



# **NUL Quarterly Performance Revisions**

**2025 to 2028**

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## Priority One: One Council Delivery for Local People

Measure	Service	Portfolio Holder	2023-24 Result	2024-25 Result	2024-25 Target	2025-26 Target	2026-27 Target	2027-28 Target
Develop professional talent across the Council and provide opportunities for staff to grow their careers								
Staff turnover	Strategy, People & Performance	Cllr. Simon Tagg	15.22%	13.13%	Max 10%	Max 10%	Max 10%	Max 10%
Voluntary Turnover	Strategy, People & Performance	Cllr. Simon Tagg	N/A	N/A	N/A	Contextual	Contextual	Contextual

**Rationale:** A secondary measure has been introduced to support the overall Staff Turnover metric by specifically tracking voluntary departures within the council. This measure captures instances such as resignations and retirements, helping to provide a clearer view of workforce movement.



## Priority One: One Council Delivery for Local People

Measure	Service	Portfolio Holder	2023-24 Result	2024-25 Result	2024-25 Target	2025-26 Target	2026-27 Target	2027-28 Target
Ensure our services are efficient and accessible								
Percentage of requests resolved at first point of contact	Neighbourhood Delivery	Cllr. Simon Tagg	99.99%	98.9%*	98%	Contextual – Establish baseline	TBC on baseline	TBC on baseline
% Unmet demand (number of calls not answered as a % of total call handling volume)	Neighbourhood Delivery	Cllr. Simon Tagg	15.60%	19.2%*	19%	Contextual – Establish baseline	TBC on baseline	TBC on baseline

**Rationale:** Following the introduction of the new telephony system, Anywhere 365, at the end of February 2025, the target for 2025/26 has been revised to a contextual measure. This adjustment reflects the shift in reporting capabilities and allows for the establishment of a baseline using the new software. Future targets will be set based on performance during this baseline year.

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## Priority One: One Council Delivery for Local People

Measure	Service	Portfolio Holder	2023-24 Result	2024-25 Result	2024-25 Target	2025-26 Target	2026-27 Target	2027-28 Target
Ensure our services are efficient and accessible								
Total number of digital online transactions	Information & Technology	Cllr. Simon Tagg	80873	74268	75000	75000	To be reviewed in 2026	To be reviewed

**Rationale:** The target will remain unchanged for 2025/26, as no additional Jadu forms are planned for implementation during this period. However, with the transition to a new Customer Relationship Management (CRM) system, the target will be reviewed in 2026 and incorporated as part of the new platform's rollout.

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## Priority One: One Council Delivery for Local People

Measure	Service	Portfolio Holder	2023-24 Result	2024-25 Result	2024-25 Target	2025-26 Target	2026-27 Target	2027-28 Target
Ensure our services are efficient and accessible								
Total number of unique users to the website	Information & Technology	Cllr. Simon Tagg	345276	Measure to be removed from corporate performance metric suite.				

**Rationale:** This measure will be removed from the performance metrics, as it has previously served only a contextual purpose and provides no benefit. Customer interaction with the Council's digital services is now better represented through measure 1.8: Total Number of Digital Online Transactions now that the CMS is fully implemented.

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## Priority 2: A Successful and Sustainable Growing Borough

Measure	Service	Portfolio Holder	2023-24 Result	2024-25 Result	2024-25 Target	2025-26 Target	2026-27 Target	2027-28 Target
Protecting our communities by improving how we use our enforcement powers								
<b>Year to Date</b> - Percentage of complainants informed within the required timescales of any action to be taken about alleged breaches of planning control	Planning	Cllr. Stephen Sweeney	63.9%	72%	75%	75%	75%	75%
<b>Quarter in Isolation</b> - Percentage of complainants informed within the required timescales of any action to be taken about alleged breaches of planning control	Planning	Cllr. Andrew Fear	N/A	N/A	75%	75%	75%	75%

**Rationale:** A second measure has been introduced to complement the original cumulative version by presenting each quarter in isolation. This approach is expected to more clearly highlight any fluctuations between quarters, thereby offering valuable context to help explain changes in the year-to-date figure.



## Priority 2: A Successful and Sustainable Growing Borough

Measure	Service	Portfolio Holder	2023-24 Result	2024-25 Result	2024-25 Target	2025-26 Target	2026-27 Target	2027-28 Target
Protecting our communities by improving how we use our enforcement powers								
Speed of major development applications (P151a). (Government Target)	Planning	Cllr. Andrew Fear	90.90%	91.5%	75%	92%	92%	92%
Speed of non-major development applications (P153). (Government Target)	Planning	Cllr. Andrew Fear	95.10%	95.9%	85%	90%	90%	90%

**Rationale:** The updated "Improving Planning Performance: Criteria for Designation" document released December 2024 has changed the assessment period for speed of decision-making for both major and non-major applications from 24 months to 12 months, this has meant that there is no annual comparison available for the upcoming year.



### Priority 3: Healthy, Active and Safe Communities

Measure	Service	Portfolio Holder	2023-24 Result	2024-25 Result	2024-25 Target	2025-26 Target	2026-27 Target	2027-28 Target
Ensure that there are good homes for everyone and that every citizen has a safe and secure place to live								
The average number of working days from occupational health referral to completion of works for stairlifts provided by a DFG	Regulatory	Cllr. Gill Heesom	N/A	N/A	Contextual	130 Days	125 Days	120 Days
Percentage of non-complex Disabled Facilities Grants completed in 120 days from Occupational health referral	Regulatory	Cllr. Gill Heesom	N/A	N/A	Contextual	65%	70%	75%

**Rationale:** The two Disabled Facilities Grants measures have been amended to fall in line with the national guidance targets.

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### Priority 3: Healthy, Active and Safe Communities

Measure	Service	Portfolio Holder	2023-24 Result	2024-25 Result	2024-25 Target	2025-26 Target	2026-27 Target	2027-28 Target
Delivering an economic and cultural legacy from the celebration of the borough's 850th anniversary in 2023								
Number of People Accessing the Museum's collections person	Commercial Delivery	Cllr. Craig Skelding	96161	76778	85000	60000*	61000	61000

**Rationale:** The 2025/26 target has been adjusted to account for new counting software scheduled for implementation early in 2025. While a reduction in recorded numbers is anticipated, the data will more accurately reflect actual visitor figures.

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### Priority 3: Healthy, Active and Safe Communities

Measure	Service	Portfolio Holder	2023-24 Result	2024-25 Result	2024-25 Target	2025-26 Target	2026-27 Target	2027-28 Target
Support the development of community solutions to local problems								
Jubilee 2 Customer Satisfaction – Overall Visitor Experience	Commercial Delivery	Cllr. Craig Skelding	35.68%	26.09%	40%	75%	75%	75%

**Rationale:** There is a difficulty in understanding the Net Promoter Score, particularly how it fluctuates in relation to the national survey, this has led to the introduction of a new local survey as a replacement that still allows for national benchmarking. The new survey will provide more meaningful and accessible insights into customer satisfaction.



### Priority 3: Healthy, Active and Safe Communities

Measure	Service	Portfolio Holder	2023-24 Result	2024-25 Result	2024-25 Target	2025-26 Target	2026-27 Target	2027-28 Target
Further increasing recycling rates across the borough with a particular focus on food waste								
Total % of materials collected for recycling and composting verified via WDF	Sustainable Environment	Cllr. David Hutchison	48.28%	48.1%	50%	51%	52%	45%*

**Rationale:** No significant changes are anticipated until 2027/28, at which point the target will be reduced due to the anticipated impact of the Deposit Return Scheme. The scheme's introduction is expected to alter performance and thus has prompted this reassessment.

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## Priority 4: Town Centre for All

Measure	Service	Portfolio Holder	2023-24 Result	2024-25 Result	2024-25 Target	2025-26 Target	2026-27 Target	2027-28 Target
Increasing the number of people living, working and using Newcastle town Centre								
Car parking usage:- Number of tickets purchased	Neighbourhood Delivery	Cllr. Stephen Sweeney	368987	326847	340000	Contextual	Contextual	Contextual

**Rationale:** The target for 2025/26 has been revised to a contextual measure in response to evolving parking habits, influenced by the regeneration programme underway in Newcastle-under-Lyme. Castle Car Park, the initial phase of this initiative, has been designed with increased capacity to accommodate future demand as new developments are introduced over the next two to four years. Future targets may be set based on current year baseline. Additionally, alternative metrics are being explored to provide a more meaningful representation of car park usage across the borough.

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