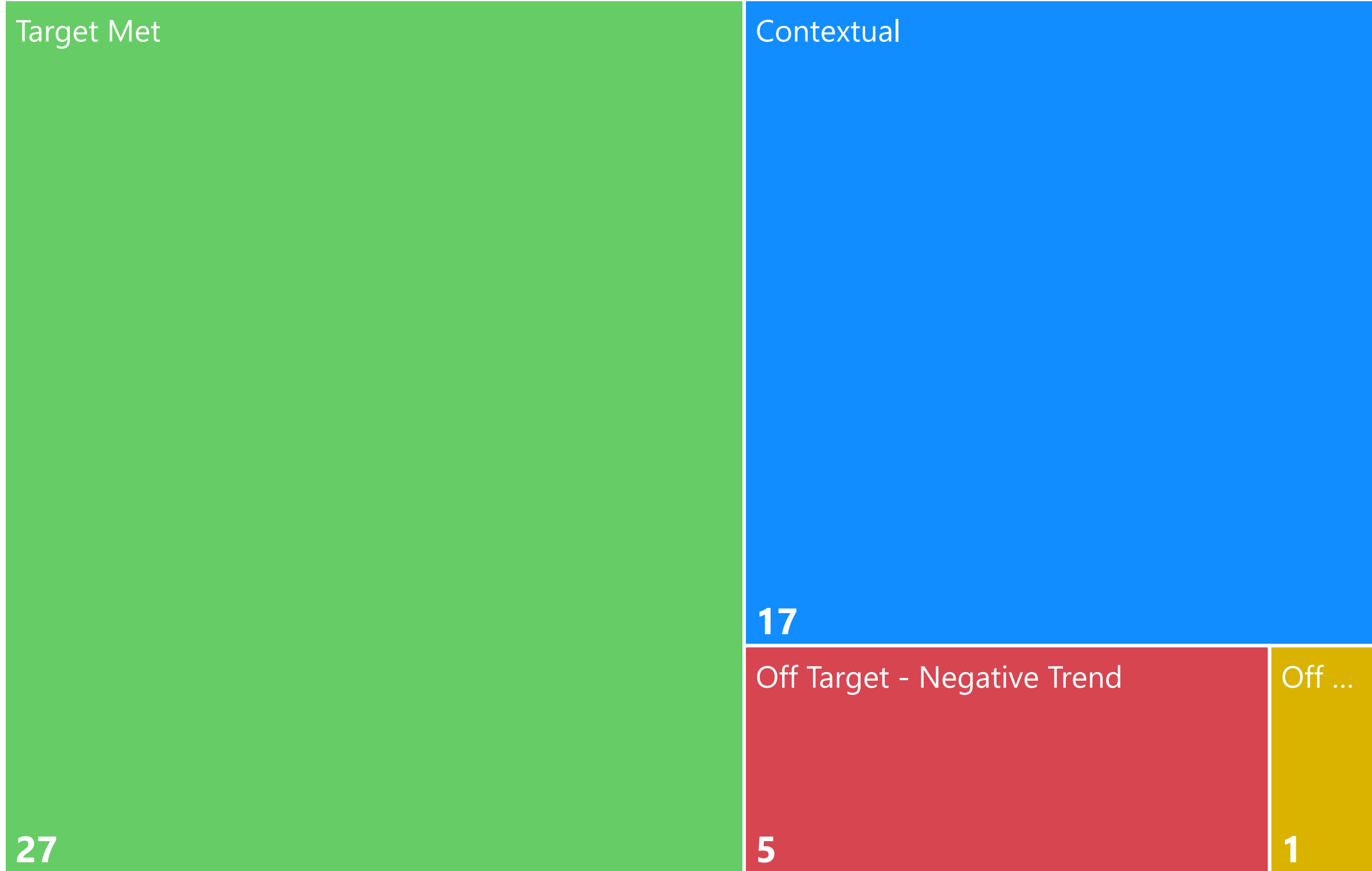




Quarter 3 - April 2025 to December 2025



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	24
Priority 4: Town Centres for All	3
	50

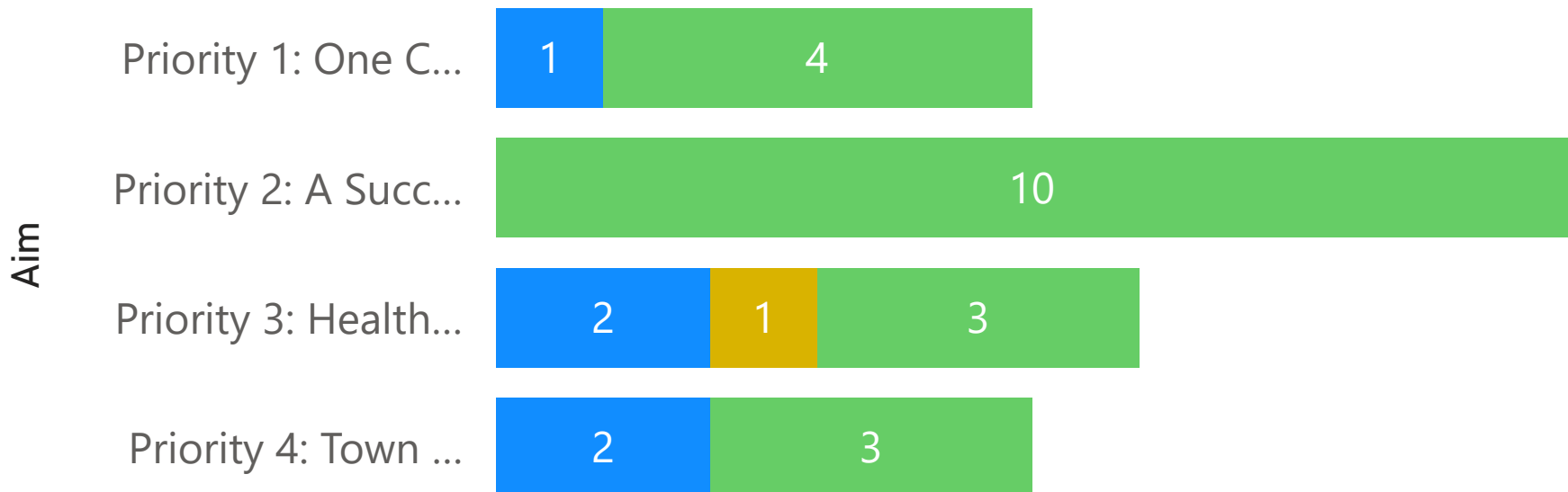
Smart Narrative

- 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.

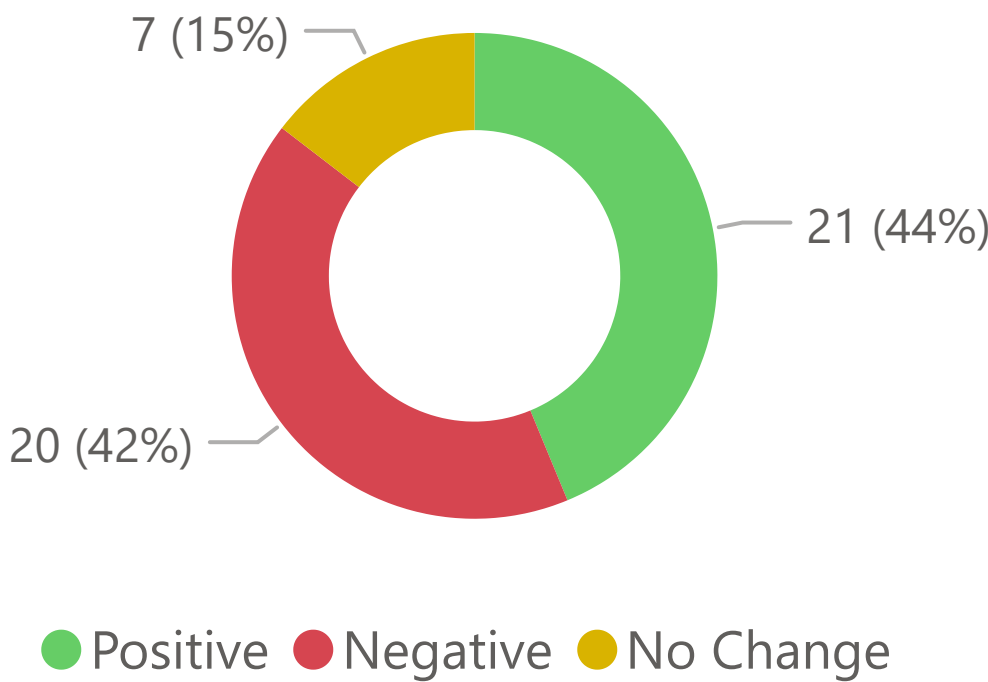
5 projects/actions have been completed, across **Priority 1, 3 and 4**. **Priority 3** has **1 projects/actions** identified as **not progressing as expected**, with further details provided within this report.

Summary Project Status Split

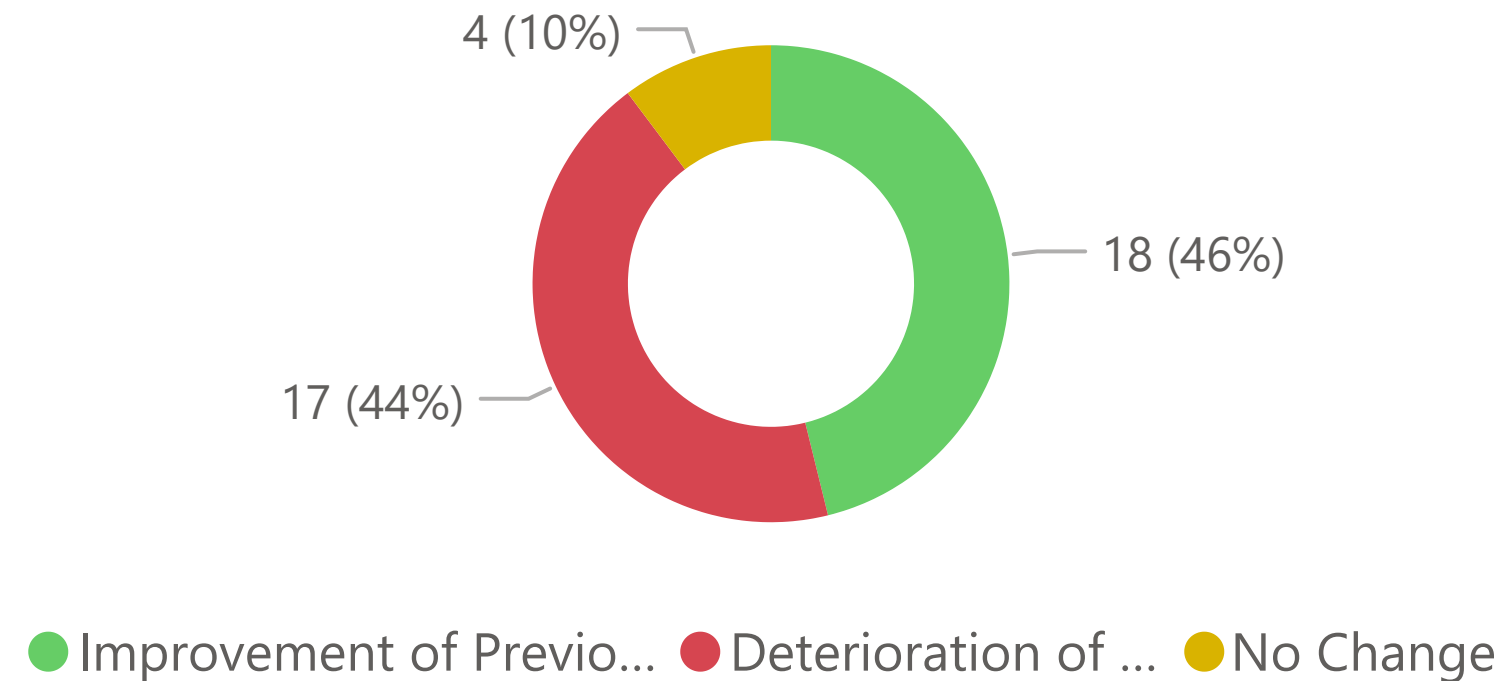
● Project/Action is Completed ● Project/Action is Not Progr... ● Project/Action is Progr...



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

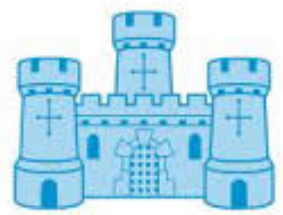


All Qtr.3 Trend Status of PI's Compared On Same Qtr in the Previous Financial Year



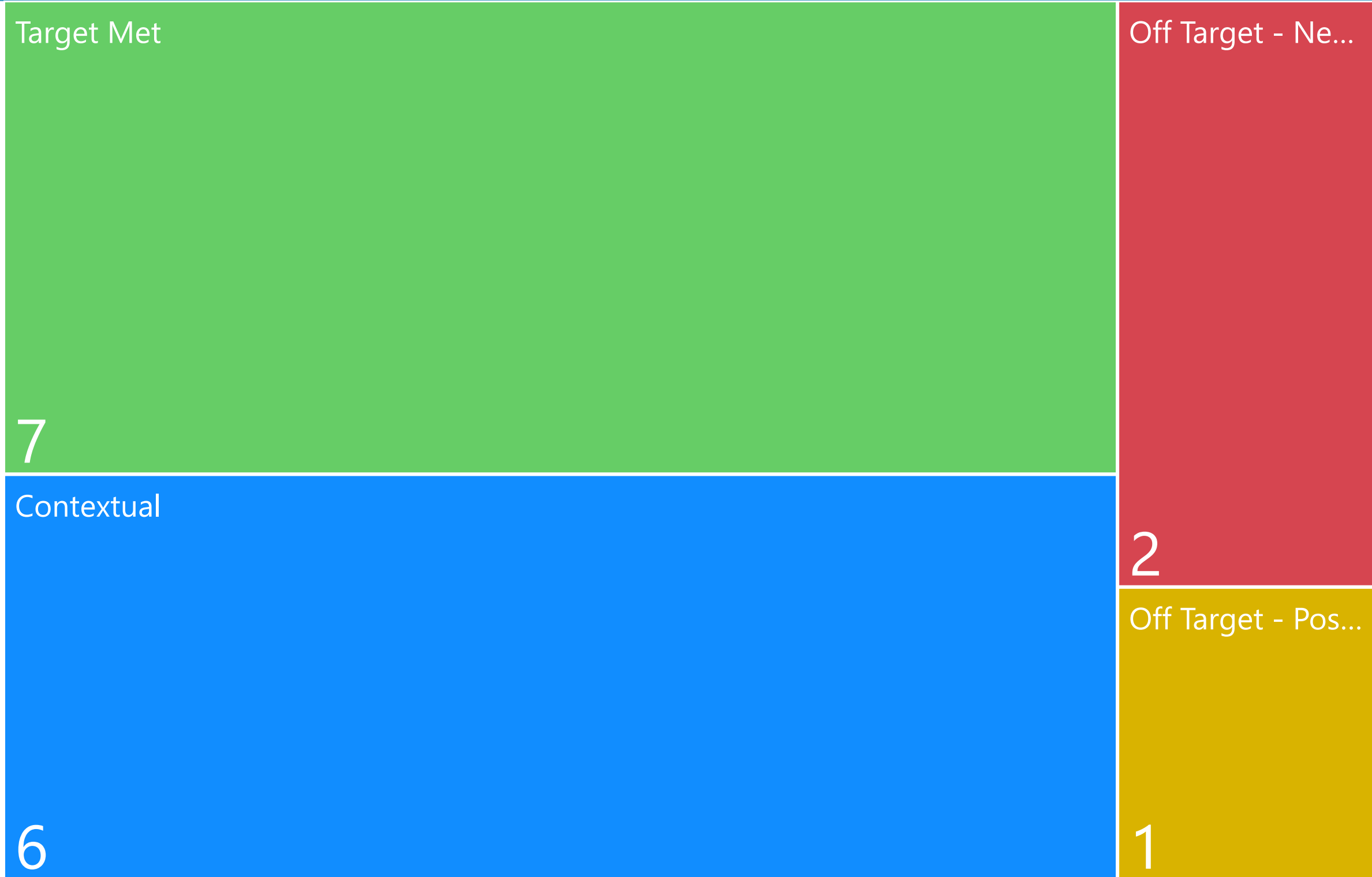


Priority 1: One Council delivering for Local People



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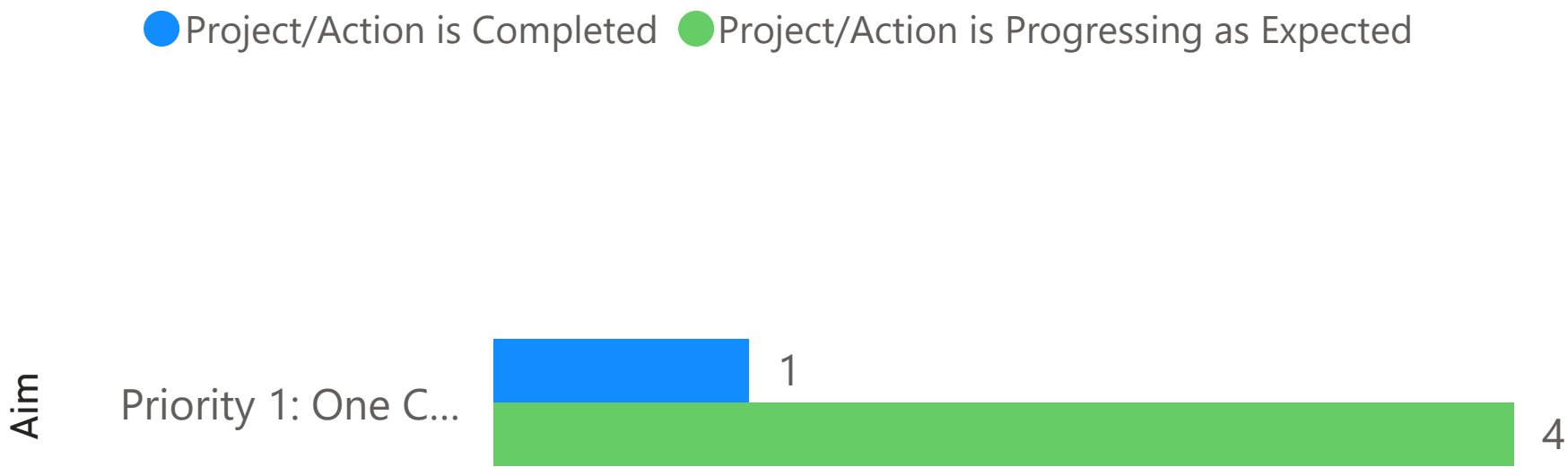
Priority 1: Performance Indicators Current Status



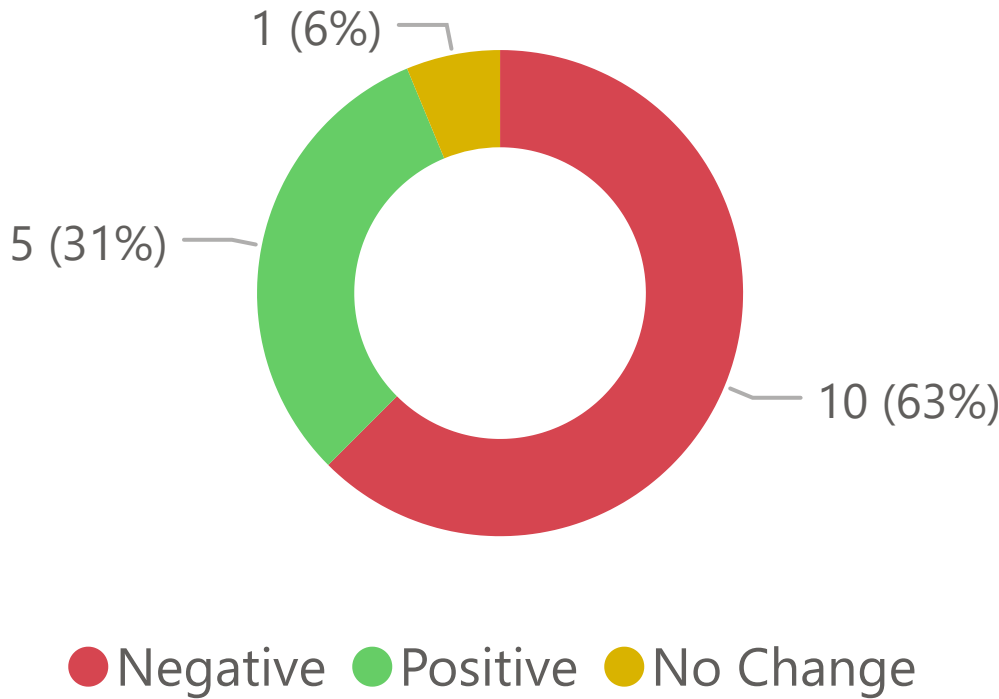
Corporate Objective	Count
Deliver services to a high standard every day	3
Develop professional talent across the Council and provide opportunities for staff to grow their careers	5
Ensure our services are efficient and accessible	6
Ensure strong financial discipline across the Council	2
Total	16

- 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.

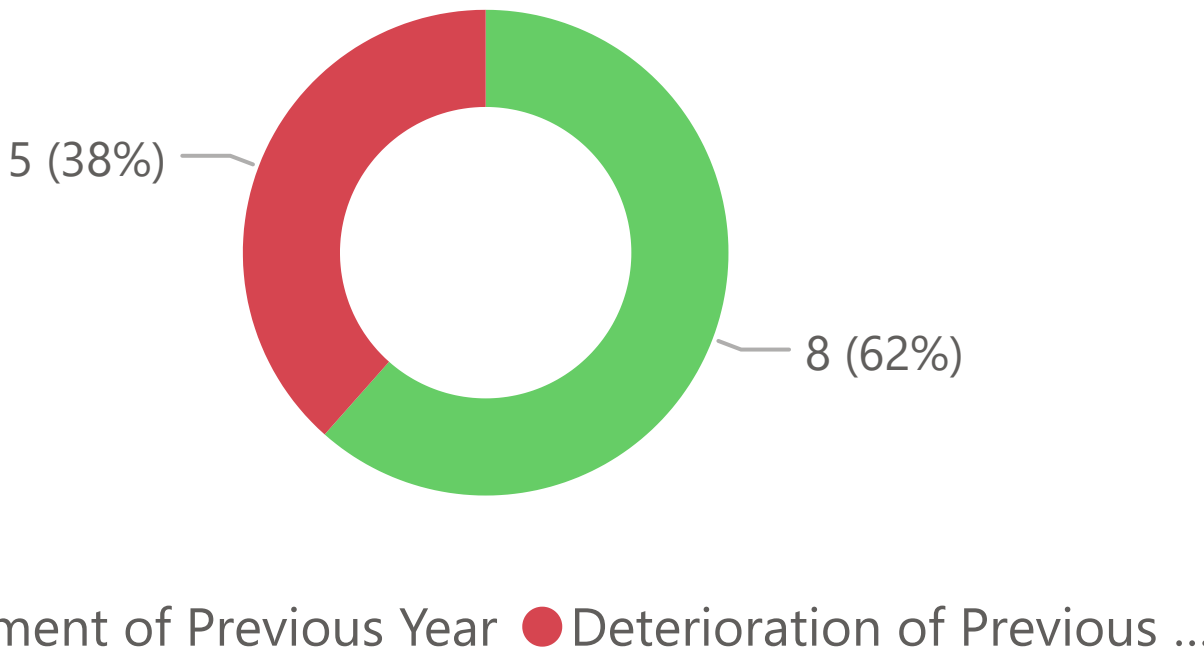
Priority 1: Summary Project Status Split



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

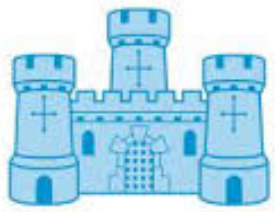


Priority 1: Qtr.3 Trend Status of PI's Compared On Same Qtr in the Previous Financial Year





Priority 1: One Council delivering for Local People

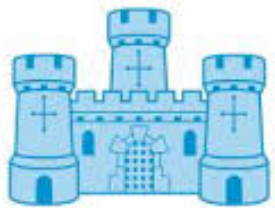


NEWCASTLE UNDER LYME
BOROUGH COUNCIL

<div>Low</div> <div>Is Good</div> <div>Per Quarter (Snapshot)</div> <div>Negative</div> <div>Yearly Trend</div>	ID1.1 - Percentage of food premises that have a zero or one national food hygiene rating		Current Status	SMART Actions if Off Target	
	<div><div>FY</div><div>● 2023/24 ● 2024/25 ● 2025/26 ● Target</div><div>Cllr. David Hutchison</div><div><div>Percent (%)</div><div><div>2</div><div>1</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>		<div>1.11✓</div> <div>Target: 2.00</div>	Not Required as Target Met	
<div>High</div> <div>Is Good</div> <div>Cumulative (Per Annum)</div> <div>Positive</div> <div>Yearly Trend</div>	ID1.2 - Percentage of category A and B food business inspections completed on time		Current Status	SMART Actions if Off Target	
	<div><div>FY</div><div>● 2023/24 ● 2024/25 ● 2025/26 ● Target</div><div>Cllr. David Hutchison</div><div><div>Percent (%)</div><div><div>100</div><div>50</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>		<div>100.00✓</div> <div>Target: 97.00</div>	Not Required as Target Met	
<div>High</div> <div>Is Good</div> <div>Cumulative (Per Annum)</div> <div>Positive</div> <div>Yearly Trend</div>	ID1.16 - Percentage of Stage 1 complaints processed in time being 20 working days		Current Status	SMART Actions if Off Target	
	<div><div>FY</div><div>● 2023/24 ● 2024/25 ● 2025/26 ● Target</div><div>Cllr. Simon Tagg</div><div><div>Percent (%)</div><div><div>100</div><div>50</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>		<div>95.83✓</div> <div>Target: 85.00</div>	<div>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.</div>	
<div>High</div> <div>Is Good</div> <div>Cumulative (Per Annum)</div> <div>Positive</div> <div>Yearly Trend</div>	ID1.17 - Percentage of FOI's dealt with in time being 20 working days		Current Status	SMART Actions if Off Target	
	<div><div>FY</div><div>● 2024/25 ● 2025/26 ● Target</div><div>Cllr. Simon Tagg</div><div><div>Percent (%)</div><div><div>100</div><div>50</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>		<div>90.00✓</div> <div>Target: 85.00</div>	Target Met - continue to show strong commitment to completing FOI's within the Statutory timeframe 90% achieved	

Deliver services to a high standard every day

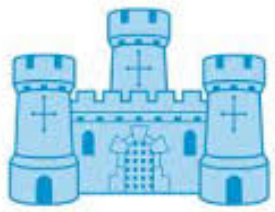
Ensure our services are efficient and accessible



Low Is Good Cumulative (Per Annum) Negative Yearly Trend	ID1.13 - Average number of days per employee lost to sickness - Per Employee		Current Status	SMART Actions if Off Target																								
	<div><div><div>FY</div><div>● 2023/24 ● 2024/25 ● 2025/26 ● Target</div></div><div><div>Cllr. Simon Tagg</div><table><tr><th>Timeframe of Measure</th><th>2023/24</th><th>2024/25</th><th>2025/26</th><th>Target</th></tr><tr><td>Quarter 1 - April to June</td><td>4.0</td><td>3.0</td><td>3.0</td><td>3.0</td></tr><tr><td>Quarter 2 - April to Sept</td><td>7.0</td><td>6.0</td><td>7.0</td><td>5.0</td></tr><tr><td>Quarter 3 - April to Dec</td><td>10.5</td><td>10.0</td><td>10.5</td><td>7.0</td></tr><tr><td>Quarter 4 - April to March</td><td>11.0</td><td>11.0</td><td>-</td><td>9.0</td></tr></table></div></div>		Timeframe of Measure	2023/24	2024/25	2025/26	Target	Quarter 1 - April to June	4.0	3.0	3.0	3.0	Quarter 2 - April to Sept	7.0	6.0	7.0	5.0	Quarter 3 - April to Dec	10.5	10.0	10.5	7.0	Quarter 4 - April to March	11.0	11.0	-	9.0	10.42! Target: 6.60
Timeframe of Measure	2023/24	2024/25	2025/26	Target																								
Quarter 1 - April to June	4.0	3.0	3.0	3.0																								
Quarter 2 - April to Sept	7.0	6.0	7.0	5.0																								
Quarter 3 - April to Dec	10.5	10.0	10.5	7.0																								
Quarter 4 - April to March	11.0	11.0	-	9.0																								
Low Is Good Cumulative (Per Annum) Positive Yearly Trend	ID1.14 - Staff Turnover		Current Status	SMART Actions if Off Target																								
	<div><div><div>FY</div><div>● 2023/24 ● 2024/25 ● 2025/26 ● Target</div></div><div><div>Cllr. Simon Tagg</div><table><tr><th>Timeframe of Measure</th><th>2023/24</th><th>2024/25</th><th>2025/26</th><th>Target</th></tr><tr><td>Quarter 1 - April to June</td><td>2.0</td><td>4.0</td><td>2.0</td><td>2.0</td></tr><tr><td>Quarter 2 - April to Sept</td><td>7.0</td><td>8.0</td><td>5.0</td><td>5.0</td></tr><tr><td>Quarter 3 - April to Dec</td><td>11.5</td><td>11.5</td><td>8.0</td><td>7.0</td></tr><tr><td>Quarter 4 - April to March</td><td>15.0</td><td>13.0</td><td>-</td><td>10.0</td></tr></table></div></div>		Timeframe of Measure	2023/24	2024/25	2025/26	Target	Quarter 1 - April to June	2.0	4.0	2.0	2.0	Quarter 2 - April to Sept	7.0	8.0	5.0	5.0	Quarter 3 - April to Dec	11.5	11.5	8.0	7.0	Quarter 4 - April to March	15.0	13.0	-	10.0	8.25! Target: 7.50
Timeframe of Measure	2023/24	2024/25	2025/26	Target																								
Quarter 1 - April to June	2.0	4.0	2.0	2.0																								
Quarter 2 - April to Sept	7.0	8.0	5.0	5.0																								
Quarter 3 - April to Dec	11.5	11.5	8.0	7.0																								
Quarter 4 - April to March	15.0	13.0	-	10.0																								
Low Is Good Cumulative (Per Annum) N/A Yearly Trend	ID1.14b - Voluntary Staff Turnover		Current Status	SMART Actions if Off Target																								
	<div><div><div>FY</div><div>● 2025/26</div></div><div><div>Cllr. Simon Tagg</div><table><tr><th>Timeframe of Measure</th><th>2025/26</th></tr><tr><td>Quarter 1 - April to June</td><td>2.0</td></tr><tr><td>Quarter 2 - April to Sept</td><td>3.5</td></tr><tr><td>Quarter 3 - April to Dec</td><td>5.0</td></tr><tr><td>Quarter 4 - April to March</td><td>-</td></tr></table></div></div>		Timeframe of Measure	2025/26	Quarter 1 - April to June	2.0	Quarter 2 - April to Sept	3.5	Quarter 3 - April to Dec	5.0	Quarter 4 - April to March	-	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.														
Timeframe of Measure	2025/26																											
Quarter 1 - April to June	2.0																											
Quarter 2 - April to Sept	3.5																											
Quarter 3 - April to Dec	5.0																											
Quarter 4 - April to March	-																											
Low Is Good Per Quarter (Snapshot) Positive Yearly Trend	ID1.15 - Staff Vacancy Rate		Current Status	SMART Actions if Off Target																								
	<div><div><div>FY</div><div>● 2023/24 ● 2024/25 ● 2025/26</div></div><div><div>Cllr. Simon Tagg</div><table><tr><th>Timeframe of Measure</th><th>2023/24</th><th>2024/25</th><th>2025/26</th></tr><tr><td>Quarter 1</td><td>9.0</td><td>9.0</td><td>8.5</td></tr><tr><td>Quarter 2</td><td>9.5</td><td>9.0</td><td>8.5</td></tr><tr><td>Quarter 3</td><td>9.5</td><td>9.0</td><td>8.5</td></tr><tr><td>Quarter 4</td><td>9.5</td><td>9.0</td><td>-</td></tr></table></div></div>		Timeframe of Measure	2023/24	2024/25	2025/26	Quarter 1	9.0	9.0	8.5	Quarter 2	9.5	9.0	8.5	Quarter 3	9.5	9.0	8.5	Quarter 4	9.5	9.0	-	8.68	Vacancy rates remain consistent, with regular reviews of vacant posts to ensure efficiency. Very few posts remain hard to fill				
Timeframe of Measure	2023/24	2024/25	2025/26																									
Quarter 1	9.0	9.0	8.5																									
Quarter 2	9.5	9.0	8.5																									
Quarter 3	9.5	9.0	8.5																									
Quarter 4	9.5	9.0	-																									

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

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



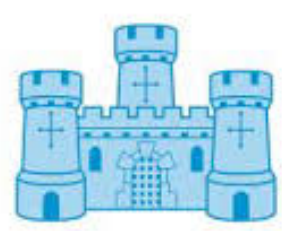
ID1.7 - % Unmet demand (number of calls not answered as a % of total call handling volume)		Current Status	SMART Actions if Off Target
Low Is Good Cumulative (Per Annum) N/A Yearly Trend	<div><div><div>FY</div><div>● 2025/26</div></div><div><div>Cllr. Simon Tagg</div><div><div>Percent (%)</div><div>20</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></div>	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.
ID1.8a - Total number of digital online transactions		Current Status	SMART Actions if Off Target
High Is Good Cumulative (Per Annum) Negative Yearly Trend	<div><div><div>FY</div><div>● 2023/24 ● 2024/25 ● 2025/26 ● Target</div></div><div><div>Cllr. Simon Tagg</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></div>	46,922! Target: 56,250	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.
ID1.8b- Total number of calls offered into the Customer Hub		Current Status	SMART Actions if Off Target
Low Is Good Cumulative (Per Annum) Positive Yearly Trend	<div><div><div>FY</div><div>● 2023/24 ● 2024/25 ● 2025/26</div></div><div><div>Cllr. Simon Tagg</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></div>	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.
ID1.3 - No. Accidents/Incidents reported (RIDDOR)		Current Status	SMART Actions if Off Target
Low Is Good Cumulative (Per Annum) Negative Yearly Trend	<div><div><div>FY</div><div>● 2023/24 ● 2024/25 ● 2025/26</div></div><div><div>Cllr. Stephen Sweeney</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></div>	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.

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



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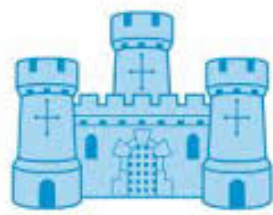
Project Status Split for Priority 1.

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	People Strategy in implementation stages. Progressing well.
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	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	✔ Project/Action is Progressing as Expected	Service delivery focussing on customer need ensures meaningful outcomes and postive 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	✔ 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.

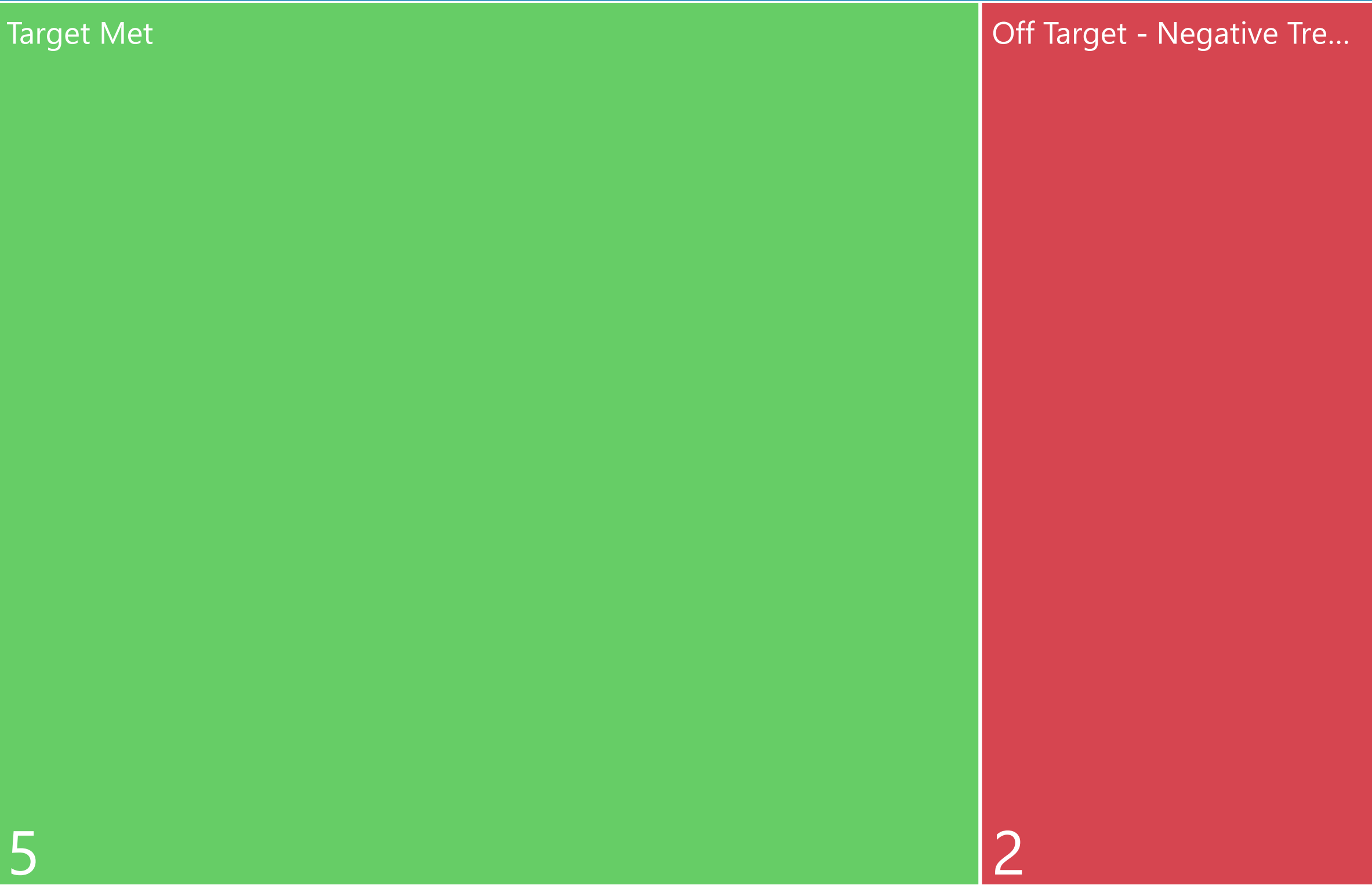


Priority 2: A Successful and Sustainable Growing Borough



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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.
- 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.

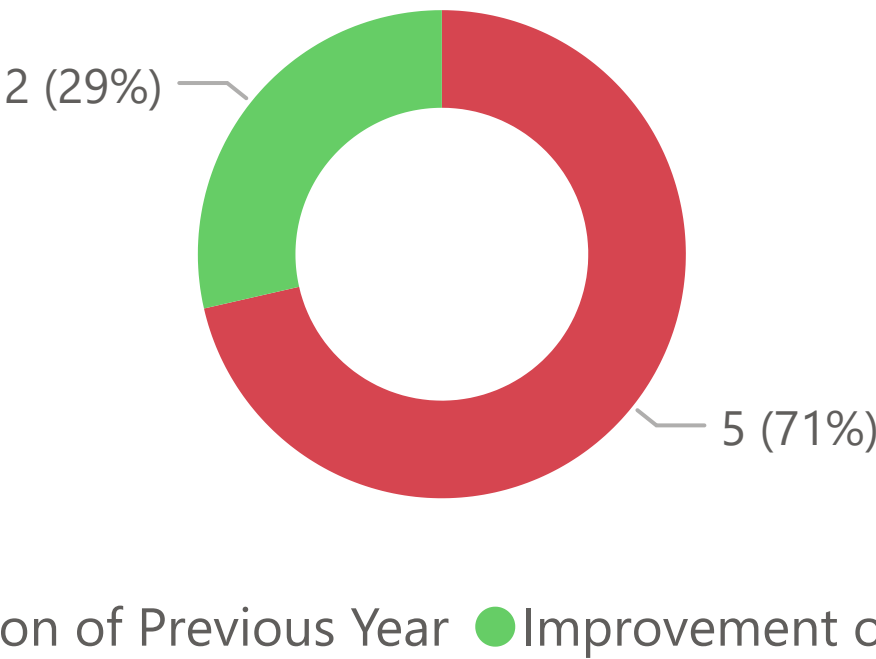
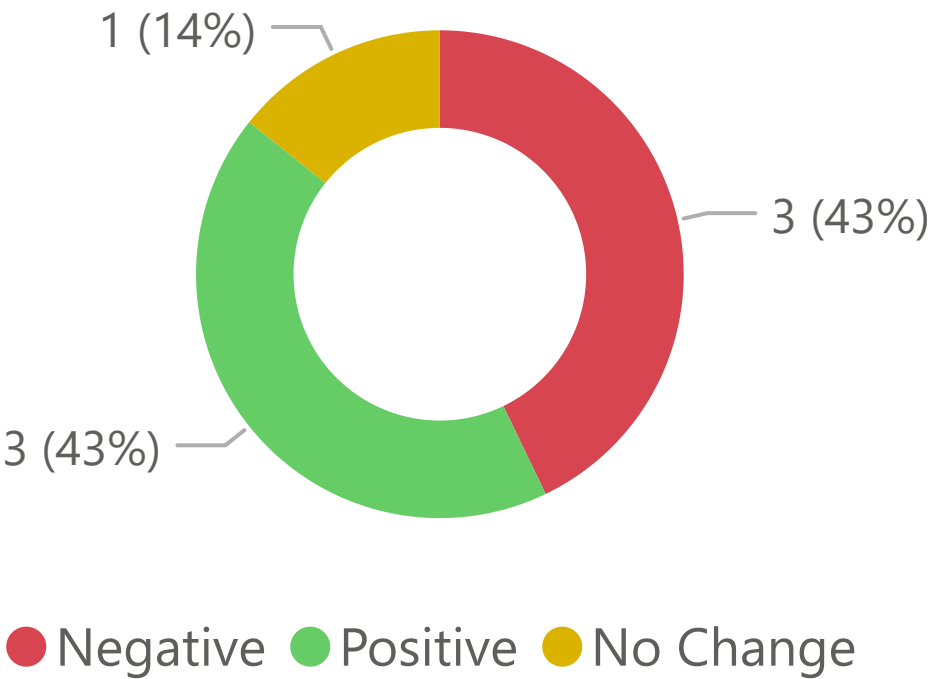
Priority 2: Summary Project Status Split

● Project/Action is Progressing as Expected

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

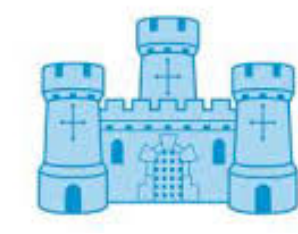
Priority 2: Qtr.3 Trend Status of PI's Compared On Same Qtr in the Previous Financial Year

Aim Priority 2: A Successful and Sustainable Growing Borough 10



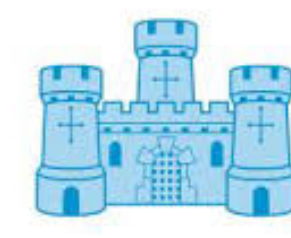


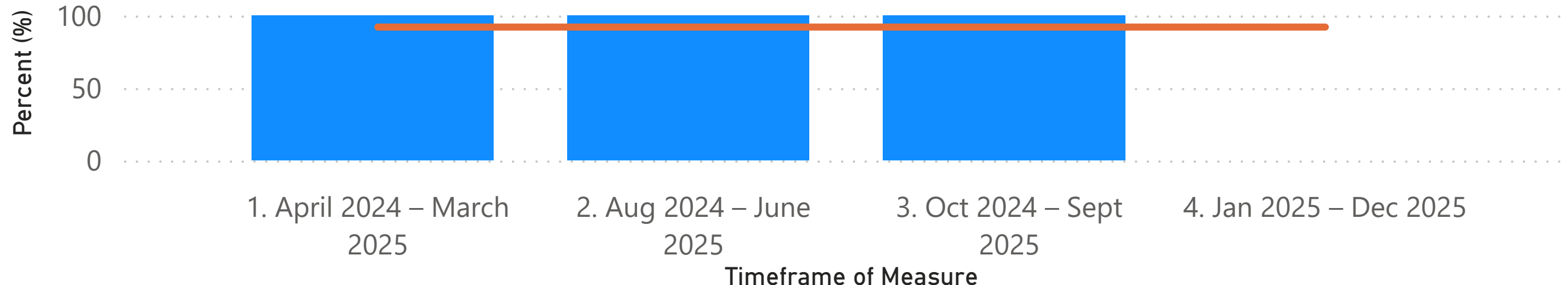
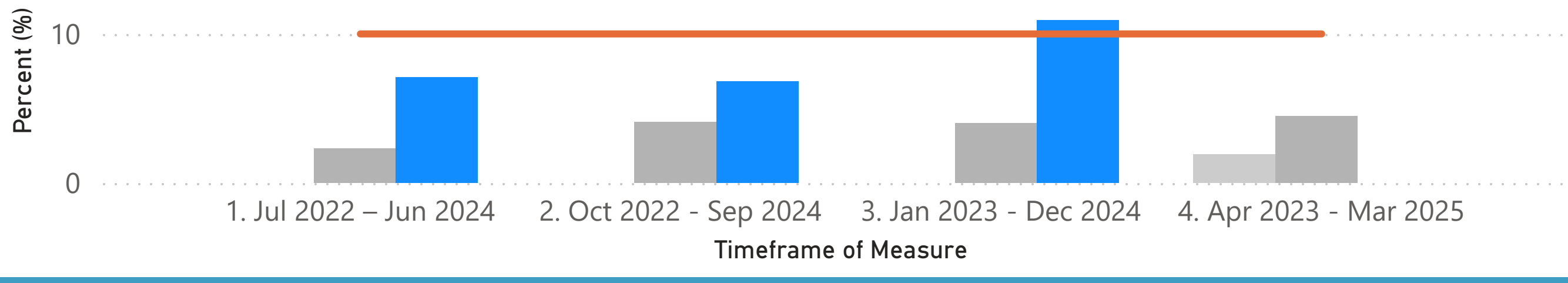
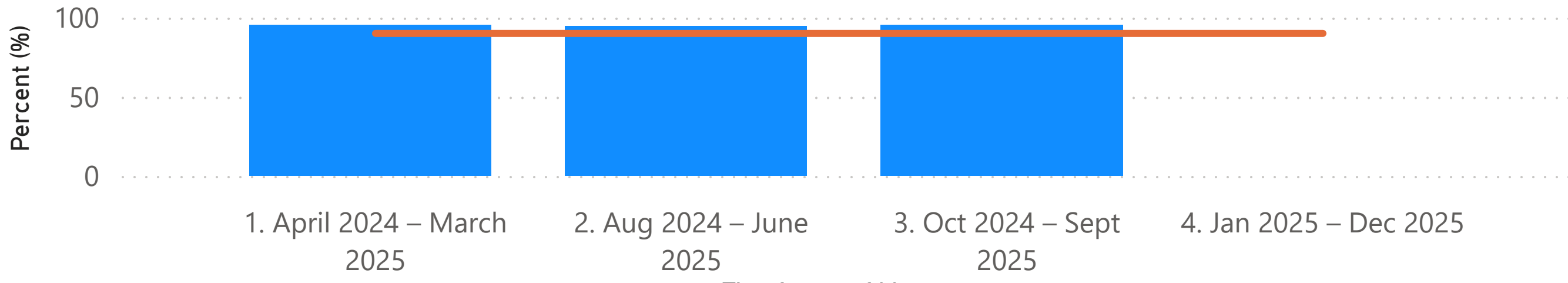
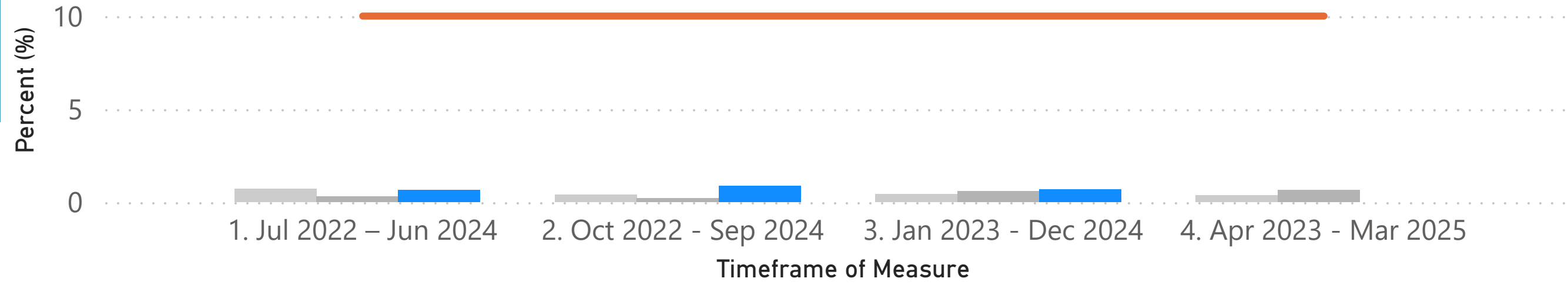
Priority 2: A Successful and Sustainable Growing Borough



NEWCASTLE UNDER LYME
BOROUGH COUNCIL

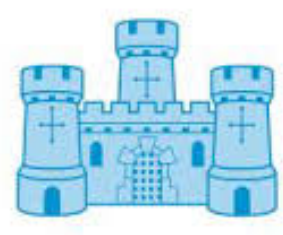
<div>Low</div> <div>Is Good</div> <div>Per Quarter (Snapshot)</div> <div>Positive</div> <div>Yearly Trend</div>	ID2.1 - Percentage of investment portfolio vacant (NBC owned)			Current Status	SMART Actions if Off Target	<div>A strong and sustainable economy where everyone benefits</div>
	<div><div>FY</div><div>2023/242024/252025/26Target</div></div> <div><div>Cllr Stephen Sweeney</div><div><div>Percent (%)</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>6.90✓</div> <div>Target: 11.00</div>	Not Required as Target Met	
<div>High</div> <div>Is Good</div> <div>Cumulative (Per Annum)</div> <div>Negative</div> <div>Yearly Trend</div>	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	<div>Protecting our communities by improving how we use our enforcement powers.</div>
	<div><div>FY</div><div>2023/242024/252025/26Target</div></div> <div><div>Cllr. Andrew Fear</div><div><div>Percent (%)</div><div>50</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>62.40!</div> <div>Target: 75.00</div>	Performance in this quarter has improved substantially from the previous quarter due to new processes implemented by Management and officers becoming more proficient in those procedures. Although performance for the year is below target, it is anticipated that recent improvements will continue and that the target will be met next year.	
<div>High</div> <div>Is Good</div> <div>Per Quarter (Snapshot)</div> <div>N/A</div> <div>Yearly Trend</div>	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	SMART Actions if Off Target	
	<div><div>FY</div><div>2025/26Target</div></div> <div><div>Cllr. Andrew Fear</div><div><div>Percent (%)</div><div>100</div><div>50</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>88.20✓</div> <div>Target: 75.00</div>		



High Is Good Planning N/A 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 ● 2025/26 ● Target Cllr. Andrew Fear			100.00✓ Target: 92.00	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 December 2025
					
	Timeframe of Measure				
Low Is Good Planning Negative Yearly Trend	ID2.3 - Quality of major development applications (P152a - 24 Month Rolling Period - See SMART Actions)			Current Status	SMART Actions if Off Target
	FY ● 2023/24 ● 2024/25 ● 2025/26 ● Target Cllr. Andrew Fear			10.90! Target: 10.00	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
					
	Timeframe of Measure				
High Is Good Planning N/A 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 ● 2025/26 ● Target Cllr. Andrew Fear			95.50✓ Target: 90.00	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 December 2025
					
	Timeframe of Measure				
Low Is Good Planning Negative 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 ● 2023/24 ● 2024/25 ● 2025/26 ● Target Cllr. Andrew Fear			0.69✓ Target: 10.00	Measure shown is the Quality of decisions (% overturned at appeal) - Central Gov metric which measures a rolling time period of 24 months - They have currently advised they are behind schedule. Newest metric shows the following time period January 2023 - December 2024.
					
	Timeframe of Measure				

Support the sustainable development of our towns and villages

Support the sustainable development of our towns and villages

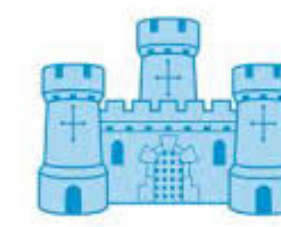


Project Status Split for Priority 2.

Project/Action is Progressing as Expected

10

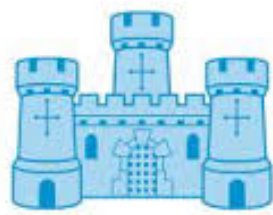
Portfolio Holder	Service Area	Action	Corporate Objective	Status report	Commentary on progress
Cllr. David Hutchison	1. Sustainable Environment 2. All	Deliver the Sustainable Environment Strategy	Ensuring that the Council's operations are carbon neutral by 2030	✔ Project/Action is Progressing as Expected	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	✔ 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	✔ 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	✔ 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	✔ Project/Action is Progressing as Expected	The Council continues to play a leading roll in the SSB, with the Service Director for SE now being appointed as Chair of tyhe 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.	✔ Project/Action is Progressing as Expected	<p>Walleys Quarry Ltd entered into liquidation in February 2025. This process is ongoing.</p> <p>CLP Envirogas Ltd continue to monitor and maintain the gas infrastructure onsite. In Q3 the data shows:</p> <ul style="list-style-type: none">- 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. <p>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.</p>



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	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	✓ 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	✓ Project/Action is Progressing as Expected	Projects are progressing to plan will the majority of projects 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	✓ Project/Action is Progressing as Expected	<p>The UKSPF performance is assessed against 30 defined outcomes and 28 outputs which align with these themes Communities and place People and Skills 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. 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. We have seen investment in Adult learning – adult training for those most vulnerable and looking for employment reaches over 130 adults. Care leavers – currently launching a Pathways to Success programme – Industry - Sports Leadership. Apprenticeships – We are funding the hospitality sector.</p>

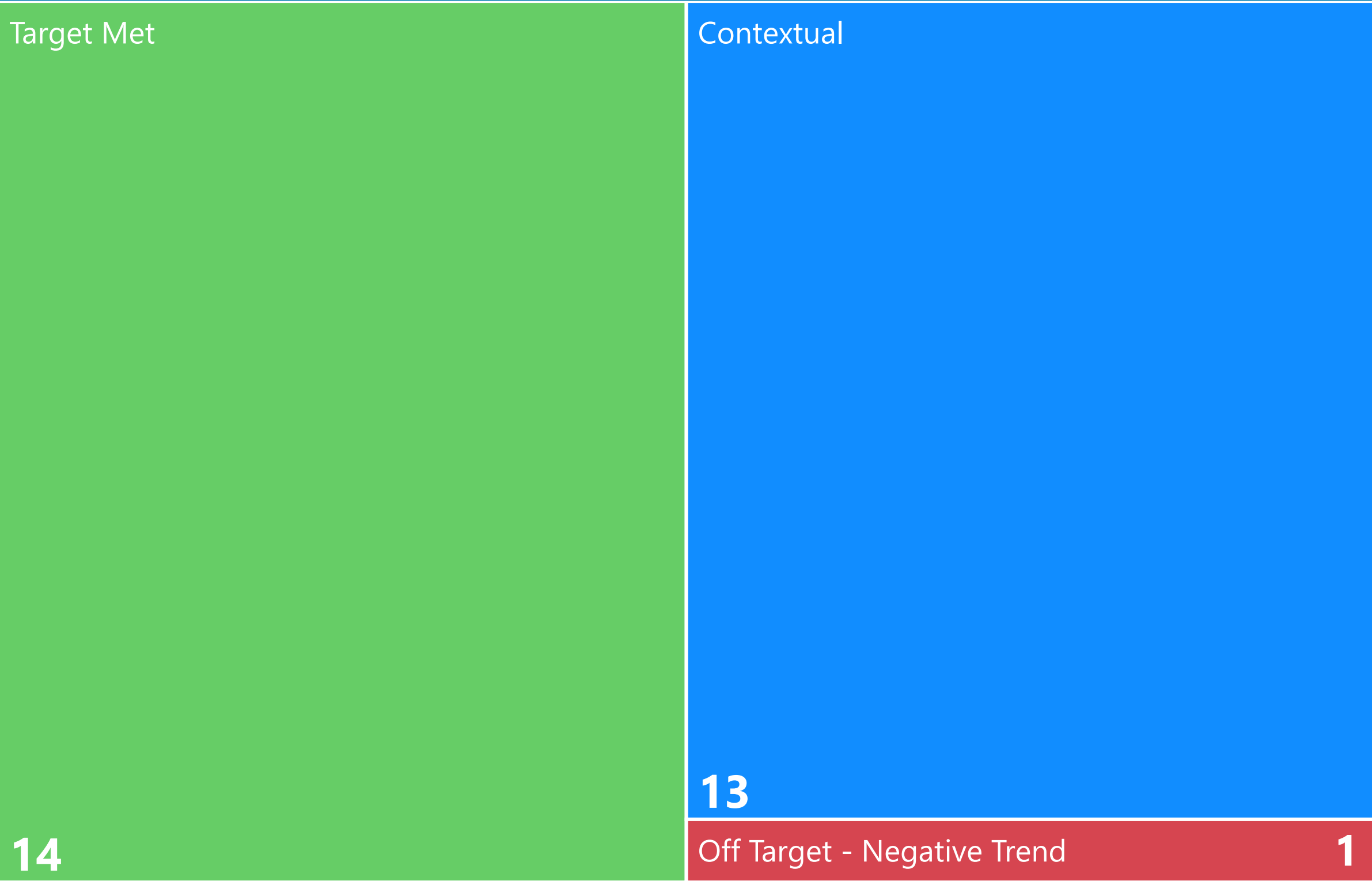


Priority 3: Healthy, Active and Safe Communities



NEWCASTLE-UNDER-LYME
BOROUGH COUNCIL

Priority 3: Performance Indicators Current Status



Corporate Objective	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

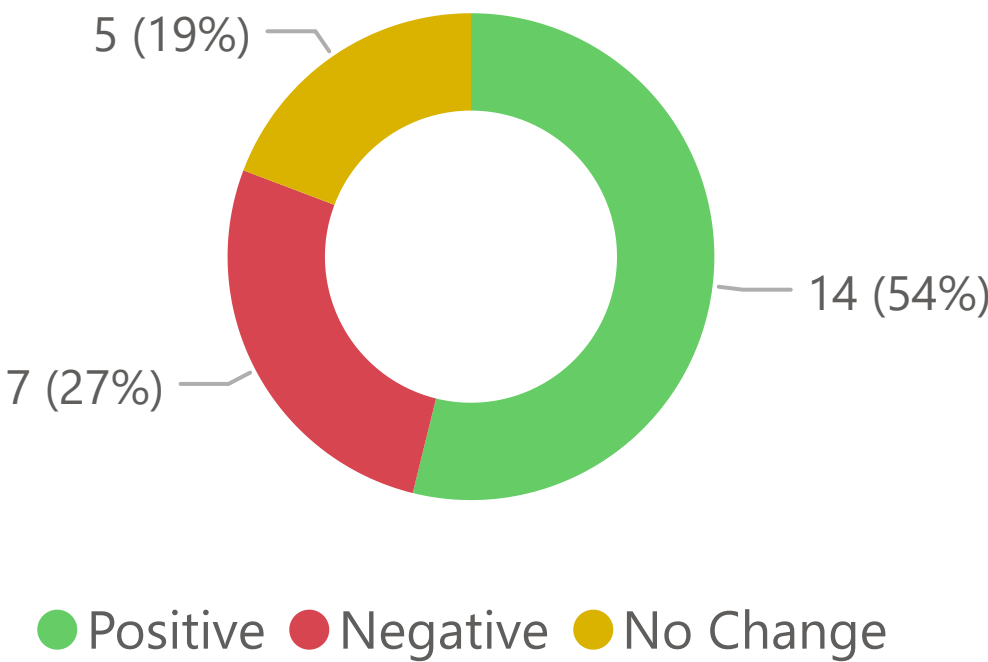
- A total of **15** measures were assigned targets this quarter. Of these, **93% achieved their targets**.
- **5** measures not only met their targets but also showed improvement. **2** met their targets but showed a negative year-on-year trend. **3** showed no change. **4** had no historical data available 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

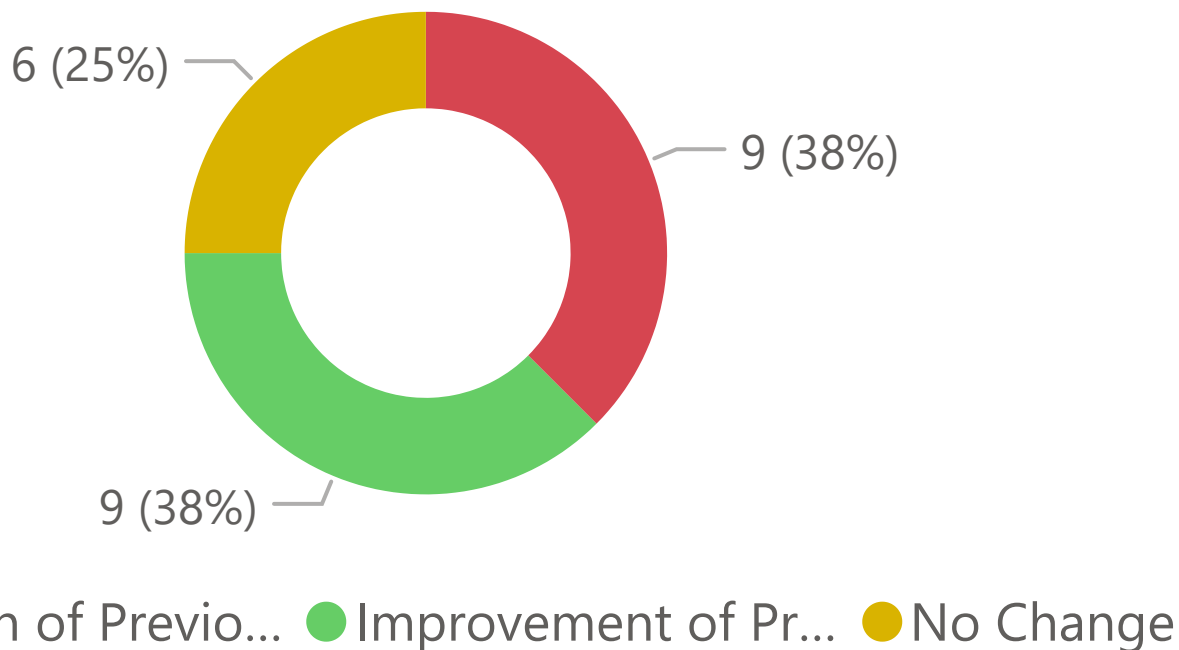
● Project/Action is Completed ● Project/Action is Not Progr... ● Project/Action is Pro...



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

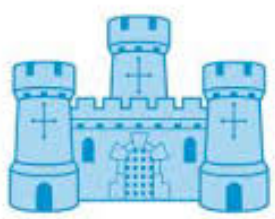


Priority 3: Qtr.3 Trend Status of PI's Compared On Same Qtr in the Previous Financial Year





Priority 3: Healthy, Active and Safe Communities



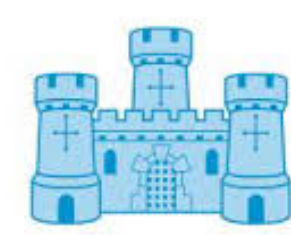
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High Is Good Cumulative (Per Annum)	ID1.4a - Total % of materials collected for recycling and composting verified via WDF		Current Status	SMART Actions if Off Target
	<div><div><div><div><div>FY</div><div>2023/24</div><div>2024/25</div><div>2025/26</div><div>Target</div></div><div>Cllr. David Hutchison</div></div><div><div>Percent (%)</div><div><div><div><div>50</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></div></div><div><div>47.65!</div><div>Target: 51.00</div></div></div>		<div>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%.</div>	
Negative Yearly Trend				
High Is Good Per Quarter (Snapshot)	ID1.4b - Food:- Household collections from the kerbside (%)		Current Status	SMART Actions if Off Target
	<div><div><div><div><div>FY</div><div>2024/25</div><div>2025/26</div><div>Target</div></div><div>Cllr. David Hutchison</div></div><div><div>Percent (%)</div><div><div><div><div>50</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></div></div><div><div>44.84✓</div><div>Target: 37.00</div></div></div>		<div>Collected twice a year, most recent collection in Quarter 2 with a measure of 44.84%.</div>	
Negative Yearly Trend				
Low Is Good Cumulative (Per Annum)	ID1.4c - Residual Waste per household:- Household collections from the kerbside (Kgs)		Current Status	SMART Actions if Off Target
	<div><div><div><div><div>FY</div><div>2023/24</div><div>2024/25</div><div>2025/26</div><div>Target</div></div><div>Cllr. David Hutchison</div></div><div><div>KGs</div><div><div><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></div></div></div><div><div>287.04✓</div><div>Target: 311.25</div></div></div>		<div>Not Required as Target Met</div>	
Positive Yearly Trend				
High Is Good Cumulative (Per Annum)	ID1.4d - Percentage of Successful Collections		Current Status	SMART Actions if Off Target
	<div><div><div><div><div>FY</div><div>2023/24</div><div>2024/25</div><div>2025/26</div><div>Average of Target</div></div><div>Cllr. David Hutchison</div></div><div><div>Percent (%)</div><div><div><div><div>100.0</div><div>99.5</div><div>99.0</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></div></div><div><div>99.98✓</div><div>Target: 99.60</div></div></div>		<div>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.</div>	
Positive Yearly Trend				

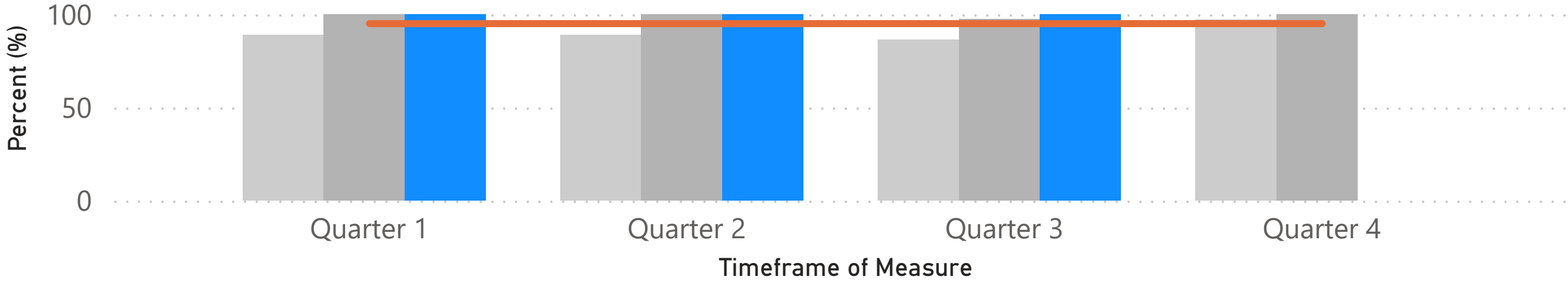
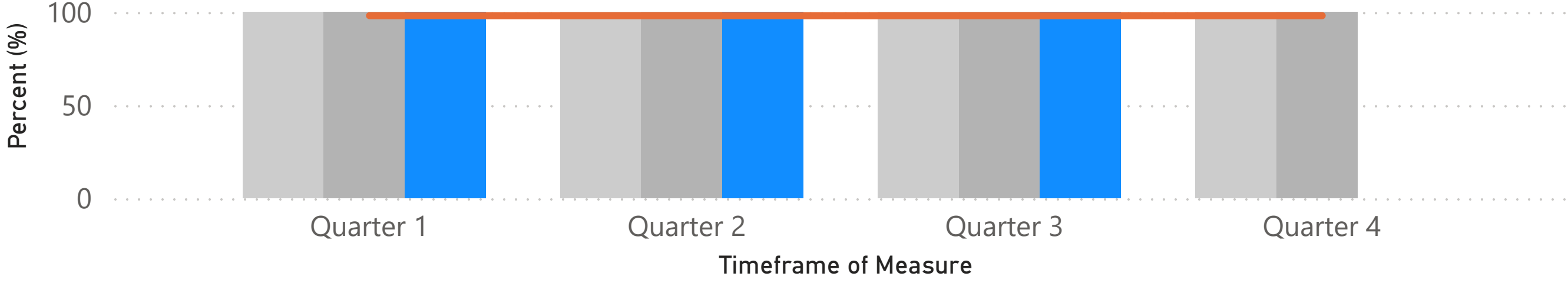
Further increasing recycling rates across the borough with a particular focus on food waste



Priority 3: Healthy, Active and Safe Communities



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High Is Good Per Quarter (Snapshot) Positive Yearly Trend		ID1.5a - Litter: Levels of street and environment cleanliness (LAMS survey) free / predominantly free of litter		Current Status	SMART Actions if Off Target
		FY ● 2023/24 ● 2024/25 ● 2025/26 ● Target Cllr. David Hutchison		100.00✓	Not Required as Target Met
				Target: 94.00	
High Is Good Per Quarter (Snapshot) Positive Yearly Trend		ID1.5b - Detritus: Levels of street and environment cleanliness (LAMS survey) free / predominantly free of detritus		Current Status	SMART Actions if Off Target
		FY ● 2023/24 ● 2024/25 ● 2025/26 ● Target Cllr. David Hutchison		100.00✓	Not Required as Target Met
				Target: 95.00	
High Is Good Per Quarter (Snapshot) No Change Yearly Trend		ID1.5c -d environment cleanlin_Levels of street aness (LAMS survey) free / predominantly free of graffiti		Current Status	SMART Actions if Off Target
		FY ● 2023/24 ● 2024/25 ● 2025/26 ● Target Cllr. David Hutchison		100.00✓	Not Required as Target Met
				Target: 98.00	
High Is Good Per Quarter (Snapshot) No Change Yearly Trend		ID1.5d - Fly-Posting: Levels of street and environment cleanliness (LAMS survey) free / predominantly free of fly-posting		Current Status	SMART Actions if Off Target
		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



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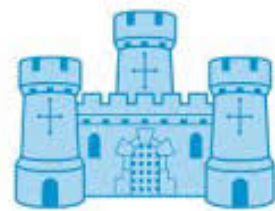
Low Is Good Cumulative Negative Yearly Trend	ID3.11 - Number of Fly-Tipping Incidents (as per national measure)		Current Status	SMART Actions if Off Target
	<div><div>FY</div><div><div>2023/24</div><div>2024/25</div><div>2025/26</div></div></div> <div><div>Number</div><div>1,000</div><div>500</div><div>0</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>Cllr. David Hutchison</div>		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.
Low Is Good Cumulative (Per Annum) Positive 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>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>Cllr. David Hutchison</div>		4.30✓ Target: 6.00	Not Required as Target Met
High Is Good Cumulative (Per Annum) Negative 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>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>Cllr. David Hutchison</div>		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.
High Is Good Cumulative (Per Annum) Positive 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>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>Cllr. David Hutchison</div>		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.

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

Current Status

SMART Actions if Off Target

Low

Is Good

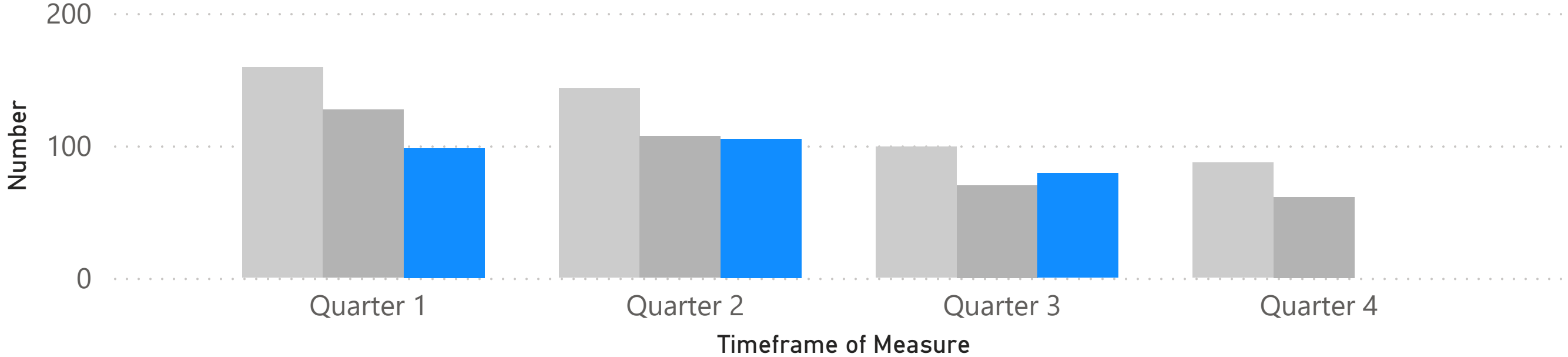
Per
Quarter
(Snapshot)

Negative

Yearly Trend

FY ● 2023/24 ● 2024/25 ● 2025/26

Cllr. Gill Heesom



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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

Low

Is Good

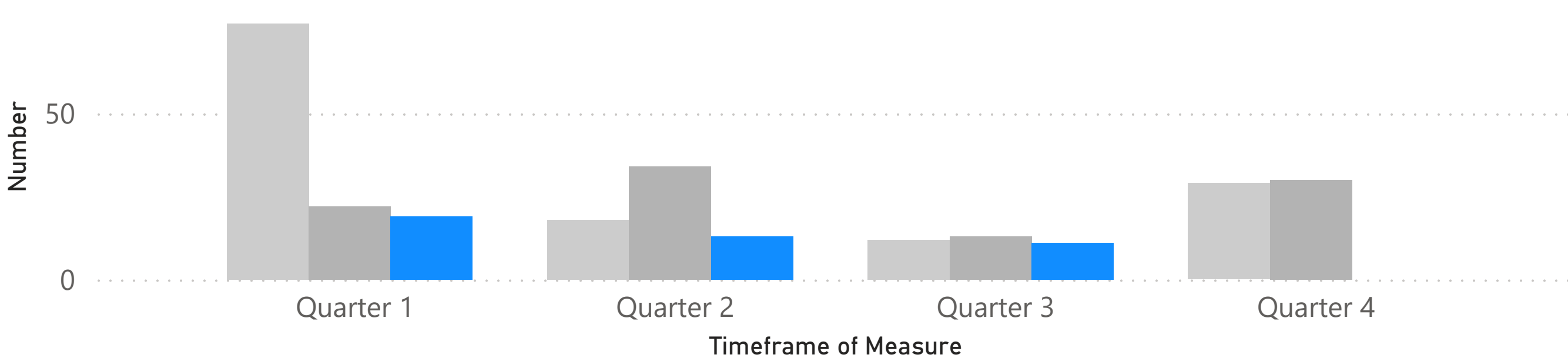
Per
Quarter
(Snapshot)

Positive

Yearly Trend

FY ● 2023/24 ● 2024/25 ● 2025/26

Cllr. Gill Heesom



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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

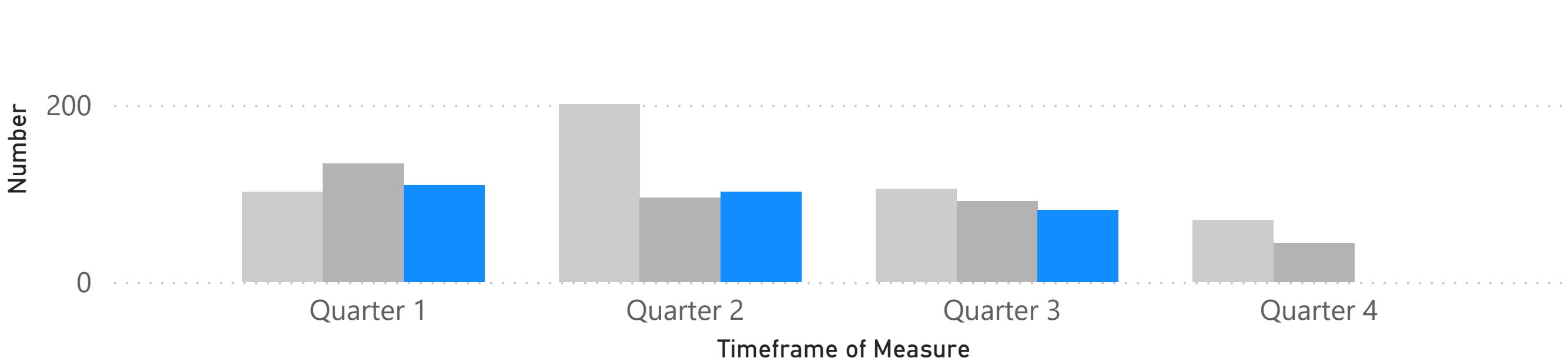
Per
Quarter
(Snapshot)

Negative

Yearly Trend

FY ● 2023/24 ● 2024/25 ● 2025/26

Cllr. Gill Heesom



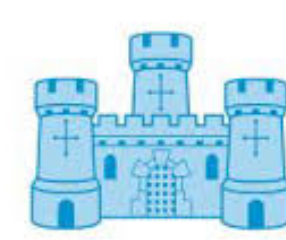
109

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
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<div>Low</div> <div>Is Good</div> <div>Cumulative (Per Annum)</div> <div>Positive</div> <div>Yearly Trend</div>	ID3.2 - Number of referrals made regarding vulnerability by participating organisations at the Daily Hub		Current Status	SMART Actions if Off Target	<div>Ensure that our most vulnerable residents are supported through the impact of the rising cost of living.</div>
	<div>FY ● 2023/24 ● 2024/25 ● 2025/26</div> <div>Cllr. Gill Heesom</div> <div></div>		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.	
<div>Low</div> <div>Is Good</div> <div>Cumulative (Per Annum)</div> <div>Negative</div> <div>Yearly Trend</div>	ID3.8 - Emergency homeless presentations		Current Status	SMART Actions if Off Target	<div>Ensure that there are good homes for everyone and that every citizen has a safe and secure place to live</div>
	<div>FY ● 2023/24 ● 2024/25 ● 2025/26</div> <div>Cllr. Gill Heesom</div> <div></div>		354	All Homeless tonight presentations are monitored. A focus on earlier intervention.	
<div>Low</div> <div>Is Good</div> <div>Per Quarter (Snapshot)</div> <div>N/A</div> <div>Yearly Trend</div>	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	<div>Ensure that there are good homes for everyone and that every citizen has a safe and secure place to live</div>
	<div>FY ● 2025/26 ● Target</div> <div>Cllr. Gill Heesom</div> <div></div>		114✓	This relates to 4 stairlifts completed in quarter 3.	
			Target: 130.00		
<div>High</div> <div>Is Good</div> <div>Cumulative (Per Annum)</div> <div>N/A</div> <div>Yearly Trend</div>	ID3.10 - Percentage of non-complex Disabled Facilities Grants completed in 120 days from occupational health referral		Current Status	SMART Actions if Off Target	<div>Ensure that there are good homes for everyone and that every citizen has a safe and secure place to live</div>
	<div>FY ● 2025/26 ● Target</div> <div>Cllr. Gill Heesom</div> <div></div>		73✓	19 out of 26 DFGs under £5000 completed within 120 working days	
			Target: 65.00		

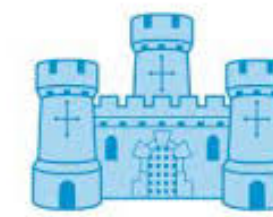


<div>Low</div> <div>Is Good</div> <div>Per Quarter (Snapshot)</div> <div>Positive</div> <div>Yearly Trend</div>	ID3.6 - Live application on the housing register	Current Status	SMART Actions if Off Target
	<div><div>FY</div><div>2023/242024/252025/26</div></div> <div><div>Cllr. Gill Heesom</div><div><div>Number</div><div>2K0K</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>1,657</div>	<div>Trend increasing however compared to the previous year shows a reduction. Review module now in place.</div>
<div>High</div> <div>Is Good</div> <div>Per Quarter (Snapshot)</div> <div>Negative</div> <div>Yearly Trend</div>	ID3.7 - Number of lets to registered providers from the housing waiting list	Current Status	SMART Actions if Off Target
	<div><div>FY</div><div>2023/242024/252025/26</div></div> <div><div>Cllr. Gill Heesom</div><div><div>Number</div><div>5000</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>325</div>	<div>Nominations are monitored through Lettings Forum meetings. Nomination targets (75% for Aspire / 50% other providers)</div>
<div>Low</div> <div>Is Good</div> <div>Per Quarter (Snapshot)</div> <div>No Change</div> <div>Yearly Trend</div>	ID4.4 - Total Rough Sleepers Verified in Quarter	Current Status	SMART Actions if Off Target
	<div><div>FY</div><div>2023/242024/252025/26</div></div> <div><div>Cllr. Gill Heesom</div><div><div>Number</div><div>100</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>6</div>	<div>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.</div>
ID4.4a, 4.4b, 4.4c and 4.4d - Breakdown of Rough Sleepers Verified in Quarter			
<div><div>1. Prevented 1 - New Rough Sleepers</div><div>2. Non-Recurring 1 - Returning Rough Sleepers</div><div>3. Brief 1 - Entrenched Rough Sleepers</div><div>4. Prevented 2 - Rough Sleepers after ...</div></div>			
<div>Number</div>	<div><div>Cllr. Gill Heesom</div><div><div>1050</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>		

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

3

Project/Action is Completed

2

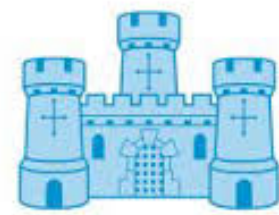
Project/Action is Not Progressi...

1

Portfolio Holder	Service Area	Action	Corporate Objective	Status report	Commentary on progress
Cllr. Gill Heesom	Neighbourhoods	Build on our work with Staffordshire Police	Reduce anti-social behaviour and crime in our communities	✔ Project/Action is Progressing as Expected	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.	★ 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 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.	✔ 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	✔ 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.

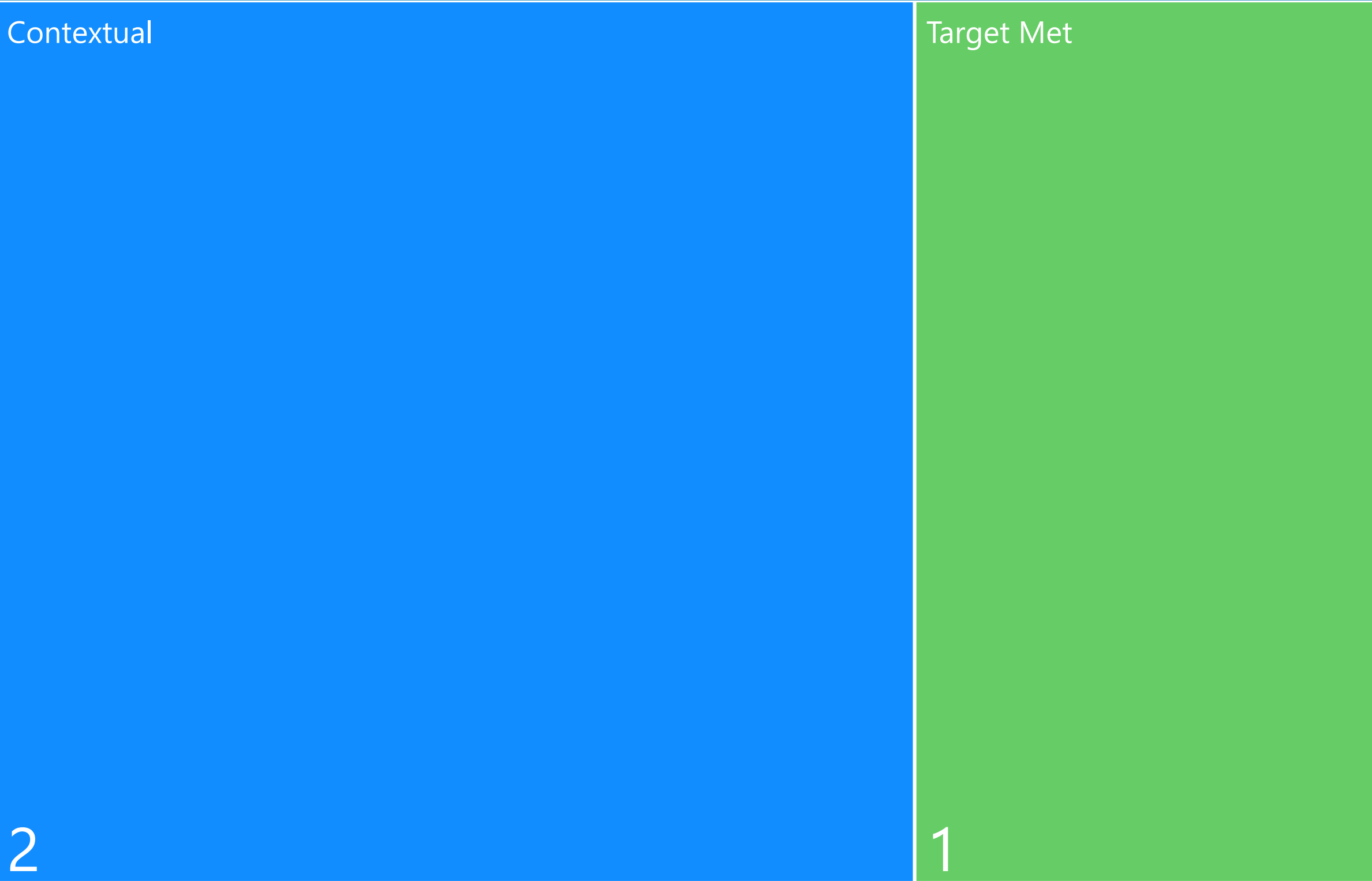


Priority 4: Town Centres for All



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Priority 4: Performance Indicators Current Status

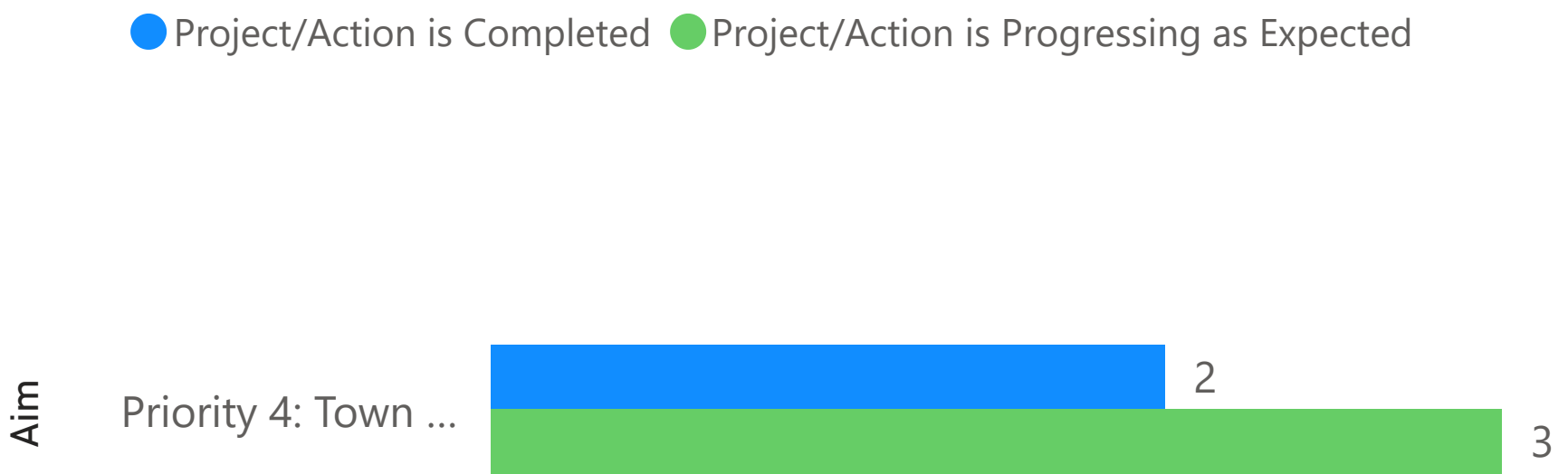


Corporate Objective	Count
Increasing the number of people living, working and using Newcastle town Centre	3
Total	3

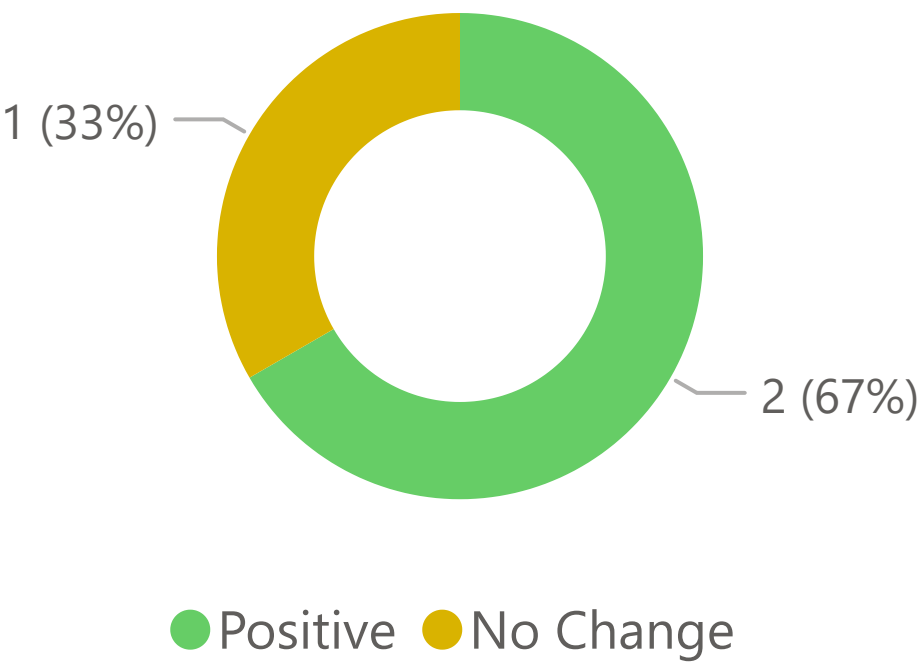
Smart Narrative

- 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.

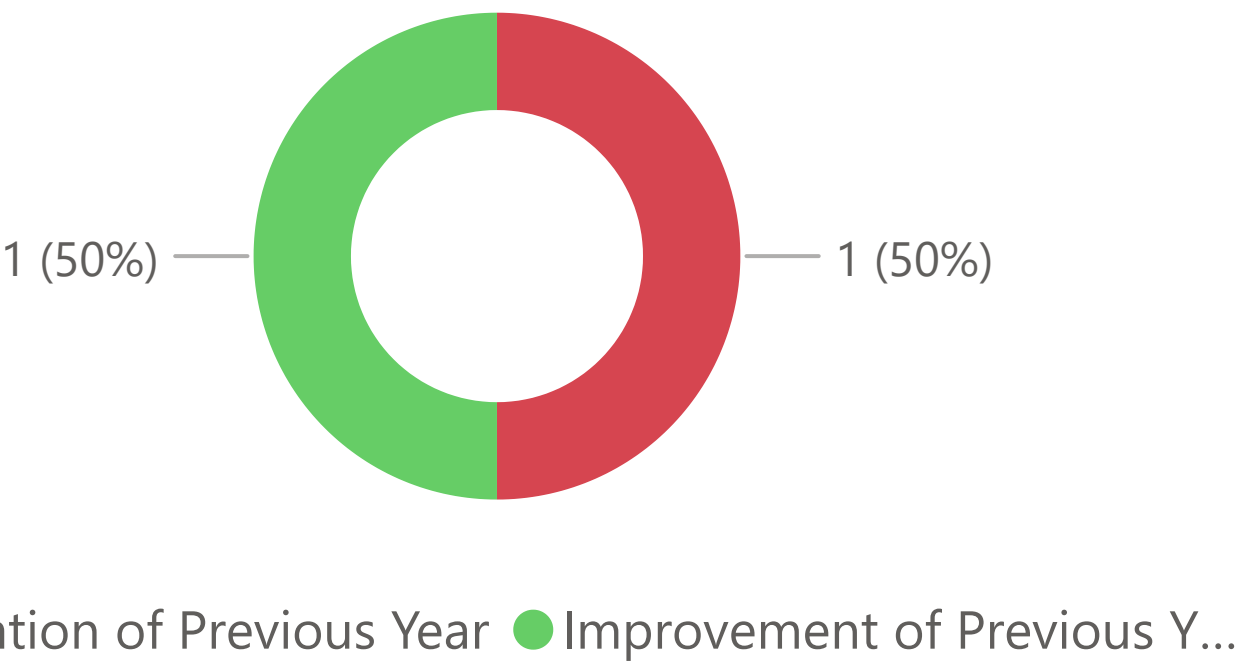
Priority 4: Summary Project Status Split



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

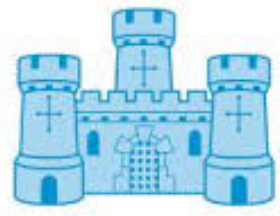


Priority 4: Qtr.3 Trend Status of PI's Compared On Same Qtr in the Previous Financial Year



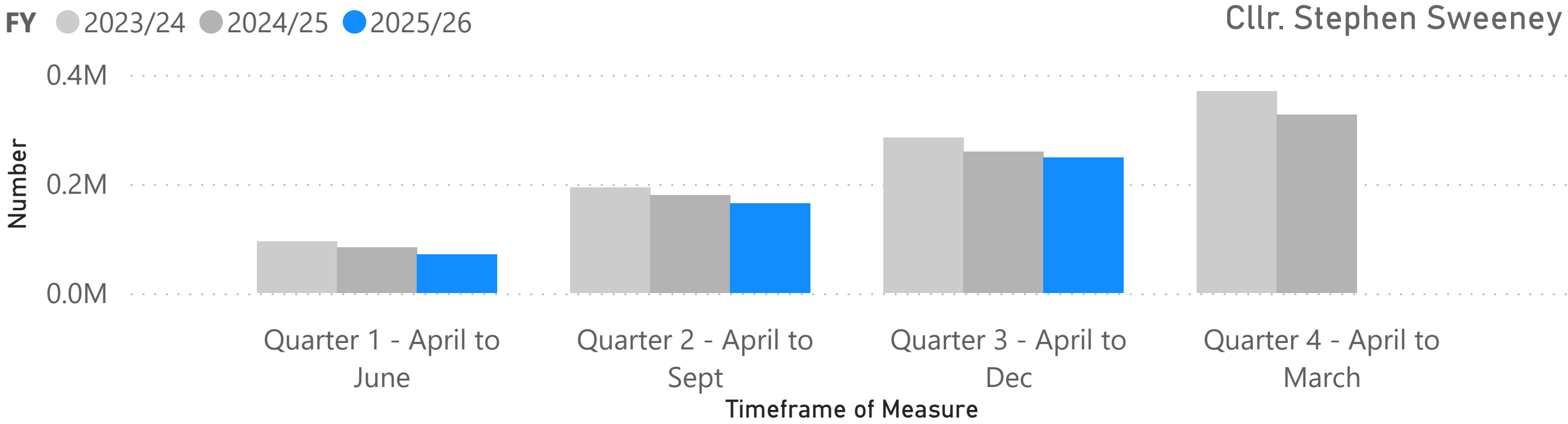


Priority 4: Town Centres for All



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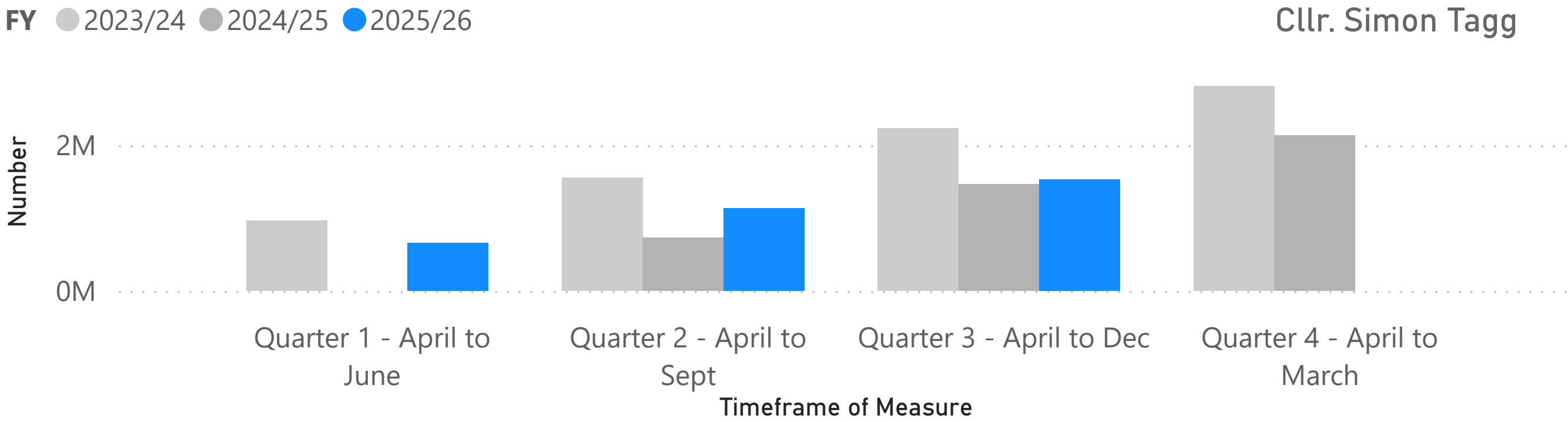
High Is Good Cumulative (Per Annum) Negative Yearly Trend ID4.1 - Car parking usage:-Number of tickets purchased Current Status SMART Actions if Off Target



247,649

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.

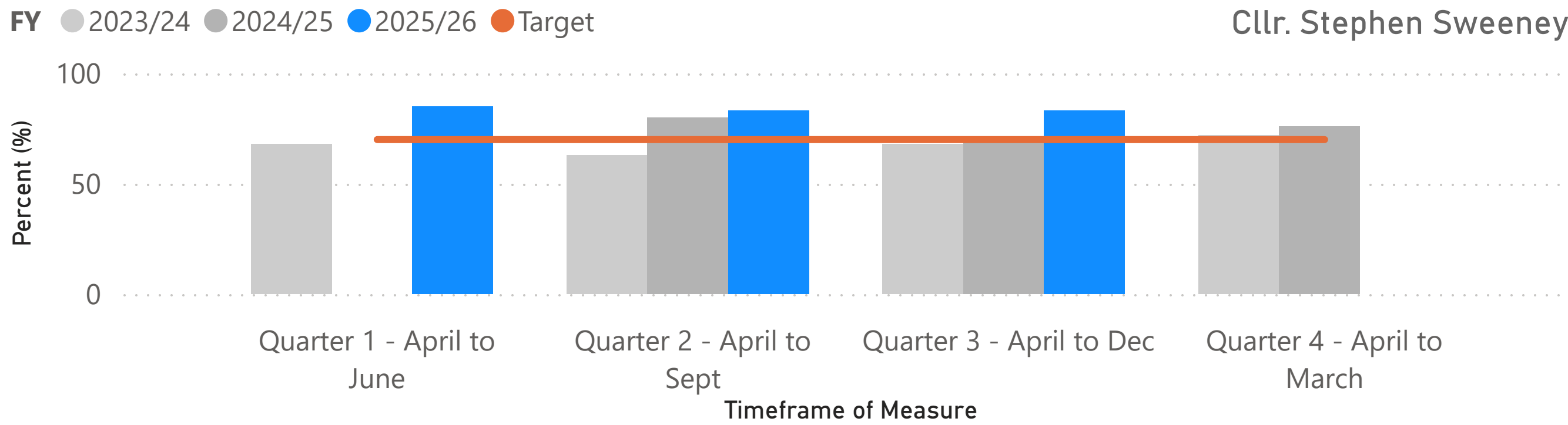
High Is Good Cumulative (Per Annum) N/A Yearly Trend ID4.2 - Town Centre Footfall - Newcastle Current Status SMART Actions if Off Target



1,531,693

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.

High Is Good Cumulative (Per Annum) Positive Yearly Trend ID4.3 - Average stall occupancy rate for markets - Overall Current Status SMART Actions if Off Target



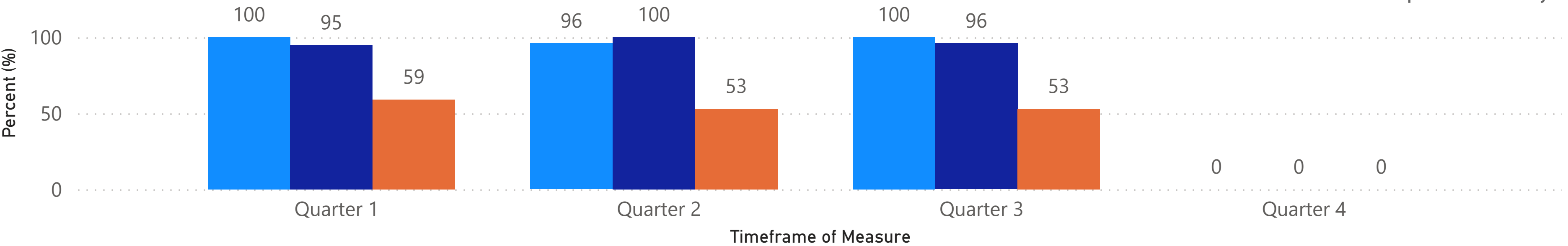
83.00✓

Target:
70.00

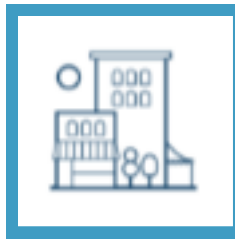
Overall Market target has been met - The General Market however has not achieved its target this quarter. Occupancy at the low Wednesday General Market is negatively impacting the overall average occupancy for the General Market, although the previous year's level of 52% has been maintained and is consistent. 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.

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

● 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



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Project Status Split for Priority 4.

Project/Action is Progressing as Expected	Project/Action is Completed
3	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	✔ 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	★ 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	Redevelopment of the Ryecroft site is continuing to schedule with enabling works new 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	✔ 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	★ 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.