7.5         |                      |                             |  |             |             |           |     |     |     |           |     |     |  |           |     |     |  |           |     |     |  |
| Quarter 3   | 9.0  | 9.0         |                      |                             |  |             |             |           |     |     |     |           |     |     |  |           |     |     |  |           |     |     |  |
| Quarter 4   | 9.0  | 9.5         |                      |                             |  |             |             |           |     |     |     |           |     |     |  |           |     |     |  |           |     |     |  |
| Target: 11.00   |  |             |                      |                             |  |             |             |           |     |     |     |           |     |     |  |           |     |     |  |           |     |     |  |

| High  Is Good  Cumulative (Per Annum)  Positive  Yearly Trend | ID2.6a - Year to Date - 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 | (Blank) |
| FY 2023/24 2024/25 2025/26 Target | | Cllr. Andrew Fear |  |
| | Quarter                    | 2023/24 (%) | 2024/25 (%) | 2025/26 (%) | |----------------------------|-------------|-------------|-------------| | Quarter 1 - April to June  | 65.0        | 55.0        | 55.0        | | Quarter 2 - April to Sept  | 65.0        | 55.0        |             | | Quarter 3 - April to Dec   | 65.0        | 65.0        |             | | Quarter 4 - April to March | 55.0        | 65.0        |             | | | 63.70! | Performance in this quarter is lower than was reported previously due to an extremely high amount of correspondence being received for certain planning applications that has taken up a great deal of Officer time. This has resulted in delays in the processing of enforcement complaints. It is anticipated that there will be improvement in the next quarter as the amount of incoming correspondence reduces to normal levels. |
| Target: 75.00 | |
| High  Is Good  Per Quarter (Snapshot)  N/A  Yearly Trend | ID2.6b - Quarter in Isolation - Percentage of complainants informed within the required timescales of any action to be taken about alleged breaches of planning control | | Current Status |  | (Blank) |
| FY 2025/26 Target | | Cllr. Andrew Fear |  |
| | Quarter   | 2025/26 (%) | |-----------|-------------| | Quarter 1 | 55.0        | | Quarter 2 | 0.0         | | Quarter 3 | 0.0         | | Quarter 4 | 0.0         | | | 63.70 |  |
| Target: 75.00 | |

A strong and sustainable economy where everyone benefits

(Blank)



|  |   |  |  |  |                |  |  |  |
|--|---|--|--|--|----------------|--|--|--|
| High<br><br>Is Good<br><br>Planning<br><br>N/A<br>Yearly Trend     | ID2.2 - Speed of major development applications (P151a - 12 Month Rolling Period up to End of Each Quarter)     |  |  |  | Current Status |  | SMART Actions if Off Target  |  |
|  | FY <span>●</span> 2025/26 <span>●</span> Target Cllr. Andrew Fear   |  |  |  | 100.00✓        |  | The updated "Improving Planning Performance: Criteria for Designation" document has changed the assessment period for speed of decision-making for both major and non-major applications from 24 months to 12 months - because of this no annual comparison is available this year. Measure shown is the % within 13 weeks or within agreed time - Central Gov metric which measures a rolling time period of 12 months - Newest metric showing up until the end of March 2025 |  |
|  |                               |  |  |  |                |  |  |  |
|  | Timeframe of Measure  |  |  |  | Target: 92.00  |  |  |  |
| Low<br><br>Is Good<br><br>Planning<br><br>Negative<br>Yearly Trend | ID2.3 - Quality of major development applications (P152a - 24 Month Rolling Period - See SMART Actions)         |  |  |  | Current Status |  | SMART Actions if Off Target  |  |
|  | FY <span>●</span> 2023/24 <span>●</span> 2024/25 <span>●</span> 2025/26 <span>●</span> Target Cllr. Andrew Fear |  |  |  | 7.10✓          |  | 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 July 2022 – June 2024  |  |
|  |                              |  |  |  |                |  |  |  |
|  | Timeframe of Measure  |  |  |  | Target: 10.00  |  |  |  |
| High<br><br>Is Good<br><br>Planning<br><br>N/A<br>Yearly Trend     | ID2.4 - Speed of non-major development applications (P153 - 12 Month Rolling Period up to End of Each Quarter)  |  |  |  | Current Status |  | SMART Actions if Off Target  |  |
|  | FY <span>●</span> 2025/26 <span>●</span> Target Cllr. Andrew Fear   |  |  |  | 95.20✓         |  | The updated "Improving Planning Performance: Criteria for Designation" document has changed the assessment period for speed of decision-making for both major and non-major applications from 24 months to 12 months - because of this no annual comparison is available this year. Measure shown is the % within 13 weeks or within agreed time - Central Gov metric which measures a rolling time period of 12 months - Newest metric showing up until the end of March 2025 |  |
|  |                             |  |  |  |                |  |  |  |
|  | Timeframe of Measure  |  |  |  | Target: 90.00  |  |  |  |
| Low<br><br>Is Good<br><br>Planning<br><br>Negative<br>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  |  |
|  | FY <span>●</span> 2023/24 <span>●</span> 2024/25 <span>●</span> 2025/26 <span>●</span> Target Cllr. Andrew Fear |  |  |  | 0.65✓          |  | 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 July 2022 – June 2024  |  |
|  |                             |  |  |  |                |  |  |  |
|  | Timeframe of Measure  |  |  |  | Target: 10.00  |  |  |  |

Support the sustainable development of our towns and villages

Support the sustainable development of our towns and villages



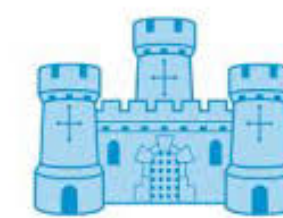


Project Status Split for Priority 2.

|   |                       |
|---|-----------------------|
| Project/Action is Progressing as Expected | Project/Action is ... |
| 9   | 1                     |

| Portfolio Holder      | Service Area                        | Action   | Corporate Objective  | Status report                               | Commentary on progress   |
|-----------------------|-------------------------------------|--|--|---|--|
| 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 | All Council Directorates now have action/delivery plans for their own areas, with regular update meetings being held with SE staff. A dashboard has been developed for monitoring progress which can be used to update CLT, Cabinet and wider Council members. Sustainable One Council Board has now met twice and again monitors progress on delivery of the SES.   |
| 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 Progressing as Expected | <p>Following Walleys Quarry Ltd entering into liquidation at the end of February 2025 and the subsequent disclaimer of the environmental permits, the Environment Agency are using their discretionary power to arrange for steps to be taken to remove the risk of serious pollution.</p> <p>The contractor appointed to undertake the work has now completed:</p> <ul style="list-style-type: none"><li>- works to manage the accumulation of liquid in the western void</li><li>- the installation of a new drain in the western void to manage any landfill gas and leachate</li><li>- a new access track to the western flank of the landfill site to allow access to this part of the site for equipment and materials</li></ul> <p>The contractor continues to progress with the following works:</p> <ul style="list-style-type: none"><li>- installation of an engineered clay bund to the waste flank in the western void</li><li>- engineering works to remedy shallow surface depressions and capping defects on the top of the site</li></ul> <p>Materials (e.g. clay) continue to be brought onto site to undertake the works. The site however remains closed to any incoming waste.</p> <p>In Quarter 1, the data shows:</p> <ul style="list-style-type: none"><li>- odour complaints reported to NULBC have reduced further and stabilised at a lower level of 24 (April), 15 (May) and 16 (June)</li><li>- there has been no weekly exceedance of the World Health Organisation [WHO] odour annoyance guideline throughout this period</li></ul> |
| 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 7 of the Borough Tree Planting Strategy is now being planned for delivery in winter 2025/26. Funding bids are being prepared and design work is in progress. Applications for Fields in Trust status are in progress for identified sites to protect them for the future.  |
| 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 | The Housing Strategy and the Homelessness and Rough Seeping Strategy are both due for renewal in 25/26. Work has commenced to research and develop a new combined strategy. Work has also included preparation for new legislation relating to The Renters Reform Bill and Supported Accommodation Licensing.  |

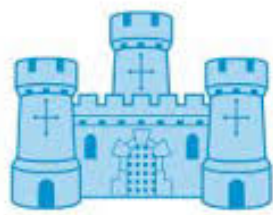




| Portfolio Holder      | Service Area  | Action  | Corporate Objective   | Status report                                   | Commentary on progress   |
|-----------------------|---|---|---|---|--|
| Cllr. Stephen Sweeney | 1. Commercial Delivery 2. Strategy, People and Performance 3. Finance | Continue 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     | Quarter one delivery has taken place for the Shared Prosperity Fund schemes. Currently we are in discussions with Homes England for grant support for the town center regeneration projects. Future funding opportunities will continue to be investigated but LGR is limiting these opportunities currently.  |
| 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 | The Town Deal Board met in May to review the railway station and the shared service hub projects. The railway station project is undergoing a scope reduction / redesign exercise to bring the scheme in within the available budget and avoiding land on the site which will need remediation for coal mines, whilst the shared service hub budget / project has been re-allocated into four separate projects to deliver enterprise units, a community learning hub and public realm / highways improvements.  |
| 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     | Project delivery continues with the roll out of the Real Time Passenger Information at key bus stops, groundwork for the new housing developments at Knutton and Chesterton continues and the work on the fibre network continues. Plans continue for the housing redevelopment at the Carpark site.   |
| 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     | On 13th December 2024, the UK government confirmed that Newcastle under Lyme will receive an additional year of SPF funding of £1,582,136 in 2025/26. £292,112 of this allocation must be used as capital. The aim of this additional SPF 'transition' year is to provide a smooth transition from the existing SPF programme to a new, yet to be confirmed, future funding framework. The programme continues with the previously set priorities and but has streamlined the list of outcomes and outputs for UKSPF delivery in 2025-26. The Communities and Place investment priority focuses on supporting place and aiding voluntary and community groups. Under the Supporting Local Businesses investment priority, interventions have primarily focused on innovation and startup advice for local businesses, as well as support for entrepreneurship activities and business startups. The People and Skills investment priority must concentrate on reducing the skills gap in the area and helping individuals move towards the labour market. We are currently running 23 projects which are providing services which address a strong and sustainable economy to ensure opportunities and support are available to everyone to improve their lives. |
| 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 Local Plan was submitted for examination on the 20 December 2024. Local Plan Public Examination Hearing Sessions were held on the week of the 19 May and then further weeks of hearings were held on the 16 and 23 of June respectively. The Council is now completing a number of 'action points' that have arisen during the examination hearings and then will await the interim views of the Inspector on the next stages with the examination of the Local Plan.  |
| 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 a leading role in the Staffordshire Sustainability Board. the Council is as of June the only authority within the partnership to have completed successfully all ten base pledges. Work is now looking at a new set of pledges which will incorporate sustainability and waste pledges in equal measure.   |



Priority 3: Healthy, Active and Safe Communities



NEWCASTLE-UNDER-LYME  
BOROUGH COUNCIL

Priority 3: Performance Indicators Current Status



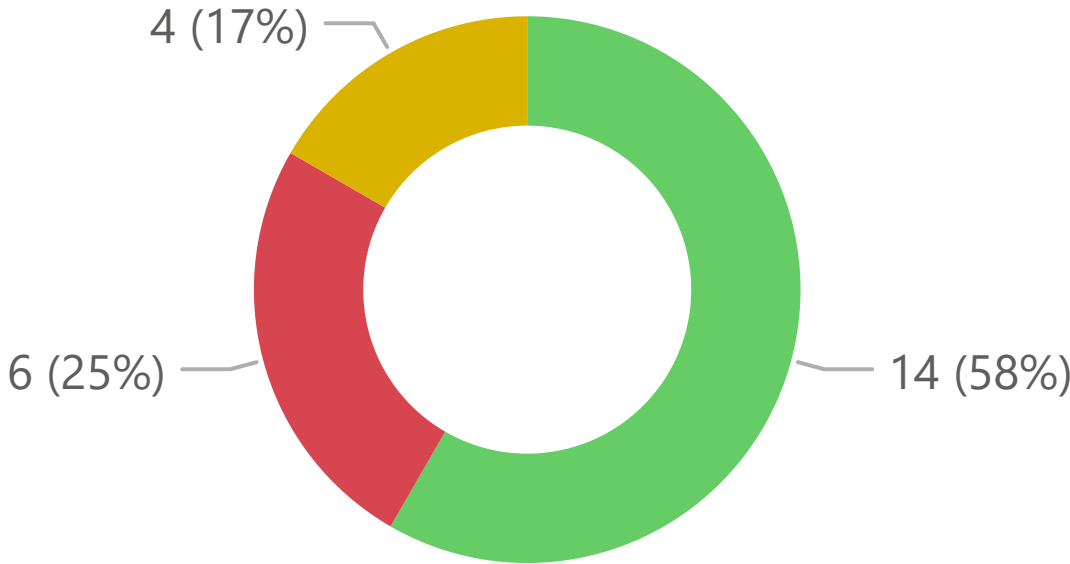
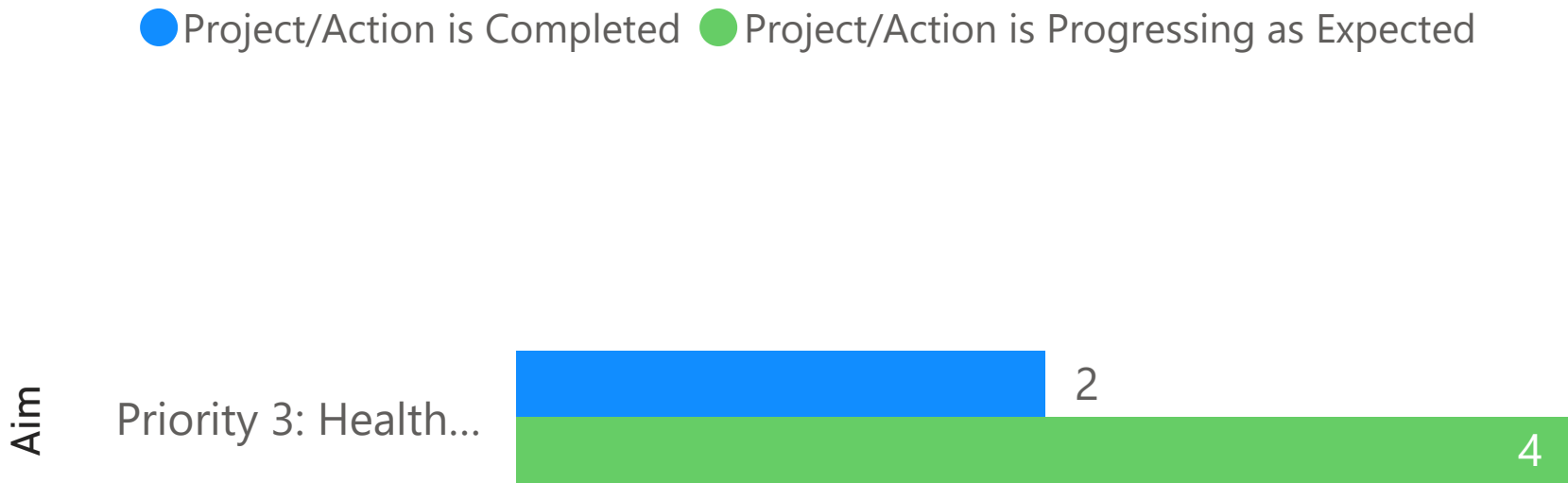
| Corporate Objective   | Count |
|---|-------|
| Delivering an economic and cultural legacy from the celebration of the borough's 850th anniversary in 2023. | 1     |
| Ensure that our most vulnerable residents are supported through the impact of the rising cost of living.    | 1     |
| Ensure that 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  | 1     |
| Total   | 28    |

**Smart Narrative**

- A total of **14** measures were assigned targets this quarter. Of these, **86% achieved their targets**.
- **6** measures not only met their targets but also showed improvement. **1** met their targets but showed a negative year-on-year trend. **3** showed no change. **2** had no historical data available for comparison.
- The remaining **14%** did not meet their set targets this quarter.
- Of these, **1** demonstrated a negative trend compared to the same period last year. **1** had no historical data available for comparison.
- An additional **13 measures were contextual** and therefore did not have set targets.
- **8** showed improvement. **4** showed a decline. **1** remained unchanged.
- **2 projects/actions** has been completed, with all other project/actions progressing as expected this quarter.

Priority 3: Summary Project Status Split

Priority 3: Qtr.1 Trend Status of PI's Compared On Same Qtr in the Previous Financial Year

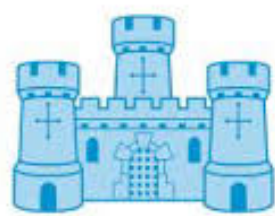


● Improvement of Previous Year ● Deterioration of Previous Year ● No Change





Priority 3: Healthy, Active and Safe Communities



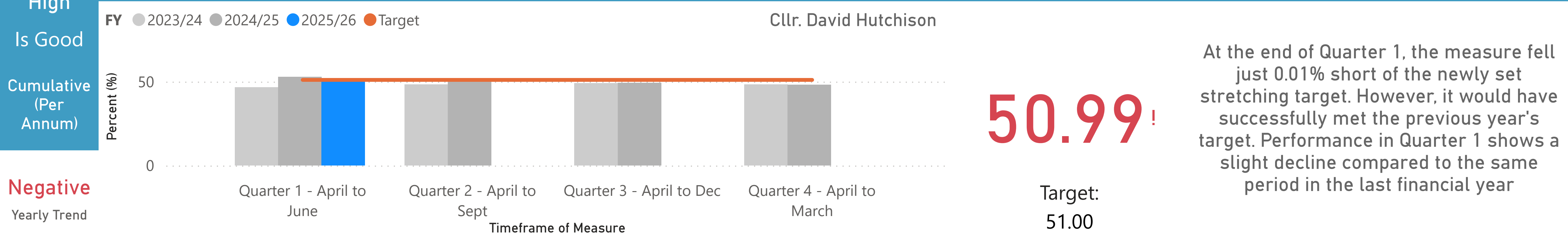
NEWCASTLE UNDER LYME  
BOROUGH COUNCIL

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

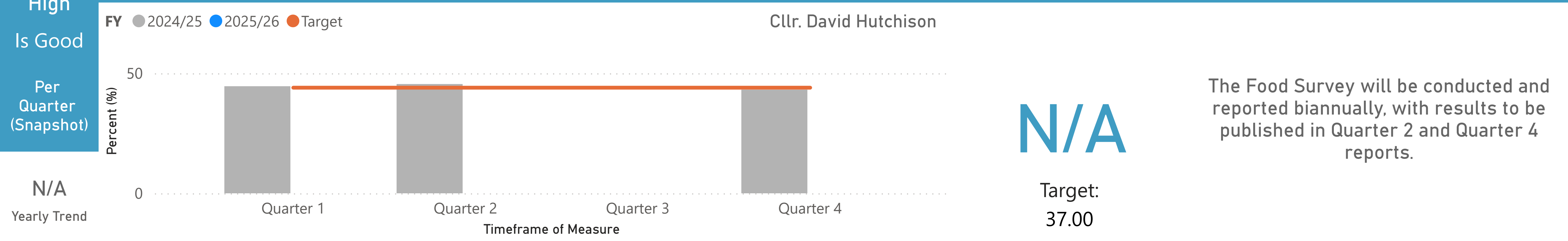


High  
Is Good  
Per Quarter (Snapshot)

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

Current Status

SMART Actions if Off Target

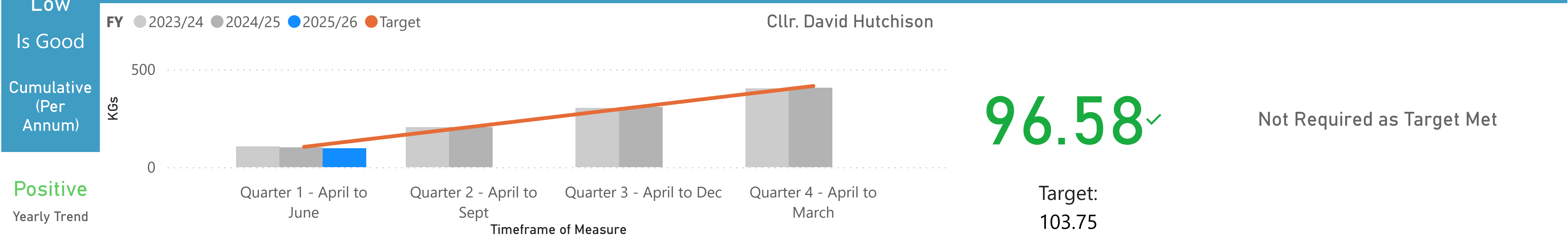


Low  
Is Good  
Cumulative (Per Annum)

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

Current Status

SMART Actions if Off Target

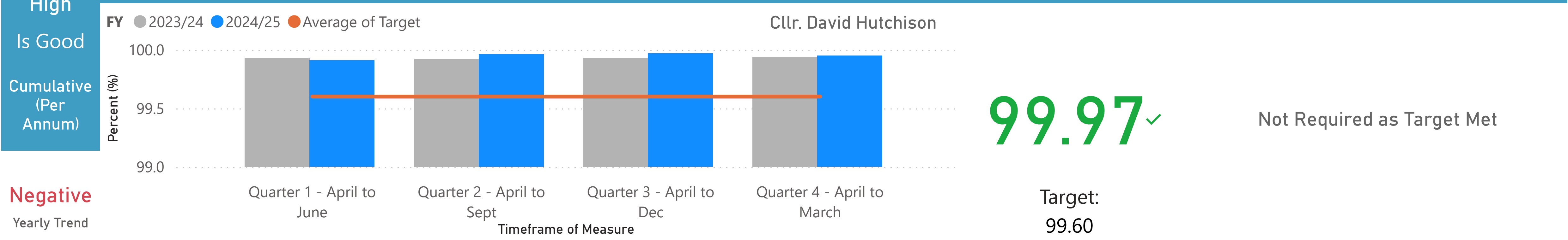


High  
Is Good  
Cumulative (Per Annum)

ID1.4d - Percentage of Successful Collections

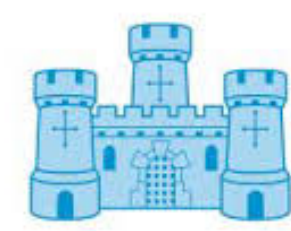
Current Status

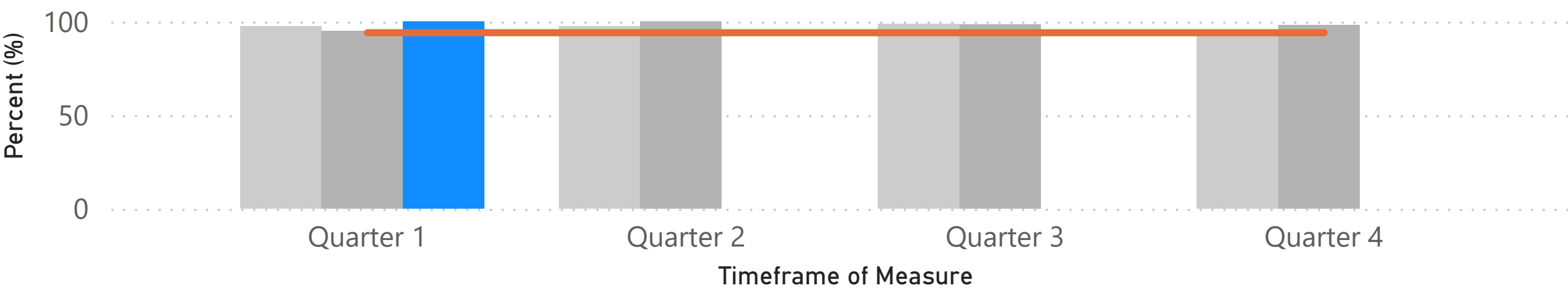
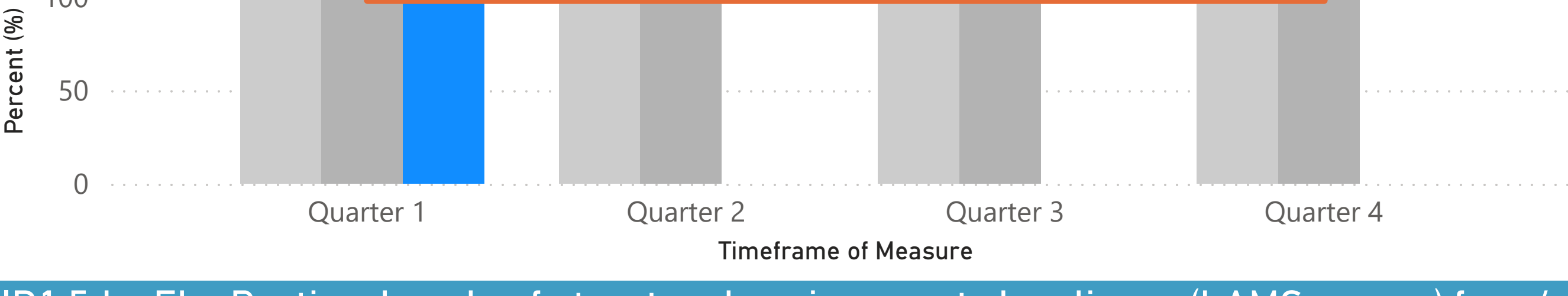
SMART Actions if Off Target



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





| High  |  | Current Status | SMART Actions if Off Target |
|---|--|----------------|-----------------------------|
| Is Good   |  |                |                             |
| Per Quarter (Snapshot)  |  |                |                             |
| Positive  |  |                |                             |
| Yearly Trend  |  |                |                             |
| ID1.5a - Litter: Levels of street and environment cleanliness (LAMS survey) free / predominantly free of litter           |  |                |                             |
| FY 2023/24 2024/25 2025/26 Target Cllr. David Hutchison   |  |                |                             |
|   |  | 100.00✓        | Not Required as Target Met  |
|   |  | Target: 94.00  |                             |
| ID1.5b - Detritus: Levels of street and environment cleanliness (LAMS survey) free / predominantly free of detritus       |  |                |                             |
| FY 2023/24 2024/25 2025/26 Target Cllr. David Hutchison   |  |                |                             |
|                                        |  | 100.00✓        | Not Required as Target Met  |
|   |  | Target: 95.00  |                             |
| ID1.5c -d environment cleanlin_Levels of street aness (LAMS survey) free / predominantly free of graffiti                 |  |                |                             |
| FY 2023/24 2024/25 2025/26 Target Cllr. David Hutchison   |  |                |                             |
|                                       |  | 100.00✓        | Not Required as Target Met  |
|   |  | Target: 98.00  |                             |
| ID1.5d - Fly-Posting: Levels of street and environment cleanliness (LAMS survey) free / predominantly free of fly-posting |  |                |                             |
| FY 2023/24 2024/25 2025/26 Target Cllr. David Hutchison   |  |                |                             |
|                                       |  | 100.00✓        | Not Required as Target Met  |
|   |  | Target: 99.00  |                             |

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



Priority 3: Healthy, Active and Safe Communities



| Low<br>Is Good<br><br>Cumulative<br><br>Negative<br>Yearly Trend              | ID3.11 - Number of Fly-Tipping Incidents (as per national measure)  |  | Current Status        | SMART Actions if Off Target   |
|---|---|--|-----------------------|---|
|   | <div><div>FY</div><div><div>2023/24</div><div>2024/25</div><div>2025/26</div></div></div> <div><div>Cllr. David Hutchison</div><div><div>Number</div><div>1,000</div><div>500</div><div>0</div></div><div><div>Quarter 1 - April to June</div><div>Quarter 2 - April to Sept</div><div>Quarter 3 - April to Dec</div><div>Quarter 4 - April to March</div></div><div>Timeframe of Measure</div></div> |  | 263                   | Quarter 1 has seen a slight increase in fly-tipping incidents compared to the same period last financial year, with 18 more cases reported. However, other monitored metrics show positive developments—clean-up times have improved and a greater number of Fixed Penalty Notices (FPNs) are being issued. These actions are expected to contribute to a reduction in incidents going forward. |
|   |   |  |                       |   |
|   |   |  |                       |   |
|   |   |  |                       |   |
| Low<br>Is Good<br><br>Cumulative (Per Annum)<br><br>Positive<br>Yearly Trend  | ID3.12 - Average number of days from report of fly-tipping to clear-up (Case closed)  |  | Current Status        | SMART Actions if Off Target   |
|   | <div><div>FY</div><div><div>2024/25</div><div>2025/26</div><div>Target</div></div></div> <div><div>Cllr. David Hutchison</div><div><div>Days</div><div>5</div><div>0</div></div><div><div>Quarter 1 - April to June</div><div>Quarter 2 - April to Sept</div><div>Quarter 3 - April to Dec</div><div>Quarter 4 - April to March</div></div><div>Timeframe of Measure</div></div>                      |  | 4.76✓<br>Target: 6.00 | Not Required as Target Met  |
|   |   |  |                       |   |
|   |   |  |                       |   |
|   |   |  |                       |   |
| High<br>Is Good<br><br>Cumulative (Per Annum)<br><br>Positive<br>Yearly Trend | ID3.13 - % of fly-tipping incidents where sufficient evidence gathered to proceed to formal enforcement   |  | Current Status        | SMART Actions if Off Target   |
|   | <div><div>FY</div><div><div>2024/25</div><div>2025/26</div><div>Target</div></div></div> <div><div>Cllr. David Hutchison</div><div><div>Percent (%)</div><div>5</div><div>0</div></div><div><div>Quarter 1 - April to June</div><div>Quarter 2 - April to Sept</div><div>Quarter 3 - April to Dec</div><div>Quarter 4 - April to March</div></div><div>Timeframe of Measure</div></div>               |  | 5.57✓<br>Target: 1.50 | Not Required as Target Met  |
|   |   |  |                       |   |
|   |   |  |                       |   |
|   |   |  |                       |   |
| High<br>Is Good<br><br>Cumulative (Per Annum)<br><br>Positive<br>Yearly Trend | ID3.14 - Number of Fly-tipping FPNs issued  |  | Current Status        | SMART Actions if Off Target   |
|   | <div><div>FY</div><div><div>2024/25</div><div>2025/26</div><div>Target</div></div></div> <div><div>Cllr. David Hutchison</div><div><div>Number</div><div>10</div><div>0</div></div><div><div>Quarter 1 - April to June</div><div>Quarter 2 - April to Sept</div><div>Quarter 3 - April to Dec</div><div>Quarter 4 - April to March</div></div><div>Timeframe of Measure</div></div>                   |  | 5✓<br>Target: 2.50    | Not Required as Target Met  |
|   |   |  |                       |   |
|   |   |  |                       |   |
|   |   |  |                       |   |

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

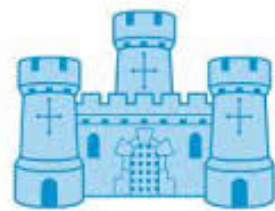
Reduce anti-social behaviour and crime in our communities







Priority 3: Healthy, Active and Safe Communities



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BOROUGH COUNCIL

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

Current Status

SMART Actions if Off Target

Low

Is Good

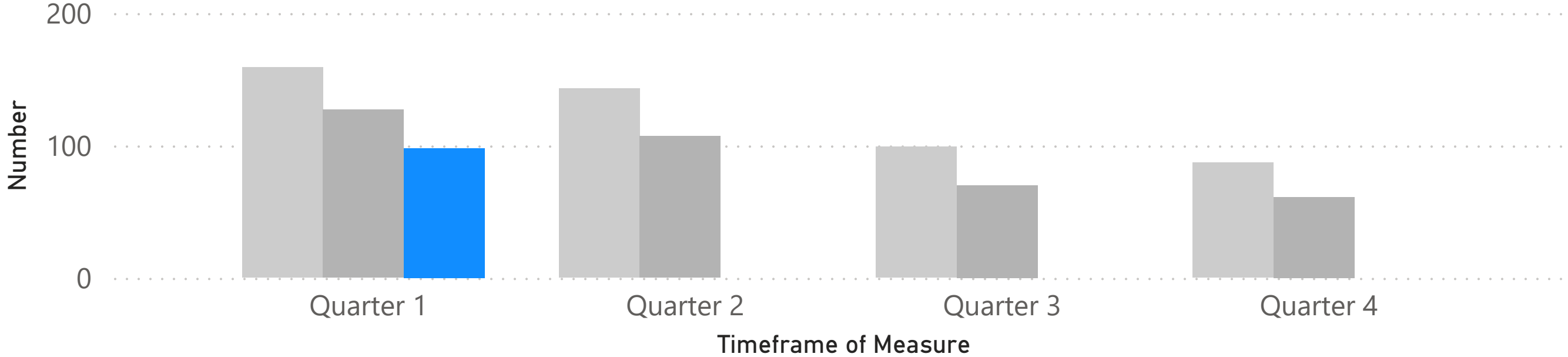
Per  
Quarter  
(Snapshot)

Positive

Yearly Trend

FY ● 2023/24 ● 2024/25 ● 2025/26

Cllr. Gill Heesom



98

Quarter 1 has seen 29 fewer cases received compared to the same period last financial year. Recent training has been delivered to professionals focused on effectively triaging and assessing Anti-Social Behaviour (ASB) cases, enhancing response quality and consistency. Additionally, we are actively contributing to the development of a county-wide ASB policy, which will define clear expectations for the public across all partner organisations.

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

Current Status

SMART Actions if Off Target

Low

Is Good

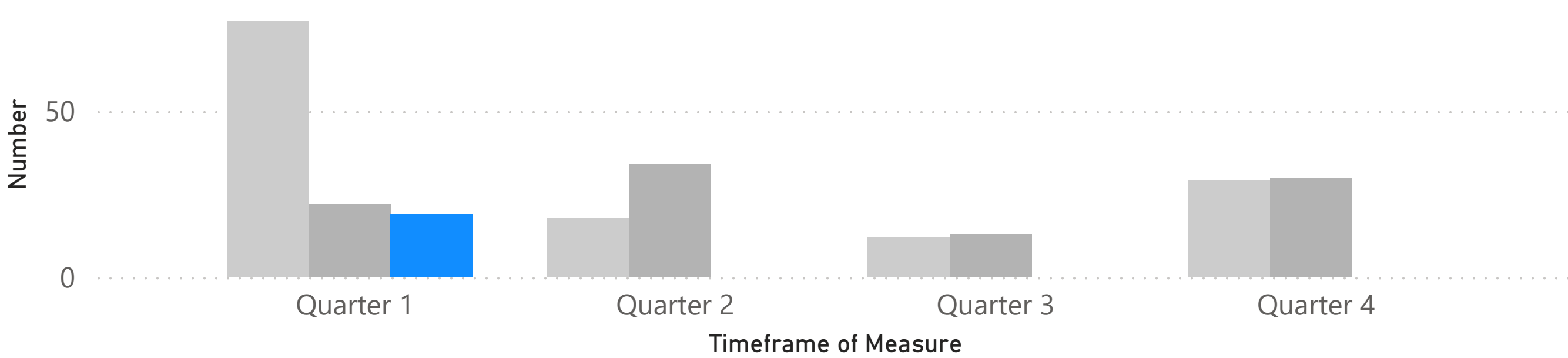
Per  
Quarter  
(Snapshot)

Positive

Yearly Trend

FY ● 2023/24 ● 2024/25 ● 2025/26

Cllr. Gill Heesom



19

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

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

Current Status

SMART Actions if Off Target

High

Is Good

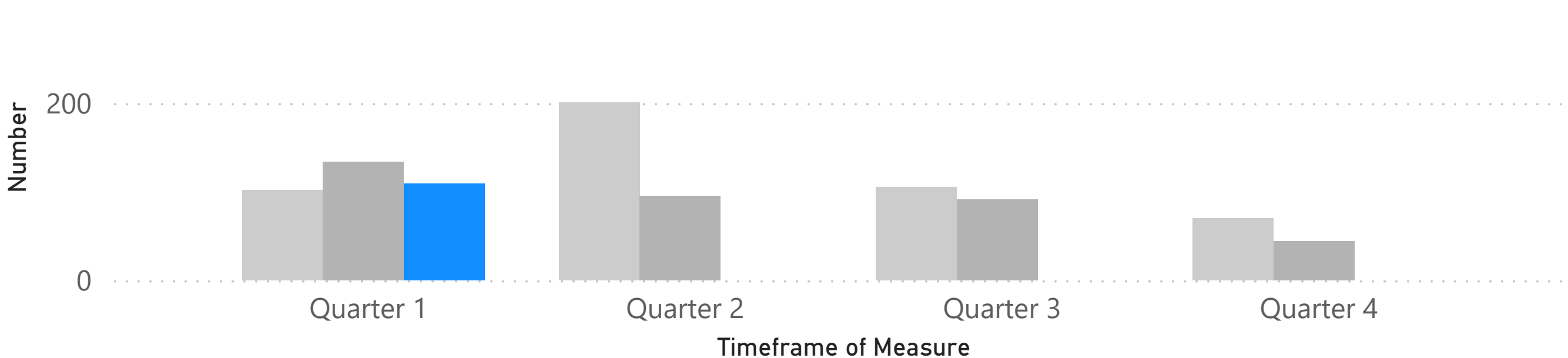
Per  
Quarter  
(Snapshot)

Negative

Yearly Trend

FY ● 2023/24 ● 2024/25 ● 2025/26

Cllr. Gill Heesom



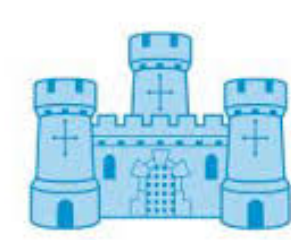
109

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

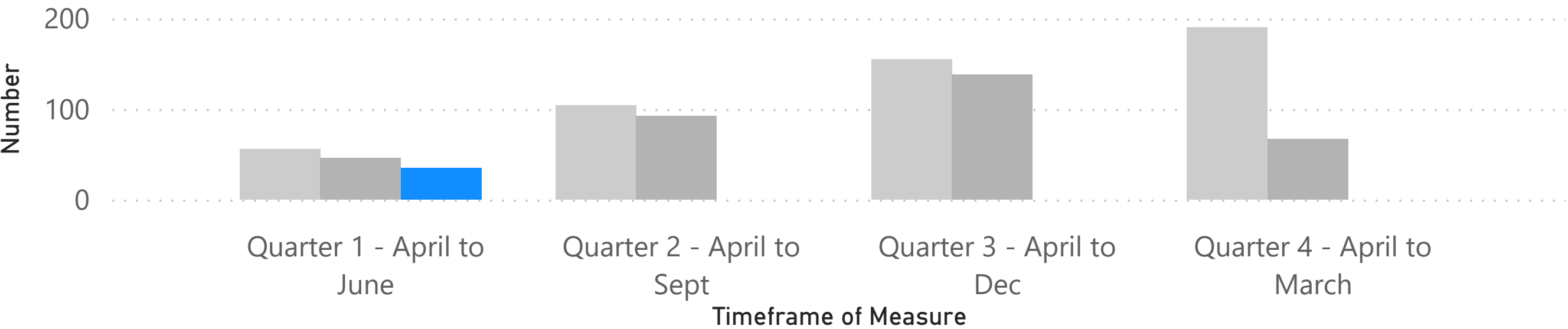
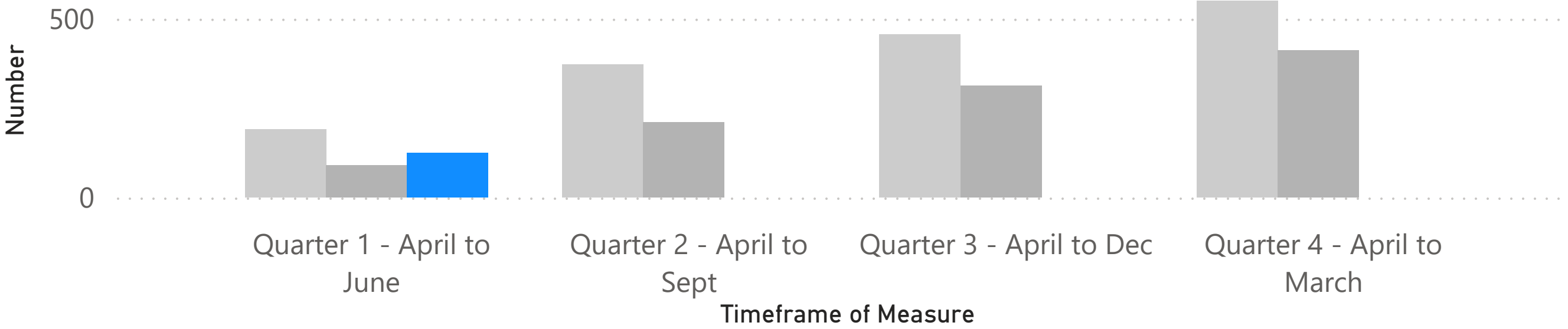
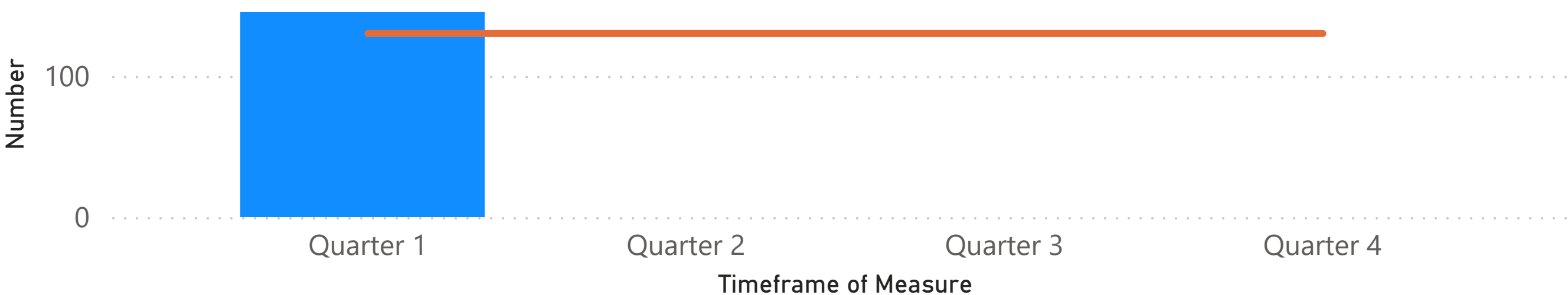
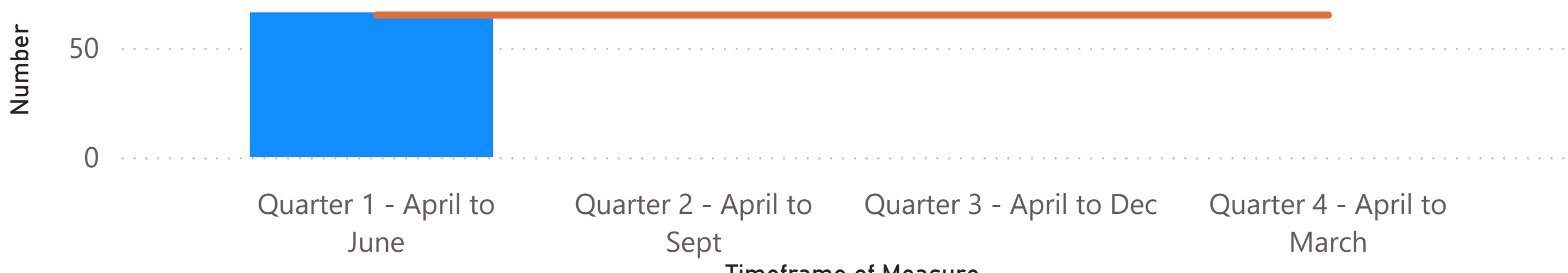
Reduce  
anti-social  
behaviour  
and crime in  
our  
communities



Priority 3: Healthy, Active and Safe Communities



NEWCASTLE UNDER LYME  
BOROUGH COUNCIL

| Low<br>Is Good<br><br>Cumulative (Per Annum)<br><br>Positive<br>Yearly Trend | ID3.2 - Number of referrals made regarding vulnerability by participating organisations at the Daily Hub                             |  | Current Status | SMART Actions if Off Target   | Ensure that our most vulnerable residents are supported through the impact of the rising cost of living. |
|--|--|--|----------------|---|--|
|  | FY ● 2023/24 ● 2024/25 ● 2025/26   |  |                |   |  |
|  |    |  | 35             | The vulnerability Hub continues to have a high number of complex cases with a broad range of vulnerabilities. The Hub partners are going to consider putting on a 'Vulnerability' Day to try and raise awareness on the range of issues people are facing with a view to accessing support earlier, we will look at this ahead of the winter. |  |
|  | Cllr. Gill Heesom  |  |                |   |  |
|  | Timeframe of Measure   |  |                |   |  |
| Low<br>Is Good<br><br>Cumulative (Per Annum)<br><br>Negative<br>Yearly Trend | ID3.8 - Emergency homeless presentations   |  | Current Status | SMART Actions if Off Target   |  |
|  | FY ● 2023/24 ● 2024/25 ● 2025/26   |  |                |   |  |
|  |   |  | 125            | All Homeless tonight presentations are monitored. A focus on earlier intervention.  |  |
|  | Cllr. Gill Heesom  |  |                |   |  |
|  | Timeframe of Measure   |  |                |   |  |
| Low<br>Is Good<br><br>Per Quarter (Snapshot)<br><br>N/A<br>Yearly Trend      | ID3.9 - The average number of working days from occupational health referral to completion of works for stairlifts provided by a DFG |  | Current Status | SMART Actions if Off Target   | Ensure that there are good homes for everyone and that every citizen has a safe and secure place to live |
|  | FY ● 2025/26 ● Target  |  |                |   |  |
|  |    |  | 145!           | Four stairlifts were completed in Quarter 1, with three delivered within target timeframes. One installation was delayed due to a design revision required by the manufacturer, resulting in an outlier. As installation activity increases throughout the year, the overall completion average is expected to improve                        |  |
|  | Cllr. Gill Heesom  |  | Target: 130.00 |   |  |
|  | Timeframe of Measure   |  |                |   |  |
| High<br>Is Good<br><br>Cumulative (Per Annum)<br><br>N/A<br>Yearly Trend     | ID3.10 - Percentage of non-complex Disabled Facilities Grants completed in 120 days from occupational health referral                |  | Current Status | SMART Actions if Off Target   |  |
|  | FY ● 2025/26 ● Target  |  |                |   |  |
|  |    |  | 66✓            | Not Required as Target Met  |  |
|  | Cllr. Gill Heesom  |  | Target: 65.00  |   |  |
|  | Timeframe of Measure   |  |                |   |  |

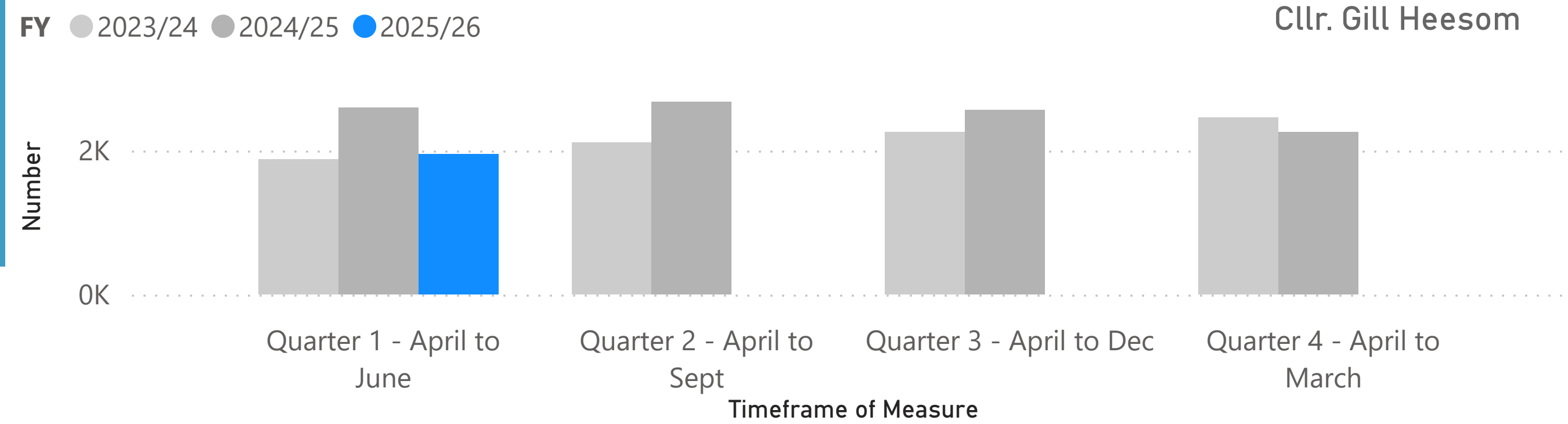


Low  
Is Good  
  
Per  
Quarter  
(Snapshot)  
  
Positive  
Yearly Trend

ID3.6 - Live application on the housing register

Current Status

SMART Actions if Off Target



1,951

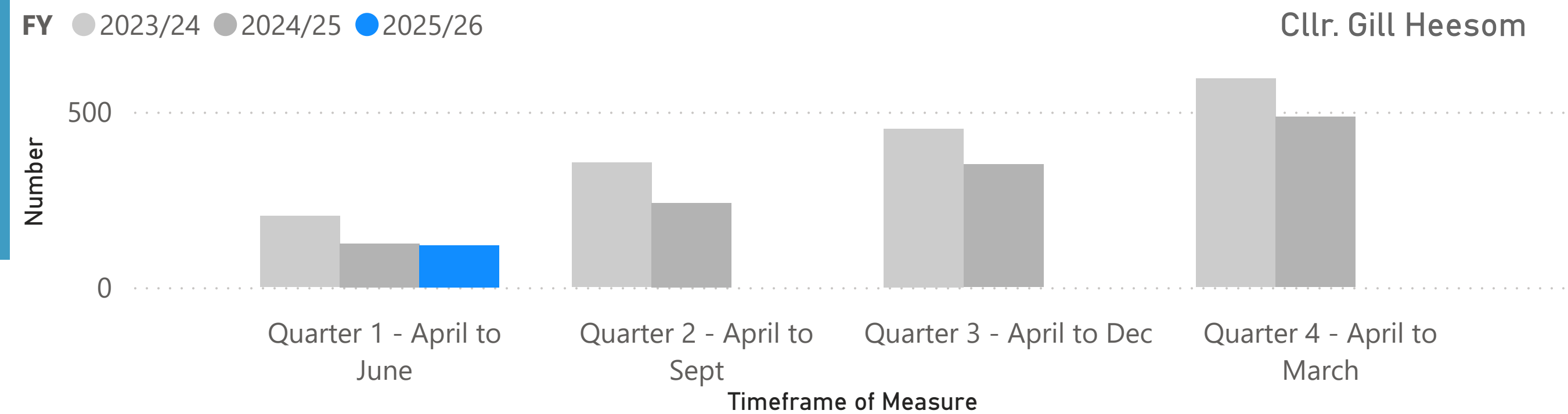
Trend increasing however compared to the previous year shows a reduction. Review module now in place.

High  
Is Good  
  
Per  
Quarter  
(Snapshot)  
  
Negative  
Yearly Trend

ID3.7 - Number of lets to registered providers from the housing waiting list

Current Status

SMART Actions if Off Target



119

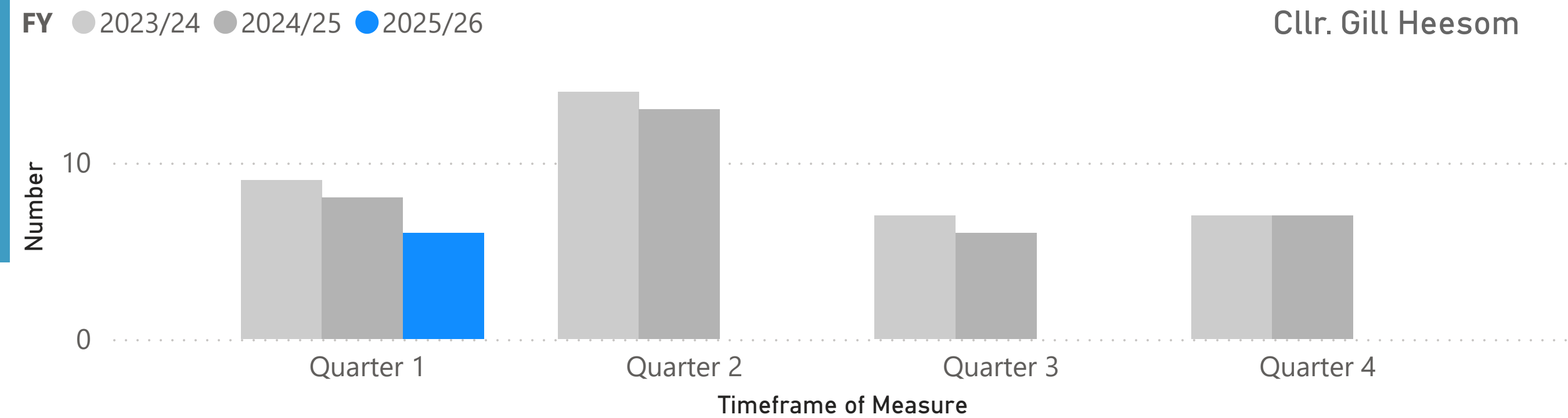
Nominations are monitored through Lettings Forum meetings. Nomination targets (75% for Aspire / 50% other providers)

Low  
Is Good  
  
Per  
Quarter  
(Snapshot)  
  
Positive  
Yearly Trend

ID4.4 - Total Rough Sleepers Verified in Quarter

Current Status

SMART Actions if Off Target

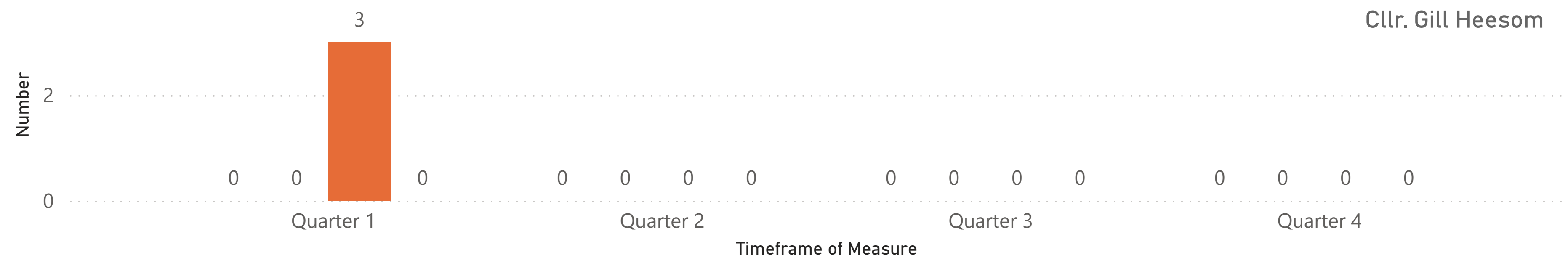


6

A vast improvement from last year's annual count which was 10. This year the count took place 20th November when we verified 7 rough sleepers. This reduction in figures is attributed to the hard work and dedication of the team.

ID4.4a, 4.4b, 4.4c and 4.4d - Breakdown of Rough Sleepers Verified in Quarter

● 1. Prevented 1 - New Rough Sleepers ● 2. Non-Recurring 1 - Returning Rough Sleepers ● 3. Brief 1 - Entrenched Rough Sleepers ● 4. Prevented 2 - Rough Sleepers after ...

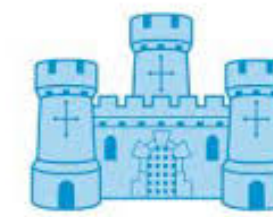


Ensure that there are good homes for everyone and that every citizen has a safe and secure place to live





## Priority 3: Healthy, Active and Safe Communities



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### Project Status Split for Priority 3.

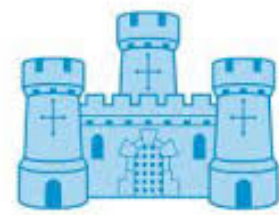
Project/Action is Progressing as Expected

4

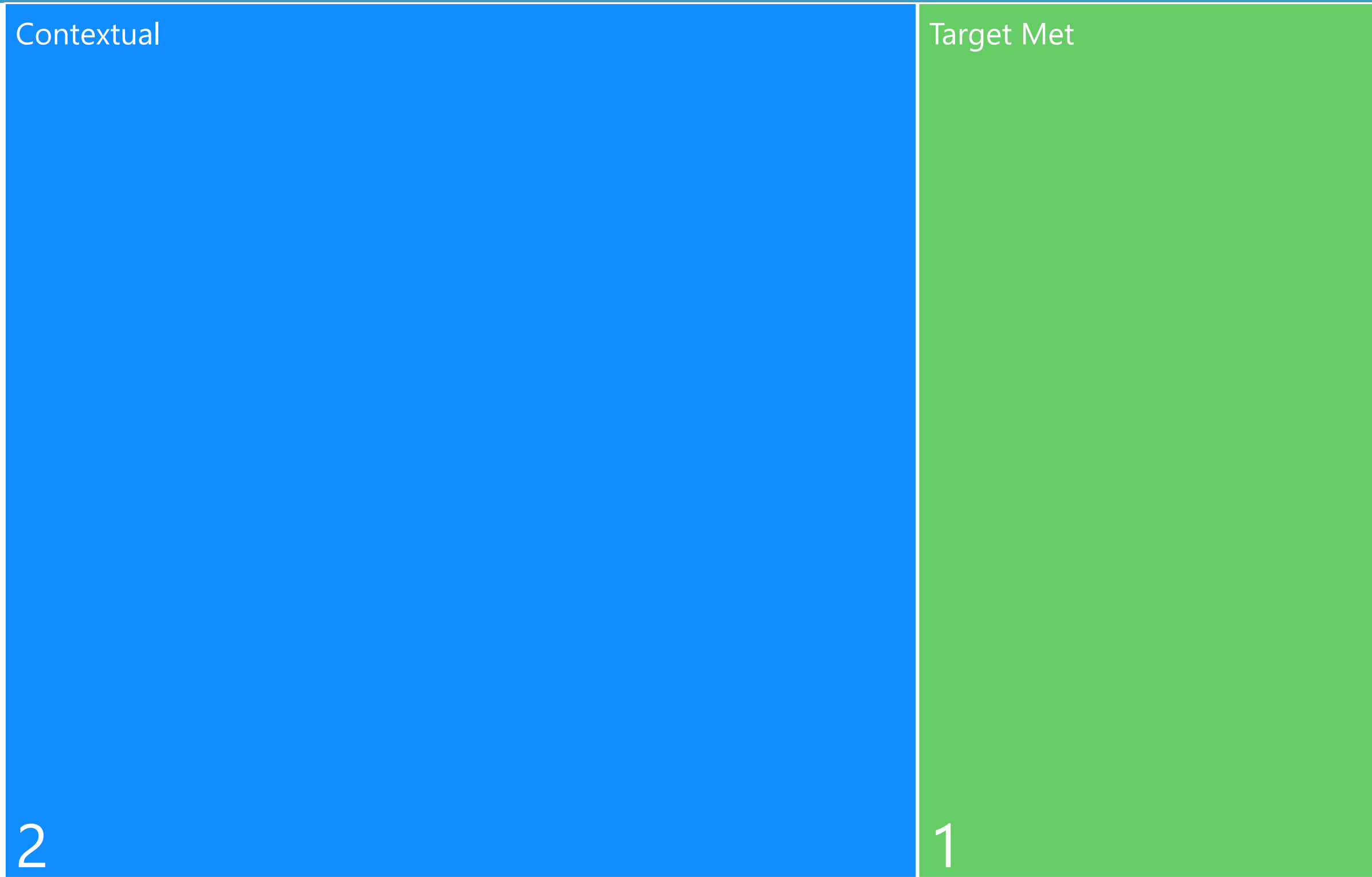
Project/Action is Completed

2

| 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 | The Community Safety Partnership action plan has been updated for 2025/26 in accordance with the refreshed Strategic Assessment. Partnership work with Staffordshire Police is ongoing, with a particular focus on Newcastle town centre. The town centre PSPO is being reviewed with a view to amending it later in 2025, subject to consultation.                  |
| Cllr. Craig Skelding  | 1. Commercial Delivery<br>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 Completed               | Project/Action has been completed.   |
| 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 | The Council has introduced collections of flexible plastics and film as well as cartons two years ahead of mandatory inclusion. Targeted food waste communications are continuing.   |
| 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 | Prevent and Protect agendas are embedded in ways of working to support community safety and confidence. Better Health Programme is working to directly positively impact the physical health of our communities. Partnership Board brings a variety of partners together to share and collaborate on core community goals.   |
| 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 | The Civic Pride initiative is progressing with partners, with events held or scheduled in all neighbourhoods across the Borough to engage with local community groups and volunteers. The Civic Pride Strategy will be launched for consultation in July and the Civic Pride Investment Fund is now open, with the first round of applications closing on 11th July. |



Priority 4: Performance Indicators Current Status



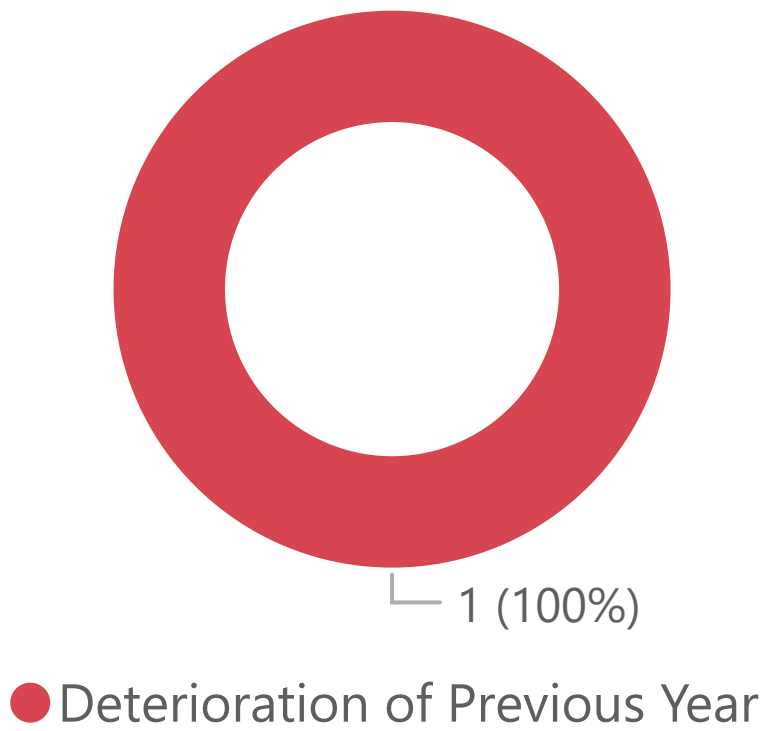
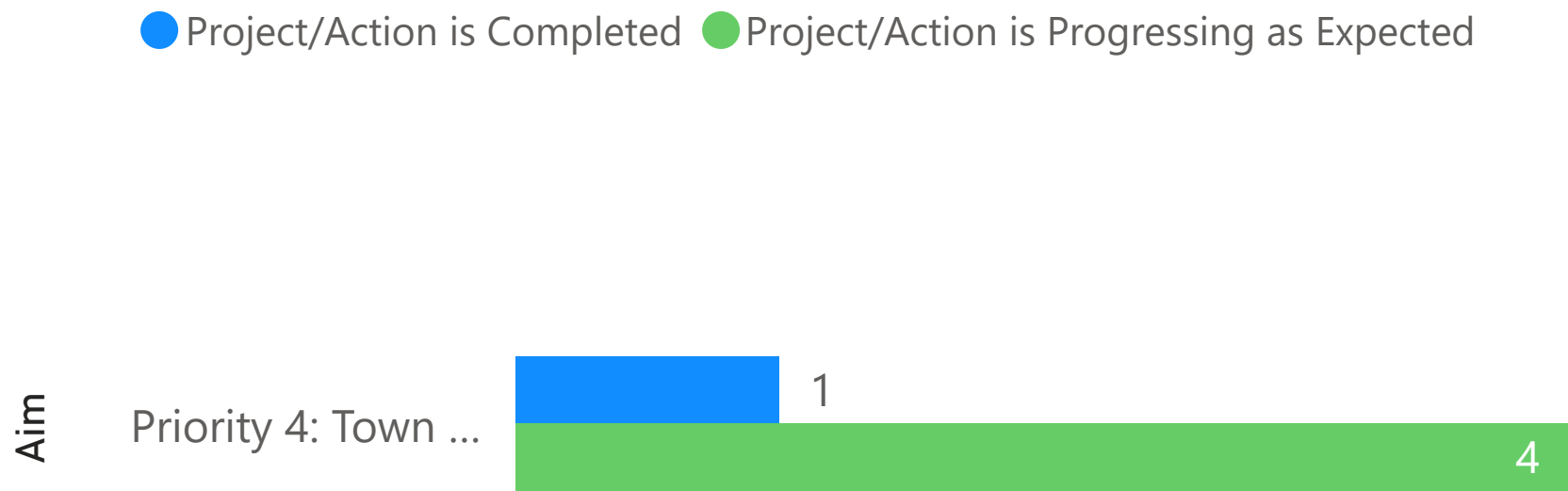
| Corporate Objective   | Count |
|---|-------|
| Increasing the number of people living, working and using Newcastle town Centre | 3     |
| Total   | 3     |

Smart Narrative

- A total of **1** measures were assigned targets this quarter. Of these, **100% achieved their targets.**
- An additional **2 measures were contextual** and therefore did not have set targets.
- **1** measure showed a decline in performance when compared to the previous year, with the other measure having no historic data to compare against.
- **1 projects/actions** has been completed, with all other project/actions progressing as expected this quarter, with further details provided within this report.

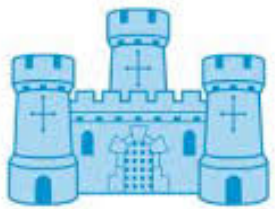
Priority 4: Summary Project Status Split

Priority 4: Qtr.1 Trend Status of PI's Compared On Same Qtr in the Previous Financial Year





Priority 4: Town Centres for All



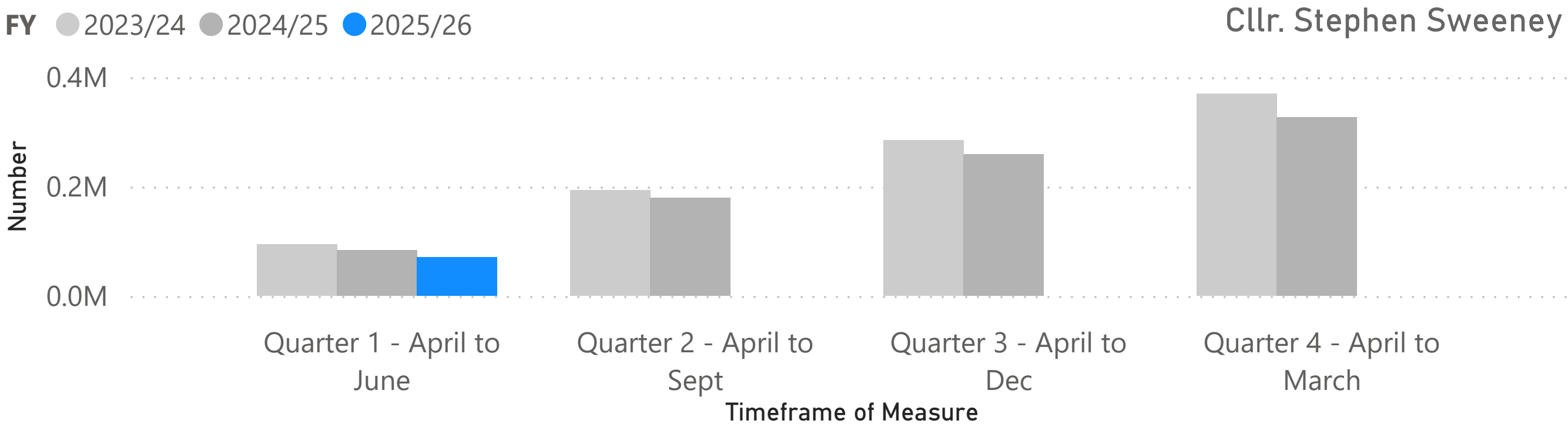
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BOROUGH COUNCIL

High  
Is Good  
  
Cumulative  
(Per Annum)  
  
Negative  
Yearly Trend

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

Current Status

SMART Actions if Off Target



69,964

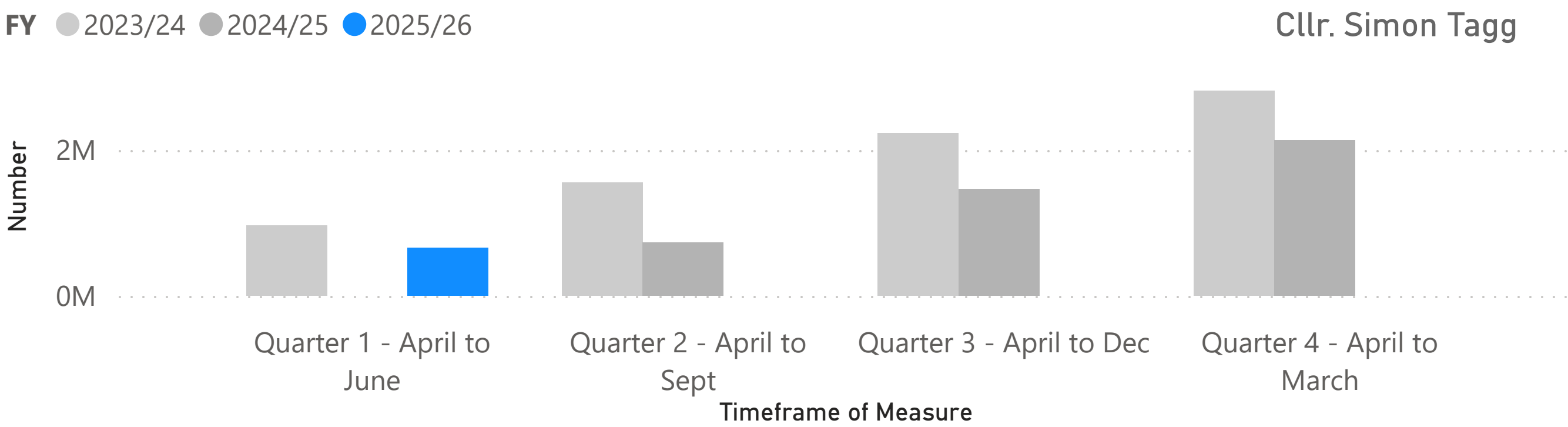
At the end of Quarter 1, 13,636 fewer tickets had been issued compared to the same period in the previous year. National comparator data is being sought to look at trends which are affecting car parking

High  
Is Good  
  
Cumulative  
(Per Annum)  
  
N/A  
Yearly Trend

ID4.2 - Town Centre Footfall - Newcastle

Current Status

SMART Actions if Off Target



658,293

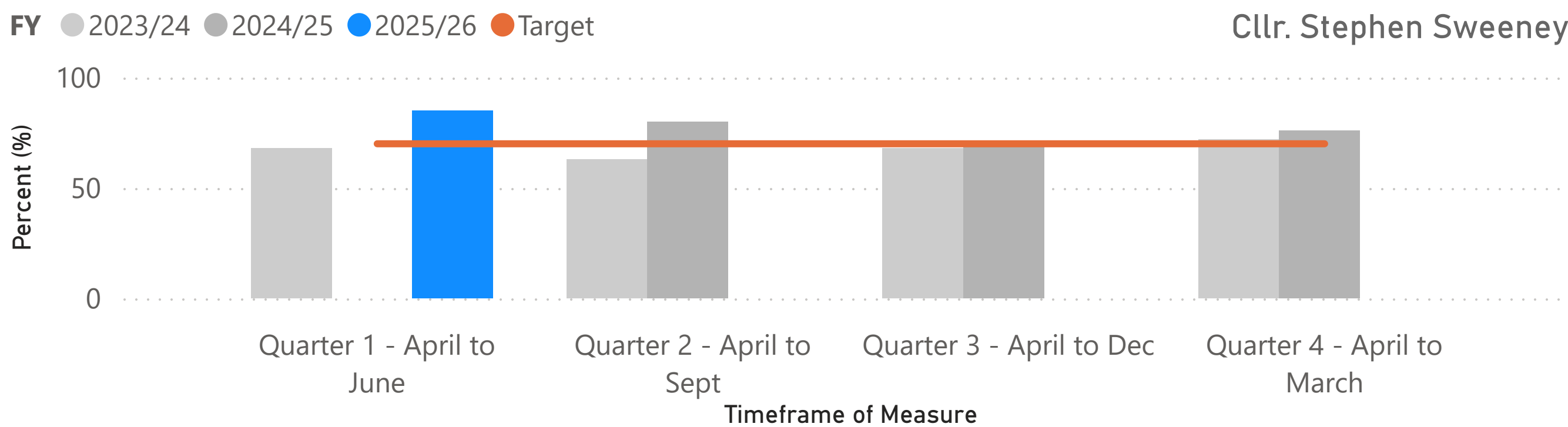
Town centre footfall showed a steady upward trend throughout Quarter 1, reflecting increased visitor activity month by month. There is no historic data available for comparison of the quarter due to limited data supplied from the previous financial year.

High  
Is Good  
  
Cumulative  
(Per Annum)  
  
N/A  
Yearly Trend

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

Current Status

SMART Actions if Off Target



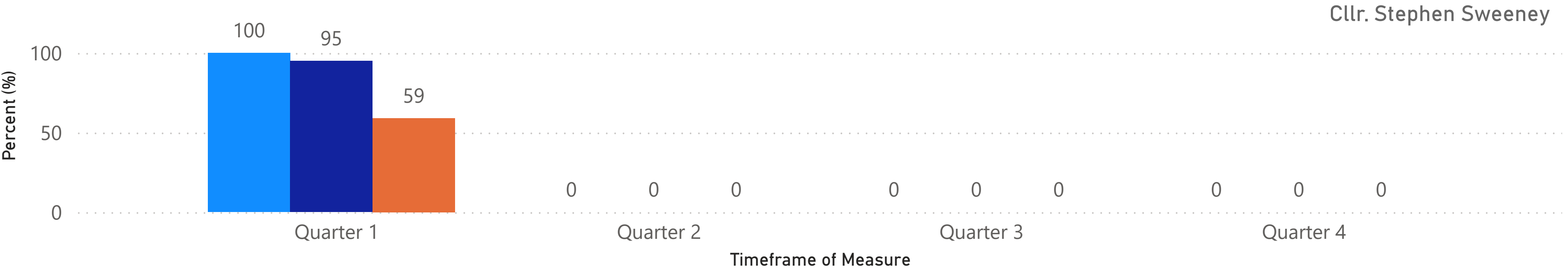
85.00✓

Target:  
70.00

Seasonal fluctuations at the outdoor market follow national trends and warmer weather improves occupancy of the stalls. This is evidenced by the increase in the number of outdoor events held currently. The number of events booked in for the remainder of the year are at levels similar to 2024. NOTE: Monday continues to be a rent free day with no officer on duty.

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 stall occupancy rate 3. General market - Average stall occupancy rate

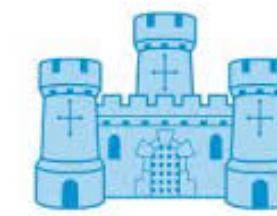


Increasing the number of people living, working and using Newcastle town Centre





## 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 | Capital and Centric have continued to deliver against the pre-development agreements with planning permission for the site now given. Legal agreements are being drafted to award the construction contracts for the main works and discussions are ongoing with Homes England for grant monies to contribute to the scheme costs.   |
| 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 | Plans continue for the Ryecroft redevelopment with Capital and Centric securing planning permission. Partners continue to deliver against the pre-development agreement. Hoardings will change on the site in the next quarter. Legal agreements are being drafted to award the construction contracts for the main works and discussions are ongoing with Homes England for grant monies to contribute to the scheme costs. |
| 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 | Capital and Centric have continued to deliver against the pre-development agreements with planning permission for the site now given. Legal agreements are being drafted to award the construction contracts for the main works and discussions are ongoing with Homes England for grant monies to contribute to the scheme costs.   |
| 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 remaining work to improve the public realm is scheduled for completion in summer 2025. Makers Market relaunched in May 2025 and a programme of specialist markets is in place for 2025.  |