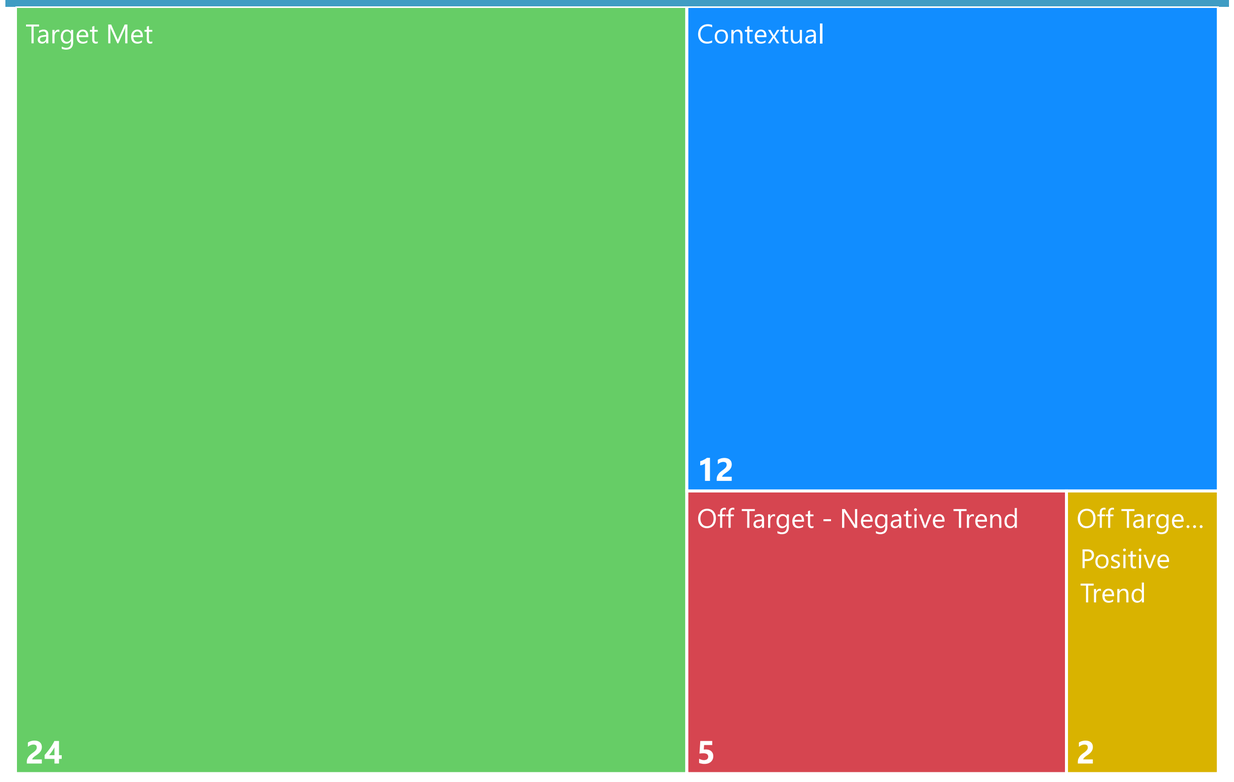
Quarter 1 - April 2026 to June 2027

NEWCASTLE·UNDER·LYME BOROUGH COUNCIL

All Performance Indicators Current Status



Corporate Aim (Priority)	Count
Priority 1: One Council delivering for Local People	15
Priority 2: A Successful and Sustainable Growing Borough	7
Priority 3: Healthy, Active and Safe Communities	19
Priority 4: Town Centres for All	2
	43

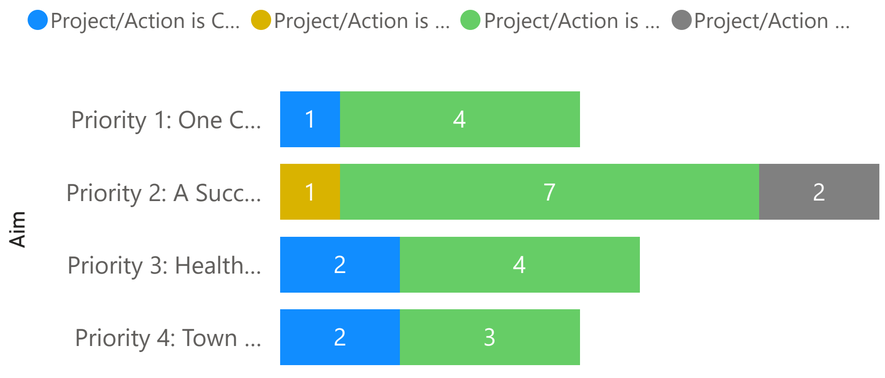
Smart Narrative

- A total of **31** measures were assigned targets this quarter. Of these, **77% achieved their targets**.
  - **11** 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. **6** hit their targets but showed no change.
- The remaining **23%** did not meet their set targets this quarter.
  - Of these, **5** demonstrated a negative trend compared to the same period last year, **2** showing improved or maintained performance.

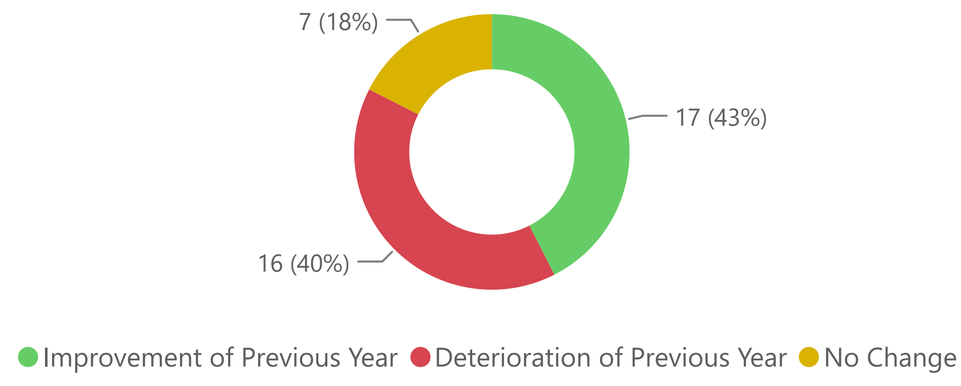
- An additional **12 measures were contextual** and therefore did not have set targets.
  - **4** showed improvement. **4** showed a decline and **1** had no change. **3** measures did not have any historic data to compare against.

- **Five** projects/actions have been completed across **Priorities 1, 3 and 4.**
- **Priority 2** has **two** projects/actions which have been stopped.
- **Priority 3** has **one** project/action identified as not progressing as expected, with further details provided within this report.

Summary Project Status Split



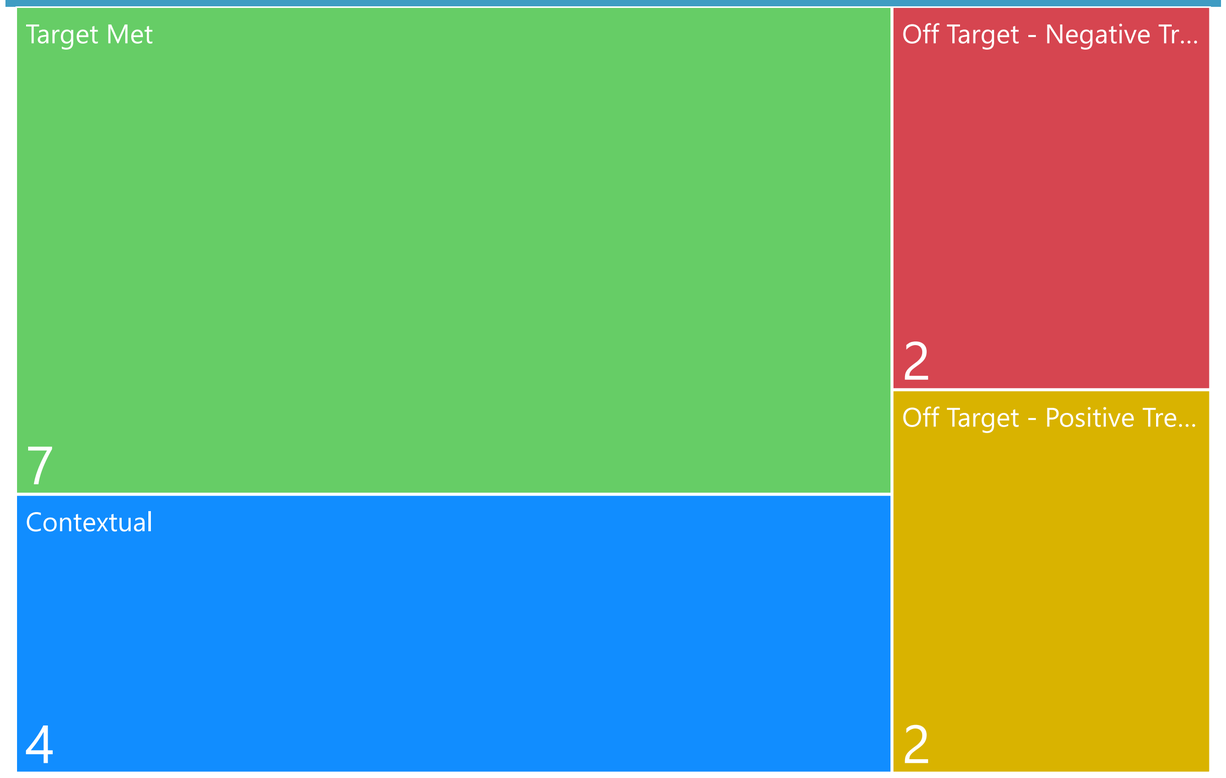
All Qtr.1 Trend Status of PI's Compared On Same Qtr in the Previous Financial Year



Priority 1: One Council delivering for Local People

NEWCASTLE·UNDER·LYME BOROUGH COUNCIL

Priority 1: Performance Indicators Current Status



Corporate Objective	Count
Deliver services to a high standard every day	3
Develop professional talent across the Council and provide opportunities for staff to grow their careers	5
Ensure our services are efficient and accessible	5
Ensure strong financial discipline across the Council	2
Total	**15**

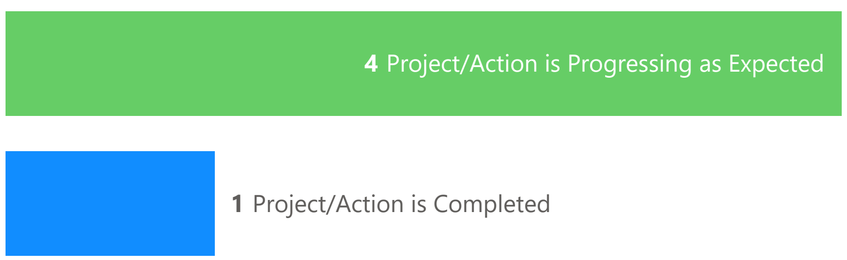
Smart Narrative

- A total of **11** measures were assigned targets this quarter. Of these, **64% achieved their targets**.
  - **3** measures not only met their targets but also showed improvement compared to the same period last year. **3** measures met their target but showed a negative trend. **1** measure hit their target but showed no change.
- The remaining **36%** did not meet their set targets this quarter.
  - **2** of theses measures showed year-on-year negative trend compared to the same period last year.
  - **2** of the measures showed a positive trend when comparing year-on-year performance.

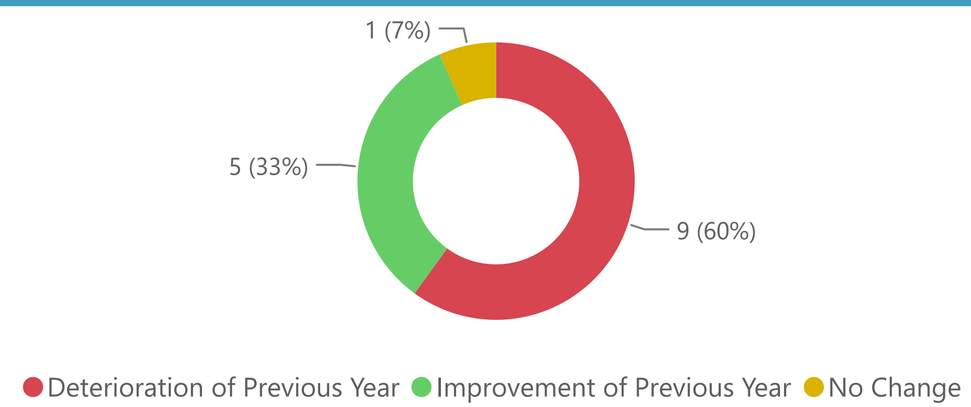
- An additional **4 measures were contextual** and therefore did not have set targets.
  - **4** measures showed a decline in performance.

- **1 projects/actions** has been completed, with all other project/actions progressing as expected this quarter, with further details provided within this report.

Priority 1: Summary Project Status Split



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



Priority 1: One Council delivering for Local People

NEWCASTLE·UNDER·LYME BOROUGH COUNCIL

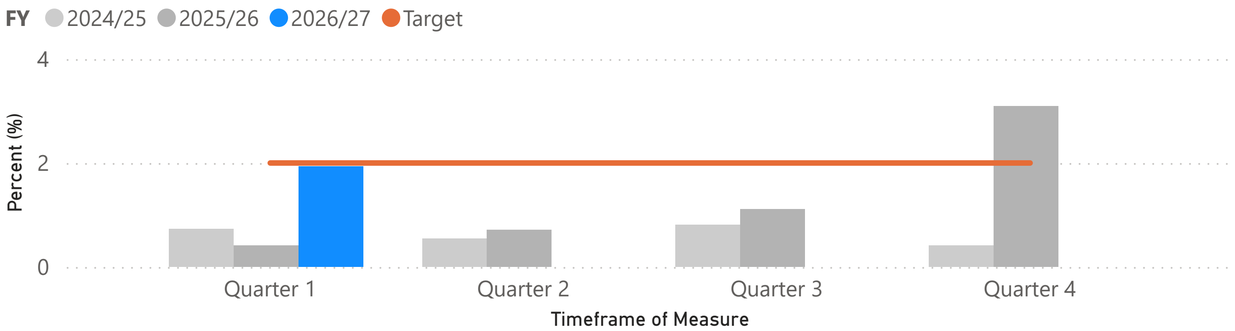
ID1.1 - Percentage of food premises that have a zero or one national food hygiene rating

Low Is Good

Per Quarter (Snapshot)

Negative

Yearly Trend



Current Status: 1.93 ✓

Target: 2.00

SMART Actions if Off Target: Not Required as Target Met

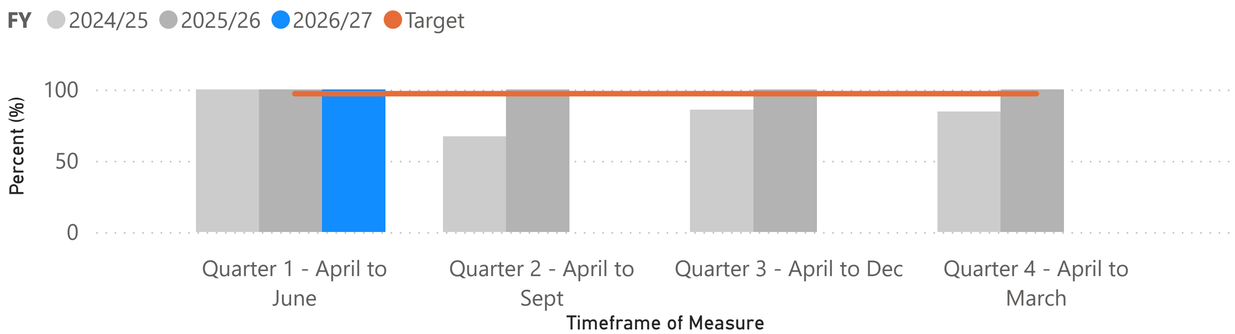
ID1.2 - Percentage of category A and B food business inspections completed on time

High Is Good

Cumulative (Per Annum)

No Change

Yearly Trend



Current Status: 100.00 ✓

Target: 97.00

SMART Actions if Off Target: Not Required as Target Met

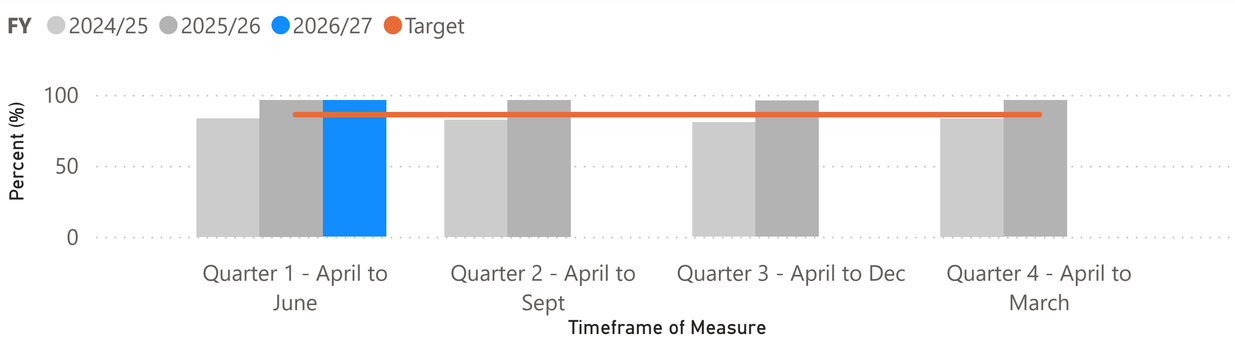
ID1.16 - Percentage of Stage 1 complaints processed in time being 20 working days

High Is Good

Cumulative (Per Annum)

Negative

Yearly Trend



Current Status: 96.15 ✓

Target: 86.00

SMART Actions if Off Target: Not Required as Target Met

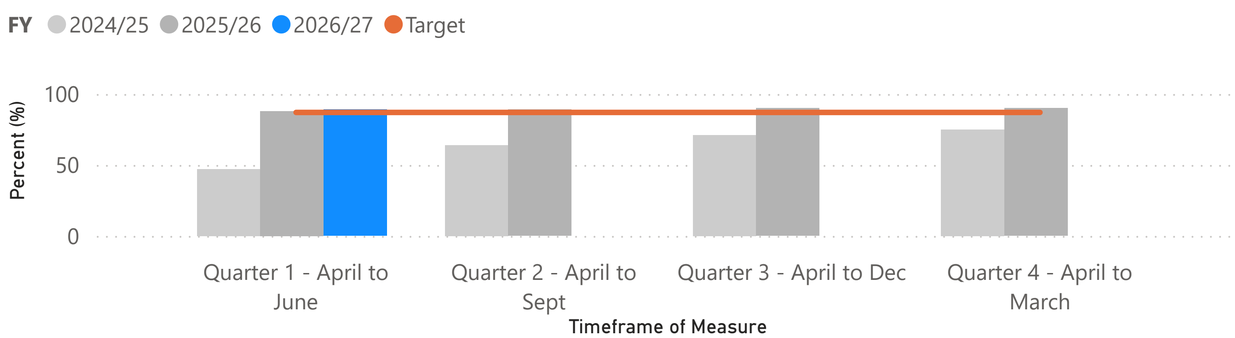
ID1.17 - Percentage of FOI's dealt with in time being 20 working days

High Is Good

Cumulative (Per Annum)

Positive

Yearly Trend



Current Status: 89.00 ✓

Target: 87.00

SMART Actions if Off Target: Target Met - Continue to show strong commitment to completing FOI's within the Staturory timeframe

Deliver services to a high standard every day

Ensure our services are efficient and accessible

Priority 1: One Council delivering for Local People

NEWCASTLE·UNDER·LYME BOROUGH COUNCIL

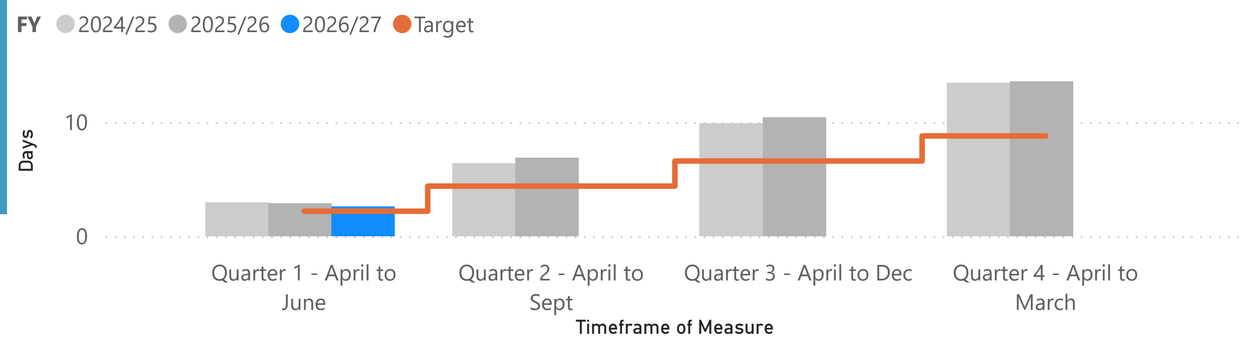
ID1.13 - Average number of days per employee lost to sickness - Per Employee

Low Is Good

Cumulative (Per Annum)

Positive

Yearly Trend



Current Status

2.61 !

Target: 2.20

SMART Actions if Off Target

Sickness absence for June increased again but not as dramatically as May and was back up to levels seen in February, slightly above 25-26 but lower than the 3 years previous. The increase was in long term sickness while short term sickness decreased.

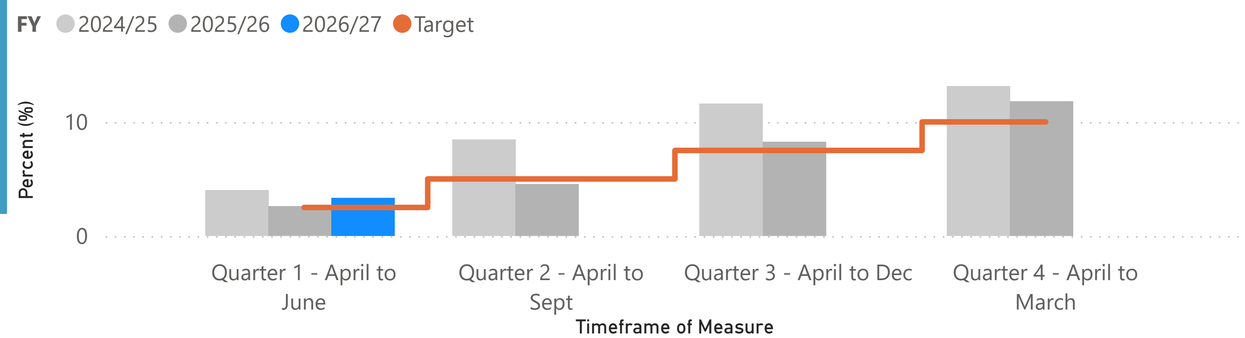
ID1.14 - Staff Turnover

Low Is Good

Cumulative (Per Annum)

Negative

Yearly Trend



Current Status

3.31 !

Target: 2.50

SMART Actions if Off Target

Turnover remains slightly above target this month, but stable, with the majority of leavers being voluntary.

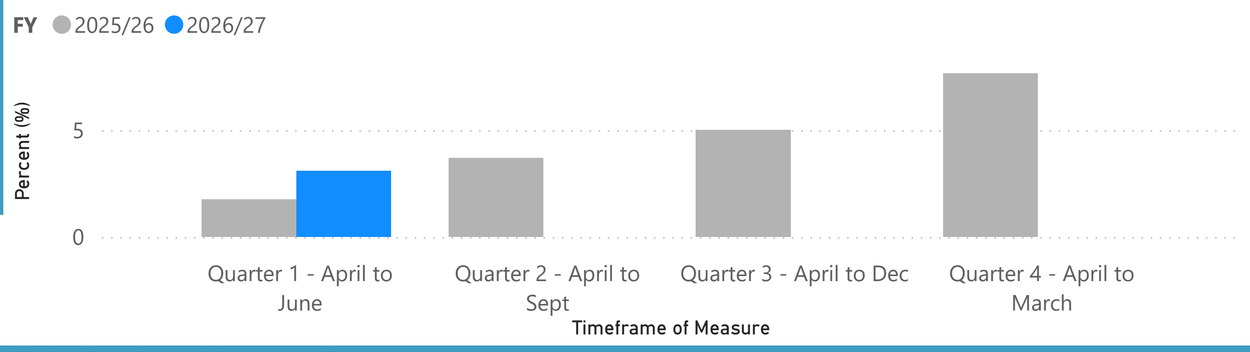
ID1.14b - Voluntary Staff Turnover

Low Is Good

Cumulative (Per Annum)

Negative

Yearly Trend



Current Status

3.09

SMART Actions if Off Target

This figure shows "natural" leavers which is a better measure of attrition

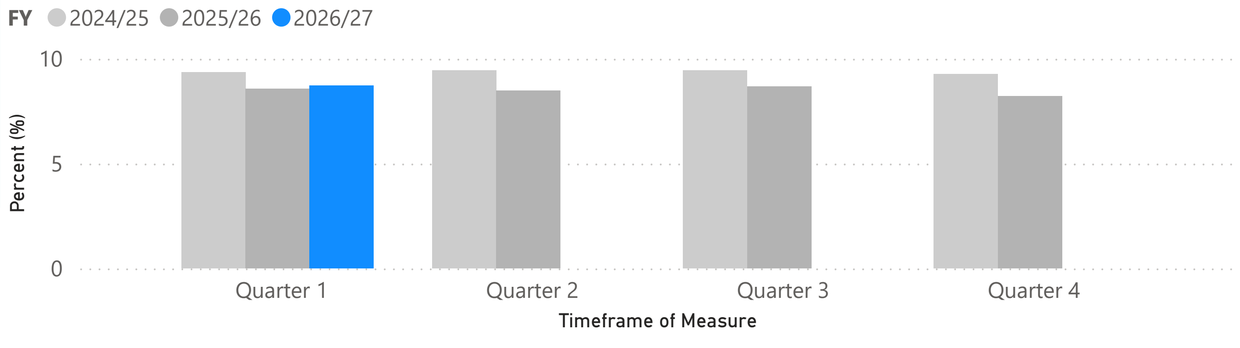
ID1.15 - Staff Vacancy Rate

Low Is Good

Per Quarter (Snapshot)

Negative

Yearly Trend



Current Status

8.71

SMART Actions if Off Target

Vacancy rates remain stable with roles filled regularly, some hard to fill posts are using agency

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

Priority 1: One Council delivering for Local People

NEWCASTLE·UNDER·LYME BOROUGH COUNCIL

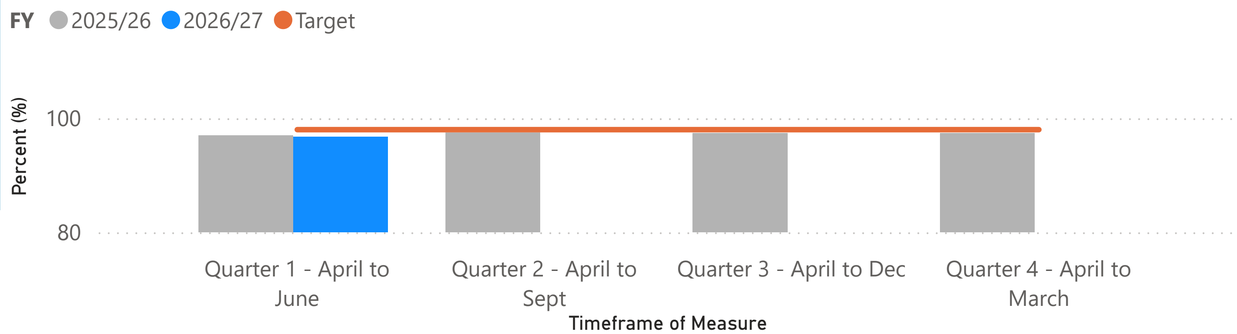
ID1.6 - Percentage of Customer Hub requests resolved at first point of contact

High Is Good

Cumulative (Per Annum)

Negative

Yearly Trend



Current Status

96.70 !

Target: 98.00

SMART Actions if Off Target

Normal Service delivery has been impacted by the new CRM system implemented 5/5/2026. As things improve, and staff/customers adjust to the new ways of working, we anticipate an increase in performance

Ensure our services are efficient and accessible

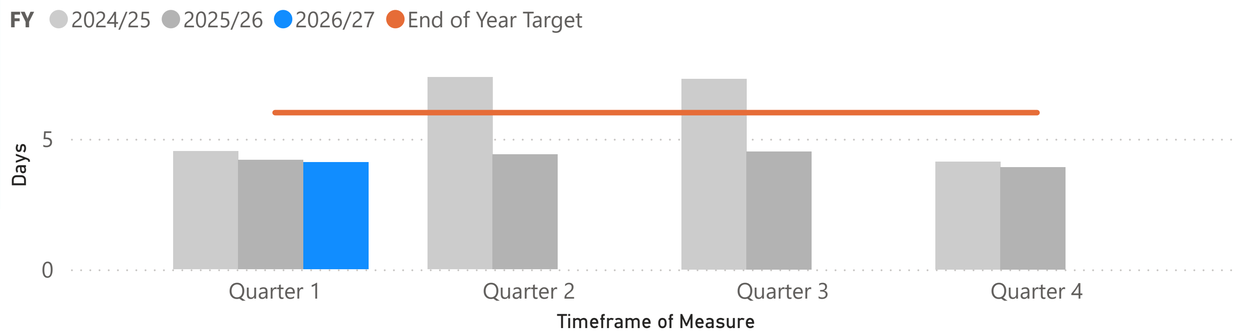
ID1.10 - Time taken to process Housing Benefit new claims/change events (Days)

Low Is Good

Cumulative (Per Annum)

Positive

Yearly Trend



Current Status

4.10 ✓

Target: 6.00

SMART Actions if Off Target

Not Required as Target Met

Deliver services to a high standard every day

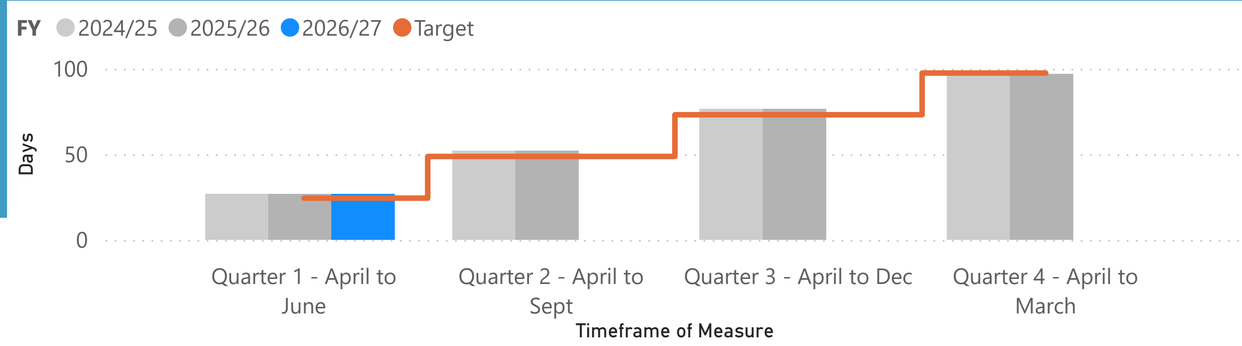
ID1.11 - Percentage of Council Tax collected

High Is Good

Cumulative (Per Annum)

Positive

Yearly Trend



Current Status

26.80 ✓

Target: 24.38

SMART Actions if Off Target

Not Required as Target Met

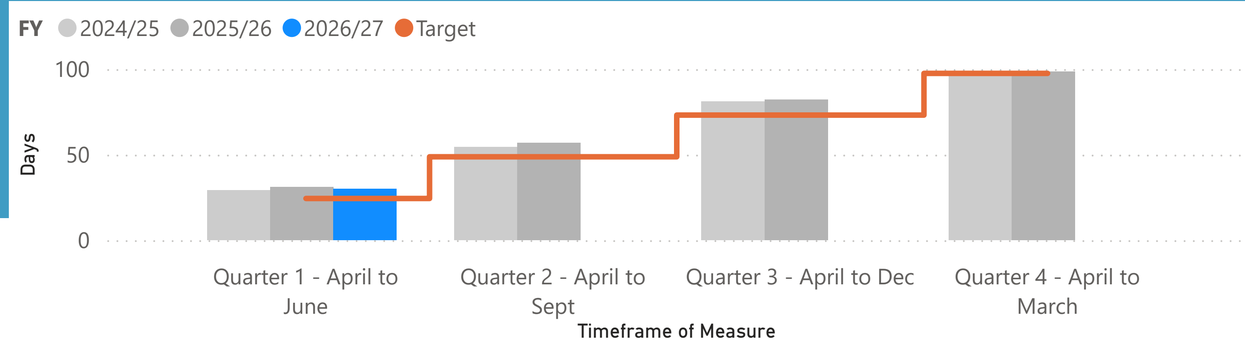
ID1.12 - Percentage of National non-domestic rates collected

High Is Good

Cumulative (Per Annum)

Negative

Yearly Trend



Current Status

30.00 ✓

Target: 24.38

SMART Actions if Off Target

Not Required as Target Met

Ensure strong financial discipline across the Council

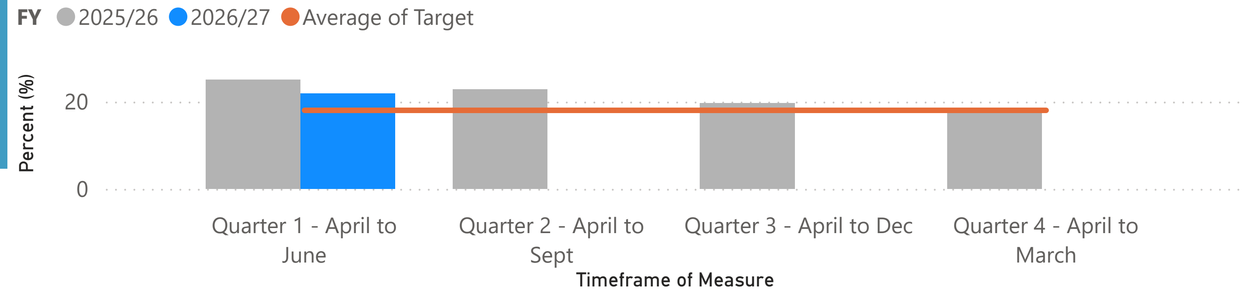
Priority 1: One Council delivering for Local People

NEWCASTLE·UNDER·LYME BOROUGH COUNCIL

ID1.7 - % Unmet demand (number of calls not answered as a % of total call handling volume)

Low Is Good

Cumulative (Per Annum)



Positive

Yearly Trend

Current Status

21.90 !

Target: 18.00

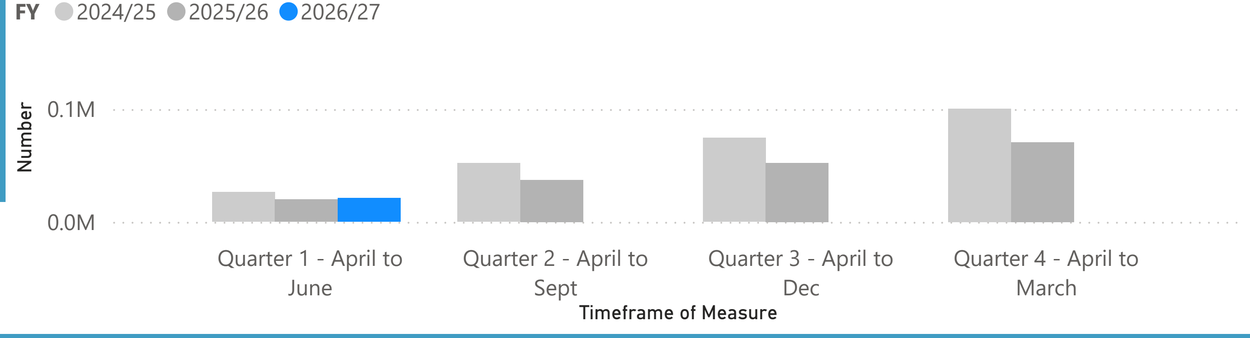
SMART Actions if Off Target

The impact of the new Dynamics CRM system is impacting on increased demand on the telephones

ID1.8b- Total number of calls offered into the Customer Hub

Low Is Good

Cumulative (Per Annum)



Negative

Yearly Trend

Current Status

21,059

SMART Actions if Off Target

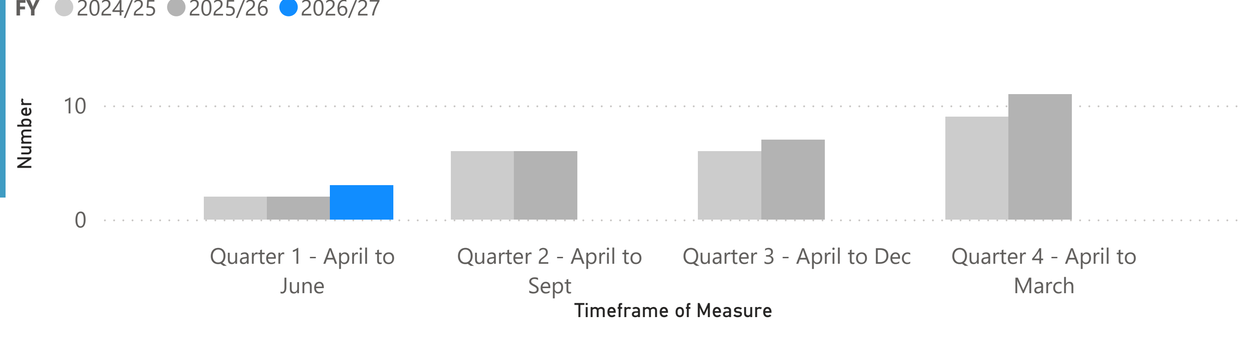
Phone demand has seen an increase from 2025/26 with an growth in 1148 calls received. The biggest increase has been seen in June which is likely linked to the new Dynamics CRM system and the transition of Jadu web forms.

Ensure our services are efficient and accessible

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

Low Is Good

Cumulative (Per Annum)



Negative

Yearly Trend

Current Status

3

SMART Actions if Off Target

Three accidents/incidents reported this quarter, all within Sustainable Environment service. Two were manual handling injuries and one was a slip trip and fall.

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

Priority 1: One Council delivering for Local People

NEWCASTLE·UNDER·LYME BOROUGH COUNCIL

Project Status Split for Priority 1.

Project/Action is Progressing as Expected	Project/Action is Completed
4	1

Service Area	Action	Corporate Objective	Status report	Commentary on progress
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	Ongoing work towards the people strategy progresses well. Staff survey data is reassuring and will be taken forward as action plans around recognition, positive values and support
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.
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	Cabinet approved the business case for the Pet Cremation service and the contract for the pet cremator has been awarded, this is now subject to consideration at the July Planning Committee. As part of the launch of Flow LMS software for J2 2 kiosks have been deployed. The off-site storage contract pack has been prepared and circulated with the supplier for signing. The housing team are moving forward to implement a Housing Advice Prototype. Several contract reviews have taken place including the Inhouse Docu-Sign solution for NHA consents saving £2,138 and the migration from Jadu CXM / XPF webforms to Dynamics saving £34,252. An Amazon Prime Business Account has been established to generate savings in procurement. VoCoVo communications radios have been ordered for J2 to improve customer experience and safety.
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	Work with communities progresses well.
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 working remains strong and focussed on shared and common goals.

Priority 2: A Successful and Sustainable Growing Borough

NEWCASTLE·UNDER·LYME BOROUGH COUNCIL

Priority 2: Performance Indicators Current Status

Corporate Objective	Count
A strong and sustainable economy where everyone benefits	1
Protecting our communities by improving how we use our enforcement powers.	2
Support the sustainable development of our towns and villages	4
Total	**7**

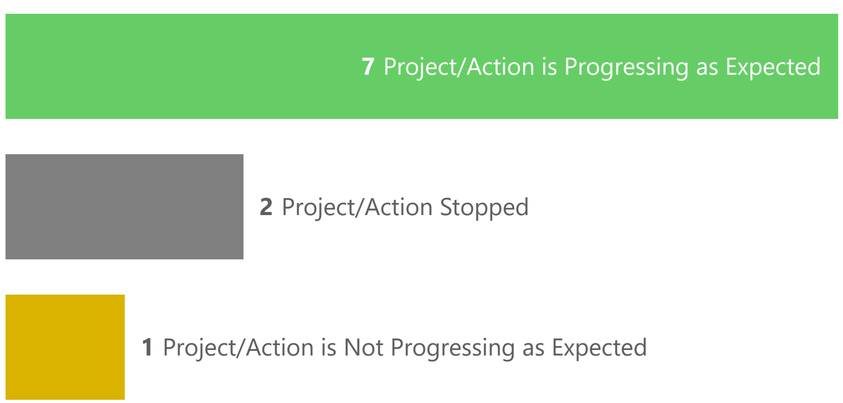
Smart Narrative

- A total of **7** measures were assigned targets this quarter. Of these, **86% achieved their targets**.
  - **4** measures not only met their targets but also showed improvement compared to the same period last year. **1** met their targets but showed a negative year-on-year trend with the remining **1** measure showing no change from the previous financial year.
- The remaining **14%** did not meet their set targets this quarter.
  - This measure also showed year-on-year negative trend compared to the same period last year.

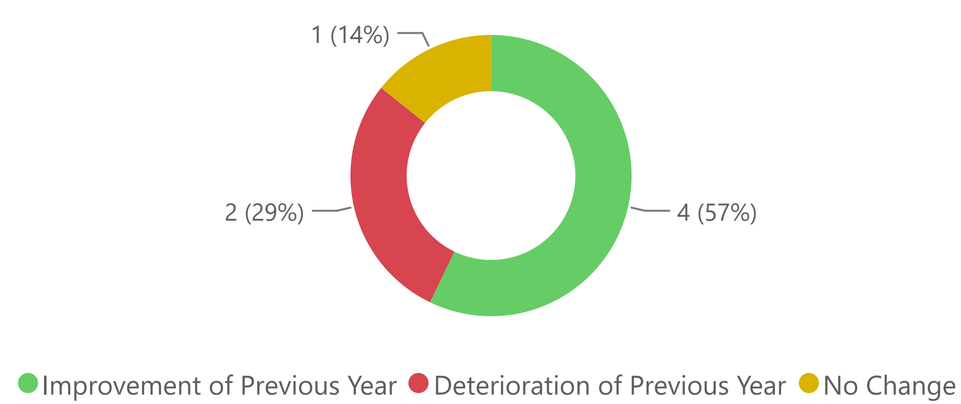
- There are no **contextual** measures within this priority.

- There is **one** project/actions identified as not progressing as expected, with further details provided within this report.
- Additionally there are **two** projects which have been stopped, with all other project/actions being classed as progressing as expected.

Priority 2: Summary Project Status Split



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



Priority 2: A Successful and Sustainable Growing Borough

NEWCASTLE·UNDER·LYME BOROUGH COUNCIL

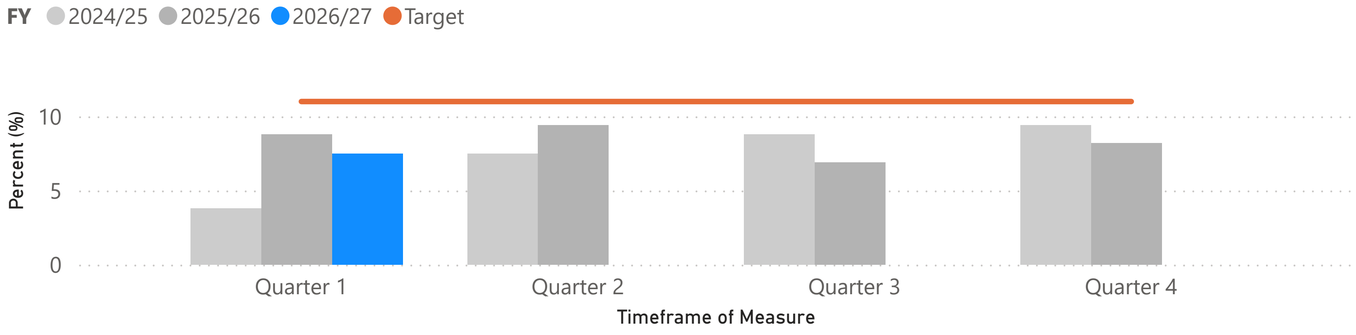
ID2.1 - Percentage of investment portfolio vacant (NBC owned)

Low Is Good

Per Quarter (Snapshot)

Positive

Yearly Trend



Current Status

7.50

Target: 11.00

SMART Actions if Off Target

Not Required as Target Met

A strong and sustainable economy where everyone benefits

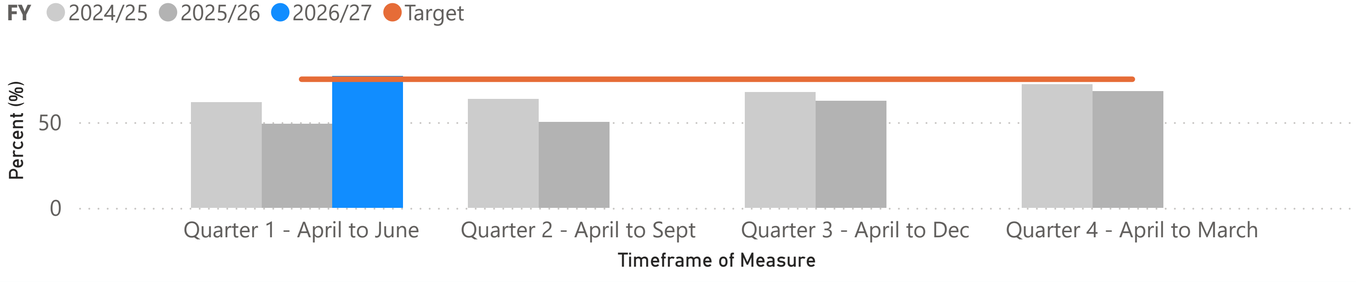
ID2.6a - Year to Date - Percentage of complainants informed within the required timescales of any action to be taken about alleged breaches of planning control

High Is Good

Cumulative (Per Annum)

Positive

Yearly Trend



Current Status

76.90

Target: 75.00

SMART Actions if Off Target

Not Required as Target Met

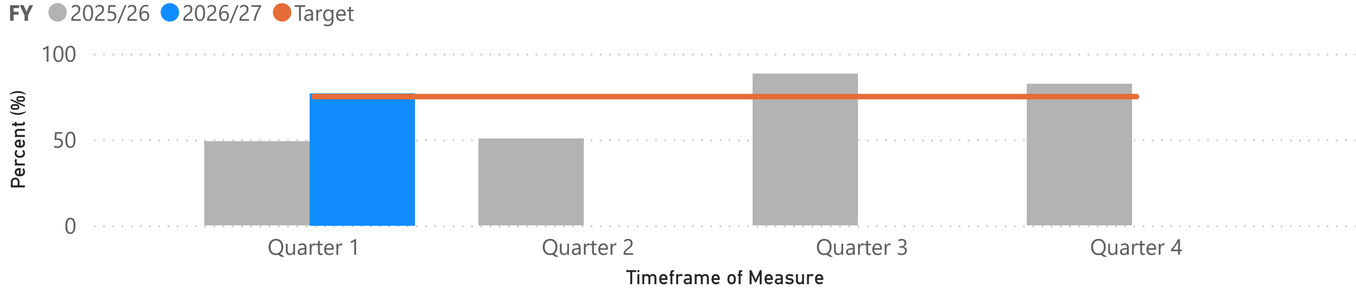
ID2.6b - Quarter in Isolation - Percentage of complainants informed within the required timescales of any action to be taken about alleged breaches of planning control

High Is Good

Per Quarter (Snapshot)

Positive

Yearly Trend



Current Status

76.90

Target: 75.00

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

Priority 2: A Successful and Sustainable Growing Borough

NEWCASTLE·UNDER·LYME BOROUGH COUNCIL

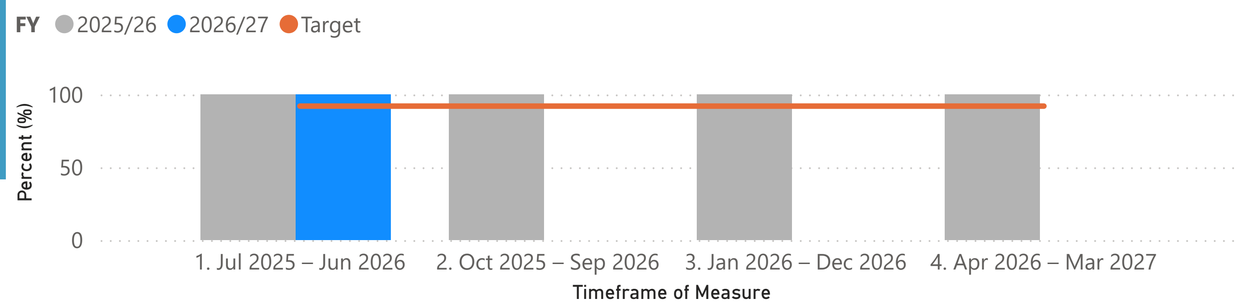
ID2.2 - Speed of major development applications (P151a - 12 Month Rolling Period up to End of Each Quarter)

High Is Good

Planning

No Change

Yearly Trend



Current Status

100.00 ✓

Target: 92.00

SMART Actions if Off Target

Not required as target met - 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 June 2026

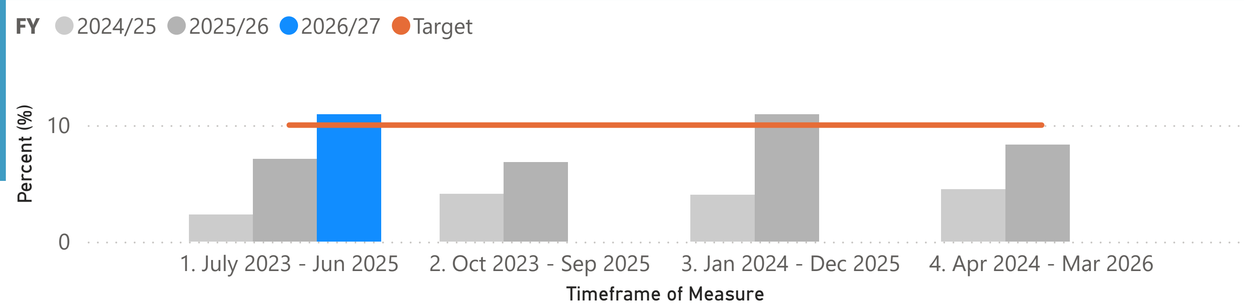
ID2.3 - Quality of major development applications (P152a - 24 Month Rolling Period - See SMART Actions)

Low Is Good

Planning

Negative

Yearly Trend



Current Status

10.90 !

Target: 10.00

SMART Actions if Off Target

This can be explained by the fact that when a relatively low number of major applications are being determined, it only takes a small number of those 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 July 2023 - June 2025

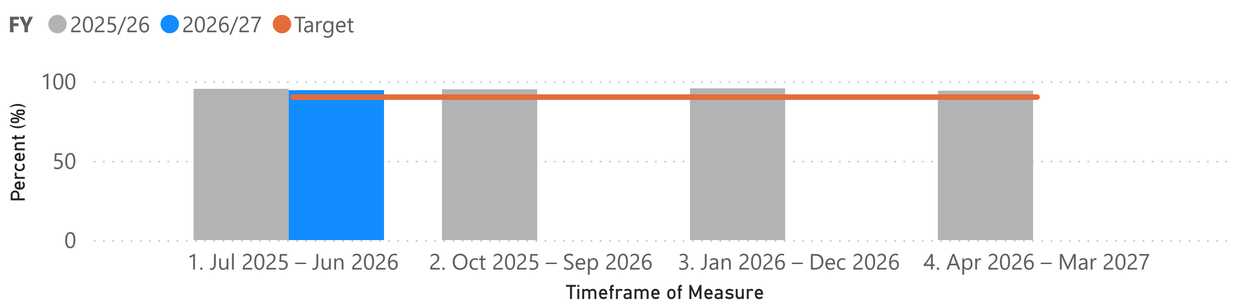
ID2.4 - Speed of non-major development applications (P153 - 12 Month Rolling Period up to End of Each Quarter)

High Is Good

Planning

Negative

Yearly Trend



Current Status

94.20 ✓

Target: 90.00

SMART Actions if Off Target

Not required as target met - 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 June 2026

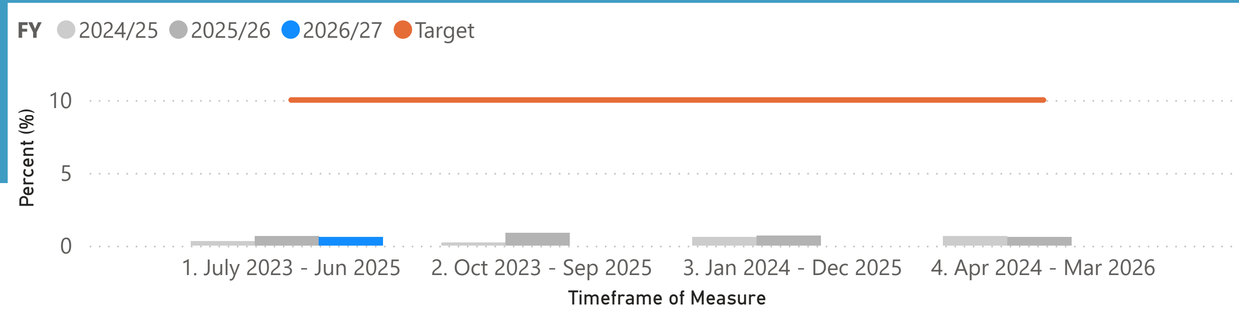
ID2.5 - Quality of non-major development applications (P154 - 24 Month Rolling Period - See SMART Actions)

Low Is Good

Planning

Positive

Yearly Trend



Current Status

0.60 ✓

Target: 10.00

SMART Actions if Off Target

Not required as target met - Measure shown is the Quality of decisions (% overturned at appeal) - Central Gov metric which measures a rolling time period of 24 months - They have currently advised they are behind schedule. Newest metric shows the following time period July 2023 - June 2025

Support the sustainable development of our towns and villages

Priority 2: A Successful and Sustainable Growing Borough

NEWCASTLE·UNDER·LYME BOROUGH COUNCIL

Project Status Split for Priority 2.

Project/Action is Progressing as Expected	Project/Action Stopped	Project/Action is ...
7	2	1

Service Area	Action	Corporate Objective	Status report	Commentary on progress
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	A programme of investment in parks and green spaces is being developed for delivery over the coming 12 months. Bradwell Dingle Play and recreational Facilities is in the construction phase, and a project to deliver a pump track at Lyme Valley has been initiated. Other projects are in the initiation phase, where funding has been identified.
1. Sustainable Environment 2. All	Deliver the Sustainable Environment Strategy	Ensuring that the Council's operations are carbon neutral by 2030	Project/Action Stopped	The Council has formally rescinded the Climate Emergency Declaration made in 2019, and with that the Sustainable Environment Strategy. A new Environment Strategy will be developed by the Council for later approval through Cabinet.
1. Sustainable Environment 2. All	Play an active role in the Staffordshire Sustainability Board	Secure a carbon neutral Borough by 2050	Project/Action Stopped	The Council has formally withdrawn from the Staffordshire Sustainability Board, and will focus on the priorities of the new administration to improve the Councils parks and open spaces, and improve recycling performance.
1. Regulatory 2. Neighbourhoods	Secure a successful resolution to the Walley's Quarry odour problem.	Protecting our communities by improving how we use our enforcement powers.	Project/Action is Not Progressing as Expected	Walleys Quarry entered into liquidation in February 2025. This process is ongoing. In Q1 2026 the data shows: - odour complaints reported to NULBC remain at a low level with the month of April reporting 2 complaints, May reporting 0 complaints, June reporting 1 complaint - there has been no weekly exceedance of the World Health Organisation [WHO] odour annoyance guideline level for hydrogen sulphide during this period The Environment Agency [EA] continue to use their discretionary power under Regulation 57 of the Environmental Permitting Regulations to arrange for steps to be taken to remove a risk of serious pollution. Works to date have included improvements to temporary capping and site containment, improved leachate management (including off-site disposal) and better surface water management within the void area. On 1 April 2026, the EA announced that the Mobile Monitoring Facility (MMF) Maries Way would be removed. The EA are confident that removing this MMF does not negatively impact their ability to effectively monitor ambient air quality around the site, the MMF at Galingale View is remaining in place. With effect from 13 April 2026, the EA is reporting the air quality data collected from the remaining Mobile Monitoring Facility (MMF) Galingale View and the number of odour reports, every fortnight, rather than weekly. The EA state that this will not compromise the standard of the ongoing monitoring and evaluation of measured air quality, it only reduces the demand on internal resources. The EA will continue to provide monthly reports, which are published on the EA Air Quality page. The UK Health Security Agency (UKHSA) will continue to provide monthly health risk assessments based on our monitoring data. The EA will continue to review the monitoring data and any odour reports and will consider a return to weekly reporting if the data indicates that may be appropriate.

Priority 2: A Successful and Sustainable Growing Borough

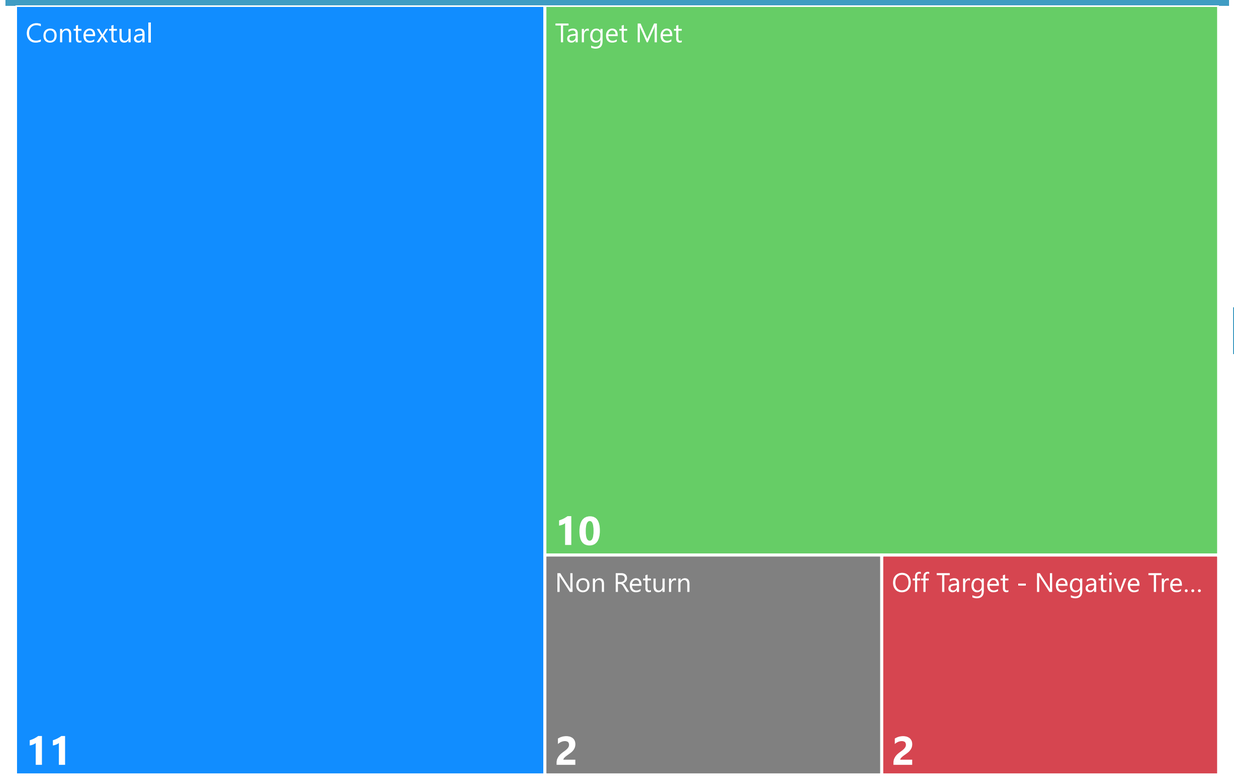
NEWCASTLE·UNDER·LYME BOROUGH COUNCIL

Service Area	Action	Corporate Objective	Status report	Commentary on progress
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	opportunities will continue to be sought. UK Town of Culture bid was unfortunately unsuccessful but we will seek to build on the good work done with local partners.
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 are complete. A third is substantially complete and major works are due to commence in the town centre over the summer.
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 within the Newcastle Town Deal are substantially progressing to plan.
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	The project is now in its final quarter with over 15 projects being delivered which support skills and growth along with community cohesion and people performance development. This quarter has seen 6 young people attend Health and Social care training and foster relationships with business opportunities. We have seen network sessions with Business explaining the need to look at digital HR systems and this has been supported by our commissioned Digital learning programme. The forum has now started to take a new shape as we are "shaping the future" in Newcastle.
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 receipt of the Local Plan Inspector's report on the 19 May 2026, the Local Plan and associated documents are being considered for adoption at a meeting of full council on the 8 July 2026.
1. Regulatory 2. Legal & Governance	Ensure that there are good homes for everyone and that every citizen has a safe and secure place to live	Ensure that there are good homes for everyone and that every citizen has a safe and secure place to live	Project/Action is Progressing as Expected	The Housing & Homelessness Strategy 2026-30 consultation has been complted and comments incorprated into the strategy which will be presented for approval and adoption. Works to Navigation House have been completed, the premises has been opened and occupied, providing that first step from homelessness into accomodation. This quarter has seen the Renters Rights Act 2026 come into foce with significant changes to the private rented sector, including th ending of section 21 no fault evictions and providing a new enforcement based approach to regualtion of the private rented sector.

Priority 3: Healthy, Active and Safe Communities

NEWCASTLE·UNDER·LYME BOROUGH COUNCIL

Priority 3: Performance Indicators Current Status

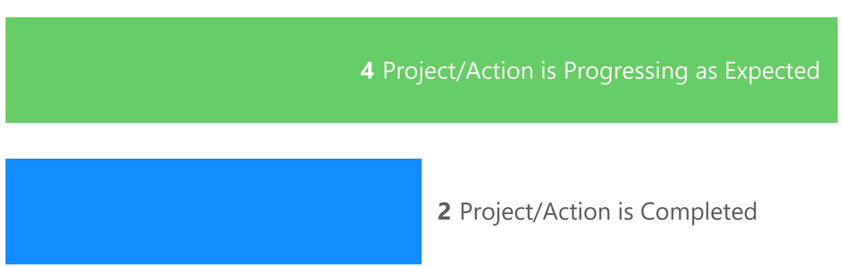


Corporate Objective	Count
Delivering an economic and cultural legacy from the celebration of the borough's 850th anniversary in 2023.	1
Ensure that our most vulnerable residents are supported through the impact of the rising cost of living.	1
Ensure that there are good homes for everyone and that every citizen has a safe and secure place to live	10
Further increasing recycling rates across the borough with a particular focus on food waste	3
Reduce anti-social behaviour and crime in our communities	3
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	**25**

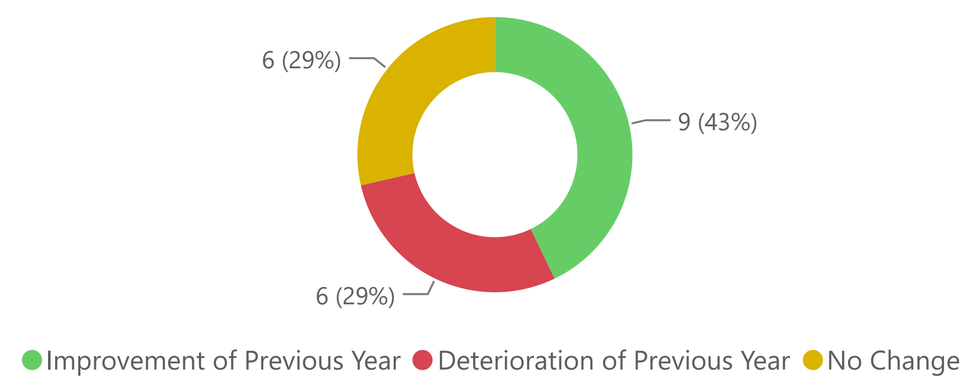
Smart Narrative

- A total of **12** measures were assigned targets this quarter. Of these, **83% achieved their targets**.
  - **4** measures not only met their targets but also showed improvement. **4** showed no change and **2** measure showed a negative trend.
- The remaining **17%** did not meet their set targets this quarter.
  - **2** measures also had a negative trend compared to the same period last year.
- **2** measures in regards to Fly-Tipping, are a non return this quarter due to data not available due to a change in case management platforms, further detail is available within this report.
- An additional **9 measures were contextual** and therefore did not have set targets. **5** showed improvement. **2** showed a decline to the previous yearly figure. **2** showed no change from the previous year.
- **2 projects/actions** has been completed, with further details provided within this report. All other project/actions progressing as expected this quarter.

Priority 3: Summary Project Status Split



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



Priority 3: Healthy, Active and Safe Communities

NEWCASTLE·UNDER·LYME BOROUGH COUNCIL

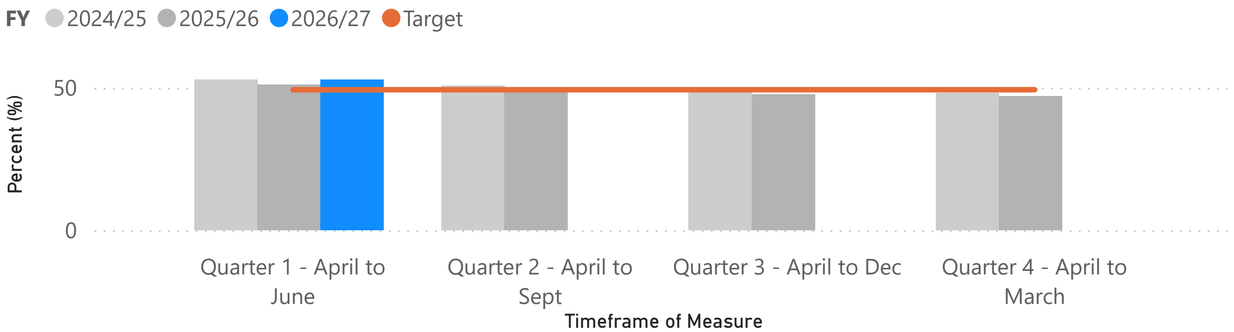
ID1.4a - Total % of materials collected for recycling and composting verified via WDF

High Is Good

Cumulative (Per Annum)

Positive

Yearly Trend



Current Status

52.80 ✓

Target: 49.30

SMART Actions if Off Target

Not Required as Target Met

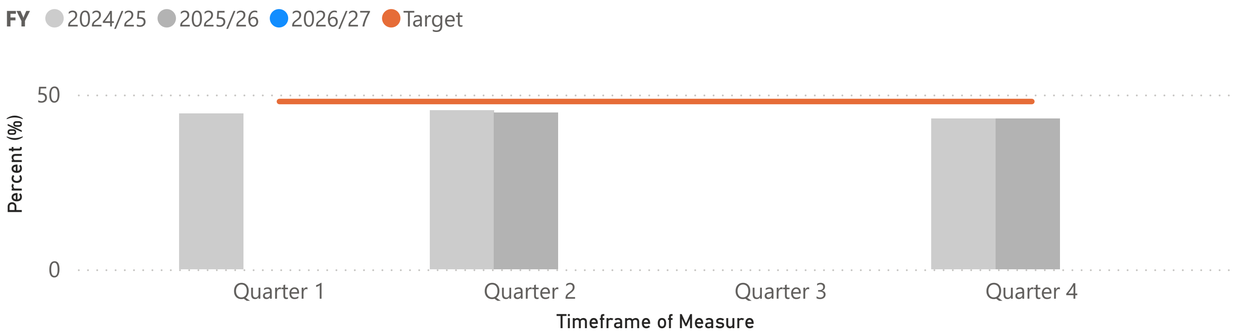
ID1.4b - Food:- Household collections from the kerbside (%)

High Is Good

Per Quarter (Snapshot)

N/A

Yearly Trend



Current Status

N/A

Target: 48.00

SMART Actions if Off Target

Measure recorded twice per year within Quarter 2 and Quarter 4. Last measured at Quarter 4 2025/26 and was recorded at 43.06%.

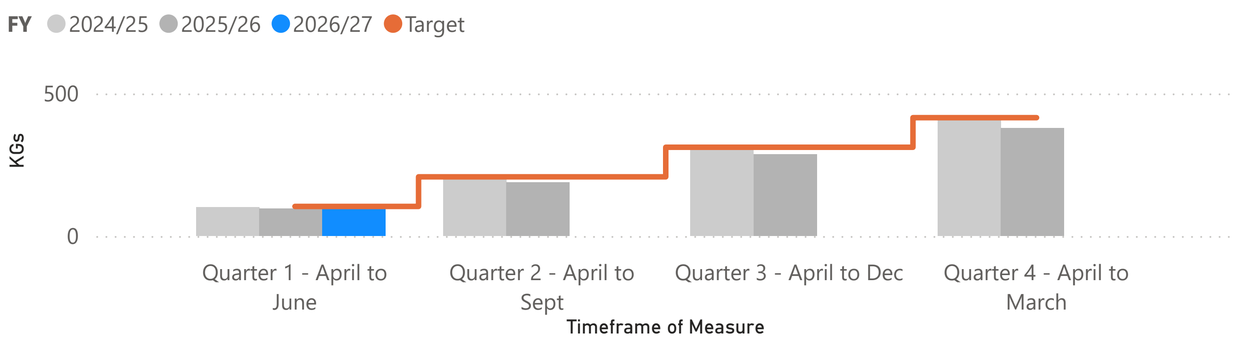
ID1.4c - Residual Waste per household:- Household collections from the kerbside (Kgs)

Low Is Good

Cumulative (Per Annum)

Positive

Yearly Trend



Current Status

96.40 ✓

Target: 103.75

SMART Actions if Off Target

Not Required as Target Met

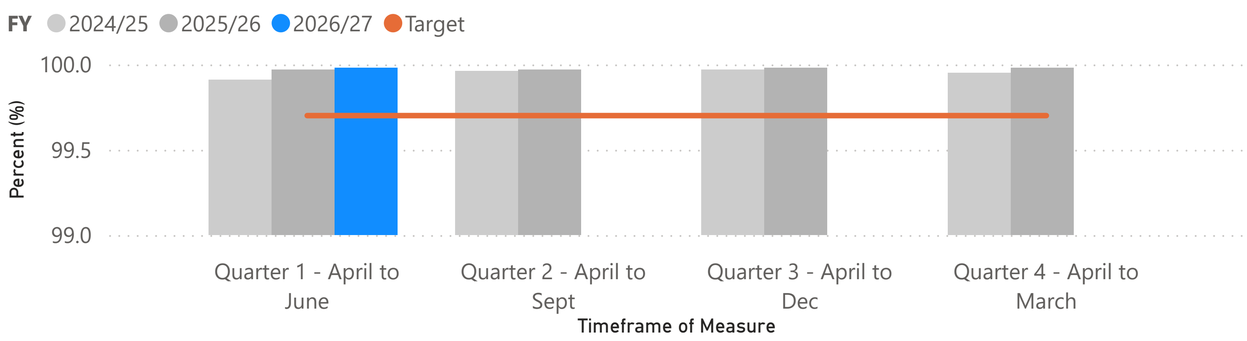
ID1.4d - Percentage of Successful Collections

High Is Good

Cumulative (Per Annum)

Negative

Yearly Trend



Current Status

99.98 ✓

Target: 99.70

SMART Actions if Off Target

Not Required as Target Met

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

Priority 3: Healthy, Active and Safe Communities

NEWCASTLE·UNDER·LYME BOROUGH COUNCIL

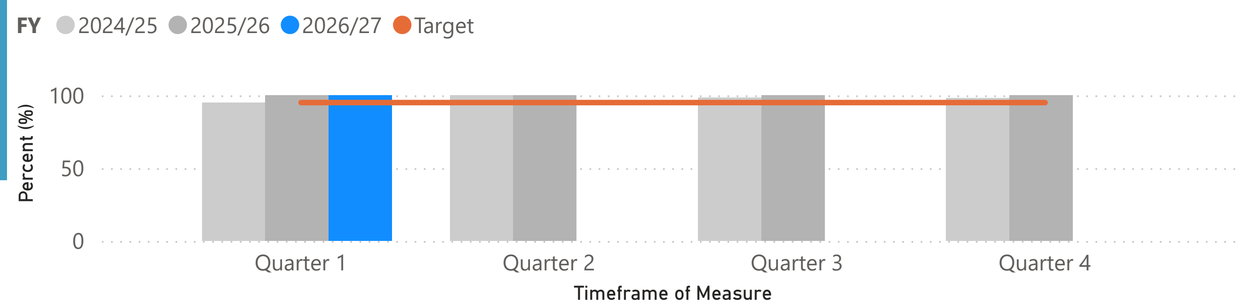
ID1.5a - Litter: Levels of street and environment cleanliness (LAMS survey) free / predominantly free of litter

High Is Good

Per Quarter (Snapshot)

No Change

Yearly Trend



Current Status

100.00 ✓

Target: 95.00

SMART Actions if Off Target

Not Required as Target Met

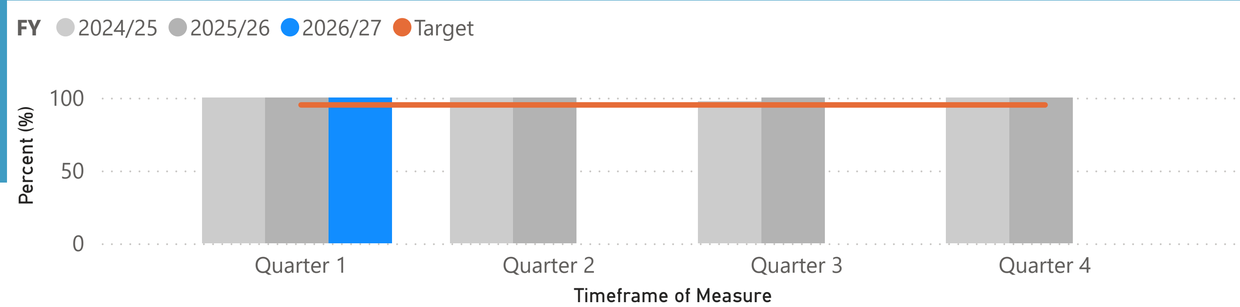
ID1.5b - Detritus: Levels of street and environment cleanliness (LAMS survey) free / predominantly free of detritus

High Is Good

Per Quarter (Snapshot)

No Change

Yearly Trend



Current Status

100.00 ✓

Target: 95.00

SMART Actions if Off Target

Not Required as Target Met

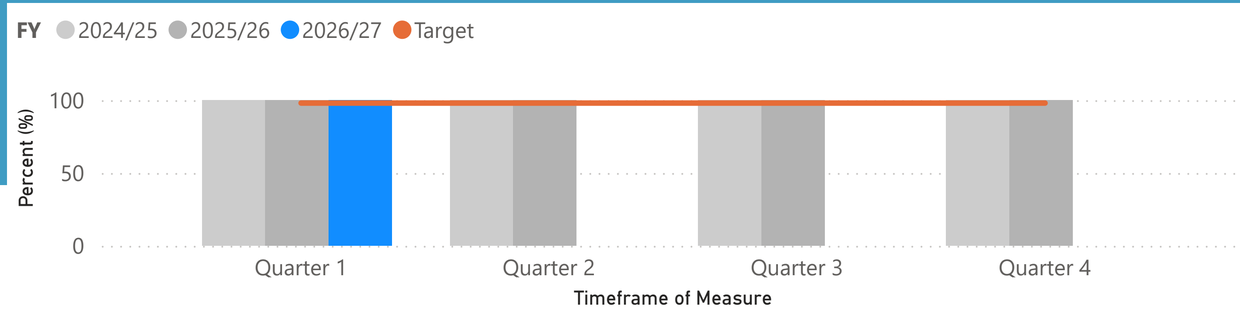
ID1.5c -d environment cleanlin_Levels of street aness (LAMS survey) free / predominantly free of graffiti

High Is Good

Per Quarter (Snapshot)

No Change

Yearly Trend



Current Status

100.00 ✓

Target: 98.00

SMART Actions if Off Target

Not Required as Target Met

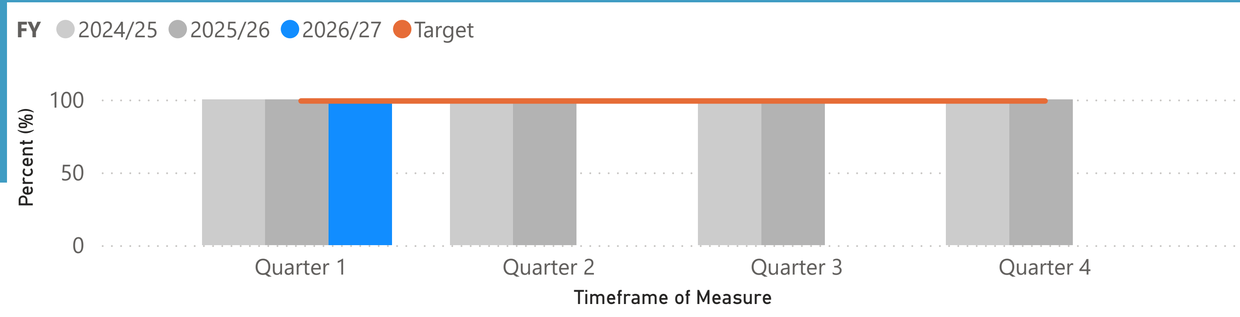
ID1.5d - Fly-Posting: Levels of street and environment cleanliness (LAMS survey) free / predominantly free of fly-posting

High Is Good

Per Quarter (Snapshot)

No Change

Yearly Trend



Current Status

100.00 ✓

Target: 99.00

SMART Actions if Off Target

Not Required as Target Met

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

Priority 3: Healthy, Active and Safe Communities

NEWCASTLE·UNDER·LYME BOROUGH COUNCIL

Multiple selections

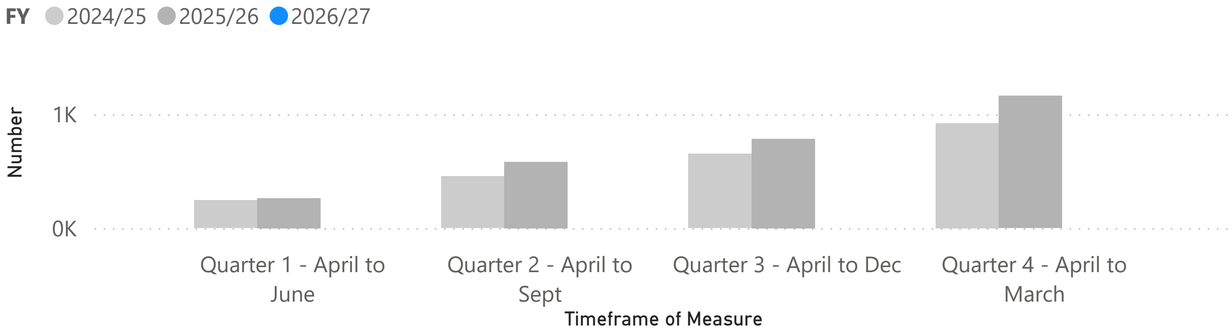
ID3.11 - Number of Fly-Tipping Incidents (as per national measure)

Low Is Good

Cumulative (Per Annum)

N/A

Yearly Trend



Current Status

N/A

SMART Actions if Off Target

Due to issues with Dynamics we are currently unable to retrieve this data at this time.

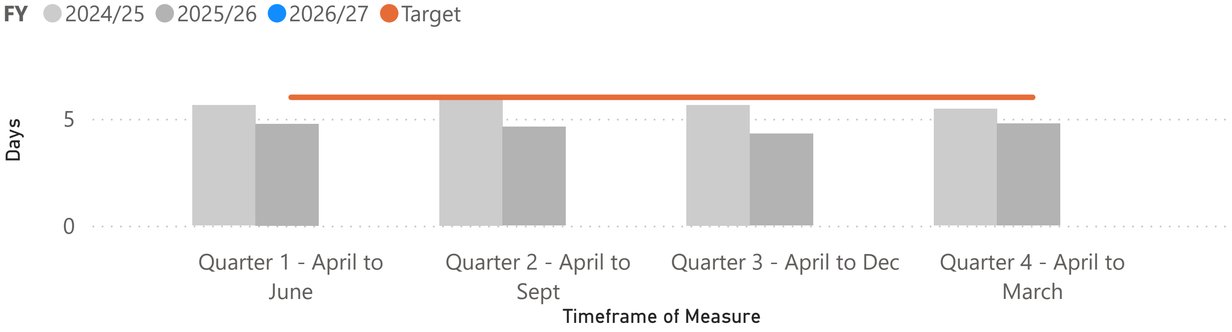
ID3.12 - Average number of days from report of fly-tipping to clear-up (Case closed)

Low Is Good

Cumulative (Per Annum)

N/A

Yearly Trend



Current Status

N/A

SMART Actions if Off Target

The case management system has recently transitioned from Jadu to MS Dynamics. Data is still being collected however no reporting dashboards have been developed yet. Reports will be backdated once the reports are finalised.

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

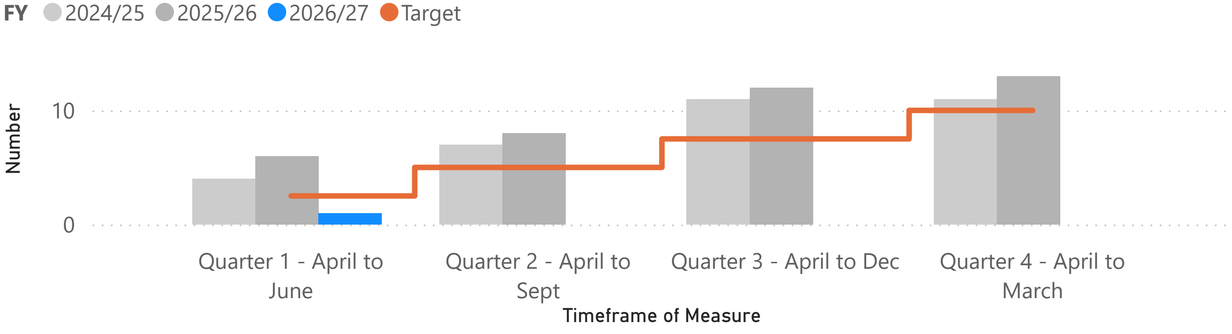
ID3.14 - Number of Fly-tipping FPNs issued

High Is Good

Cumulative (Per Annum)

Negative

Yearly Trend



Current Status

1 !

Target: 2.50

SMART Actions if Off Target

1 DOC FPN served, falls slightly short of target this quarter.

Reduce anti-social behaviour and crime in our communities

Priority 3: Healthy, Active and Safe Communities

NEWCASTLE·UNDER·LYME BOROUGH COUNCIL

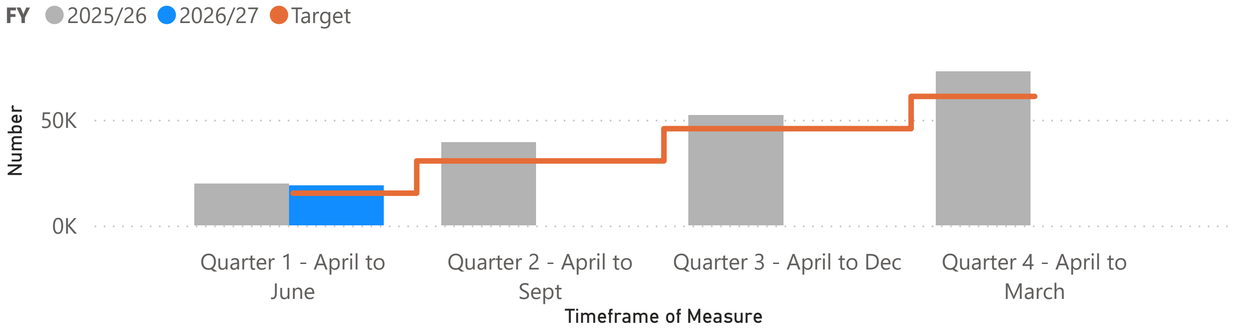
ID3.3 - Number of People Accessing the Museum's collections in person only

High Is Good

Cumulative (Per Annum)

Negative

Yearly Trend



Current Status

18,890 ✓

Target: 15,250

SMART Actions if Off Target

Not Required as Target Met

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

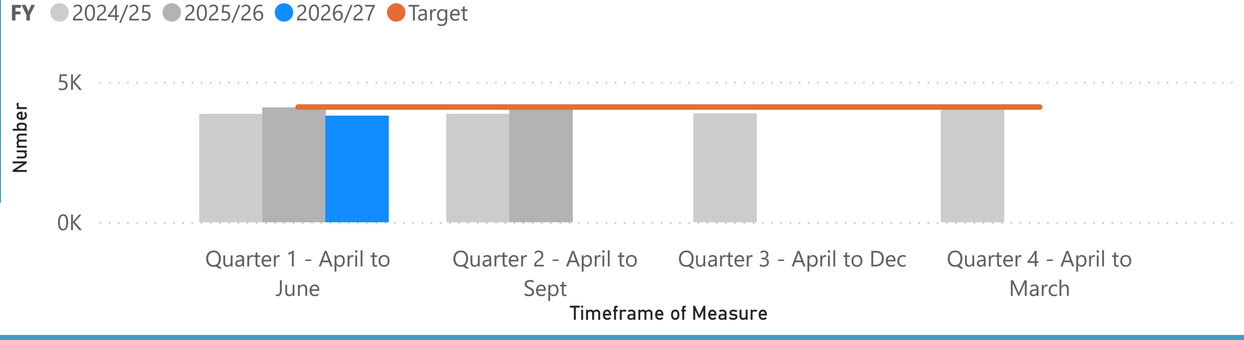
ID3.4 - J2 Membership growth

High Is Good

Cumulative (Per Annum)

Negative

Yearly Trend



Current Status

3,785 !

Target: 4,100

SMART Actions if Off Target

Drop in numbers linked to the pool closure in Quarter 4 in 2025/26. Member numbers have begun to grow again with month on month net growth shown to be increasing. It must be noted that the Leisure CRM system has recently transitioned from Gladstone to Flow. Dashboards are still being developed but will enable greater insight into our members.

Support the development of community solutions to local problems

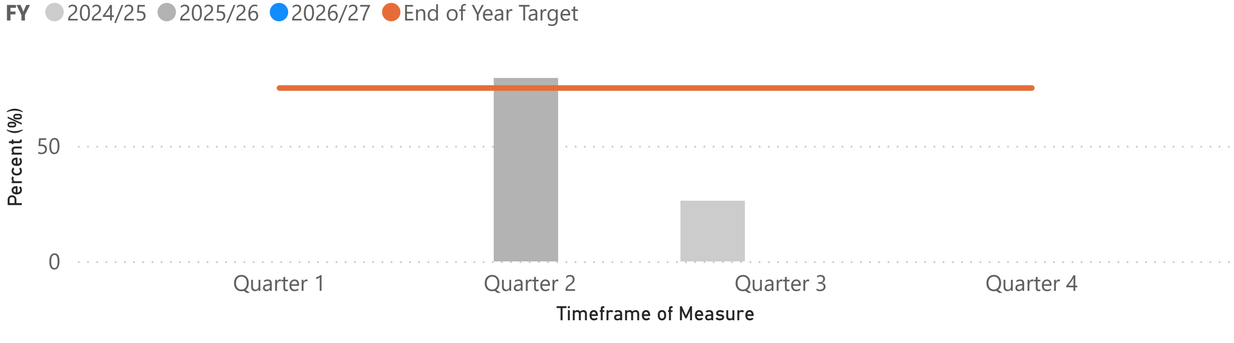
ID3.5 - Jubilee 2 Customer Satisfaction – Overall Visitor Experience

High Is Good

Per Quarter (Snapshot)

No Change

Yearly Trend



Current Status

N/A

End of Year Target: 75.00

SMART Actions if Off Target

Measure recorded once per year within the second quarter. Last measured in Quarter 2 2025/26 at 79.25%

Priority 3: Healthy, Active and Safe Communities

NEWCASTLE·UNDER·LYME BOROUGH COUNCIL

ID3.15a - Number of ASB case reviews as a percentage of all cases reported

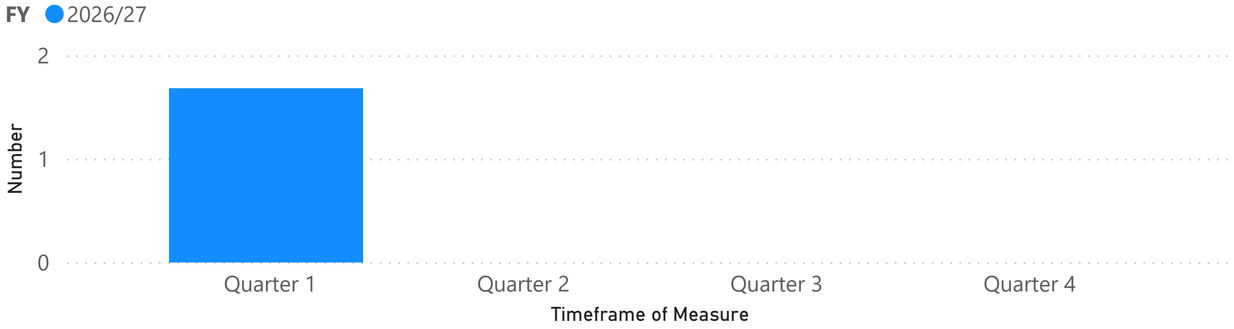
High

Is Good

Cumulative (Per Annum)

N/A

Yearly Trend



Current Status

1.68

SMART Actions if Off Target

ASB Case Reviews are a statutory process that allows members of the public to request a review of how partner agencies have handled an ASB complaint. This measure shows the number of formal ASB Case Reviews conducted during the specified reporting period. This information is also published on the Borough Council website.

ID3.15b - Number of ASB cases resulting in formal intervention

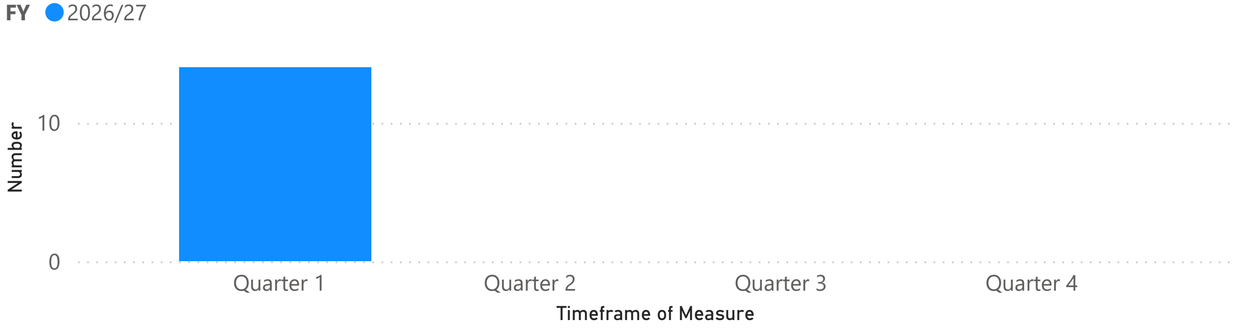
Low

Is Good

Cumulative (Per Annum)

N/A

Yearly Trend



Current Status

14

SMART Actions if Off Target

Enforcement activity is ongoing throughout the year, with a range of interventions used to help reduce ASB across Newcastle. The partnership seeks to utilise a broad range of powers, including Community Protection Warnings (CPWs), Community Protection Notices (CPNs), Injunctions, and Public Spaces Protection Order (PSPO) enforcement. The figures provide a breakdown of these interventions and their use during the reporting period.

Reduce anti-social behaviour and crime in our communities

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

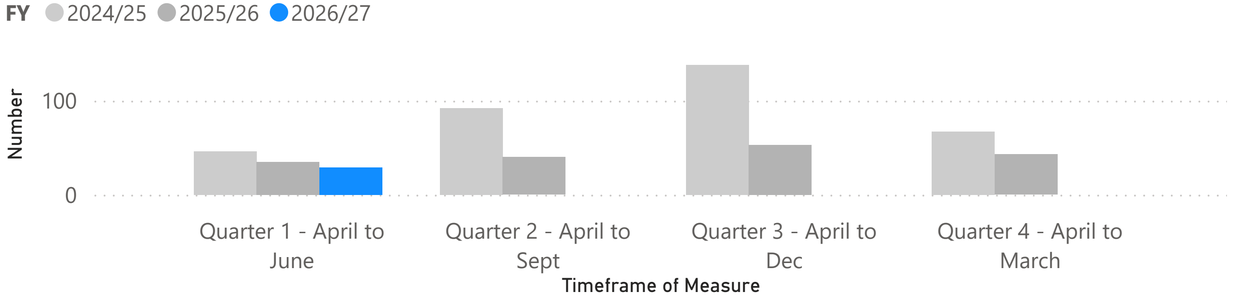
Low

Is Good

Cumulative (Per Annum)

Positive

Yearly Trend



Current Status

29

SMART Actions if Off Target

The vulnerability Hub continues to have a high number of complex cases with a broad range of vulnerabilities. Decrease in numbers when compared to Quarter 1 in the previous financial year.

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

Priority 3: Healthy, Active and Safe Communities

NEWCASTLE·UNDER·LYME BOROUGH COUNCIL

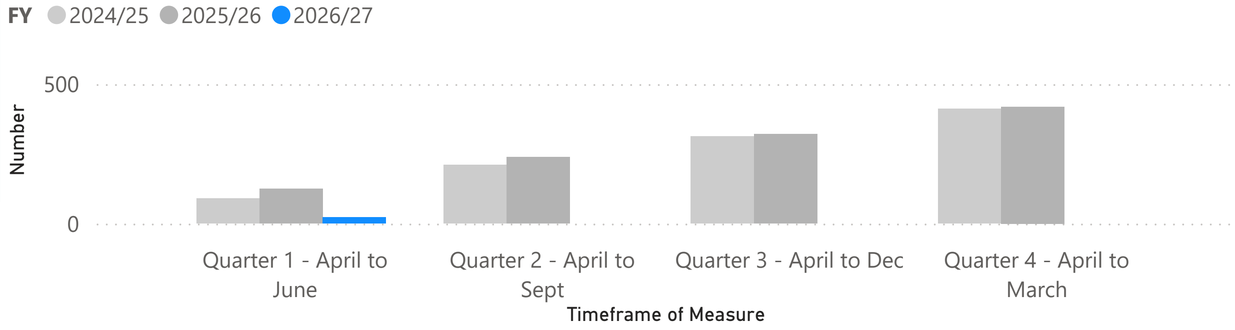
ID3.8 - Emergency homeless presentations

Low Is Good

Cumulative (Per Annum)

Positive

Yearly Trend



Current Status: 23

SMART Actions if Off Target: Measure is low which is improved

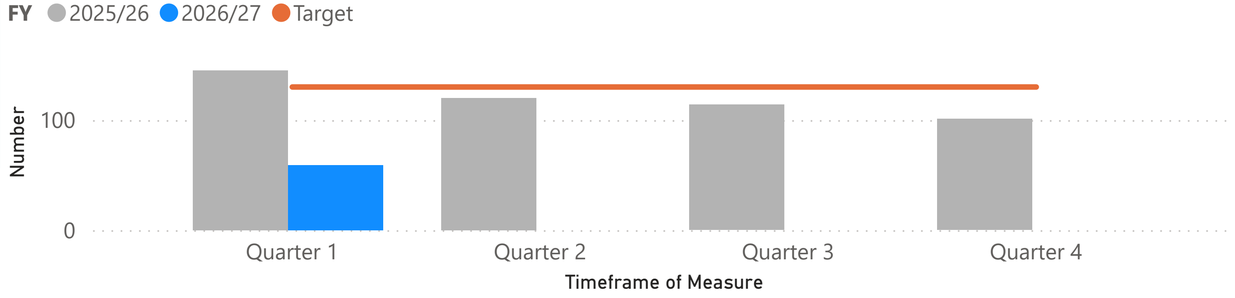
ID3.9 - The average number of working days from occupational health referral to completion of works for stairlifts provided by a DFG

Low Is Good

Per Quarter (Snapshot)

Positive

Yearly Trend



Current Status: 59 ✓

Target: 130.00

SMART Actions if Off Target: Not Required as Target Met

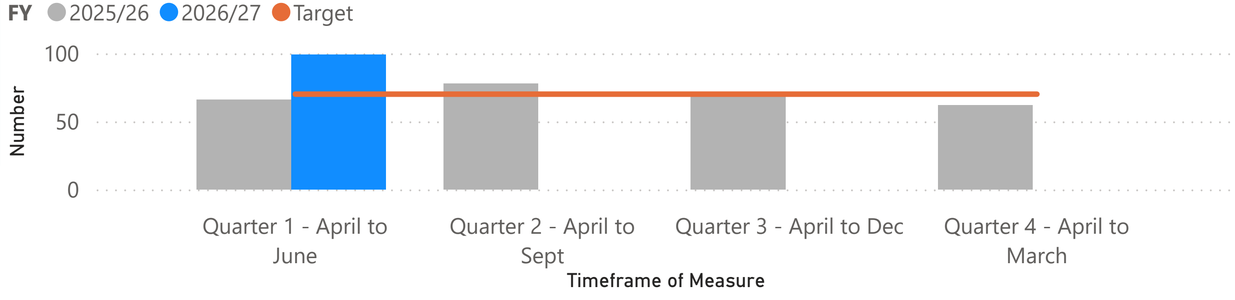
ID3.10 - Percentage of non-complex Disabled Facilities Grants completed in 120 days from occupational health referral

High Is Good

Cumulative (Per Annum)

Positive

Yearly Trend



Current Status: 99 ✓

Target: 70.00

SMART Actions if Off Target: Not Required as Target Met

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

NEWCASTLE·UNDER·LYME BOROUGH COUNCIL

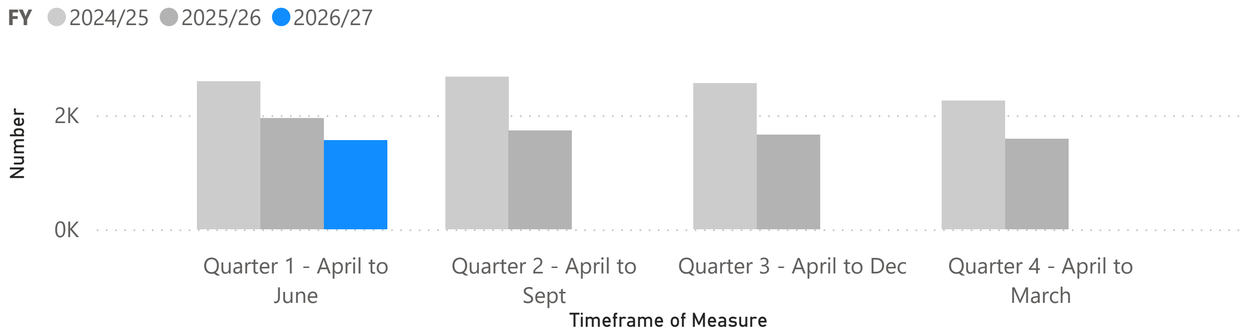
ID3.6 - Live application on the housing register

Low Is Good

Per Quarter (Snapshot)

Positive

Yearly Trend



Current Status

1,557

SMART Actions if Off Target

Measure is low, which shows a healthy housing register with live applicants

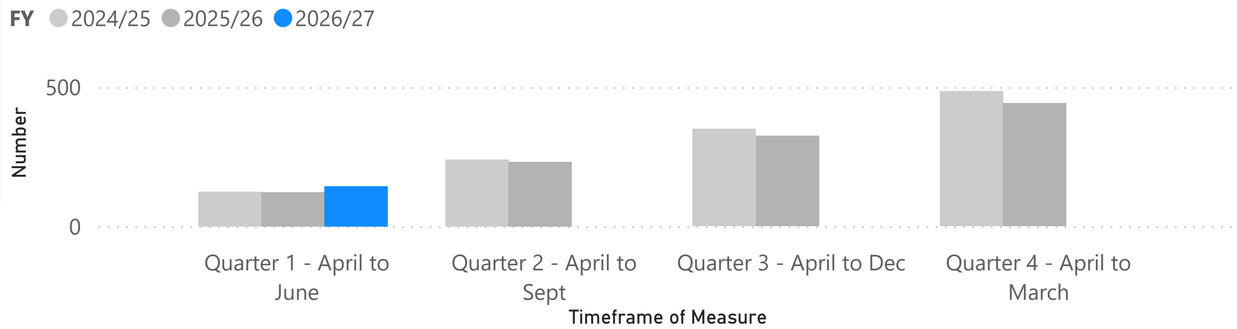
ID3.7 - Number of lets to registered providers from the housing waiting list

High Is Good

Per Quarter (Snapshot)

Positive

Yearly Trend



Current Status

144

SMART Actions if Off Target

Measure is high which shows an increase of homes let on the CBL scheme

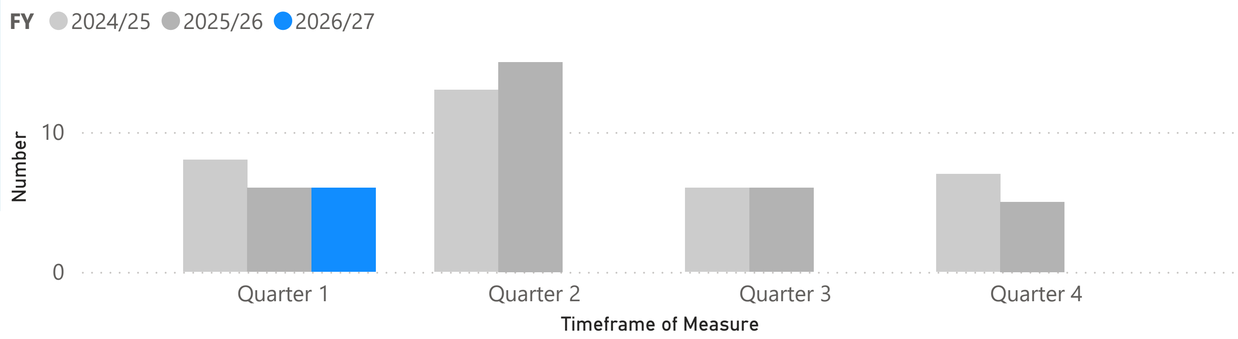
ID4.4 - Total Rough Sleepers Verified in Quarter

Low Is Good

Per Quarter (Snapshot)

No Change

Yearly Trend



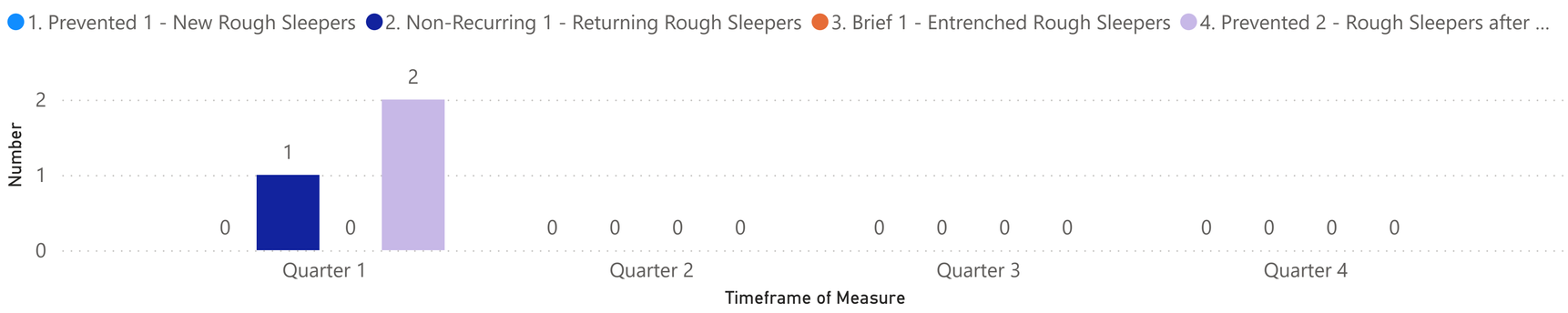
Current Status

6

SMART Actions if Off Target

Over the past two years, we have been developing Navigation House, a 12-bed, 24/7 supported accommodation service with an attached hub. Following a successful tender process, Brighter Futures was appointed to lease and operate the accommodation provision. The accommodation opened on 1 June 2026 and is currently supporting 11 residents, with full occupancy expected by the end of July 2026.Unfortunately, the hub could not open simultaneously due to insufficient funding to complete the required works. As funding opportunities remain limited, the current expectation is that the hub will open between August and October 2026.Current rough sleeping figures stand at eight individuals, of whom four have a Newcastle connection and four are from outside the area. While factors such as hospital admissions, court proceedings, and other external circumstances make it unlikely that rough sleeping can be fully eradicated, the availability of accommodation at Navigation House has already had a positive impact. It has helped reduce rough sleeping within Newcastle and prevented individuals from requiring extended stays in temporary bed and breakfast accommodation, thereby reducing costs to the local authority.

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



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

NEWCASTLE·UNDER·LYME BOROUGH COUNCIL

Project Status Split for Priority 3.

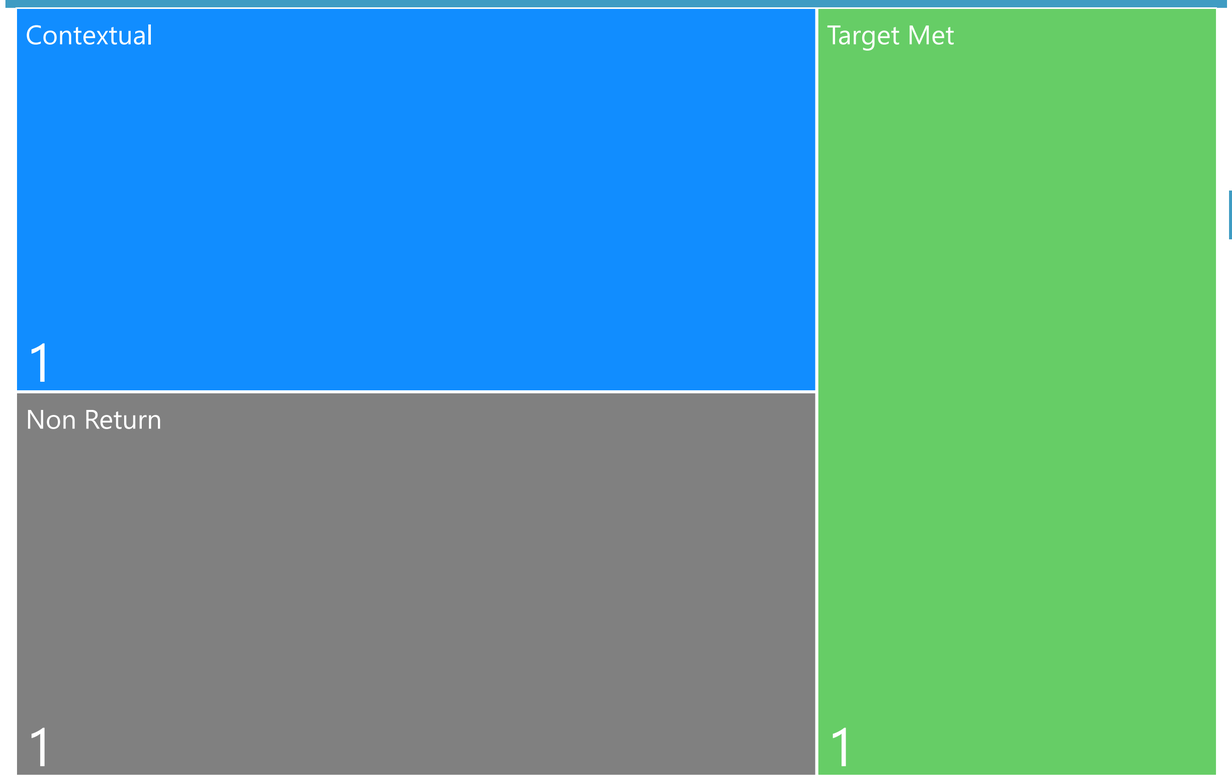
Project/Action is Progressing as Expected	Project/Action is Completed
4	2

Service Area	Action	Corporate Objective	Status report	Commentary on progress
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.
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.
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	The workplan for the partnership board is in progress and aligned to the Council Plan and broader need.
Neighbourhoods	Build on our work with Staffordshire Police	Reduce anti-social behaviour and crime in our communities	Project/Action is Progressing as Expected	The Community Safety Partnership continues to deliver effective joint working initiatives to tackle the priorities identified in the Strategic Assessment, including targeted policing of the night time economy and enforcement of PSPOs.
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 programme of events continues to engage and empower communities to deliver local projects.
Sustainable Environment	Further increasing recycling rates across the borough with a particular focus on food waste	Further increasing recycling rates across the borough with a particular focus on food waste	Project/Action is Progressing as Expected	Positive progress has been made in the first quarter of the year, with improved recycling rates above 52%. Food waste tonnages have increased by 10% when compared to the same time last year, again a positive step forward.

Priority 4: Town Centres for All

NEWCASTLE·UNDER·LYME BOROUGH COUNCIL

Priority 4: Performance Indicators Current Status

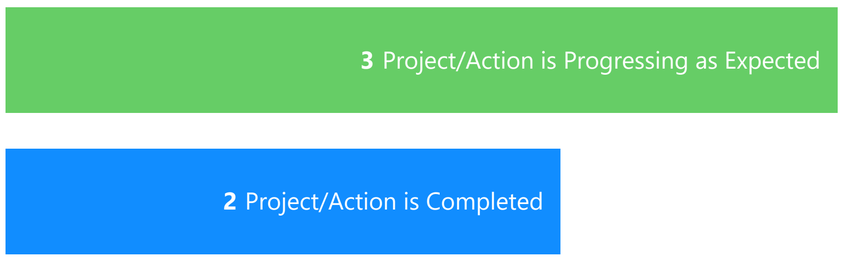


Corporate Objective	Count
Increasing the number of people living, working and using Newcastle town Centre	3
Total	**3**

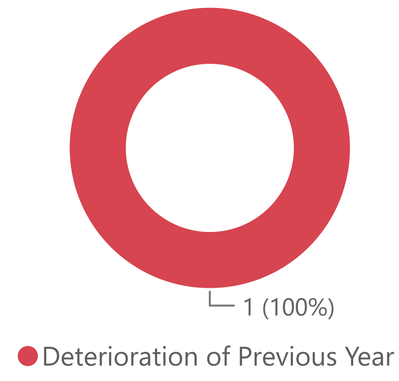
Smart Narrative

- A total of **1** measures were assigned targets this quarter. Of these, **100% achieved their targets**.
  - This measure showed a negative trend with the previous year.
- An additional **1 measures were contextual** and therefore did not have set targets.
  - **1** measure showed an improvement in performance when compared to the previous year.
- **1** measure relating to Town Centre Footfall, is a non return this quarter due to date not being made available, further detail is available within this report.
- **2 projects/actions** has been completed, with all other project/actions progressing as expected this quarter, with further details provided within this report.

Priority 4: Summary Project Status Split



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



Priority 4: Town Centres for All

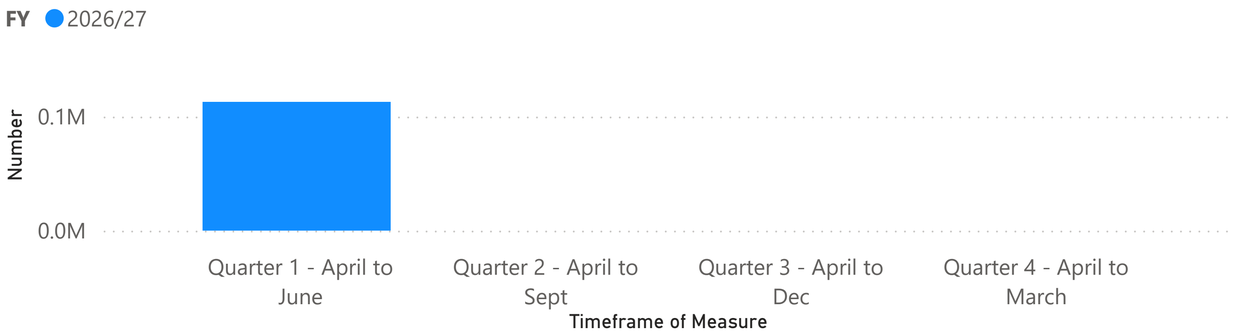
NEWCASTLE·UNDER·LYME BOROUGH COUNCIL

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

High Is Good

Cumulative (Per Annum)

N/A
Yearly Trend



Current Status

112,795

SMART Actions if Off Target

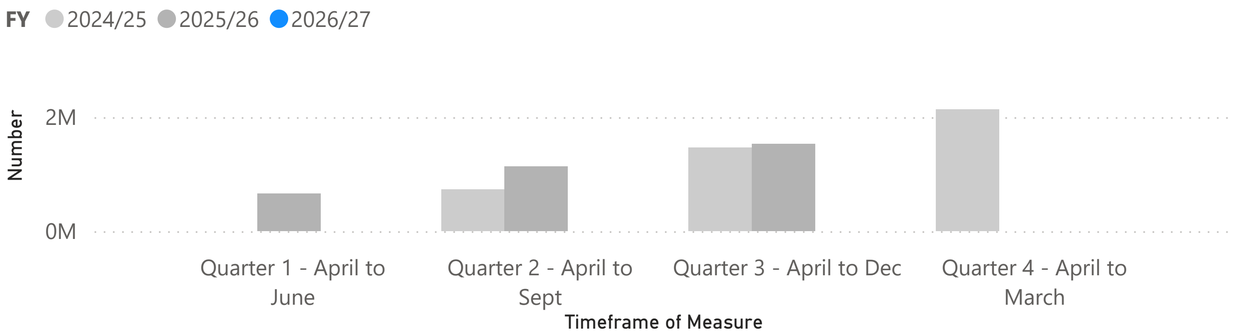
Total split in Quarter 1 is 69454 tickets issued via the parking machines and 43341 tickets via Ring Go. Month on month change shows a decrease in ticket machines and an increase in Ring Go app tickets. Overall monthly figures have remained around 37,500 mark.

ID4.2 - Town Centre Footfall - Newcastle

High Is Good

Cumulative (Per Annum)

N/A
Yearly Trend



Current Status

N/A

SMART Actions if Off Target

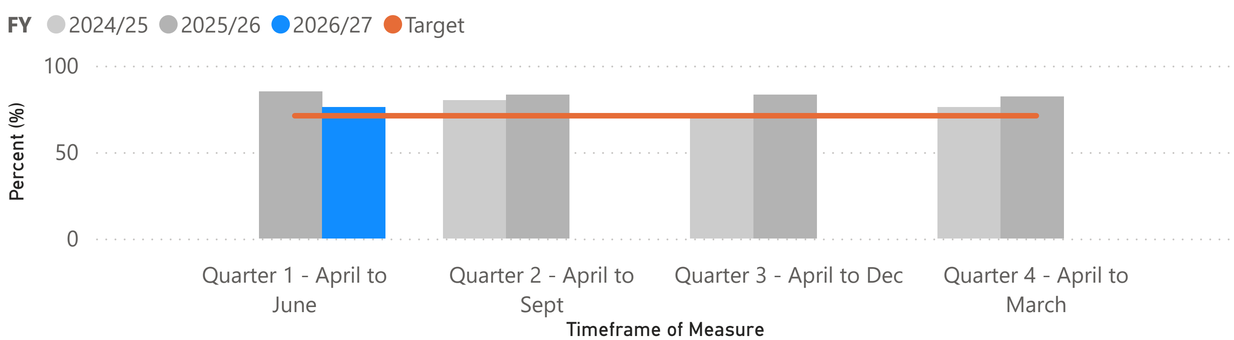
Data is provided by the BID but has not been made available

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

High Is Good

Cumulative (Per Annum)

Negative
Yearly Trend



Current Status

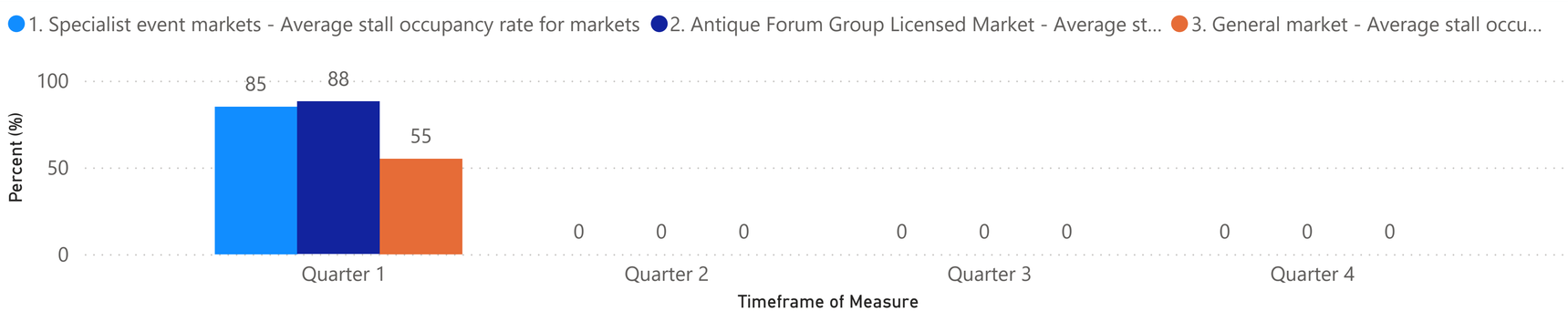
76.00 ✓

Target: 71.00

SMART Actions if Off Target

Seasonal fluctuations at the outdoor market follow national trends and colder weather reduces occupancy on the stalls. This is evidenced by the winter/spring decrease in the number of outdoor events held. NOTE: General Market occupancy on Wednesday is consistently below the 71% target, currently at 27%. The Saturday General Market was marginally below target occupancy at 56% and the occupancy at the inaugural, co-hosted Pre-loved specialist event market was below target, with 48% of stalls used.

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



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

Priority 4: Town Centres for All

NEWCASTLE·UNDER·LYME BOROUGH COUNCIL

Project Status Split for Priority 4.

Project/Action is Progressing as Expected	Project/Action is Completed
3	2

Service Area	Action	Corporate Objective	Status report	Commentary on progress
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	project is progressing to plan
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	project is progressing to plan
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.
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.
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	project is progressing to plan