

# Quarter 3 - April 2025 to December 2025



## All Performance Indicators Current Status



### Corporate Aim (Priority)

- Priority 1: One Council delivering for Local People
- Priority 2: A Successful and Sustainable Growing Borough
- Priority 3: Healthy, Active and Safe Communities
- Priority 4: Town Centres for All

Count

16  
7  
24  
3  
50

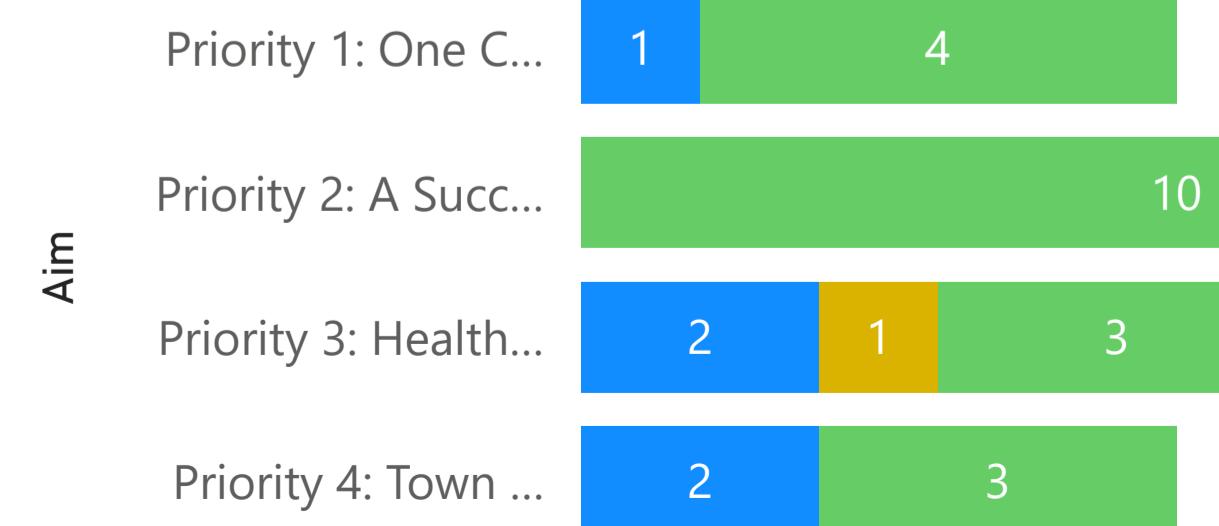
### Smart Narrative

- A total of **33** measures were assigned targets this quarter. Of these, **82% achieved their targets**.
- 10** measures not only met their targets but also showed improvement compared to the same period last year. **7** met their targets but showed a negative year-on-year trend. **3** showed no change. **7** had no historical data available for comparison.
- The remaining **18%** did not meet their set targets this quarter.
  - Of these, **5** demonstrated a negative trend compared to the same period last year, with **1** showing improved performance.
- An additional **17 measures were contextual** and therefore did not have set targets.
  - 5** showed improvement. **7** showed a decline. **1** showed no change. **4** lacked historical data for comparison.

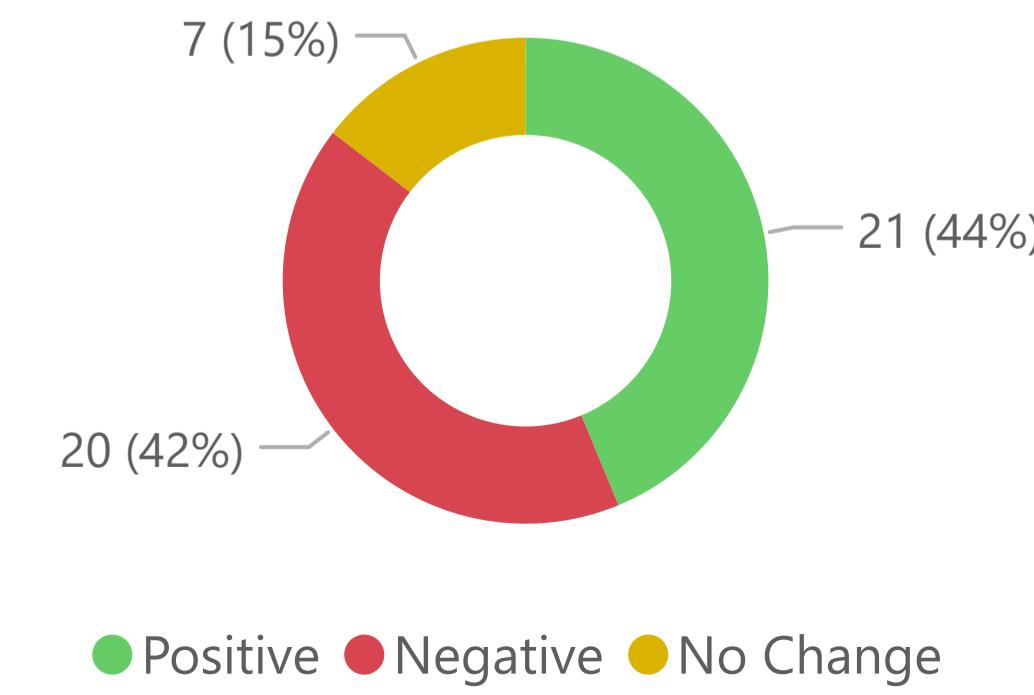
**5 projects/actions** have been completed, across **Priority 1, 3 and 4**. **Priority 3** has **1 projects/actions** identified as **not progressing as expected**, with further details provided within this report.

## Summary Project Status Split

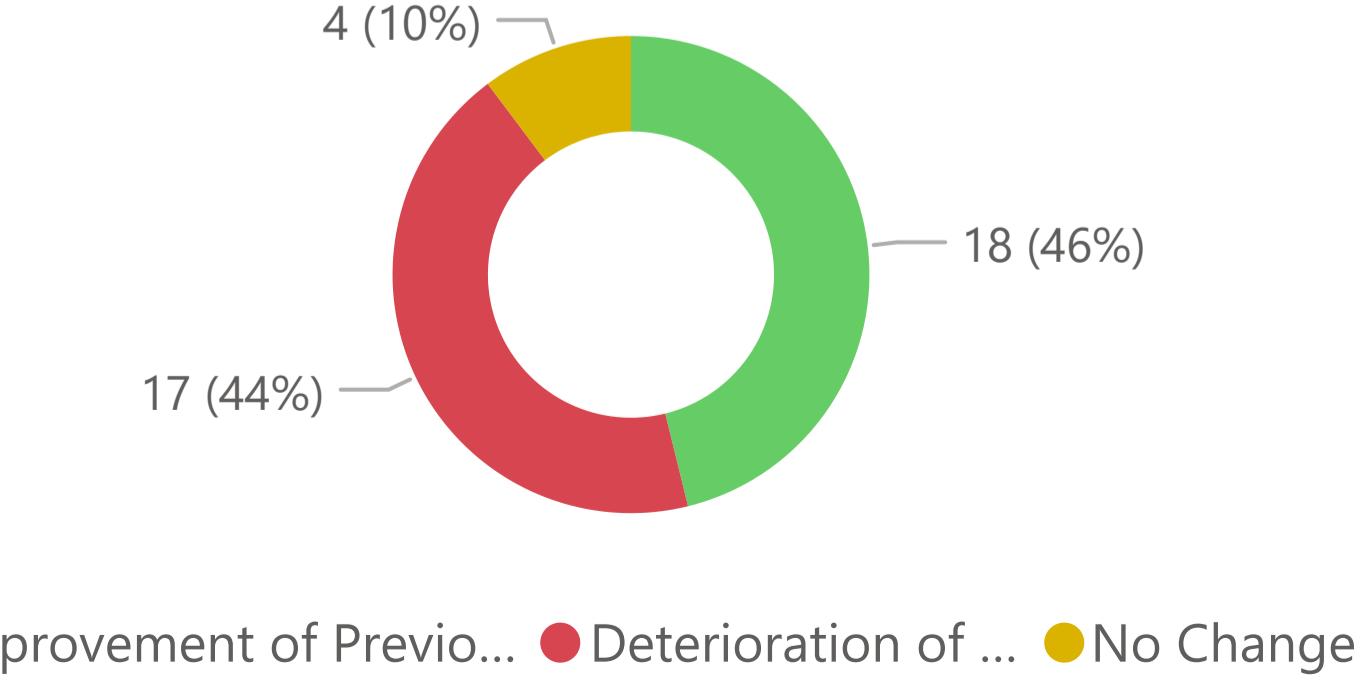
● Project/Action is Completed ● Project/Action is Not Prog... ● Project/Action is Prog...



## All Qtr.3 Trend Direction of PI's Compared to Previous Quarter

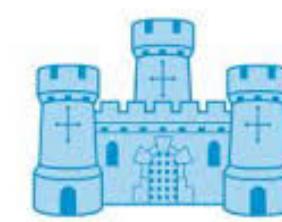


## All Qtr.3 Trend Status of PI's Compared On Same Qtr in the Previous Financial Year





## Priority 1: One Council delivering for Local People



NEWCASTLE-UNDER-LYME  
BOROUGH COUNCIL

### Priority 1: Performance Indicators Current Status



### Corporate Objective

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. **2** met their targets but showed a negative year-on-year trend.
- The remaining **30%** did not meet their set targets this quarter.
  - **2** of these measures showed year-on-year negative trend compared to the same period last year.
  - **1** of the measures showed a positive trend when comparing year-on-year performance.
- An additional **6 measures were contextual** and therefore did not have set targets.
- **3** showed improvement. **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

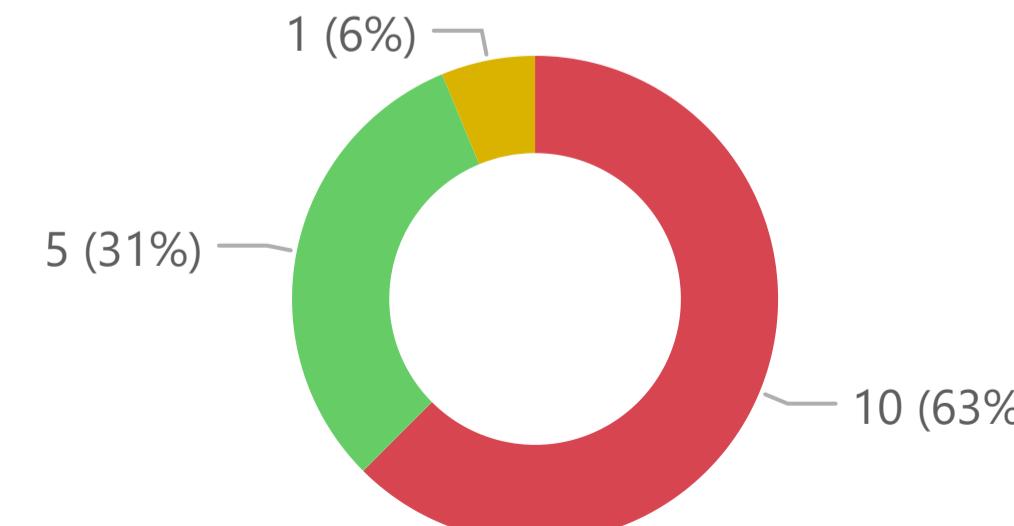
● Project/Action is Completed ● Project/Action is Progressing as Expected

Aim

Priority 1: One C...



### Priority 1: Qtr.3 Trend Direction of PI's Compared to Previous Quarter



● Negative ● Positive ● No Change

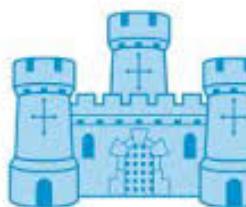
### Priority 1: Qtr.3 Trend Status of PI's Compared On Same Qtr in the Previous Financial Year



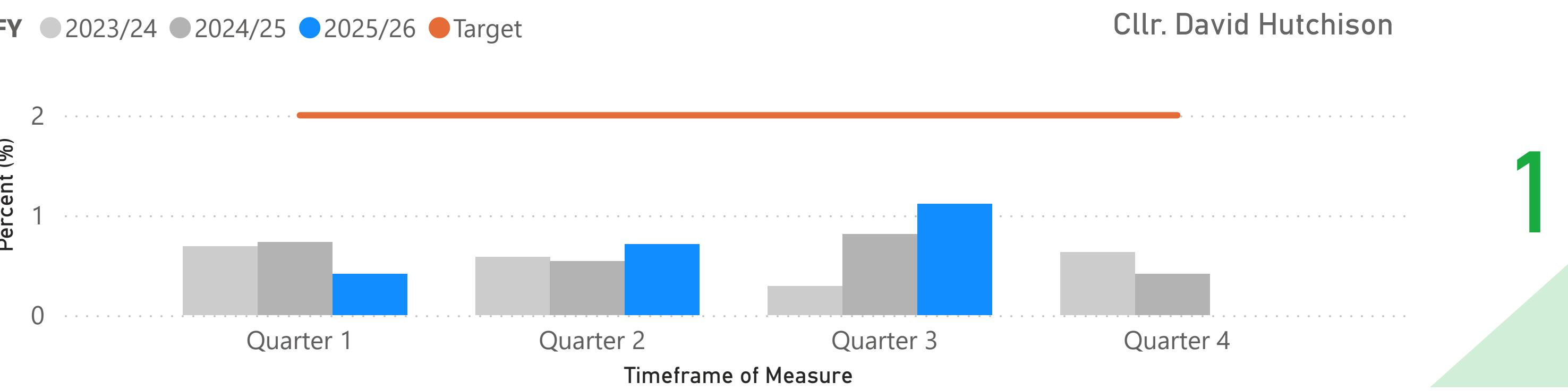
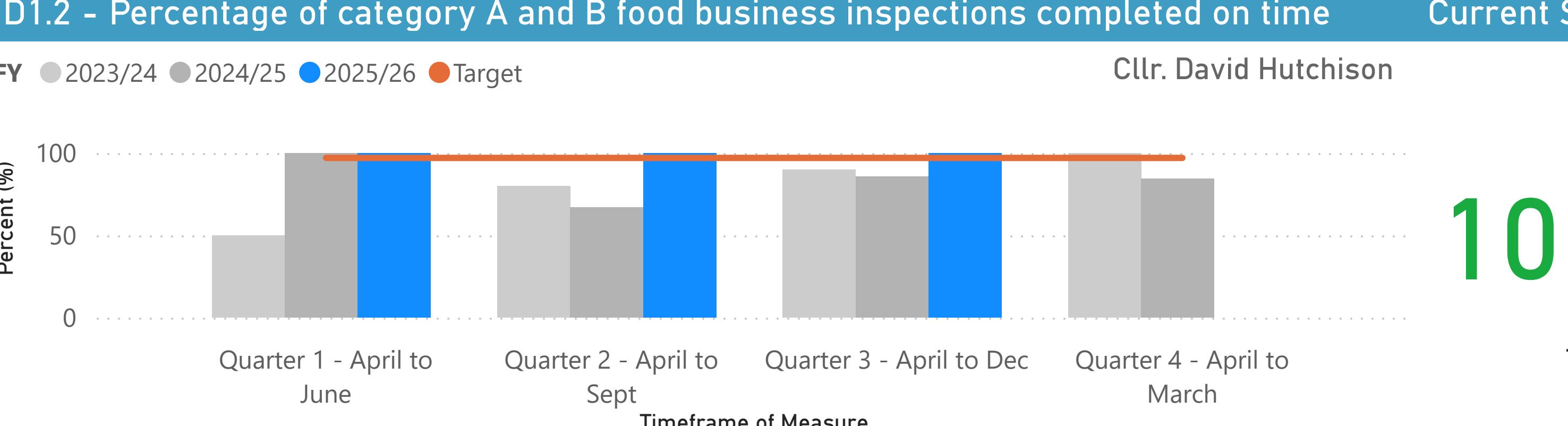
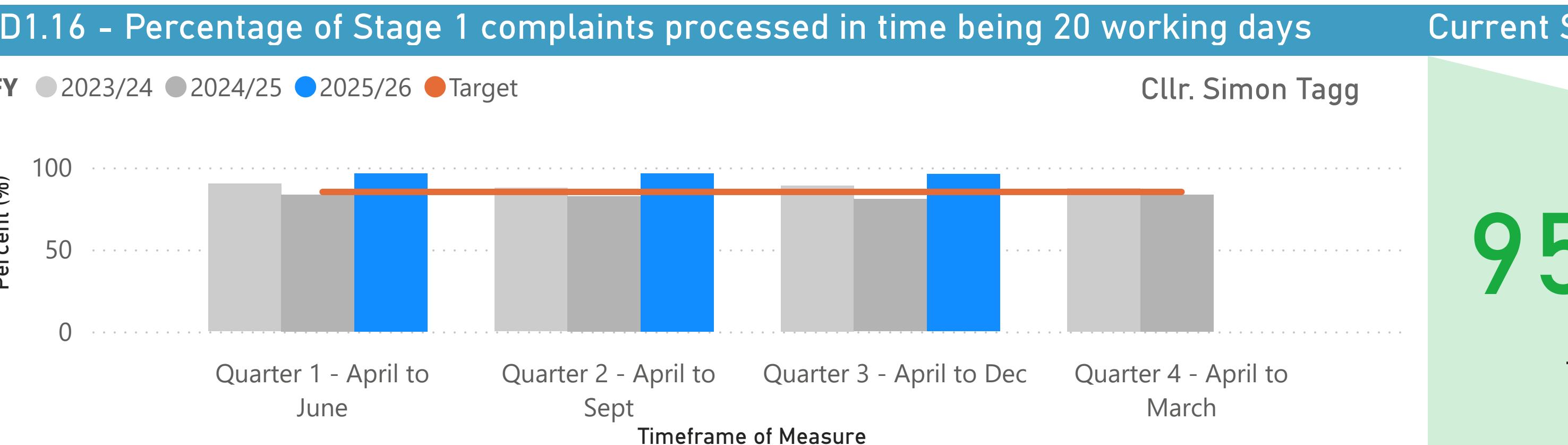
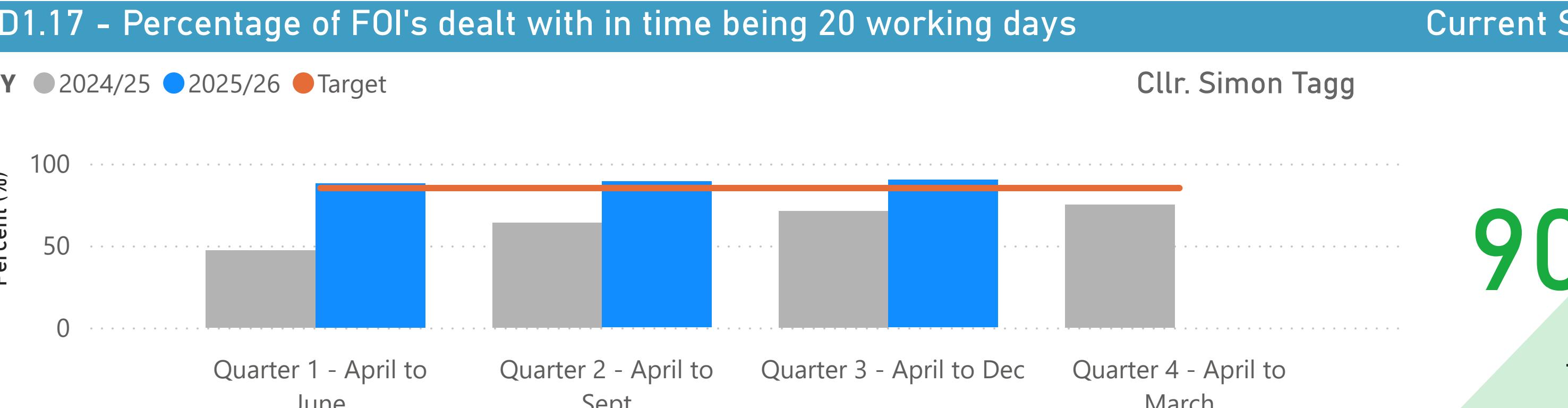
● Improvement of Previous Year ● Deterioration of Previous ...



## Priority 1: One Council delivering for Local People

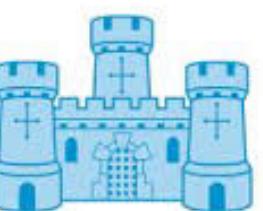


## NEWCASTLE-UNDER-LYME BOROUGH COUNCIL

ID1.1 - Percentage of food premises that have a zero or one national food hygiene rating				Current Status	SMART Actions if Off Target
Low Is Good Per Quarter (Snapshot)	 <p>Yearly Trend: Negative</p> <p>Timeframe of Measure: Quarter 1, Quarter 2, Quarter 3, Quarter 4</p> <p>Percent (%)</p> <p>FY: 2023/24 (Grey), 2024/25 (Grey), 2025/26 (Blue), Target (Orange)</p>	2.00	1.11	✓	Not Required as Target Met
Negative Yearly Trend					Deliver services to a high standard every day
High Is Good Cumulative (Per Annum)	 <p>Yearly Trend: Positive</p> <p>Timeframe of Measure: Quarter 1 - April to June, Quarter 2 - April to Sept, Quarter 3 - April to Dec, Quarter 4 - April to March</p> <p>Percent (%)</p> <p>FY: 2023/24 (Grey), 2024/25 (Grey), 2025/26 (Blue), Target (Orange)</p>	97.00	100.00	✓	Not Required as Target Met
High Is Good Cumulative (Per Annum)	 <p>Yearly Trend: Positive</p> <p>Timeframe of Measure: Quarter 1 - April to June, Quarter 2 - April to Sept, Quarter 3 - April to Dec, Quarter 4 - April to March</p> <p>Percent (%)</p> <p>FY: 2023/24 (Grey), 2024/25 (Grey), 2025/26 (Blue), Target (Orange)</p>	85.00	95.83	✓	<p>Target Met - (APR) 7 responses were due and 7 were processed on time. (MAY) 9 responses were due and 8 were processed on time, 1 (Leisure) was processed 3 days over SLA date. (June) All responses were processed in time. (July) All responses were processed in time. (Aug) All responses were processed in time. (Sept) 7 responses were due 6 were processed on time, 1 (Housing) was processed 2 days over SLA date. (Oct) 4 responses were due and 4 were processed on time. (NOV) 5 responses were due and 5 were processed on time. (DEC) 8 responses were due and 7 were processed on time, 1 (Legal) 6 days over SLA date.</p> <p>Ensure our services are efficient and accessible</p>
High Is Good Cumulative (Per Annum)	 <p>Yearly Trend: Positive</p> <p>Timeframe of Measure: Quarter 1 - April to June, Quarter 2 - April to Sept, Quarter 3 - April to Dec, Quarter 4 - April to March</p> <p>Percent (%)</p> <p>FY: 2024/25 (Grey), 2025/26 (Blue), Target (Orange)</p>	85.00	90.00	✓	<p>Target Met - continue to show strong commitment to completing FOI's within the Statutory timeframe 90% achieved</p>



## Priority 1: One Council delivering for Local People



NEWCASTLE-UNDER-LYME  
BOROUGH COUNCIL

Low  
Is Good  
Cumulative  
(Per  
Annum)

Negative  
Yearly Trend

Low  
Is Good  
Cumulative  
(Per  
Annum)

Positive  
Yearly Trend

Low  
Is Good  
Cumulative  
(Per  
Annum)

N/A  
Yearly Trend

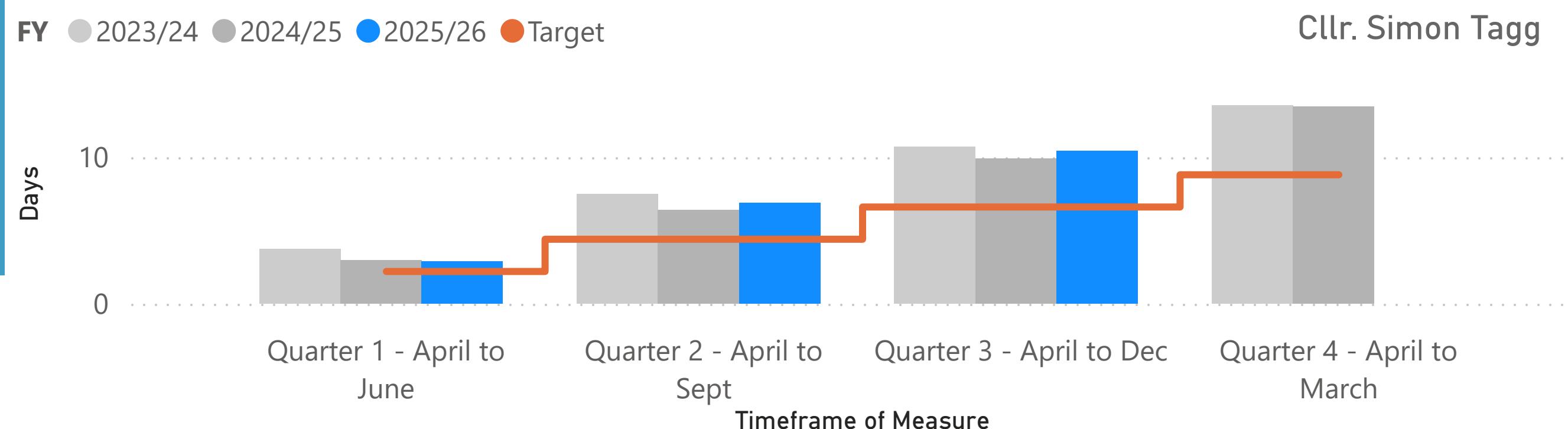
Low  
Is Good  
Per  
Quarter  
(Snapshot)

Positive  
Yearly Trend

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

Current Status

SMART Actions if Off Target



10.42!

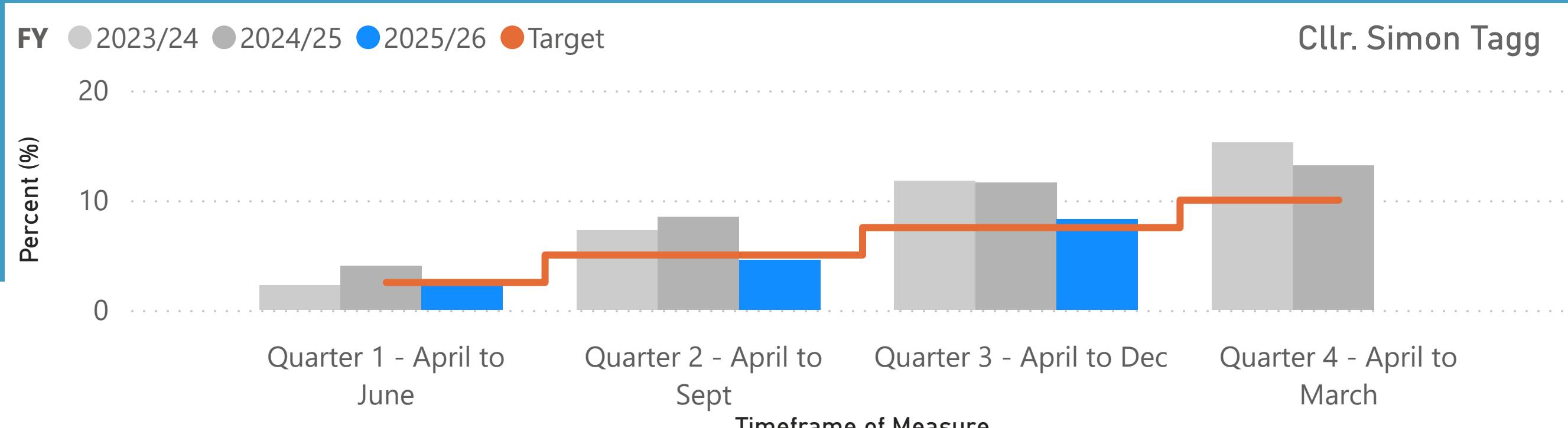
Target:  
6.60

After a decrease in November, sickness rose again in December with absence higher than the previous 2 years, but remaining lower than Quarter 2 where absence was consistently high. The main increase was in long term absence with very little change in short term sickness. We are proactively managing all cases with all support mechanisms available and are hopeful that the downward trend will continue.

### ID1.14 - Staff Turnover

Current Status

SMART Actions if Off Target



8.25!

Target:  
7.50

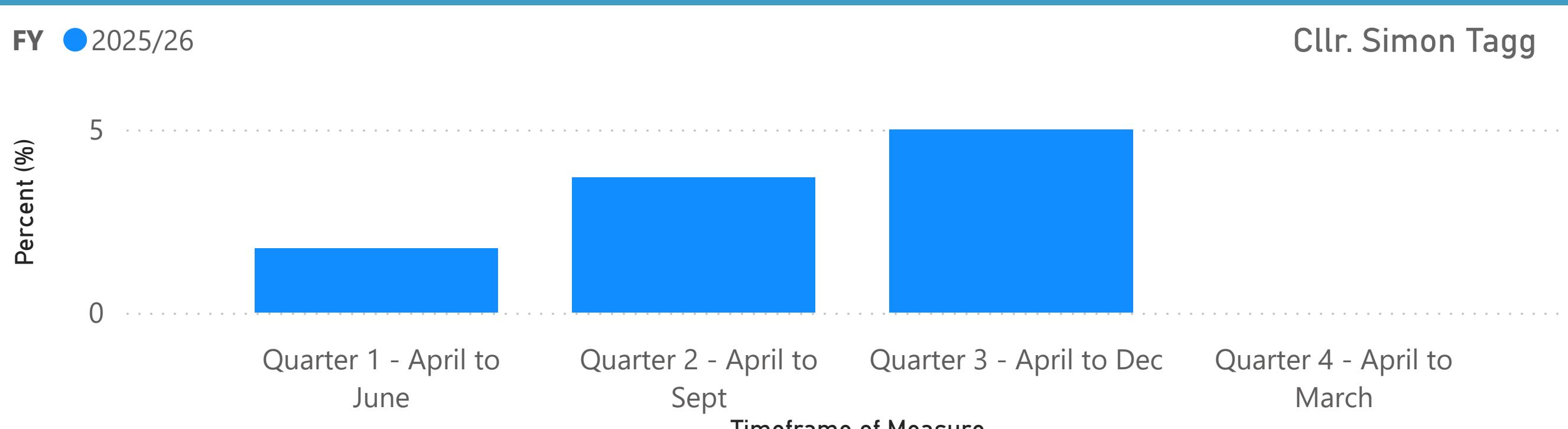
Turnover for December increased slightly after being low in November. Please see below information on adjusted turnover to account for natural leavers where the same applies, the voluntary turnover remains significantly lower than overall turnover, which is to be expected when we have a number of seasonal workers (many who will finish in September/October)

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

### ID1.14b - Voluntary Staff Turnover

Current Status

SMART Actions if Off Target



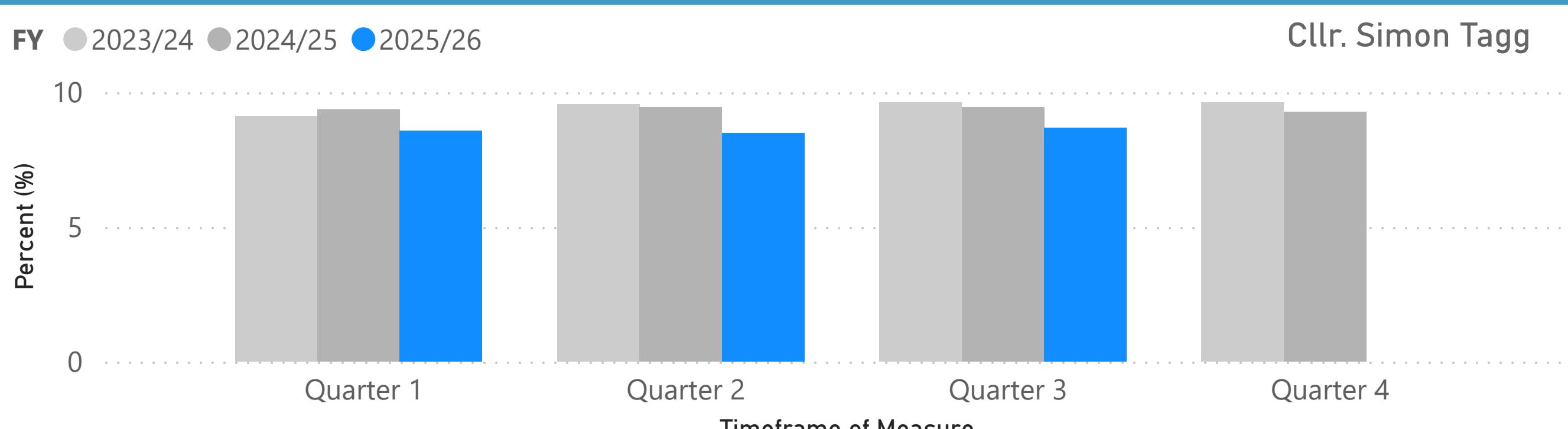
5.00

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



8.68

Vacancy rates remain consistent, with regular reviews of vacant posts to ensure efficiency. Very few posts remain hard to fill

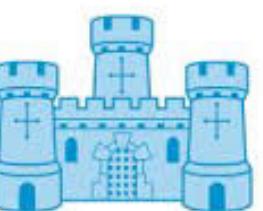
Cllr. Simon Tagg

Cllr. Simon Tagg

Cllr. Simon Tagg



## Priority 1: One Council delivering for Local People



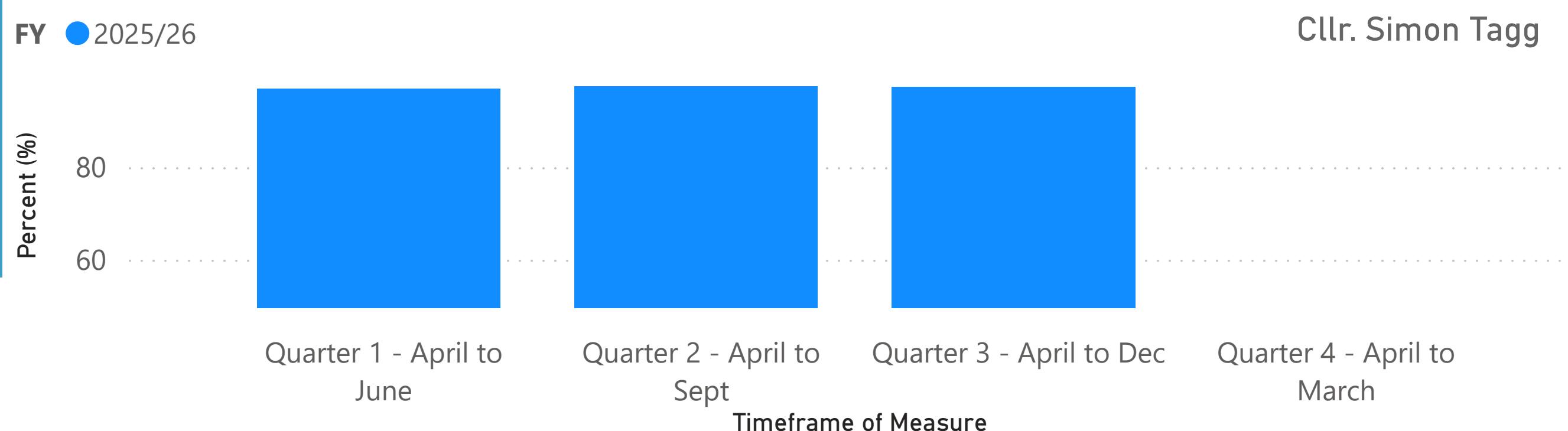
NEWCASTLE-UNDER-LYME  
BOROUGH COUNCIL

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

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

Current Status

SMART Actions if Off Target



Cllr. Simon Tagg

97.40

Since the start of the financial year, all data has been captured exclusively via Anywhere 365. The software provides enhanced visibility into specific call queues and customer demand. Phase two of the telephony system is scheduled to roll out in the coming months, aiming to further improve performance by enabling more accurate routing—ensuring customers are connected to the right service the first time.

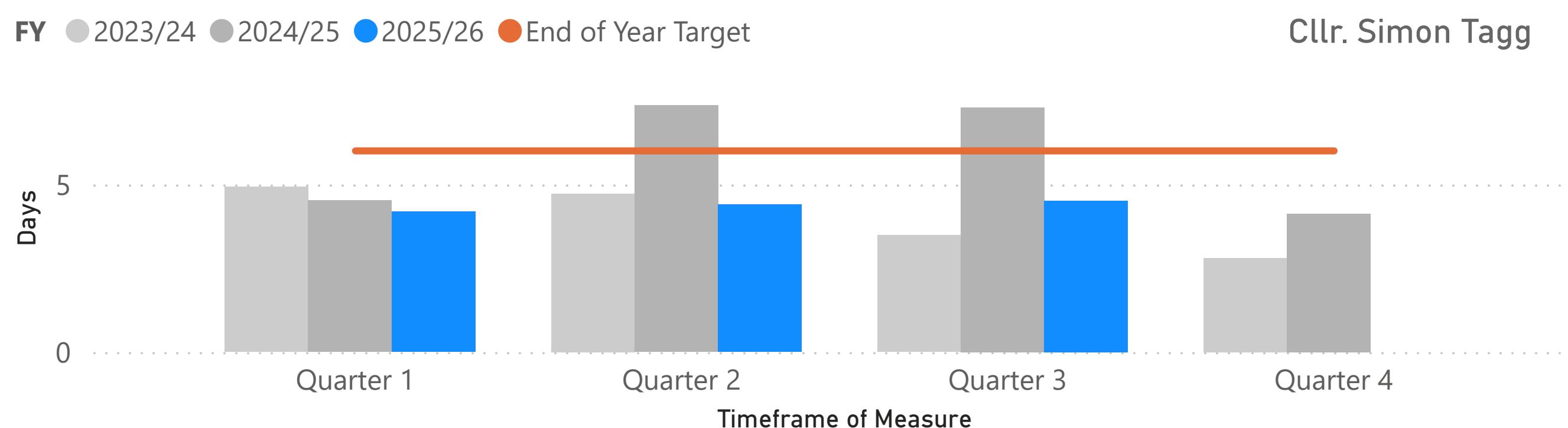
Ensure our services are efficient and accessible

Low  
Is Good  
Cumulative  
(Per  
Annum)  
Positive  
Yearly Trend

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

Current Status

SMART Actions if Off Target



Cllr. Simon Tagg

4.51 ✓

Not Required as Target Met

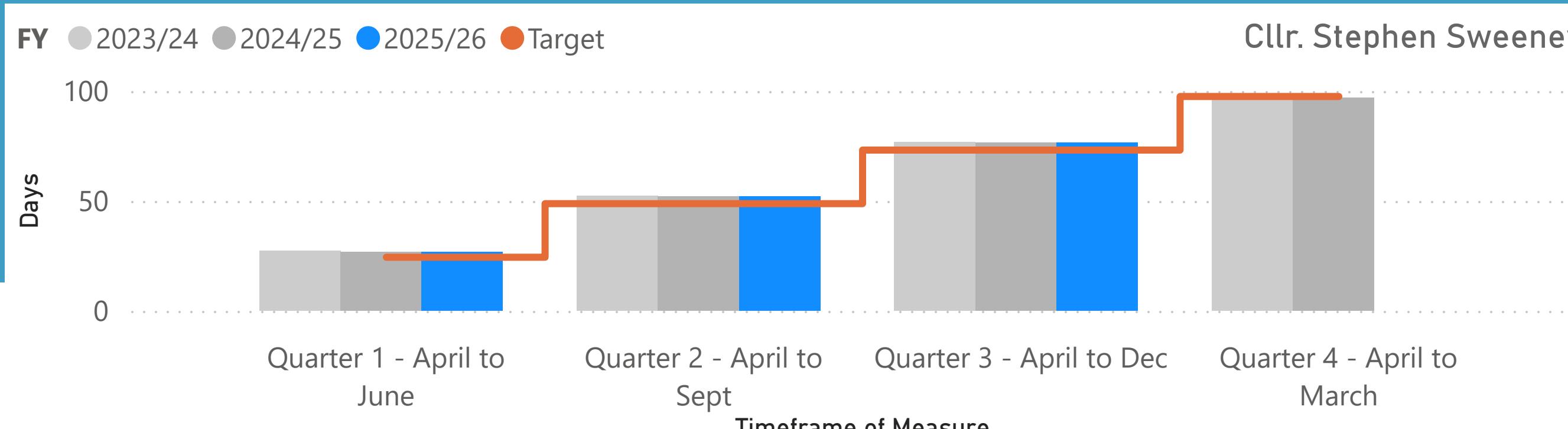
Deliver services to a high standard every day

High  
Is Good  
Cumulative  
(Per  
Annum)  
Negative  
Yearly Trend

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

Current Status

SMART Actions if Off Target



Cllr. Stephen Sweeney

76.40 ✓

Not Required as Target Met

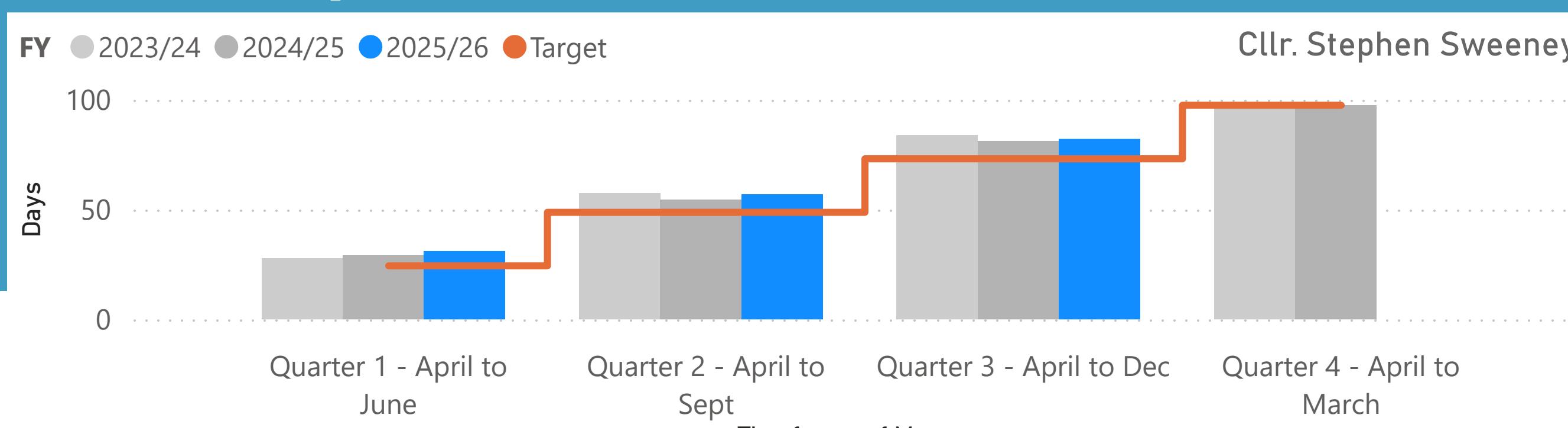
Ensure strong financial discipline across the Council

High  
Is Good  
Cumulative  
(Per  
Annum)  
Positive  
Yearly Trend

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

Current Status

SMART Actions if Off Target



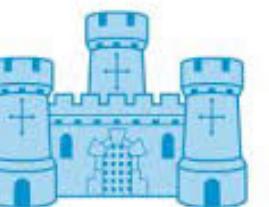
Cllr. Stephen Sweeney

82.20 ✓

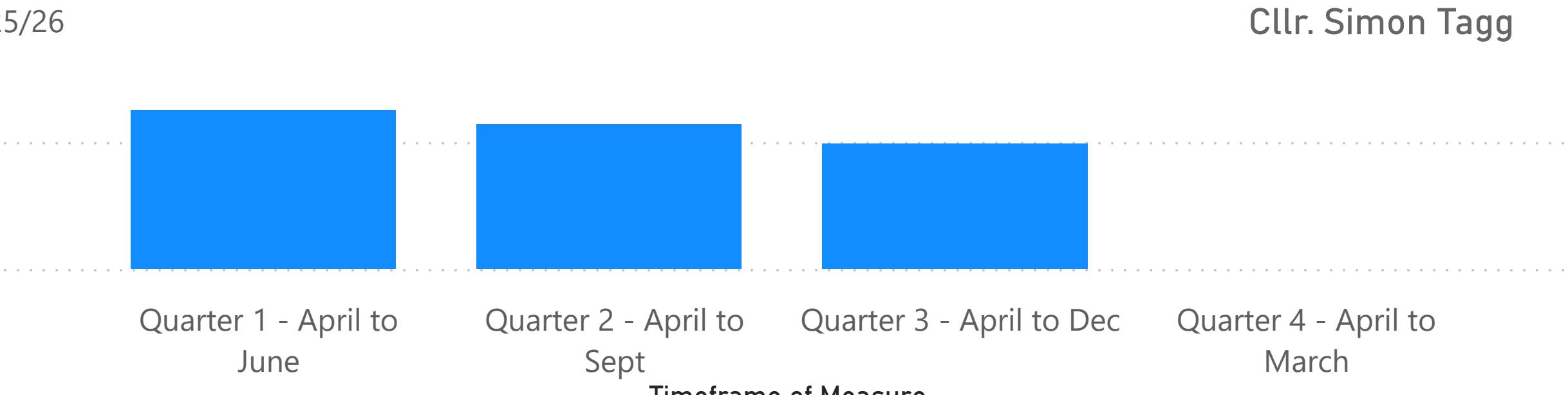
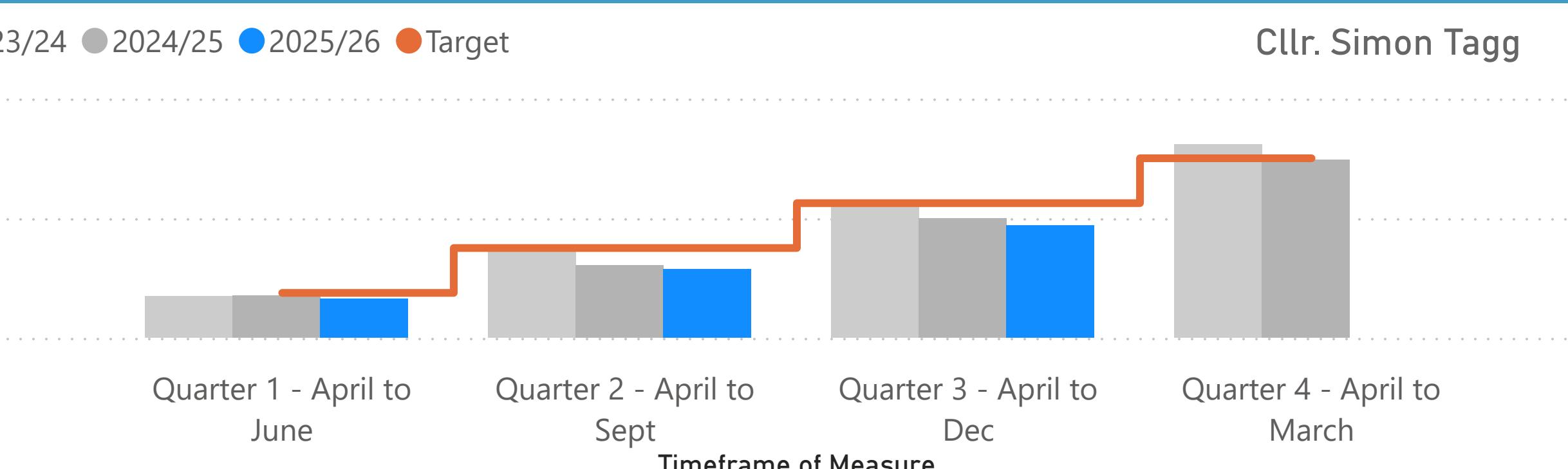
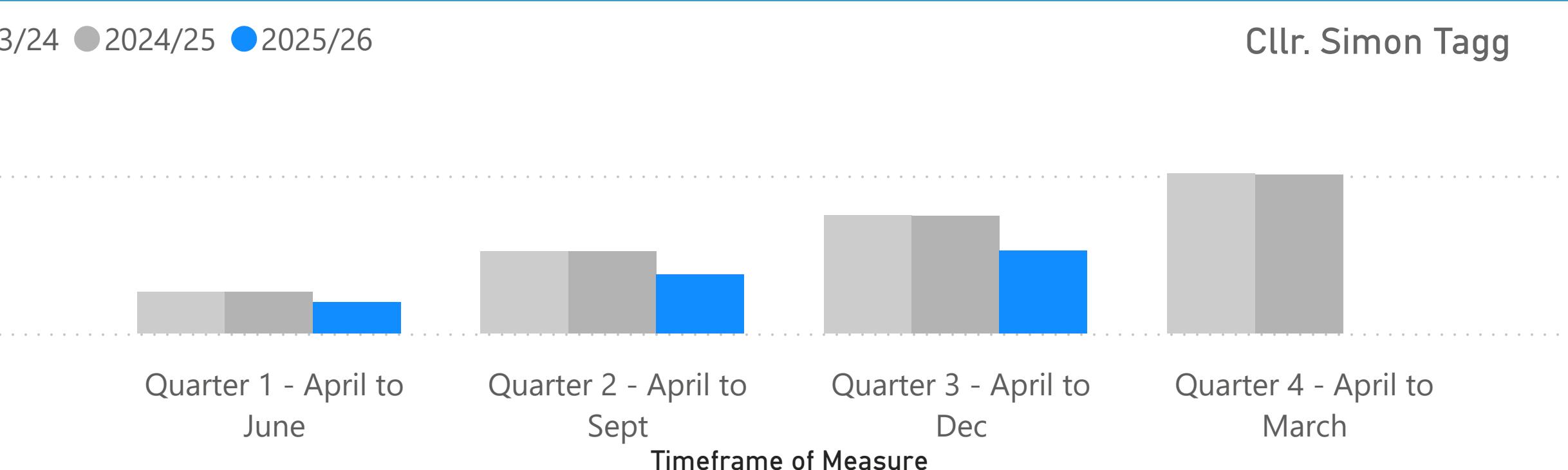
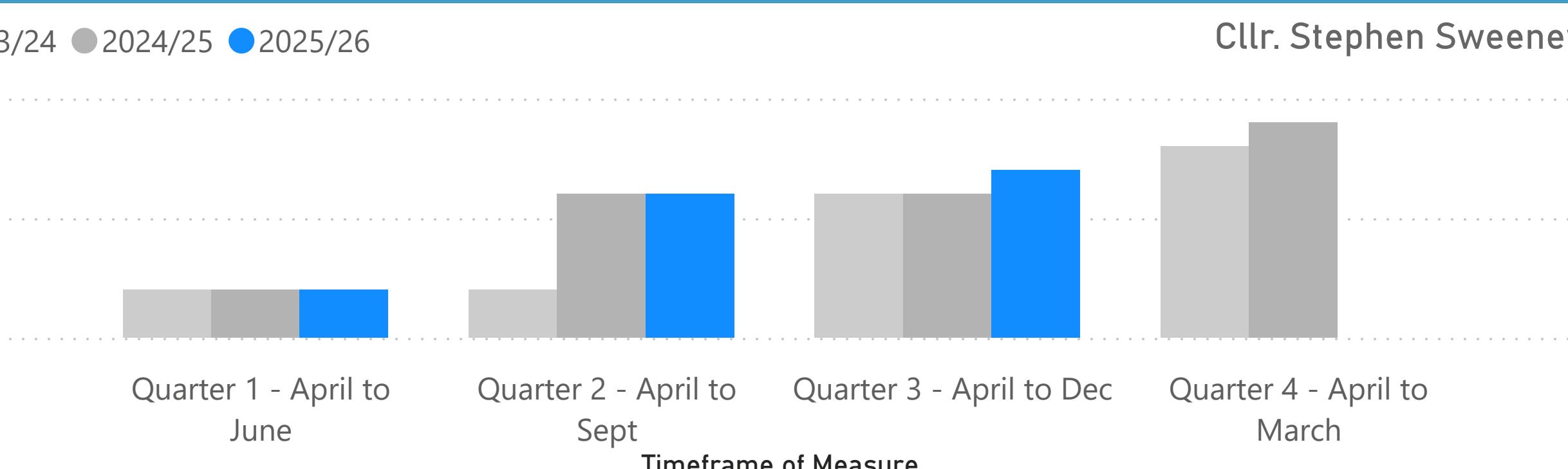
Not Required as Target Met



## Priority 1: One Council delivering for Local People

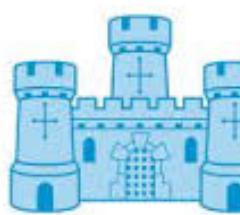


NEWCASTLE-UNDER-LYME  
BOROUGH COUNCIL

Yearly Trend	Measure ID	Measure Description	Current Status	SMART Actions if Off Target	Overall Status
Low Is Good	ID1.7 - % Unmet demand (number of calls not answered as a % of total call handling volume)		19.70	Since the beginning of the financial year, all data has been collected exclusively via Anywhere 365. Quarter 3 has continued the positive trend seen in the two Quarters with unmet demand decreasing from the start of the financial year, indicating the team's growing effectiveness in responding to incoming calls.	<span style="color: green;">Good</span>
Cumulative (Per Annum)					
N/A Yearly Trend	ID1.8a - Total number of digital online transactions		46,922!	Increase in Jadu form usage which aligns with the new Garden Waste subscriptions as expected. Year to date totals for Jadu remain below 2024 levels, with a deficit of 3,764 submissions. The most likely explanation is that the website's IAG is successfully directing enquiries to the appropriate services, and the forms themselves are now more effective. This is also evidenced when reviewing Citizens Access transactions which represents a more accurate measure of self-service behaviour. Citizens Access transactions have grown by 722 compared with 2024/25, reinforcing the shift toward more effective digital self-serve routes.	<span style="color: red;">Warning</span>
High Is Good					
Cumulative (Per Annum)					
Negative Yearly Trend	ID1.8b- Total number of calls offered into the Customer Hub		52,230	Call volumes have continued to reduce again this month. This reduction may be attributed to a combination of factors, including enhanced system functionality, improved service delivery, and evolving customer demand patterns.	<span style="color: green;">Good</span>
Low Is Good					
Cumulative (Per Annum)					
Positive Yearly Trend	ID1.3 - No. Accidents/Incidents reported (RIDDOR)		7	1 RIDDOR reported late which took place on 19/09/25 has been included into Quarter 2 figures - This was a manual handling back injury. There has been 1 RIDDOR which occurred within quarter 3 with the subsequent risk assessment currently being reviewed and an investigation is planned for the New Year.	<span style="color: red;">Warning</span>
Low Is Good					
Cumulative (Per Annum)					
Negative Yearly Trend					

Ensure our services are efficient and accessible

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



## Project Status Split for Priority 1.

Project/Action is Progressing as Expected

4

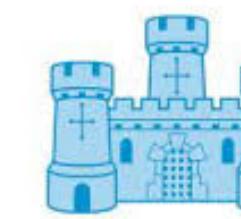
Project/Action is Completed

1

Portfolio Holder	Service Area	Action	Corporate Objective	Status report	Commentary on progress
Cllr. Simon Tagg	1. Strategy, People and Performance 2. All services	Deliver a Workforce Strategy	Develop professional talent across the Council and provide opportunities for staff to grow their careers	<span>✓</span> Project/Action is Progressing as Expected	People Strategy in implementation stages. Progressing well.
Cllr. Simon Tagg	1. Strategy, People and Performance 2. Programme IT and Digital 3. Neighbourhoods 4. All (digital enablement)	Deliver the One Council	Ensure our services are efficient and accessible	<span>★</span> 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	<span>✓</span> Project/Action is Progressing as Expected	During Qtr 3 (Oct -Dec) we delivered: - (November) Re-negotiated the Off-site Storage contract to achieve IRO saving of £7800 annually. Further savings will be realised once storage volumes are reduced via IG Team - (December) Submitted 13 water charge appeals via Cadantis. Recharges pending - (November) Signed 2 new contracts for replacement Leisure Management Systems to take effect in May '26. Saving IRO £14000 annually - (December) Introduced e-permits for surface level car parks, saving £1600 annually in printing & postage costs - Sources alternative print supplier for Ctax annual billing (Gov notify from PSL) saving - Pet cremator tender issued to 5 bidders & architectural plans finalised ready for submission in Jan '26
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	<span>✓</span> Project/Action is Progressing as Expected	Service delivery focussing on customer need ensures meaningful outcomes and positive customer experience
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	<span>✓</span> Project/Action is Progressing as Expected	Partnership Board supporting joint working with community facing groups and organisations. Positive impact in specific areas such as Health Inequality and Excess Weight. Locality approach working to address hotspots and specific areas of higher need.

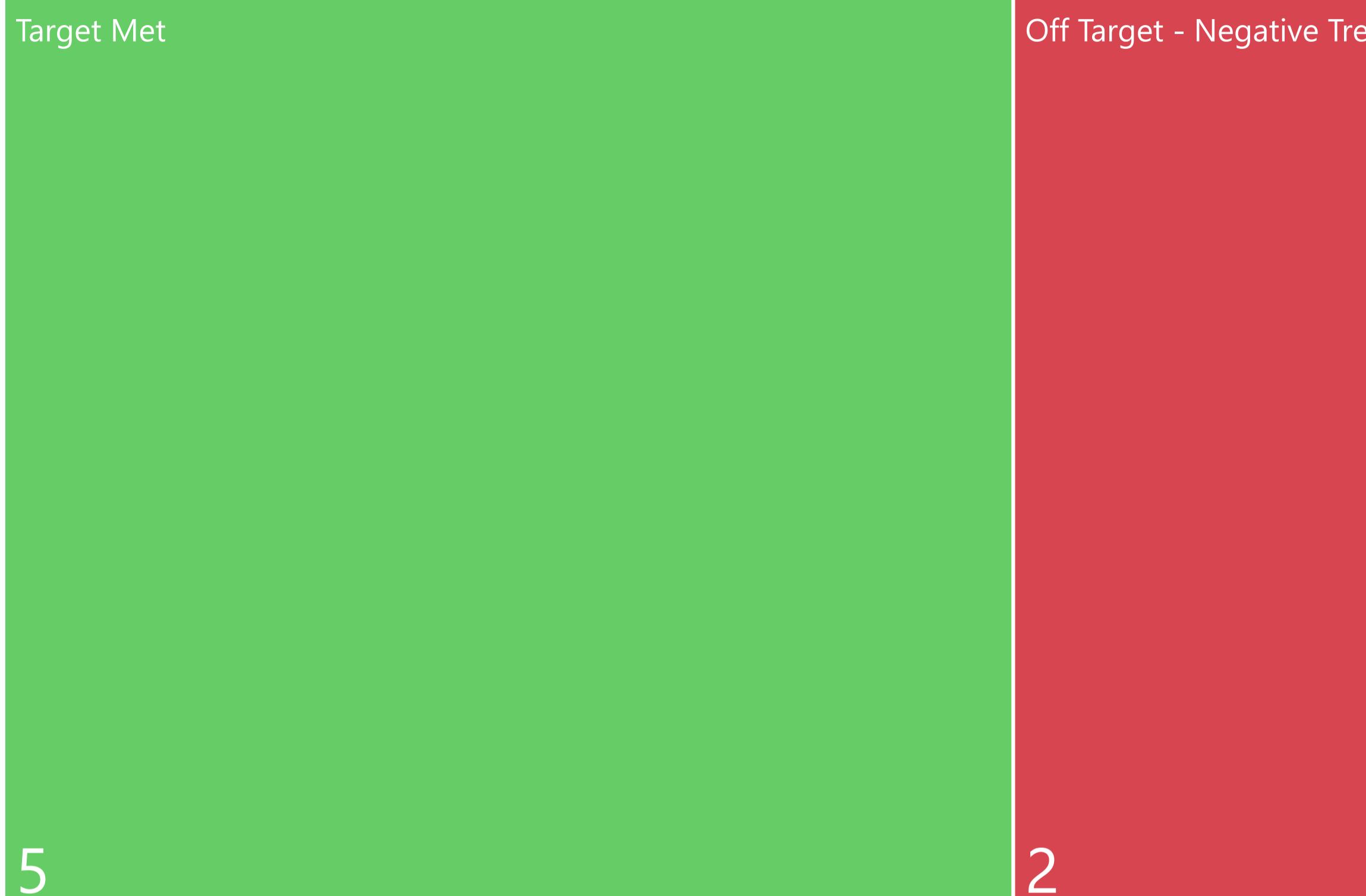


## Priority 2: A Successful and Sustainable Growing Borough



NEWCASTLE-UNDER-LYME  
BOROUGH COUNCIL

### Priority 2: Performance Indicators Current Status



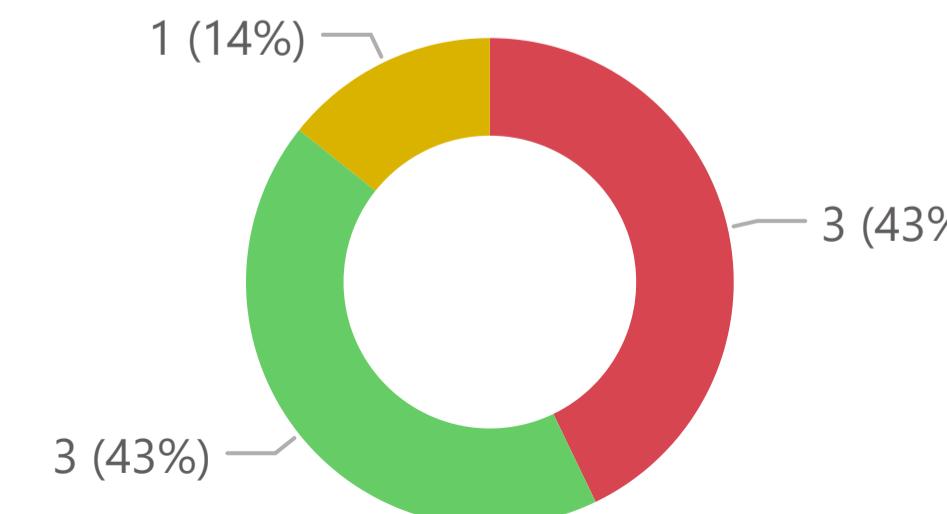
### Priority 2: Summary Project Status Split

● Project/Action is Progressing as Expected

Aim

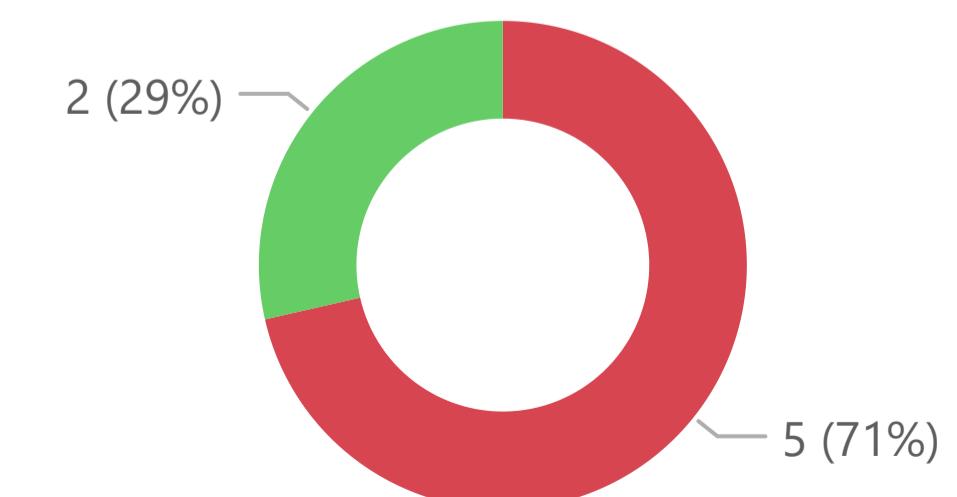
Priority 2: A Succ...

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



● Negative ● Positive ● No Change

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



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

### Corporate Objective

A strong and sustainable economy where everyone benefits

Count

1

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

2

Support the sustainable development of our towns and villages

4

**Total**

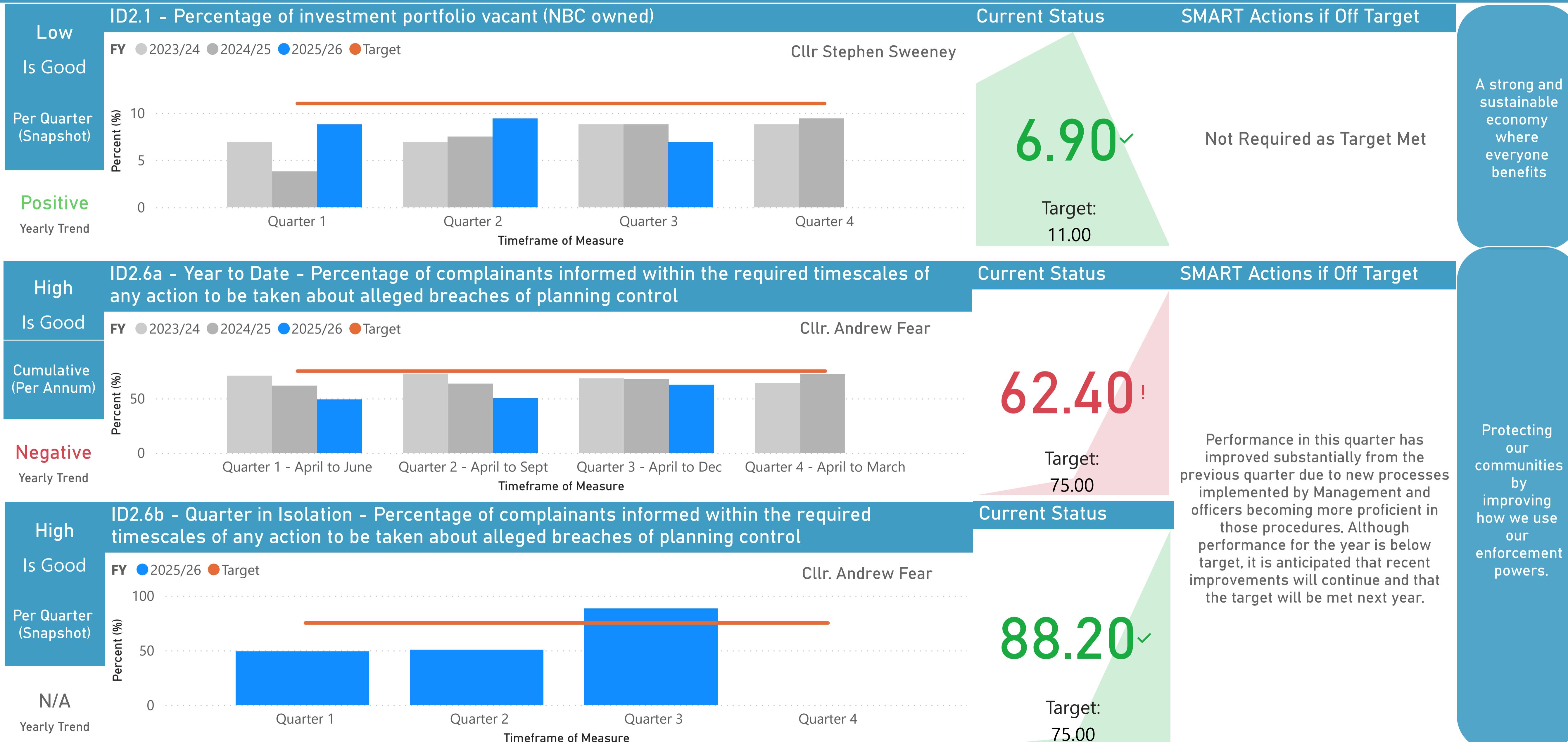
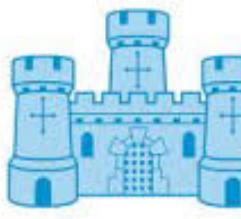
**7**

### 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.
  - Both of these measures showed year-on-year negative trend compared to the same period last year.
- There are no **contextual** measures within this priority.
- **All projects/actions** are now progressing as expected this quarter, with further details provided within this report.

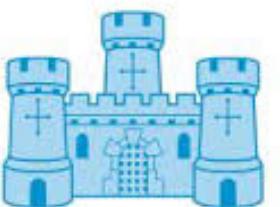


## Priority 2: A Successful and Sustainable Growing Borough

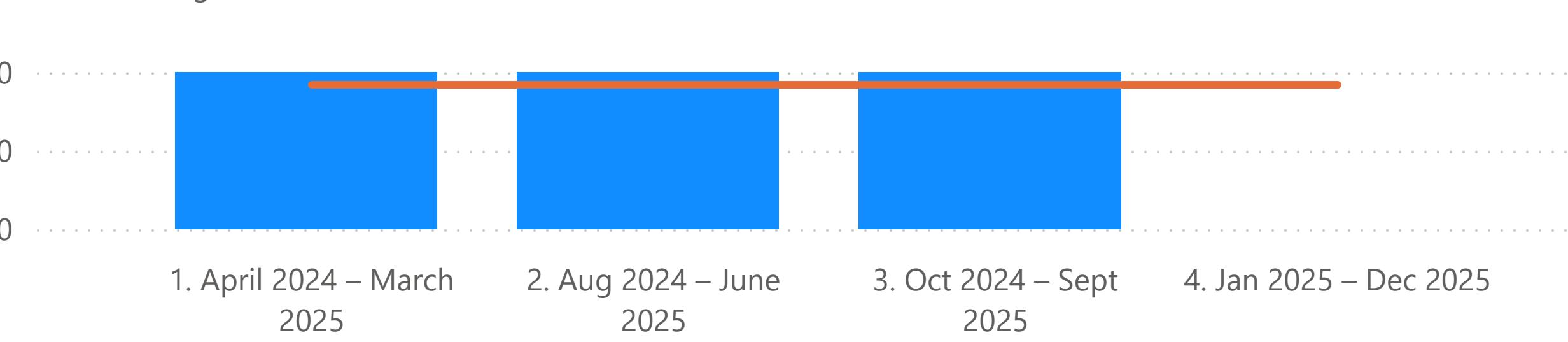
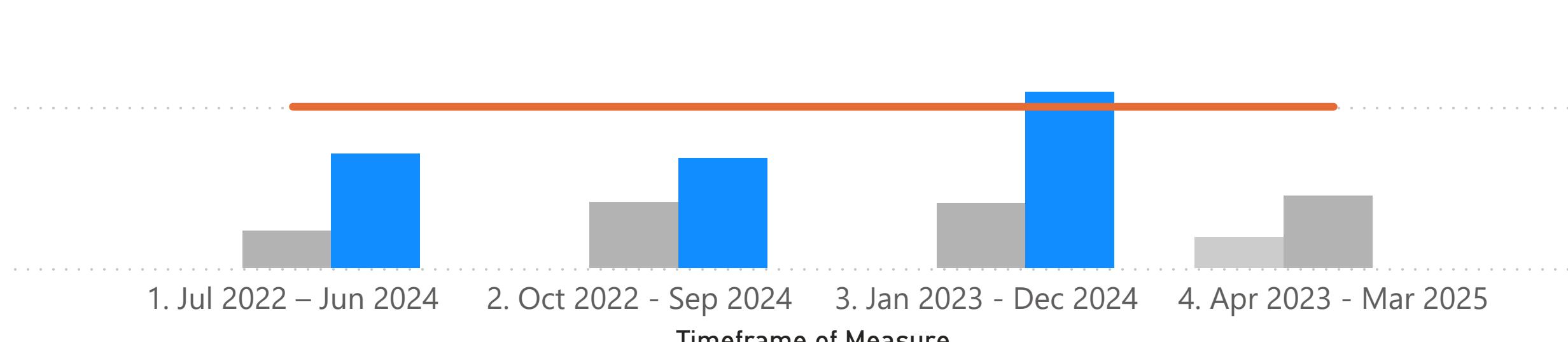
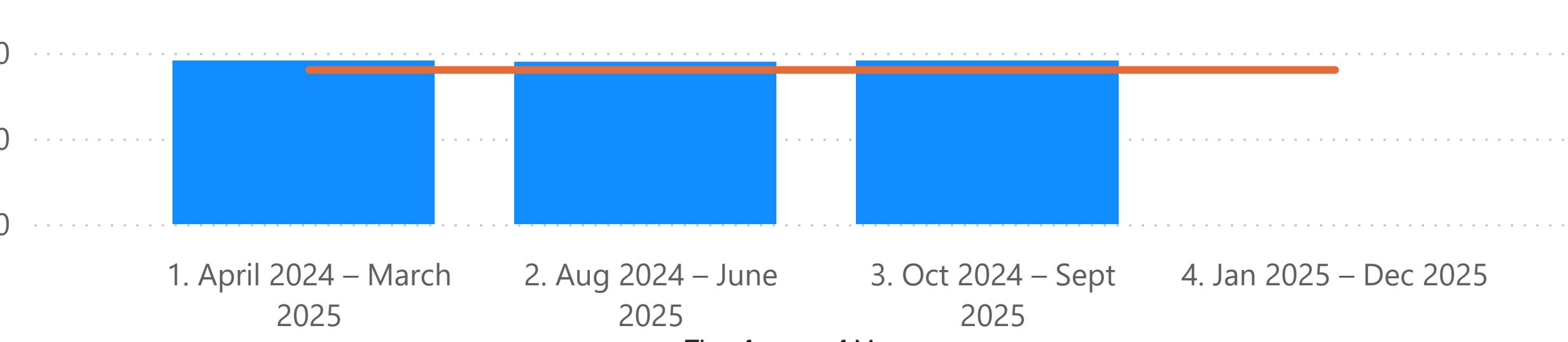
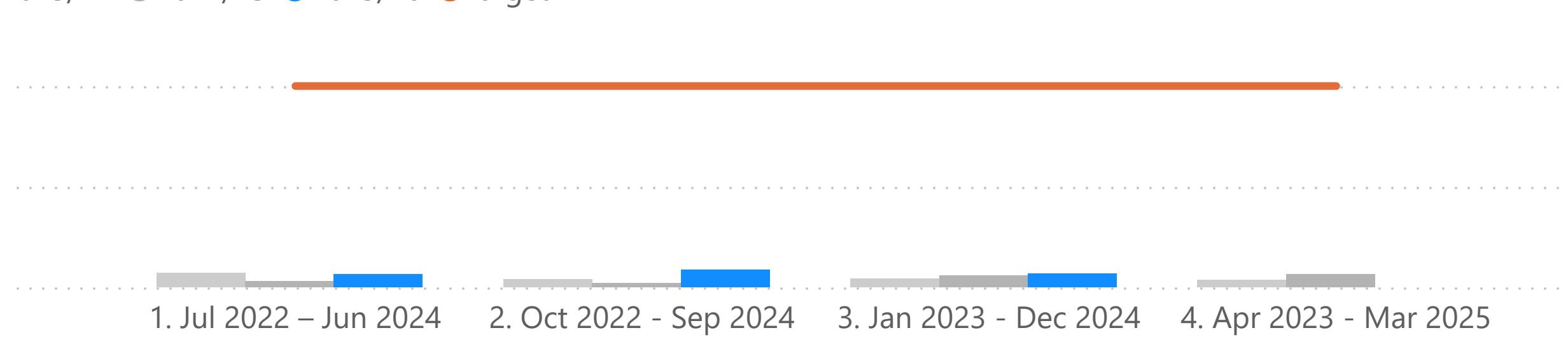




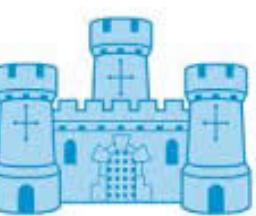
## Priority 2: A Successful and Sustainable Growing Borough



NEWCASTLE-UNDER-LYME  
BOROUGH COUNCIL

				Current Status	SMART Actions if Off Target
High	ID2.2 - Speed of major development applications (P151a - 12 Month Rolling Period up to End of Each Quarter)	Cllr. Andrew Fear	100.00	✓	<p>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 December 2025</p>
Is Good	<p>FY ● 2025/26 ● Target</p> 	Target: 92.00			
N/A	Yearly Trend				
Low	ID2.3 - Quality of major development applications (P152a - 24 Month Rolling Period - See SMART Actions)	Cllr. Andrew Fear	10.90	!	<p>Given the relatively low number of major applications received, it only takes a very small number of decisions to be overturned at appeal for the threshold to be breached. - 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 January 2023 – December 2024</p>
Is Good	<p>FY ● 2023/24 ● 2024/25 ● 2025/26 ● Target</p> 	Target: 10.00			
Negative	Yearly Trend				
High	ID2.4 - Speed of non-major development applications (P153 - 12 Month Rolling Period up to End of Each Quarter)	Cllr. Andrew Fear	95.50	✓	<p>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 December 2025</p>
Is Good	<p>FY ● 2025/26 ● Target</p> 	Target: 90.00			
N/A	Yearly Trend				
Low	ID2.5 - Quality of non-major development applications (P154 - 24 Month Rolling Period - See SMART Actions)	Cllr. Andrew Fear	0.69	✓	<p>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 January 2023 – December 2024.</p>
Is Good	<p>FY ● 2023/24 ● 2024/25 ● 2025/26 ● Target</p> 	Target: 10.00			
Negative	Yearly Trend				

Support the sustainable development of our towns and villages

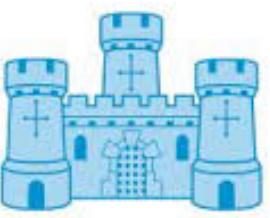


## Project Status Split for Priority 2.

Project/Action is Progressing as Expected

10

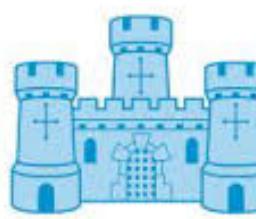
Portfolio Holder	Service Area	Action	Corporate Objective	Status report	Commentary on progress
Cllr. David Hutchison	1. Sustainable Environment 2. All	Deliver the Sustainable Environment Strategy	Ensuring that the Council's operations are carbon neutral by 2030	<span style="color: green;">✓</span> Project/Action is Progressing as Expected	Annual update on progress with the SES being considered by Cabinet in January. Good progress is being made in all areas of the Council, with all directorates having agreed action / delivery plans
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	<span style="color: green;">✓</span> Project/Action is Progressing as Expected	Consultation concluded on Phase 7 of the Borough Tree Planting Strategy. Tenders invited for the 8 sites and tree planting scheduled to take place in Quarter 4.
Cllr. Andrew Fear	1. Planning 2. Legal & Governance	Delivering the Newcastle Local Plan	Support the sustainable development of our towns and villages	<span style="color: green;">✓</span> Project/Action is Progressing as Expected	Following the Local Plan public examination hearings, held in May and June 2025, the Council has consulted on a set of modifications that are necessary to make the plan sound and legally compliant. The Council consulted on the set of modifications to the Plan from the 5th November until the 17th December. The responses have now been shared with the Inspector appointed to examine the Local Plan to consider next steps.
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	<span style="color: green;">✓</span> Project/Action is Progressing as Expected	On 2nd December 2025 a Draft Housing and Homelessness Strategy 2026 - 2030 was presented to Cabinet. It highlighted 3 key housing priorities relating to Housing and Health, Housing and Prosperity and Homelessness and Rough Sleeping. The draft strategy has been approved to commence an eight week consultation period.
Cllr. David Hutchison	1. Sustainable Environment 2. All	Play an active role in the Staffordshire Sustainability Board	Secure a carbon neutral Borough by 2050	<span style="color: green;">✓</span> Project/Action is Progressing as Expected	The Council continues to play a leading role in the SSB, with the Service Director for SE now being appointed as Chair of the officer group for the Staffordshire Waste partnership, which feeds directly into the SSB.
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.	<span style="color: green;">✓</span> Project/Action is Progressing as Expected	Walley's Quarry Ltd entered into liquidation in February 2025. This process is ongoing. CLP Envirogas Ltd continue to monitor and maintain the gas infrastructure onsite. In Q3 the data shows: - odour complaints reported to NULBC were at the lowest reported level for the period 2021-2025. - for the first time during this 5 year period there were no odour complaints reported in the month of November. - there has been no weekly exceedance of the World Health Organisation [WHO] odour annoyance guideline level with the exception of the week 15-21 December 2025 which reported 0.6% at the Mobile Monitoring Facility Maries Way.
					The Environment Agency continue to use their discretionary powers under Regulation 57 of the Environmental Permitting Regulations to arrange for steps to be taken to remove a risk of serious pollution. The Environment Agency report that works have been carried out in the void to control landfill gas and leachate in the area and the levels of surface water are being effectively managed. Restoration of the leachate treatment plant is progressing and once commissioned this should reduce the frequency of road tanker movements to and from site.



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	<span style="color: green;">✓</span> Project/Action is Progressing as Expected	Activity ongoing to secure a Homes England grant to support town centre development projects.
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	<span style="color: green;">✓</span> Project/Action is Progressing as Expected	Two projects completed. Delivery underway for the remaining projects. Kidsgrove Station is at design development stage. Meadows Road enterprise units are out to tender. The public realm and highways work are under development ready for next year and the canal tow path, and connecting footpath improvements are substantially complete. Work on delivery of the community hub continues.
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	<span style="color: green;">✓</span> Project/Action is Progressing as Expected	Projects are progressing to plan well into delivery stage or nearing completion.
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	<span style="color: green;">✓</span> Project/Action is Progressing as Expected	<p>The UKSPF performance is assessed against 30 defined outcomes and 28 outputs which align with these themes</p> <p>Communities and place</p> <p>People and Skills</p> <p>Supporting local businesses.</p> <p>We have successfully met our mid-year targets and remain on track to achieve—and exceed—the overall objectives established at the start of the year.</p> <p>The Creative Industries project – a detailed action plan to establish a Creative Hub, designed to align with the Local Industrial Strategy and address the specific needs of the sector. This initiative aims to stimulate innovation, attract investment, and support the growth of creative enterprises within the borough.</p> <p>We have seen investment in Adult learning – adult training for those most vulnerable and looking for employment reaches over 130 adults.</p> <p>Care leavers – currently launching a Pathways to Success programme – Industry - Sports Leadership.</p> <p>Apprenticeships – We are funding the hospitality sector.</p>



## Priority 3: Healthy, Active and Safe Communities



NEWCASTLE-UNDER-LYME  
BOROUGH COUNCIL

### Priority 3: Performance Indicators Current Status



#### Corporate Objective

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
<b>Total</b>	<b>28</b>

#### Smart Narrative

- A total of **15** measures were assigned targets this quarter. Of these, **93% achieved their targets**.
- **5** measures not only met their targets but also showed improvement. **2** met their targets but showed a negative year-on-year trend. **3** showed no change. **4** had no historical data available for comparison.
- The remaining **7%** did not meet their set targets this quarter.
  - This **1** measure also had a negative trend compared to the same period last year.
- An additional **13 measures were contextual** and therefore did not have set targets.
- **4** showed improvement and **3** showed no change to the previous yearly figure. **6** showed a decline.
- **2 projects/actions** has been completed, **1 projects/actions** identified as **not progressing as expected**, with further details provided within this report. All other project/actions progressing as expected this quarter.

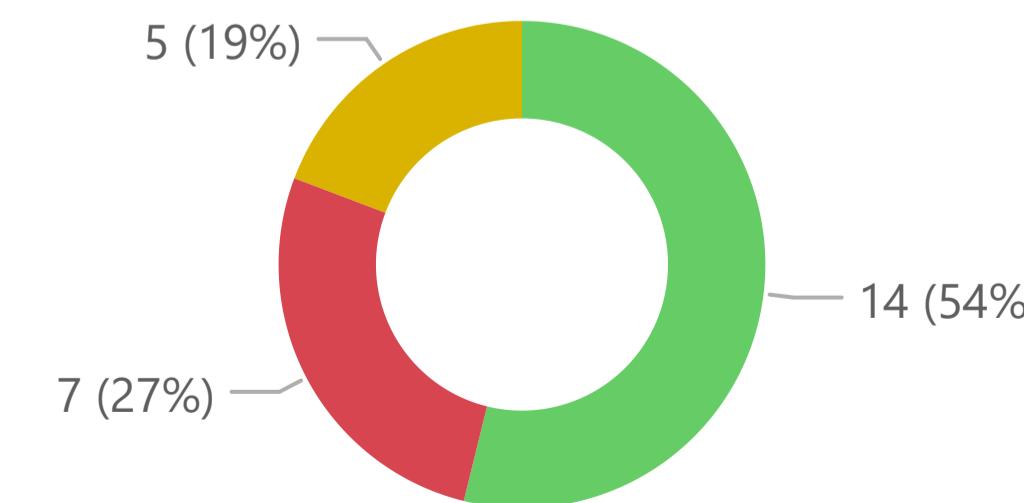
### Priority 3: Summary Project Status Split

● Project/Action is Completed ● Project/Action is Not Prog... ● Project/Action is Pro...

Aim

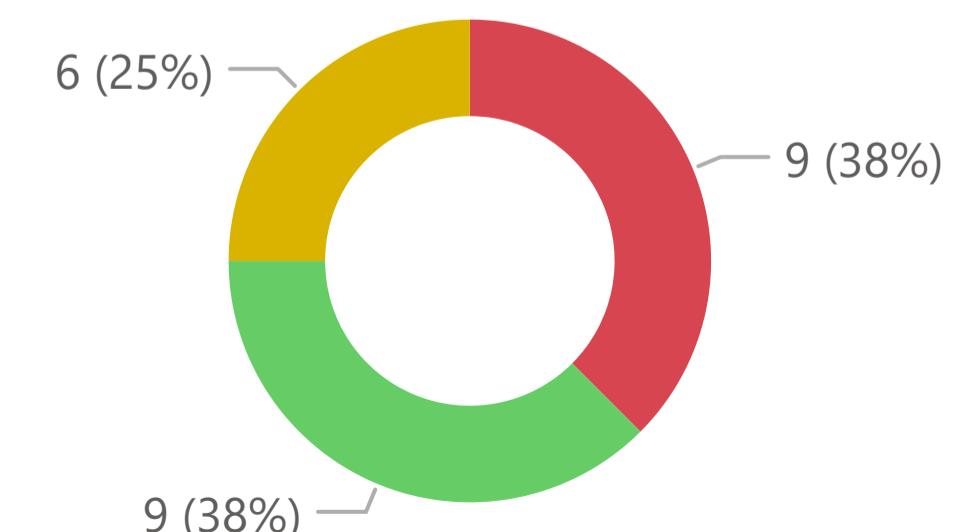


### Priority 3: Qtr.3 Trend Direction of PI's Compared to Previous Quarter

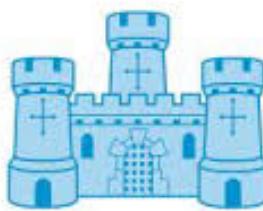


● Positive ● Negative ● No Change

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



● Deterioration of Previo... ● Improvement of Pr... ● No Change



High  
Is Good  
Cumulative  
(Per  
Annum)

Negative  
Yearly Trend

High  
Is Good  
Per  
Quarter  
(Snapshot)

Negative  
Yearly Trend

Low  
Is Good  
Cumulative  
(Per  
Annum)

Positive  
Yearly Trend

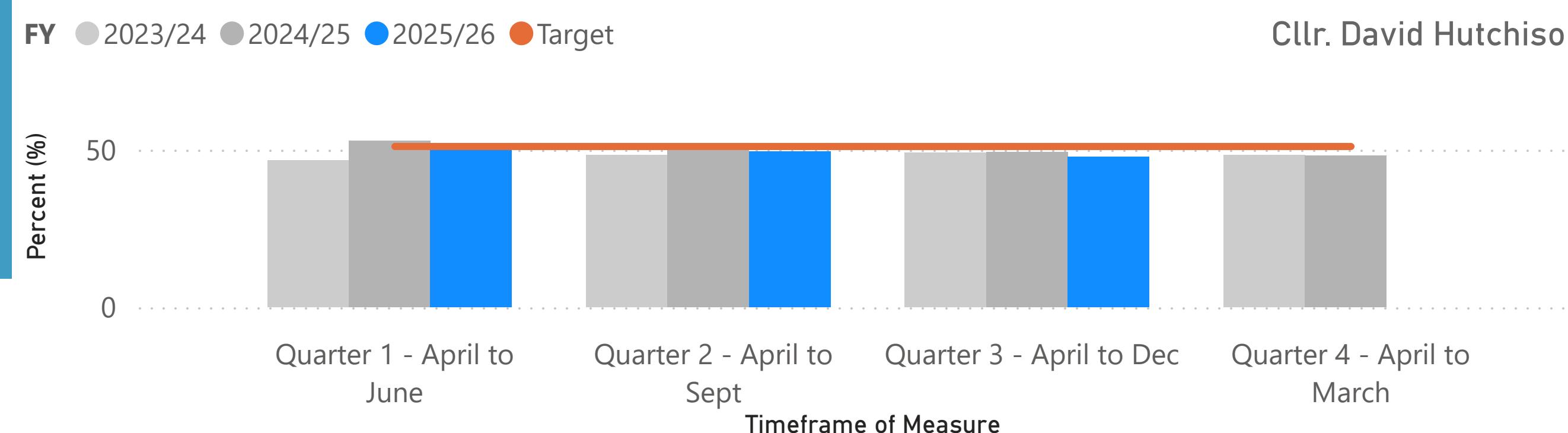
High  
Is Good  
Cumulative  
(Per  
Annum)

Positive  
Yearly Trend

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

Current Status

SMART Actions if Off Target



47.65!

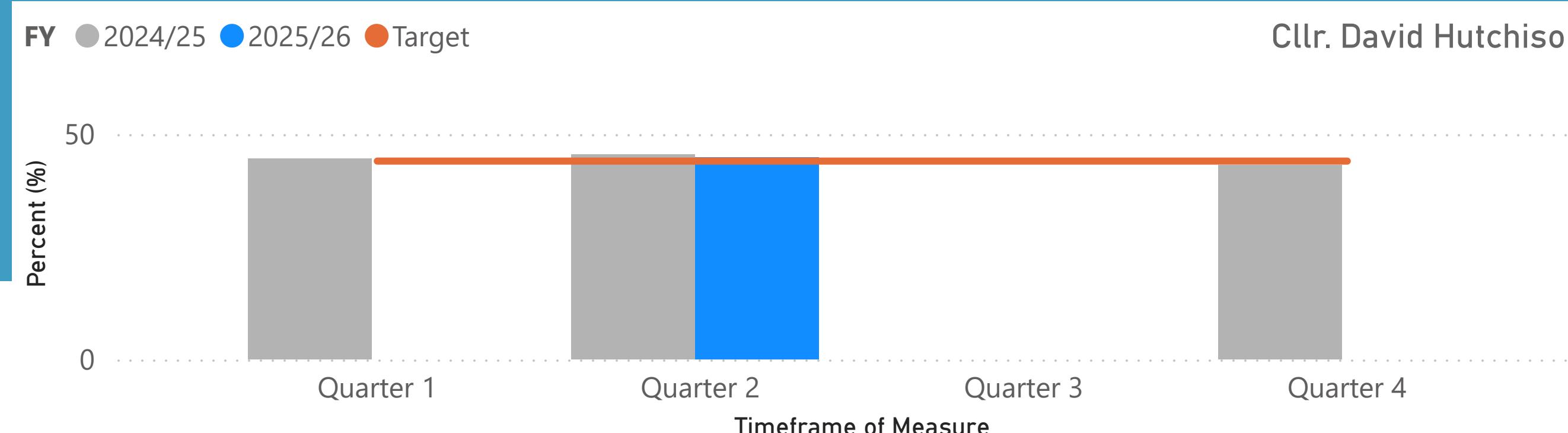
Target:  
51.00

There has been an overall continued decline in recycling performance seen in Quarter 3, falling short by 4.31%. this to do with lower garden waste tonnage due to a hot summer as stated in the last quarter. Food and dry recycling continue to perform well, with both increasing in tonnage collected, dry recycling by 1.5% and food by 7%.

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

Current Status

SMART Actions if Off Target



44.84✓

Target:  
37.00

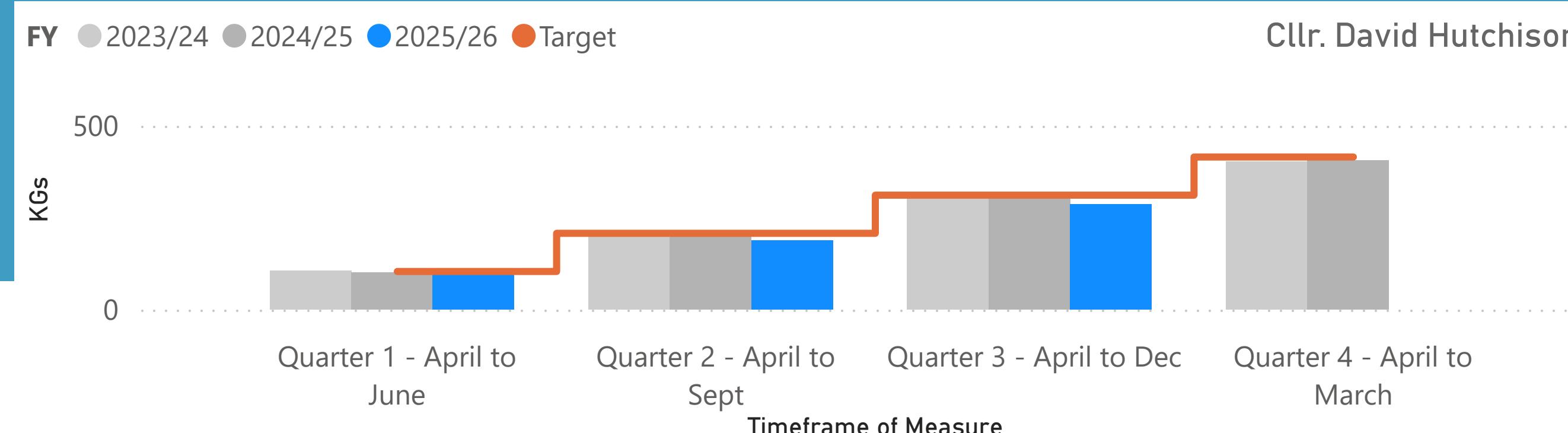
Collected twice a year, most recent collection in Quarter 2 with a measure of 44.84%.

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

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

Current Status

SMART Actions if Off Target



287.04✓

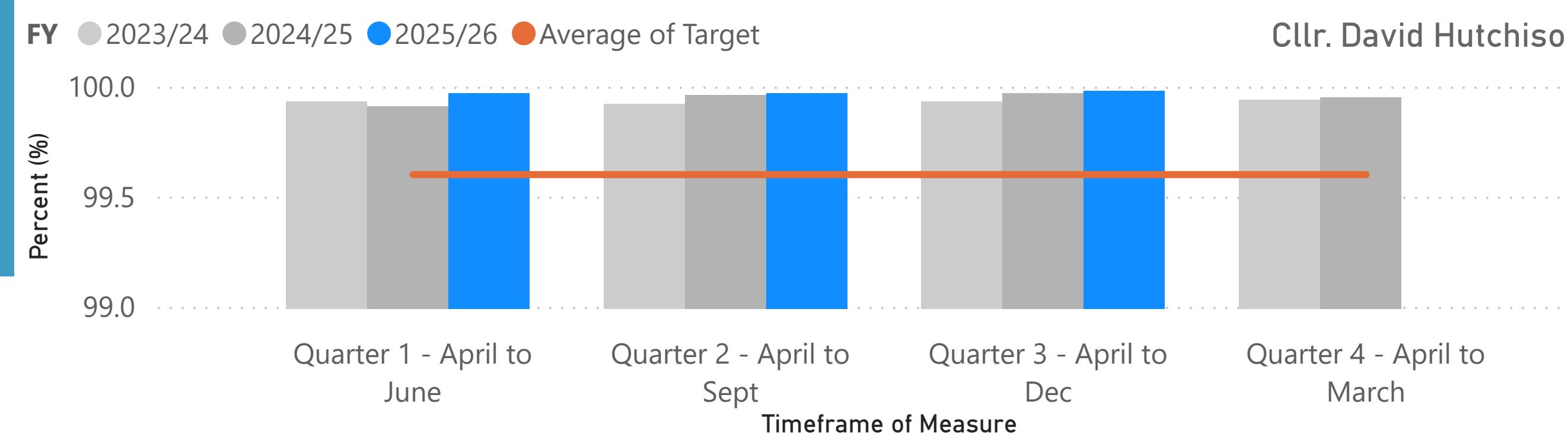
Target:  
311.25

Not Required as Target Met

## ID1.4d - Percentage of Successful Collections

Current Status

SMART Actions if Off Target



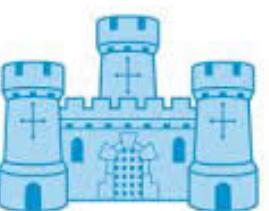
99.98✓

Target:  
99.60

Not required as target met - Figure only includes data up to 24th December as missed collections have not been recorded from this date whilst service disruption from bad weather and Christmas arrangements returns to business as usual.



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

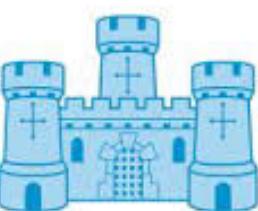


NEWCASTLE-UNDER-LYME  
BOROUGH COUNCIL

High Is Good Per Quarter (Snapshot)	ID1.5a - Litter: Levels of street and environment cleanliness (LAMS survey) free / predominantly free of litter	Cllr. David Hutchison	Current Status	SMART Actions if Off Target	Not Required as Target Met	Secure a step change in street cleanliness and the quality of the public domain
Positive Yearly Trend		Target: 94.00	100.00 ✓			
High Is Good Per Quarter (Snapshot)	ID1.5b - Detritus: Levels of street and environment cleanliness (LAMS survey) free / predominantly free of detritus	Cllr. David Hutchison	Current Status	SMART Actions if Off Target	Not Required as Target Met	
Positive Yearly Trend		Target: 95.00	100.00 ✓			
High Is Good Per Quarter (Snapshot)	ID1.5c - d environment cleanlin_Levels of street aness (LAMS survey) free / predominantly free of graffiti	Cllr. David Hutchison	Current Status	SMART Actions if Off Target	Not Required as Target Met	
No Change Yearly Trend		Target: 98.00	100.00 ✓			
High Is Good Per Quarter (Snapshot)	ID1.5d - Fly-Posting: Levels of street and environment cleanliness (LAMS survey) free / predominantly free of fly-posting	Cllr. David Hutchison	Current Status	SMART Actions if Off Target	Not Required as Target Met	
No Change Yearly Trend		Target: 99.00	100.00 ✓			



## Priority 3: Healthy, Active and Safe Communities

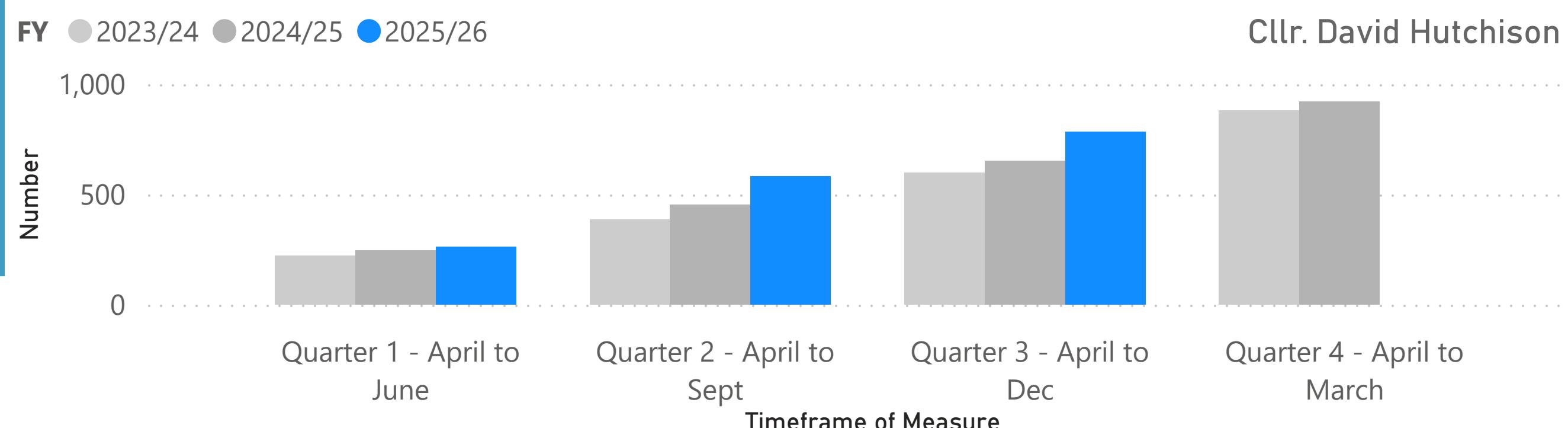
NEWCASTLE-UNDER-LYME  
BOROUGH COUNCIL

Low  
Is Good  
Cumulative  
Number  
Yearly Trend  
Negative

## ID3.11 - Number of Fly-Tipping Incidents (as per national measure)

Current Status

SMART Actions if Off Target



783

Measure shows 132 more than the end of Quarter 3 2024, the increase is a trend that is being seen nationally. Recent data suggests a potential shift, with numbers beginning to decline as we head towards the winter months. Quarter 3 in isolation showing 201 cases which is the lowest cases per quarter seen this financial year.

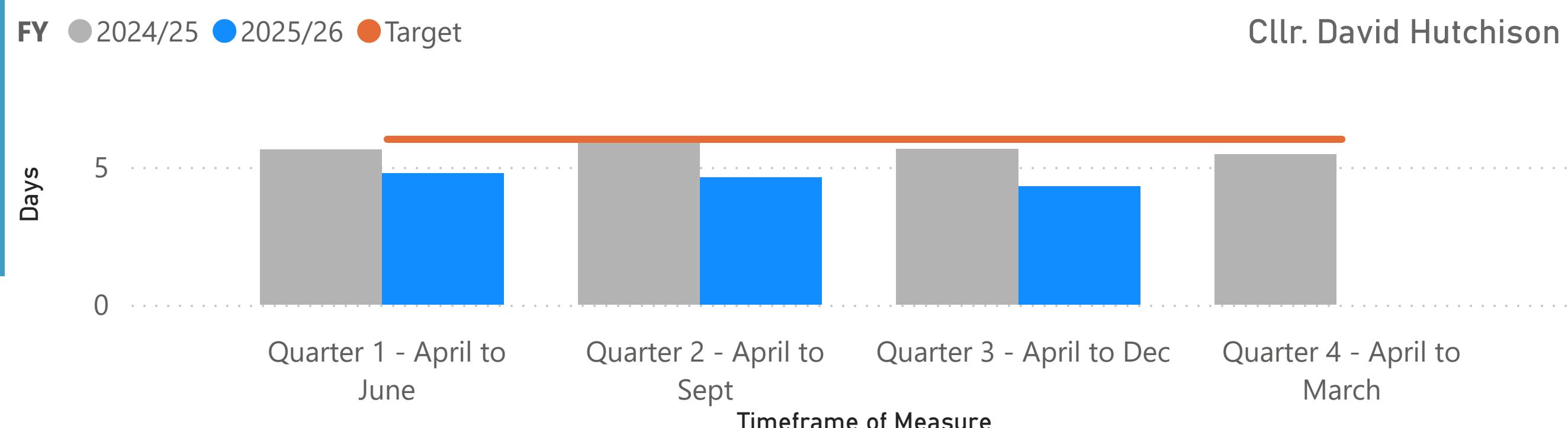
Secure a step change in street cleanliness and the quality of the public domain

Low  
Is Good  
Cumulative (Per Annum)  
Days  
Yearly Trend  
Positive

## ID3.12 - Average number of days from report of fly-tipping to clear-up (Case closed)

Current Status

SMART Actions if Off Target



4.30✓

Target:  
6.00

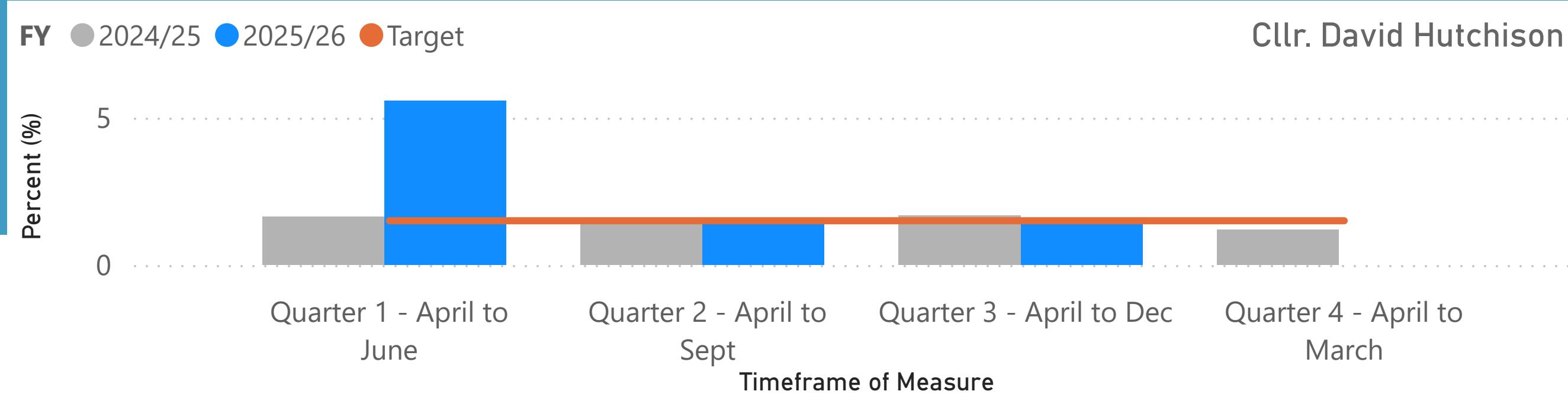
Not Required as Target Met

High  
Is Good  
Cumulative (Per Annum)  
Percent (%)  
Yearly Trend  
Negative

## ID3.13 - % of fly-tipping incidents where sufficient evidence gathered to proceed to formal enforcement

Current Status

SMART Actions if Off Target



1.53✓

Target:  
1.50

All incidents of fly tipping are investigated at the point of clearing the waste. However, only a small proportion of fly-tips will have evidence in the waste that will allow Officers to proceed with enforcement. Where evidence is present within the waste or where an offence has been witnessed, officers will then proceed to formal enforcement.

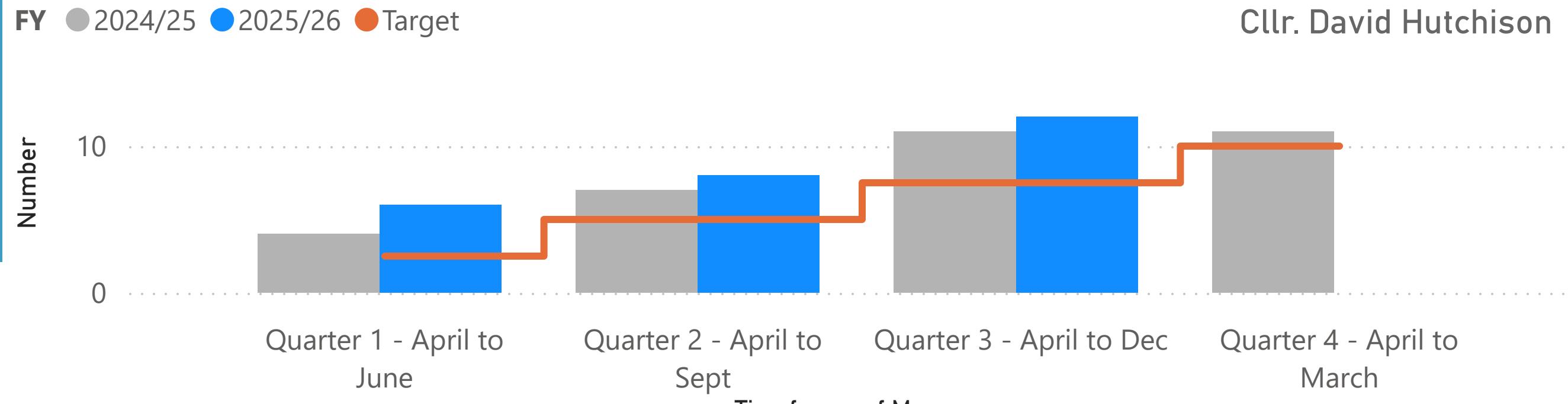
Reduce anti-social behaviour and crime in our communities

High  
Is Good  
Cumulative (Per Annum)  
Number  
Yearly Trend  
Positive

## ID3.14 - Number of Fly-tipping FPNs issued

Current Status

SMART Actions if Off Target



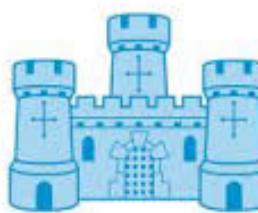
12✓

Target:  
7.50

Target refers to the number of FPN's served for fly-tipping incidents but also incorporates Duty of Care offences. The measure is reliant on sufficient evidence being located as part of the investigation to enable enforcement to be undertaken.



## Priority 3: Healthy, Active and Safe Communities



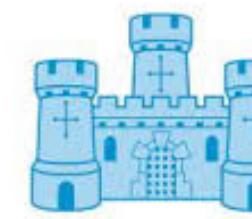
NEWCASTLE-UNDER-LYME  
BOROUGH COUNCIL

Multiple selections

High Is Good Cumulative (Per Annum)	ID3.3 - Number of People Accessing the Museum's collections in person only	Cllr. Craig Skelding	Current Status	SMART Actions if Off Target	Delivering an economic and cultural legacy from the celebration of the borough's 850th anniversary in 2023.																									
N/A Yearly Trend	ID3.4 - J2 Membership growth	Cllr. Craig Skelding	Current Status	SMART Actions if Off Target	Support the development of community solutions to local problems																									
High Is Good Per Quarter (Snapshot)	ID3.5 - Jubilee 2 Customer Satisfaction – Overall Visitor Experience	Cllr. Craig Skelding	Current Status	SMART Actions if Off Target	Measure is collected annually with most recent measure being collected in Q2.																									
High Is Good Cumulative (Per Annum)	<p>ID3.3 - Number of People Accessing the Museum's collections in person only</p> <table><thead><tr><th>Timeframe of Measure</th><th>2025/26 (Number)</th><th>Target (Number)</th></tr></thead><tbody><tr><td>Quarter 1 - April to June</td><td>~15,000</td><td>~15,000</td></tr><tr><td>Quarter 2 - April to Sept</td><td>~35,000</td><td>~35,000</td></tr><tr><td>Quarter 3 - April to Dec</td><td>~48,000</td><td>~45,000</td></tr><tr><td>Quarter 4 - April to March</td><td>~52,000</td><td>~45,000</td></tr></tbody></table>	Timeframe of Measure	2025/26 (Number)	Target (Number)	Quarter 1 - April to June	~15,000	~15,000	Quarter 2 - April to Sept	~35,000	~35,000	Quarter 3 - April to Dec	~48,000	~45,000	Quarter 4 - April to March	~52,000	~45,000	Cllr. Craig Skelding	Current Status	SMART Actions if Off Target	Delivering an economic and cultural legacy from the celebration of the borough's 850th anniversary in 2023.										
Timeframe of Measure	2025/26 (Number)	Target (Number)																												
Quarter 1 - April to June	~15,000	~15,000																												
Quarter 2 - April to Sept	~35,000	~35,000																												
Quarter 3 - April to Dec	~48,000	~45,000																												
Quarter 4 - April to March	~52,000	~45,000																												
N/A Yearly Trend	<p>ID3.4 - J2 Membership growth</p> <table><thead><tr><th>Timeframe of Measure</th><th>2023/24 (Number)</th><th>2024/25 (Number)</th><th>2025/26 (Number)</th><th>Total (Number)</th></tr></thead><tbody><tr><td>Quarter 1 - April to June</td><td>~3,500</td><td>~1,000</td><td>~1,000</td><td>~5,500</td></tr><tr><td>Quarter 2 - April to Sept</td><td>~3,500</td><td>~1,000</td><td>~1,000</td><td>~5,500</td></tr><tr><td>Quarter 3 - April to Dec</td><td>~3,500</td><td>~1,000</td><td>~1,000</td><td>~5,500</td></tr><tr><td>Quarter 4 - April to March</td><td>~3,500</td><td>~1,000</td><td>~1,000</td><td>~5,500</td></tr></tbody></table>	Timeframe of Measure	2023/24 (Number)	2024/25 (Number)	2025/26 (Number)	Total (Number)	Quarter 1 - April to June	~3,500	~1,000	~1,000	~5,500	Quarter 2 - April to Sept	~3,500	~1,000	~1,000	~5,500	Quarter 3 - April to Dec	~3,500	~1,000	~1,000	~5,500	Quarter 4 - April to March	~3,500	~1,000	~1,000	~5,500	Cllr. Craig Skelding	Current Status	SMART Actions if Off Target	Measure not available due to the main pool closure for refurbishment which will re-open in March 2026. Measure will be reported again in Q1 2026/27
Timeframe of Measure	2023/24 (Number)	2024/25 (Number)	2025/26 (Number)	Total (Number)																										
Quarter 1 - April to June	~3,500	~1,000	~1,000	~5,500																										
Quarter 2 - April to Sept	~3,500	~1,000	~1,000	~5,500																										
Quarter 3 - April to Dec	~3,500	~1,000	~1,000	~5,500																										
Quarter 4 - April to March	~3,500	~1,000	~1,000	~5,500																										
N/A Yearly Trend	<p>ID3.5 - Jubilee 2 Customer Satisfaction – Overall Visitor Experience</p> <table><thead><tr><th>Timeframe of Measure</th><th>2025/26 (Percent)</th><th>End of Year Target (Percent)</th></tr></thead><tbody><tr><td>Quarter 1</td><td>~78%</td><td>75.00</td></tr><tr><td>Quarter 2</td><td>~78%</td><td>75.00</td></tr><tr><td>Quarter 3</td><td>~78%</td><td>75.00</td></tr><tr><td>Quarter 4</td><td>~78%</td><td>75.00</td></tr></tbody></table>	Timeframe of Measure	2025/26 (Percent)	End of Year Target (Percent)	Quarter 1	~78%	75.00	Quarter 2	~78%	75.00	Quarter 3	~78%	75.00	Quarter 4	~78%	75.00	Cllr. Craig Skelding	Current Status	SMART Actions if Off Target	Support the development of community solutions to local problems										
Timeframe of Measure	2025/26 (Percent)	End of Year Target (Percent)																												
Quarter 1	~78%	75.00																												
Quarter 2	~78%	75.00																												
Quarter 3	~78%	75.00																												
Quarter 4	~78%	75.00																												
N/A Yearly Trend	<p>ID3.5 - Jubilee 2 Customer Satisfaction – Overall Visitor Experience</p> <table><thead><tr><th>Timeframe of Measure</th><th>2025/26 (Percent)</th><th>End of Year Target (Percent)</th></tr></thead><tbody><tr><td>Quarter 1</td><td>~78%</td><td>75.00</td></tr><tr><td>Quarter 2</td><td>~78%</td><td>75.00</td></tr><tr><td>Quarter 3</td><td>~78%</td><td>75.00</td></tr><tr><td>Quarter 4</td><td>~78%</td><td>75.00</td></tr></tbody></table>	Timeframe of Measure	2025/26 (Percent)	End of Year Target (Percent)	Quarter 1	~78%	75.00	Quarter 2	~78%	75.00	Quarter 3	~78%	75.00	Quarter 4	~78%	75.00	Cllr. Craig Skelding	Current Status	SMART Actions if Off Target	Measure is collected annually with most recent measure being collected in Q2.										
Timeframe of Measure	2025/26 (Percent)	End of Year Target (Percent)																												
Quarter 1	~78%	75.00																												
Quarter 2	~78%	75.00																												
Quarter 3	~78%	75.00																												
Quarter 4	~78%	75.00																												



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



NEWCASTLE-UNDER-LYME  
BOROUGH COUNCIL

Low  
Is Good  
Per  
Quarter  
(Snapshot)

Negative  
Yearly Trend

Low  
Is Good  
Per  
Quarter  
(Snapshot)

Positive  
Yearly Trend

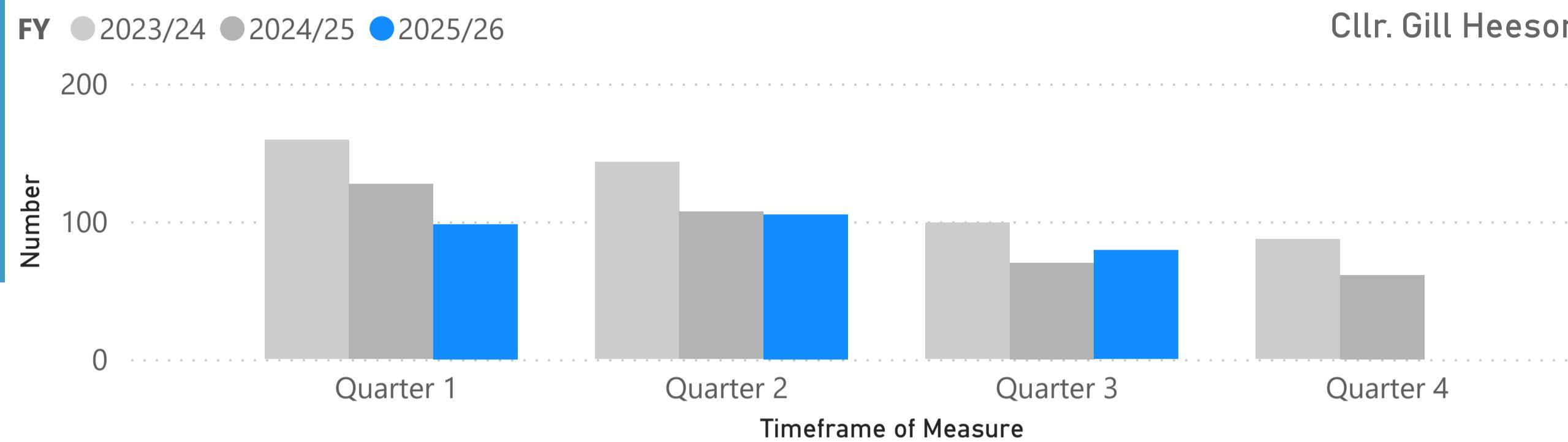
High  
Is Good  
Per  
Quarter  
(Snapshot)

Negative  
Yearly Trend

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

Current Status

SMART Actions if Off Target



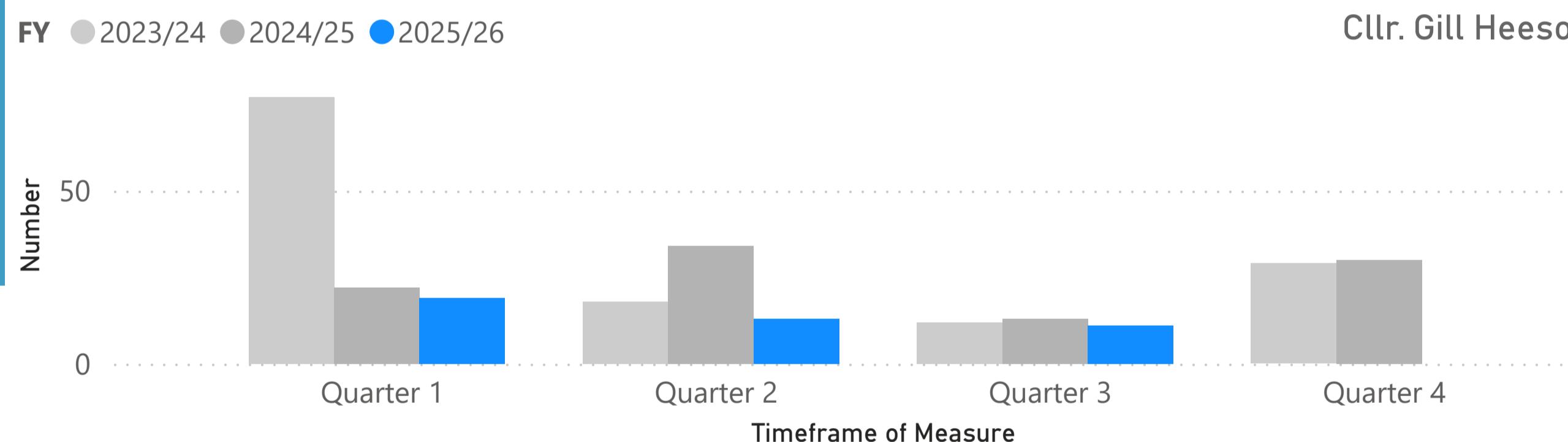
98

In Quarter 3, saw 2 more cases received compared to the same period in the previous financial year. Targeted training has recently been delivered to professionals to strengthen the triage and assessment of Anti-Social Behaviour (ASB) cases, improving both the quality and consistency of responses. Furthermore, we are actively involved in shaping a county-wide ASB policy that will establish clear expectations for the public and ensure alignment across all partner organisations.

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

Current Status

SMART Actions if Off Target



19

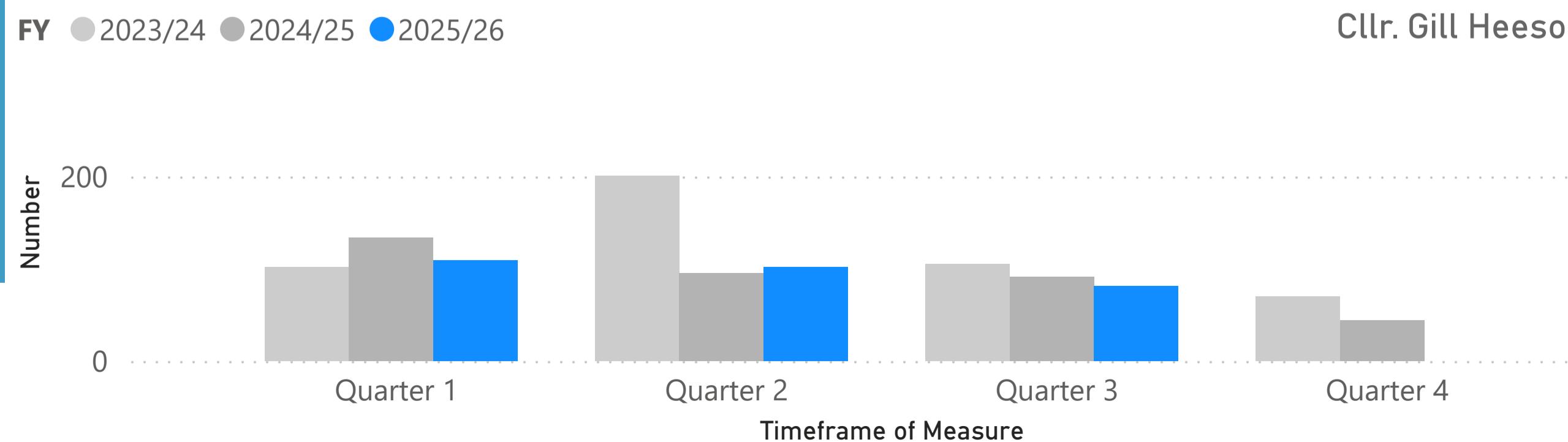
We continue partnership working to reduce ASB and ensure any complaints are dealt with efficiently and effectively in a timely manner.

Reduce anti-social behaviour and crime in our communities

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

Current Status

SMART Actions if Off Target

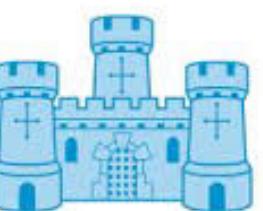


109

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



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

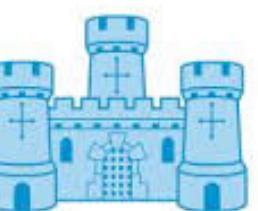


NEWCASTLE-UNDER-LYME  
BOROUGH COUNCIL

				Current Status	SMART Actions if Off Target	Ensure that our most vulnerable residents are supported through the impact of the rising cost of living.																		
Low	Is Good	Cumulative (Per Annum)	Yearly Trend	Number	Value																			
Low	Is Good	Cumulative (Per Annum)	Yearly Trend	Number	Value																			
Positive	Yearly Trend																							
Low Is Good Cumulative (Per Annum)	Yearly Trend	ID3.2 - Number of referrals made regarding vulnerability by participating organisations at the Daily Hub		Cllr. Gill Heesom	53	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.																		
		<p>FY ● 2023/24 ● 2024/25 ● 2025/26</p> <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 - April to June</td> <td>~50</td> <td>~20</td> <td>~10</td> </tr> <tr> <td>Quarter 2 - April to Sept</td> <td>~100</td> <td>~80</td> <td>~20</td> </tr> <tr> <td>Quarter 3 - April to Dec</td> <td>~150</td> <td>~130</td> <td>~40</td> </tr> <tr> <td>Quarter 4 - April to March</td> <td>~200</td> <td>~180</td> <td>~50</td> </tr> </tbody> </table>				Quarter	2023/24	2024/25	2025/26	Quarter 1 - April to June	~50	~20	~10	Quarter 2 - April to Sept	~100	~80	~20	Quarter 3 - April to Dec	~150	~130	~40	Quarter 4 - April to March	~200	~180
Quarter	2023/24	2024/25	2025/26																					
Quarter 1 - April to June	~50	~20	~10																					
Quarter 2 - April to Sept	~100	~80	~20																					
Quarter 3 - April to Dec	~150	~130	~40																					
Quarter 4 - April to March	~200	~180	~50																					
ID3.8 - Emergency homeless presentations																								
<p>FY ● 2023/24 ● 2024/25 ● 2025/26</p> <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 - April to June</td> <td>~200</td> <td>~10</td> <td>~50</td> </tr> <tr> <td>Quarter 2 - April to Sept</td> <td>~350</td> <td>~200</td> <td>~100</td> </tr> <tr> <td>Quarter 3 - April to Dec</td> <td>~450</td> <td>~300</td> <td>~150</td> </tr> <tr> <td>Quarter 4 - April to March</td> <td>~500</td> <td>~400</td> <td>~200</td> </tr> </tbody> </table>				Quarter	2023/24	2024/25	2025/26	Quarter 1 - April to June	~200	~10	~50	Quarter 2 - April to Sept	~350	~200	~100	Quarter 3 - April to Dec	~450	~300	~150	Quarter 4 - April to March	~500	~400	~200	
Quarter	2023/24	2024/25	2025/26																					
Quarter 1 - April to June	~200	~10	~50																					
Quarter 2 - April to Sept	~350	~200	~100																					
Quarter 3 - April to Dec	~450	~300	~150																					
Quarter 4 - April to March	~500	~400	~200																					
Low Is Good Cumulative (Per Annum)	Yearly Trend	ID3.9 - The average number of working days from occupational health referral to completion of works for stairlifts provided by a DFG		Cllr. Gill Heesom	354	All Homeless tonight presentations are monitored. A focus on earlier intervention.																		
		<p>FY ● 2025/26 ● Target</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>2025/26</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Quarter 1</td> <td>~120</td> <td>~130</td> </tr> <tr> <td>Quarter 2</td> <td>~130</td> <td>~130</td> </tr> <tr> <td>Quarter 3</td> <td>~130</td> <td>~130</td> </tr> <tr> <td>Quarter 4</td> <td>~130</td> <td>~130</td> </tr> </tbody> </table>				Quarter	2025/26	Target	Quarter 1	~120	~130	Quarter 2	~130	~130	Quarter 3	~130	~130	Quarter 4	~130	~130				
Quarter	2025/26	Target																						
Quarter 1	~120	~130																						
Quarter 2	~130	~130																						
Quarter 3	~130	~130																						
Quarter 4	~130	~130																						
ID3.10 - Percentage of non-complex Disabled Facilities Grants completed in 120 days from occupational health referral																								
<p>FY ● 2025/26 ● Target</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>2025/26</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Quarter 1</td> <td>~60</td> <td>~65</td> </tr> <tr> <td>Quarter 2</td> <td>~65</td> <td>~65</td> </tr> <tr> <td>Quarter 3</td> <td>~65</td> <td>~65</td> </tr> <tr> <td>Quarter 4</td> <td>~65</td> <td>~65</td> </tr> </tbody> </table>				Quarter	2025/26	Target	Quarter 1	~60	~65	Quarter 2	~65	~65	Quarter 3	~65	~65	Quarter 4	~65	~65						
Quarter	2025/26	Target																						
Quarter 1	~60	~65																						
Quarter 2	~65	~65																						
Quarter 3	~65	~65																						
Quarter 4	~65	~65																						
High	Is Good	Cumulative (Per Annum)	Yearly Trend	Number	Value																			
N/A	N/A																							
High Is Good Cumulative (Per Annum)	Yearly Trend	ID3.2 - Number of referrals made regarding vulnerability by participating organisations at the Daily Hub		Cllr. Gill Heesom	114	This relates to 4 stairlifts completed in quarter 3.																		
		<p>FY ● 2023/24 ● 2024/25 ● 2025/26</p> <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 - April to June</td> <td>~50</td> <td>~20</td> <td>~10</td> </tr> <tr> <td>Quarter 2 - April to Sept</td> <td>~100</td> <td>~80</td> <td>~20</td> </tr> <tr> <td>Quarter 3 - April to Dec</td> <td>~150</td> <td>~130</td> <td>~40</td> </tr> <tr> <td>Quarter 4 - April to March</td> <td>~200</td> <td>~180</td> <td>~50</td> </tr> </tbody> </table>					Quarter	2023/24	2024/25	2025/26	Quarter 1 - April to June	~50	~20	~10	Quarter 2 - April to Sept	~100	~80	~20	Quarter 3 - April to Dec	~150	~130	~40	Quarter 4 - April to March	~200
Quarter	2023/24	2024/25	2025/26																					
Quarter 1 - April to June	~50	~20	~10																					
Quarter 2 - April to Sept	~100	~80	~20																					
Quarter 3 - April to Dec	~150	~130	~40																					
Quarter 4 - April to March	~200	~180	~50																					
ID3.8 - Emergency homeless presentations																								
<p>FY ● 2023/24 ● 2024/25 ● 2025/26</p> <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 - April to June</td> <td>~200</td> <td>~10</td> <td>~50</td> </tr> <tr> <td>Quarter 2 - April to Sept</td> <td>~350</td> <td>~200</td> <td>~100</td> </tr> <tr> <td>Quarter 3 - April to Dec</td> <td>~450</td> <td>~300</td> <td>~150</td> </tr> <tr> <td>Quarter 4 - April to March</td> <td>~500</td> <td>~400</td> <td>~200</td> </tr> </tbody> </table>				Quarter	2023/24	2024/25	2025/26	Quarter 1 - April to June	~200	~10	~50	Quarter 2 - April to Sept	~350	~200	~100	Quarter 3 - April to Dec	~450	~300	~150	Quarter 4 - April to March	~500	~400	~200	
Quarter	2023/24	2024/25	2025/26																					
Quarter 1 - April to June	~200	~10	~50																					
Quarter 2 - April to Sept	~350	~200	~100																					
Quarter 3 - April to Dec	~450	~300	~150																					
Quarter 4 - April to March	~500	~400	~200																					
High Is Good Cumulative (Per Annum)	Yearly Trend	ID3.9 - The average number of working days from occupational health referral to completion of works for stairlifts provided by a DFG		Cllr. Gill Heesom	114	This relates to 4 stairlifts completed in quarter 3.																		
		<p>FY ● 2025/26 ● Target</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>2025/26</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Quarter 1</td> <td>~120</td> <td>~130</td> </tr> <tr> <td>Quarter 2</td> <td>~130</td> <td>~130</td> </tr> <tr> <td>Quarter 3</td> <td>~130</td> <td>~130</td> </tr> <tr> <td>Quarter 4</td> <td>~130</td> <td>~130</td> </tr> </tbody> </table>					Quarter	2025/26	Target	Quarter 1	~120	~130	Quarter 2	~130	~130	Quarter 3	~130	~130	Quarter 4	~130	~130			
Quarter	2025/26	Target																						
Quarter 1	~120	~130																						
Quarter 2	~130	~130																						
Quarter 3	~130	~130																						
Quarter 4	~130	~130																						
ID3.10 - Percentage of non-complex Disabled Facilities Grants completed in 120 days from occupational health referral																								
<p>FY ● 2025/26 ● Target</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>2025/26</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Quarter 1</td> <td>~60</td> <td>~65</td> </tr> <tr> <td>Quarter 2</td> <td>~65</td> <td>~65</td> </tr> <tr> <td>Quarter 3</td> <td>~65</td> <td>~65</td> </tr> <tr> <td>Quarter 4</td> <td>~65</td> <td>~65</td> </tr> </tbody> </table>					Quarter	2025/26	Target	Quarter 1	~60	~65	Quarter 2	~65	~65	Quarter 3	~65	~65	Quarter 4	~65	~65					
Quarter	2025/26	Target																						
Quarter 1	~60	~65																						
Quarter 2	~65	~65																						
Quarter 3	~65	~65																						
Quarter 4	~65	~65																						
High	Is Good	Cumulative (Per Annum)	Yearly Trend	Number	Value																			
N/A	N/A																							
High Is Good Cumulative (Per Annum)	Yearly Trend	ID3.2 - Number of referrals made regarding vulnerability by participating organisations at the Daily Hub		Cllr. Gill Heesom	73	19 out of 26 DFGs under £5000 completed within 120 working days																		
		<p>FY ● 2023/24 ● 2024/25 ● 2025/26</p> <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 - April to June</td> <td>~50</td> <td>~20</td> <td>~10</td> </tr> <tr> <td>Quarter 2 - April to Sept</td> <td>~100</td> <td>~80</td> <td>~20</td> </tr> <tr> <td>Quarter 3 - April to Dec</td> <td>~150</td> <td>~130</td> <td>~40</td> </tr> <tr> <td>Quarter 4 - April to March</td> <td>~200</td> <td>~180</td> <td>~50</td> </tr> </tbody> </table>					Quarter	2023/24	2024/25	2025/26	Quarter 1 - April to June	~50	~20	~10	Quarter 2 - April to Sept	~100	~80	~20	Quarter 3 - April to Dec	~150	~130	~40	Quarter 4 - April to March	~200
Quarter	2023/24	2024/25	2025/26																					
Quarter 1 - April to June	~50	~20	~10																					
Quarter 2 - April to Sept	~100	~80	~20																					
Quarter 3 - April to Dec	~150	~130	~40																					
Quarter 4 - April to March	~200	~180	~50																					
ID3.8 - Emergency homeless presentations																								
<p>FY ● 2023/24 ● 2024/25 ● 2025/26</p> <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 - April to June</td> <td>~200</td> <td>~10</td> <td>~50</td> </tr> <tr> <td>Quarter 2 - April to Sept</td> <td>~350</td> <td>~200</td> <td>~100</td> </tr> <tr> <td>Quarter 3 - April to Dec</td> <td>~450</td> <td>~300</td> <td>~150</td> </tr> <tr> <td>Quarter 4 - April to March</td> <td>~500</td> <td>~400</td> <td>~200</td> </tr> </tbody> </table>				Quarter	2023/24	2024/25	2025/26	Quarter 1 - April to June	~200	~10	~50	Quarter 2 - April to Sept	~350	~200	~100	Quarter 3 - April to Dec	~450	~300	~150	Quarter 4 - April to March	~500	~400	~200	
Quarter	2023/24	2024/25	2025/26																					
Quarter 1 - April to June	~200	~10	~50																					
Quarter 2 - April to Sept	~350	~200	~100																					
Quarter 3 - April to Dec	~450	~300	~150																					
Quarter 4 - April to March	~500	~400	~200																					
High	Is Good	Cumulative (Per Annum)	Yearly Trend	Number	Value																			
N/A	N/A																							



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

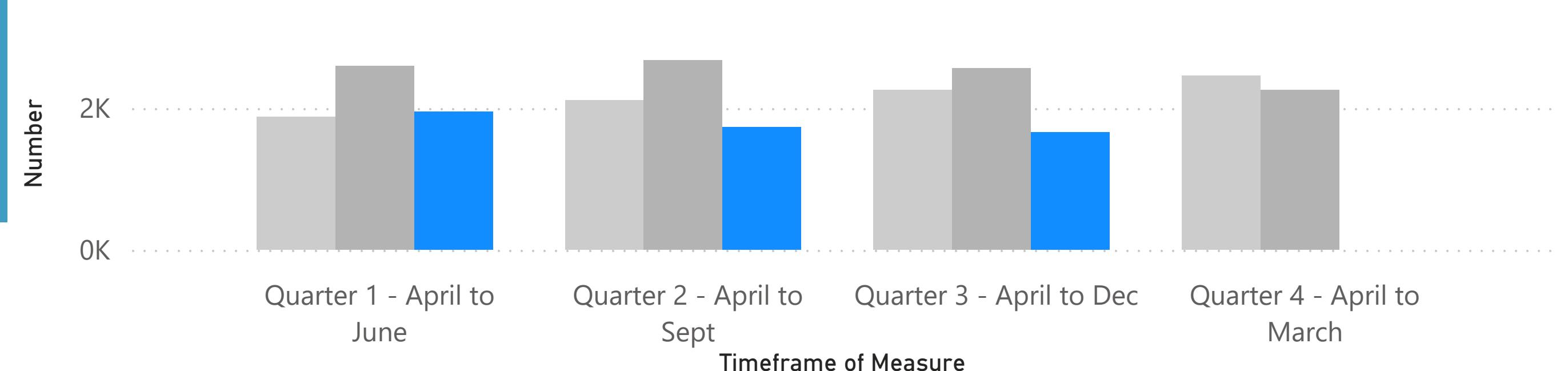


NEWCASTLE-UNDER-LYME  
BOROUGH COUNCIL

Low  
Is Good  
Per  
Quarter  
(Snapshot)

#### ID3.6 - Live application on the housing register

FY ● 2023/24 ● 2024/25 ● 2025/26



Current Status

1,657

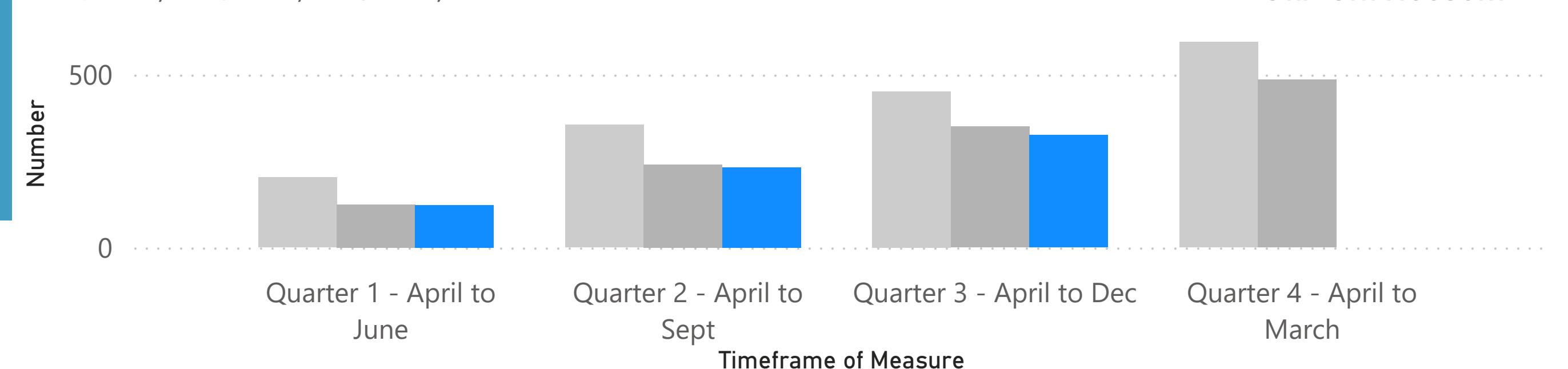
SMART Actions if Off Target

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

Positive  
Yearly Trend

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

FY ● 2023/24 ● 2024/25 ● 2025/26



Current Status

325

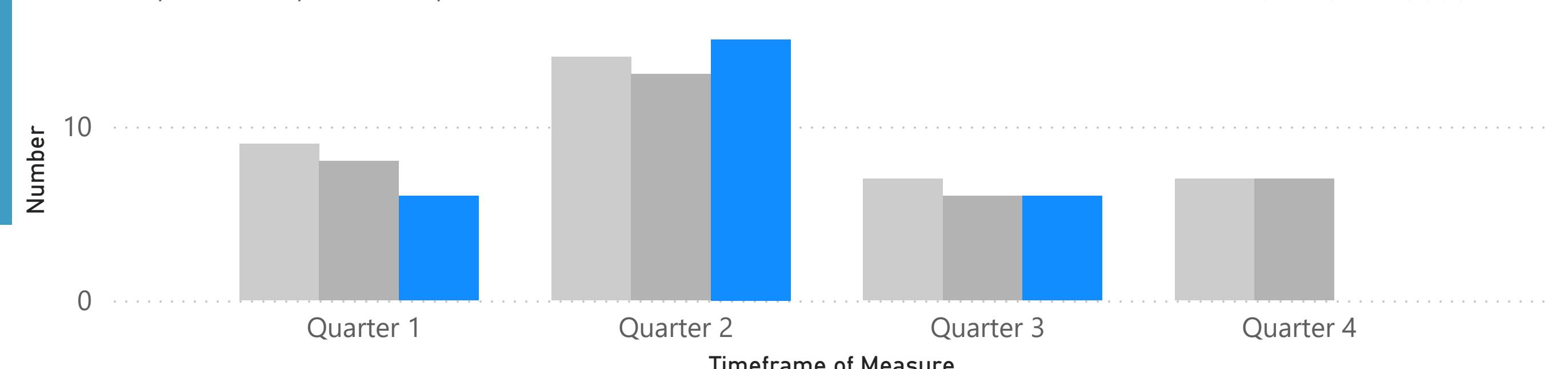
SMART Actions if Off Target

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

High  
Is Good  
Per  
Quarter  
(Snapshot)

#### ID4.4 - Total Rough Sleepers Verified in Quarter

FY ● 2023/24 ● 2024/25 ● 2025/26



Current Status

6

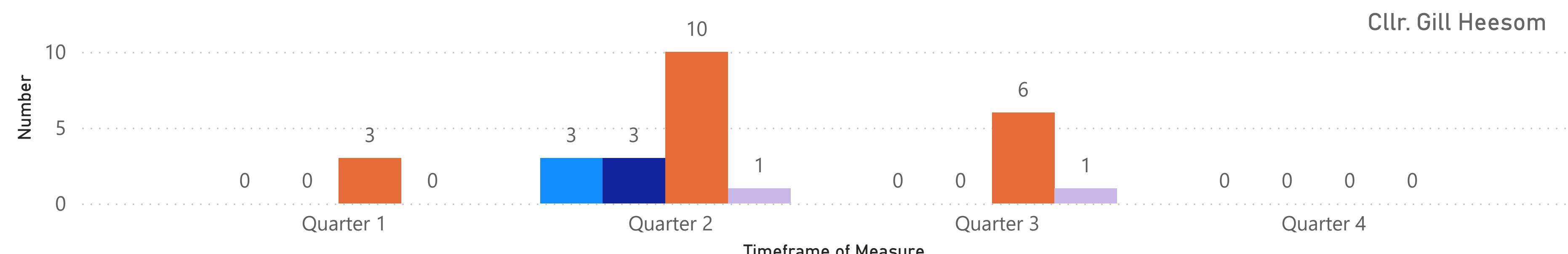
SMART Actions if Off Target

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

No  
Change  
Yearly Trend

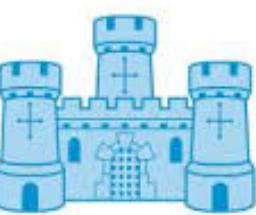
#### ID4.4a, 4.4b, 4.4c and 4.4d - Breakdown of Rough Sleepers Verified in Quarter

● 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 ...



Cllr. Gill Heesom

The annual rough sleeping count took place on the 14th November 2025. We verified 12 people that night. The process was verified through Homeless Link. We have had an increase in rough sleepers in comparison to last year's figure of 7. The increase is due to lack of suitable supported accommodation, lack of move on options and external factors such as the courts and hospital being in the centre of town.



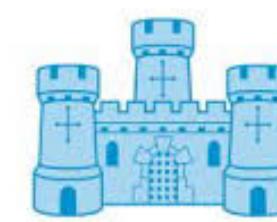
## Project Status Split for Priority 3.

Project/Action is Progressing as Expected	Project/Action is Completed	Project/Action is Not Progressing as Expected
3	2	1

Portfolio Holder	Service Area	Action	Corporate Objective	Status report	Commentary on progress
Cllr. Gill Heesom	Neighbourhoods	Build on our work with Staffordshire Police	Reduce anti-social behaviour and crime in our communities	<span>✓</span> Project/Action is Progressing as Expected	Joint working with the Police is continuing, with a particular focus on Newcastle town centre. Joint enforcement of the PSPO and interventions to make the Night Time Economy safer, particularly for women and girls, are in progress.
Cllr. Craig Skelding	1. Commercial Delivery 2. Neighbourhoods	Delivering an economic and cultural legacy from the celebration of the borough's 850th anniversary in 2023.	Delivering an economic and cultural legacy from the celebration of the borough's 850th anniversary in 2023.	<span>★</span> 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	<span>★</span> 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	<span>!</span> Project/Action is Not Progressing as Expected	The Council continues to roll out recycling and food waste services to flats, with the project scheduled for completion in April 2026. as stated in the last 2 quarters the Council is now fully compliant with the requirements of the governments Simpler Recycling requirements 2 years early. However overall recycling has not hit its target mainly due to less garden waste as stated in the last quarter. Food and dry recycling continue to perform well.
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.	<span>✓</span> Project/Action is Progressing as Expected	Better Health Partnership and Active Life Programmes both working well to support the health of residents
Cllr. Craig Skelding	Neighbourhoods	Work with partners to develop effective community bodies	Support the development of community solutions to local problems	<span>✓</span> Project/Action is Progressing as Expected	The Civic Pride initiative is continuing to develop and the programme for 2026 has been set. Round 3 of the Civic Pride Investment Fund has been awarded and a programme of community engagement is being developed for 2026. Partner remain committed to supporting the initiative and the Strategy is due to be formally adopted in Quarter 4.

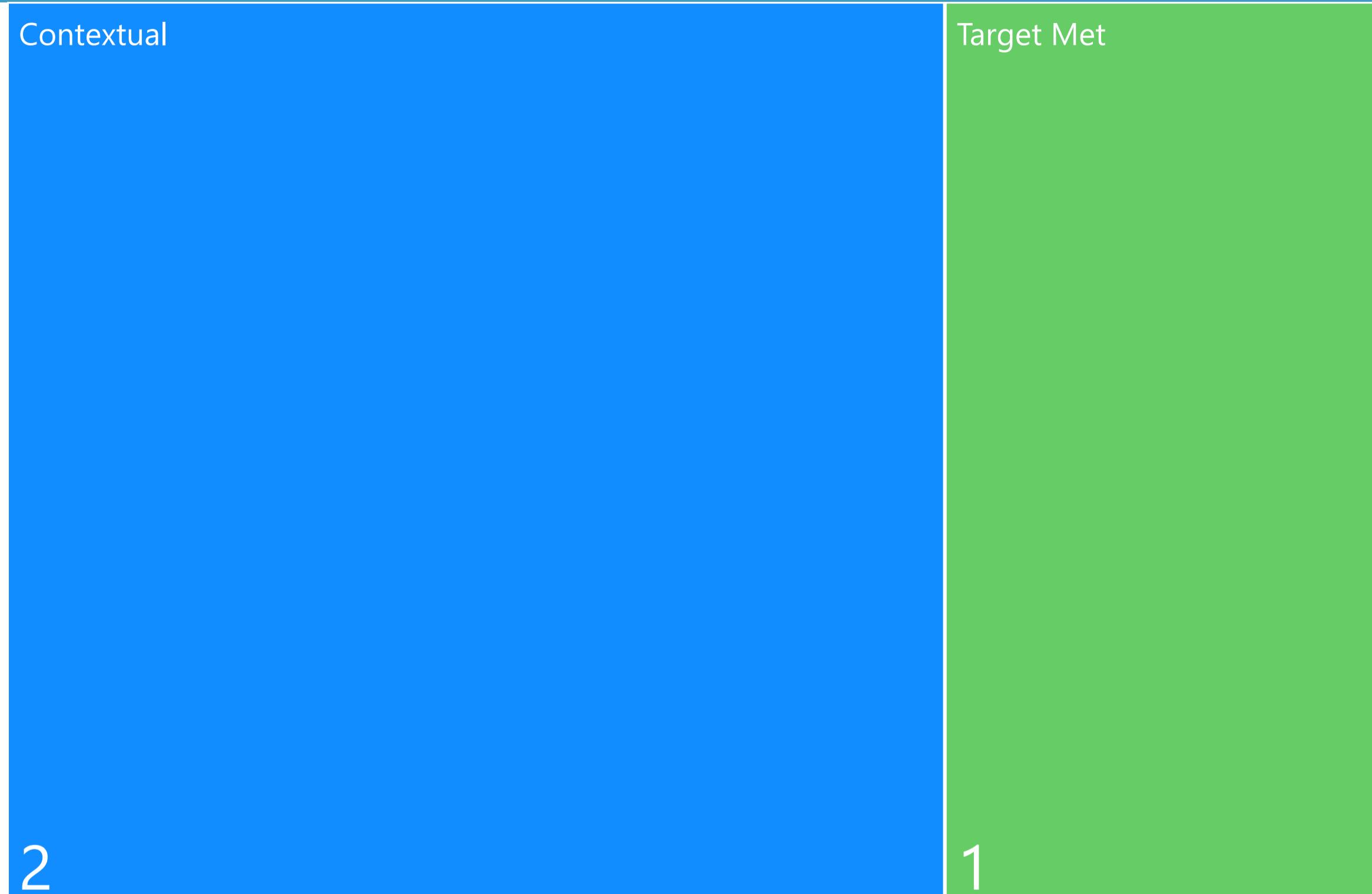


## Priority 4: Town Centres for All



NEWCASTLE-UNDER-LYME  
BOROUGH COUNCIL

### Priority 4: Performance Indicators Current Status



#### Corporate Objective

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

Count

3

#### Total

#### 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

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

Aim

Priority 4: Town ...



### Priority 4: Qtr.3 Trend Direction of PI's Compared to Previous Quarter



● Positive ● No Change

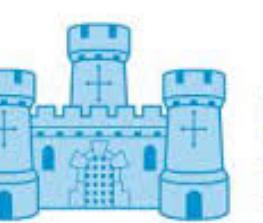
### Priority 4: Qtr.3 Trend Status of PI's Compared On Same Qtr in the Previous Financial Year



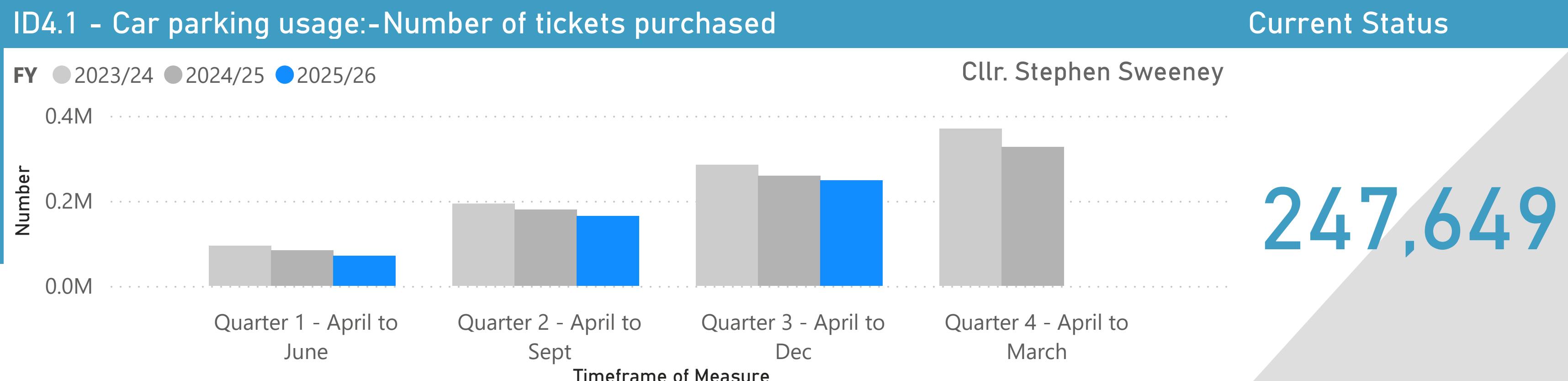
● Deterioration of Previous Year ● Improvement of Previous Y...



#### Priority 4: Town Centres for All



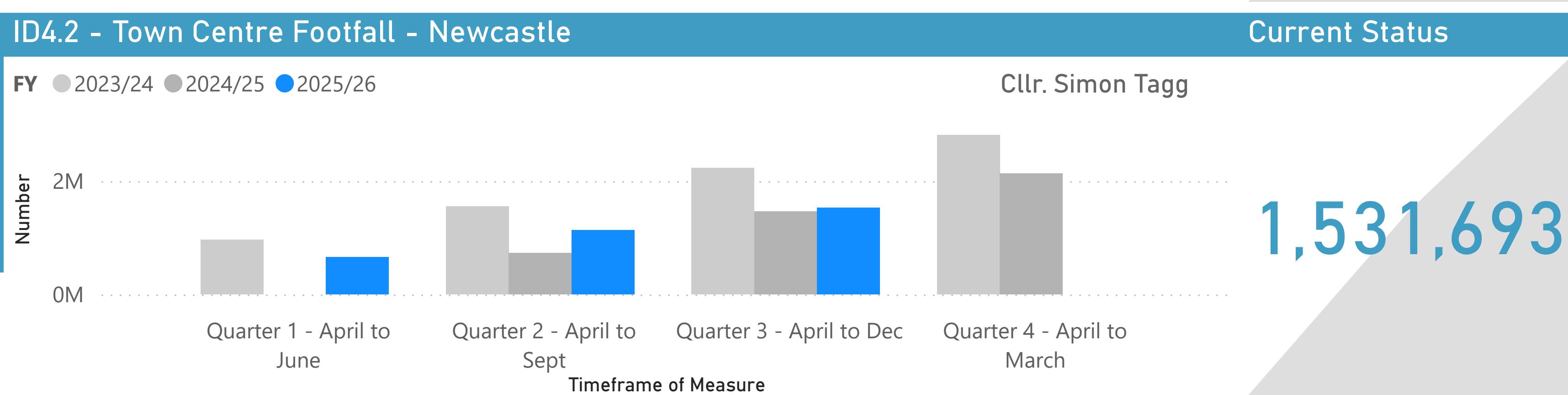
High  
Is Good  
Cumulative  
(Per  
Annum)  
Yearly Trend  
Negative



#### SMART Actions if Off Target

At the end of Quarter 3, there were 10988 fewer tickets issued than compared to the same time in the previous financial year. Despite the annual drop, Quarter 3 in isolation showed a total of 84080 tickets sold, being a greater number of parking tickets than Quarter 3 in 2024 that sold 79985.

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

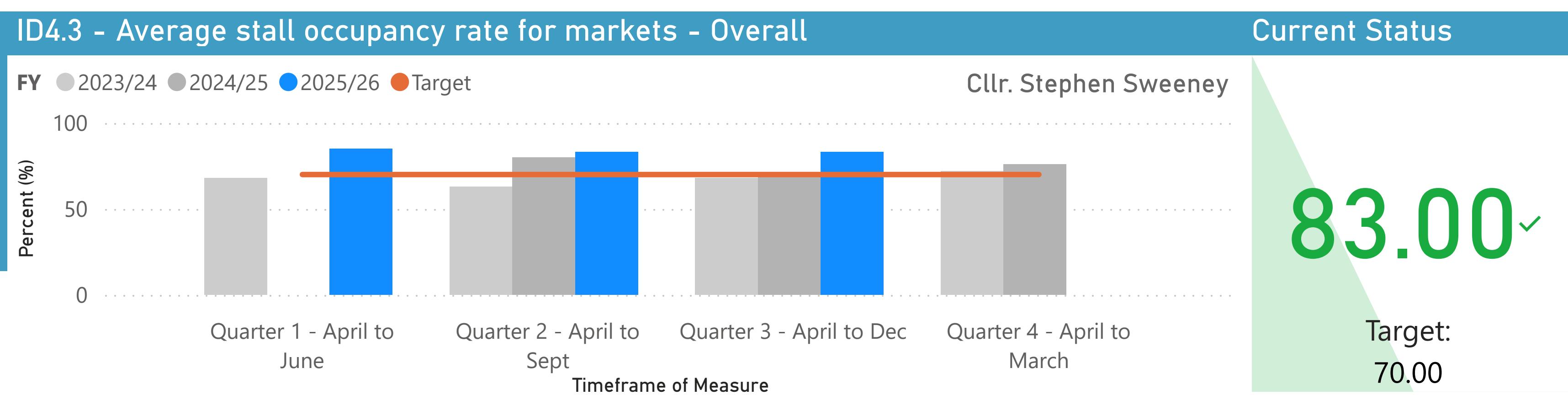


#### SMART Actions if Off Target

Footfall in the town centre experienced a continued decline into Quarter 3 when, likely caused by colder wetter weather with residents staying at home. Unfortunately there is no historic data available for comparison of the quarter due to limited data supplied from the previous financial year.

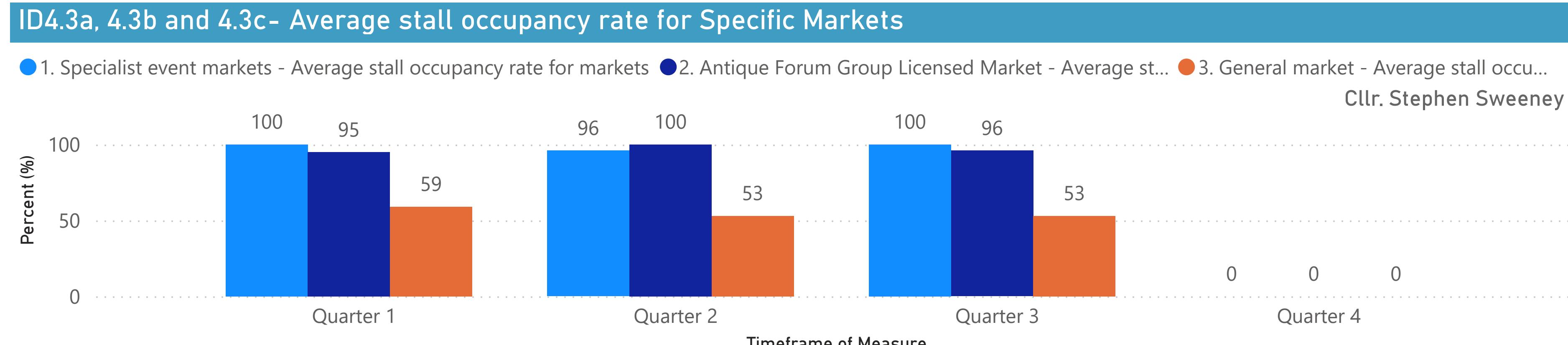
Increasing the number of people living, working and using Newcastle town Centre

High  
Is Good  
Cumulative  
(Per  
Annum)  
Yearly Trend  
Positive



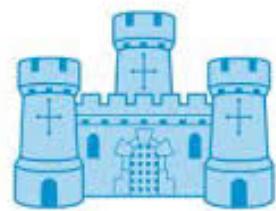
#### SMART Actions if Off Target

Overall Market target has been met - The General Market however has not achieved its target this quarter. Occupancy at the low Wednesday General Market is negatively impacting the overall average occupancy for the General Market, although the previous year's level of 52% has been maintained and is consistent. Seasonal fluctuations at the outdoor market reflect national trends, with colder weather leading to reduced stall occupancy. This is further evidenced by the reduction in the number of outdoor events during the colder autumn and winter months.





## Priority 4: Town Centres for All



### Project Status Split for Priority 4.

Project/Action is Progressing as Expected

3

Project/Action is Completed

2

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	<span>✓</span> Project/Action is Progressing as Expected	Work has commenced on site.
Cllr. Stephen Sweeney	1. Neighbourhoods 2. Commercial Delivery	Developing a Town Centre Strategy for Kidsgrove	Encourage visitors and support local businesses in Kidsgrove	<span>★</span> 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	<span>✓</span> Project/Action is Progressing as Expected	Redevelopment of the Ryecroft site is continuing to schedule with enabling works now taking place on site.
Cllr. Stephen Sweeney	Commercial Delivery	Redevelopment of York Place	Continuing to work with key partners to deliver the redevelopment of opportunities across the borough	<span>✓</span> Project/Action is Progressing as Expected	Work has commenced on site.
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	<span>★</span> Project/Action is Completed	The FHSF Market and Public Realm Improvement project is now complete, with the digital screen installed and operational. The programme of specialist markets for 2026 has been set.