

Corporate Performance Report 2024/25
Quarter 4 (January, February, March)



Key to Performance Status Symbols

- Red - Focus of Improvement
- Amber - Initial Improvement Activity Identified
- Green - Achieving Target
- Pink - Baseline Measure

Key to Milestone Status Symbols

- ▲ - Will slip more than 1 quarter
- - Slipped but to be completed within next quarter
- ★ - On track
- ✔ - Completed

MORE SOCIAL, AFFORDABLE & GOOD QUALITY HOMES 2024/25 PERFORMANCE

| | Actual - Quarter 4 2023/24 YTD | Actual - Quarter 1 2024/25 YTD | Actual - Quarter 2 2024/25 YTD | Actual - Quarter 3 2024/25 YTD | Actual - Quarter 4 2024/25 YTD | Target Quarter 4 2024/25 YTD | Target Quarter 1 2025/26 YTD | Comments |
|--|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|------------------------------------|------------------------------------|---|
| % of customers satisfied with how their complaint was handled at stage two (Housing) | | 0.00% | 0.00% | 27.00% | 0.00% | | 40.00% | <p>31/03/2025</p> <p>As part of the rollout of the Councils new Complaints Handling System the approach to these transactional surveys is changing. The council will be implementing a new, fully automated process through the GovMetric platform. As of the end of Q4 the survey system had not yet gone live and as such, no transaction surveys have been undertaken this quarter. We are working closely with our service provider to implement the surveys in 2025/26.</p> <p>Whilst the survey function within the Complaints Handling System is being developed, the Councils Housing Service is still collating data on complaint satisfaction through our Tenant Satisfaction measures. Compared with our initial 2023/24 results, our 2024/25 figures are significantly improved in this regard. This measure serves to augment that dataset and provide further insight from residents.</p> |

| | Actual - Quarter 4 2023/24 YTD | Actual - Quarter 1 2024/25 YTD | Actual - Quarter 2 2024/25 YTD | Actual - Quarter 3 2024/25 YTD | Actual - Quarter 4 2024/25 YTD | Target Quarter 4 2024/25 YTD | Target Quarter 1 2025/26 YTD | Comments |
|---|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|------------------------------------|------------------------------------|---|
| % of Damp and Mould cases completed on time | | 64.00% | 73.06% | 79.00% | 80.13% | | 85.00% | <p>31/03/2025</p> <p>Our contractors have encountered challenges due to restricted access to properties, resulting in work orders being recorded beyond the target timeframe in the NEC system. The situation has been further complicated by an increased workload stemming from a backlog of HHSRS assessments, coupled with the usual seasonal pressures.</p> <p>Furthermore, the surge in workload due to the backlog of HHSRS assessments, alongside the typical seasonal demands for this period, has added additional pressure on our operations. During Q4, we experienced a reduction in staffing capacity due to vacancies that arose at one of the busiest times of the year for our service. This has affected our ability to effectively manage both new and existing cases while maintaining a balanced workload.</p> <p>In order to improve performance in the new financial year, we have been utilizing interim agency staff, who have had to depart on short notice. In response, we are implementing arrangements to increase our capacity and are launching a recruitment campaign in Q4 to fill vacant roles as well as positions currently occupied by agency staff. This campaign will continue into Q1 of the new year. To address the issue with NEC, our team continues to work closely with the resident liaison team to improve our no-access performance KPI. However, our efforts in this area significantly depend on gaining access from residents.</p> |
| % of Damp and Mould inspections completed on time | | 72.00% | 82.22% | 85.69% | 72.95% | | 85.00% | <p>31/03/2025</p> <p>In the recently concluded quarter, our Key Performance Indicators (KPIs) related to inspections were adversely affected by several properties where access was not granted. This resulted in recorded missed target times within the NEC system. The situation has been further complicated by an increased workload stemming from a backlog of HHSRS assessments, coupled with the usual seasonal pressures. Additionally, during Q4, we faced reduced staffing capacity due to vacancies within the team at one of the busiest times of the year for our service.</p> <p>In order to improve performance in the new financial year, we have been utilizing interim agency staff, who have had to depart on short notice. In response, we are implementing arrangements to increase our capacity and are launching a recruitment campaign in Q4 to fill vacant roles as well as positions currently occupied by agency staff. This campaign will continue into Q1 of the new year. To address the issue with NEC, our team continues to work closely with the resident liaison team to improve our no-access performance KPI. However, our efforts in this area significantly depend on gaining access from residents.</p> |

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| % of tenants satisfied with how their complaint was handled at stage one (Housing) | | 36.00% | 47.00% | 55.00% | 0.00% | | 40.00% | <p>31/03/2025</p> <p>As part of the rollout of the Councils new Complaints Handling System the approach to these transactional surveys is changing. The council will be implementing a new, fully automated process through the GovMetric platform. As of the end of Q4 the survey system had not yet gone live and as such, no transaction surveys have been undertaken this quarter. We are working closely with our service provider to implement the surveys in 2025/26.</p> <p>Whilst the survey function within the Complaints Handling System is being developed, the Councils Housing Service is still collating data on complaint satisfaction through our Tenant Satisfaction measures. Compared with our initial 2023/24 results, our 2024/25 figures are significantly improved in this regard. This measure serves to augment that dataset and provide further insight from residents.</p> |
| Average time taken to relet a routine void (GN). key to key | | 100.00 | 89.00 | 85.00 | 63.00 | | 35.00 | <p>31/03/2025</p> <p>The Quarter 4 key to key turnaround time did not meet the target for general needs standard voids but has shown significant improvements from the previous quarter of 85 days. There have been many contributing factors to the delay of the relet time for quarter 4. In quarter 4 both the voids works stage and the ready to let period have taken longer than we would have hoped with 86 general needs properties being let in total of which 54 were standard voids. 28% were let in target (6 days) and 16% met the targets for the void works stage (22 days for standard and 50 days for major voids). The Council are in the process of procuring a long term voids contract which will improve the works stage turn around time. Quarter 4 included the letting of historic void properties from previous quarters resulting in a higher overall turnaround time.</p> |









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|---|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|------------------------------------|------------------------------------|--|
| HDD1d: Number of affordable homes delivered (gross) by the Council (since 2014) | 495.00 | 497.00 | 497.00 | 498.00 | 500.00 | 490.00 | 501.00 | |
| Homelessness preventions | 206.00 | 37.00 | 58.00 | 82.00 | 117.00 | 120.00 | 30.00 | <p>31/03/2025</p> <p>During this quarter, the Housing Options service has experienced notable disruption due to staff sickness, maternity leave, and team turnover, resulting in multiple recruitment rounds. These staffing challenges have placed pressure on casework capacity. Nonetheless, the service has remained focused on its core aim of preventing and relieving homelessness.</p> <p>The continued use of Housing Options Assistants has proven valuable in triaging and prioritising cases, ensuring that limited caseworker capacity is directed toward those with the highest need. This model supports more effective case management and allows for earlier identification of applicants who may require intervention.</p> <p>The PRS team's success in securing additional rental properties has been an important factor in enabling both preventions and reliefs. However, the broader environment—marked by an acute lack of affordable private rented accommodation—continues to drive high service demand and limits the potential for prevention in many cases.</p> <p>Looking ahead, the current recruitment efforts are expected to improve caseload distribution and enhance service delivery. Focus remains on improving early intervention efforts and maintaining statutory compliance while continuing to adapt to a difficult and high-pressure housing landscape.</p> <p>The number of presentations remains high, reflecting continued demand for housing advice and assistance. This aligns with ongoing pressures in the housing market, including a shortage of affordable rental accommodation and increased financial hardship among applicants. Despite these challenges, the team has maintained a strong front-line response.</p> <p>Comparison for BV213 (Prevention) & HHA1 (Relief).</p> <p>Both measures have been added together due to how previous years were completed & are cumulative figures.</p> <p>22 - 23 23 - 24 24 - 25 Q167 27 78 Q2120 (53)97 (70) 139 (61) Q3191 (71)156 (59)205 (66) Q4242 (51)206 (50)283 (78)</p> |







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| Rep4: Percentage repairs fixed first time | 94.96% | 96.79% | 97.19% | 95.83% | 93.07% | 90.00% | 90.00% | 31/03/2025 This measure has dropped by 2.76% since Quarter 3, however remains within target. There have been known challenges with the timely provision of tablets, which has hindered live updates, as well as supply issues with our supplier related to specific materials. Mitigations for these issues are being implemented, and it is anticipated that performance will improve further in the new financial year. |
| RP01a: Percentage of homes maintained as decent against national minimum DH standard | 94.00% | 95.40% | 95.97% | 92.22% | 96.64% | 87.00% | 98.50% | 31/03/2025 In Quarter 2 7672 of 7939 council homes were maintained as decent against the national minimum Decent Homes standard |
| RSH BS01: Percentage of dwellings with a valid gas certificate | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | |
| RSH BS02: Percentage of dwellings with a valid Fire Risk Assessment | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | |
| RSH BS03: Percentage of properties that require an annual asbestos inspection / survey | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | |
| RSH BS04: Percentage of sites with valid legionella inspections certificate | 96.65% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | |
| RSH BS05: Percentage of domestic passenger lifts with an in date LOLER inspection | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | |
| RSH CH01 (part 2): Number of stage two complaints made by tenants | 88 | 21 | 36 | 57 | 85 | | | 31/03/2025 CUMULATIVE MEASURE |
| RSH CH01 (part1): Number of stage one complaints made by tenants | 818 | 214 | 357 | 516 | 688 | | | 31/03/2025 CUMULATIVE MEASURE At the end of Quarter 4 94.62% (651 of 688) of stage one complaints made by tenants were responded to within complaint handling timescales. |
| RSH CH02 (part1): Number of stage 1 complaints made by tenants and responded to within CH Timescale | 631 | 199 | 337 | 493 | 651 | | | 31/03/2025 CUMULATIVE MEASURE At the end of Quarter 4 81.18% (69 of 85) of stage two complaints made by tenants were responded to within complaint handling timescales. |

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|---|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|------------------------------------|------------------------------------|--|
| RSH CH02 (part2): Number of stage 2 complaints made by tenants and responded to within CH Timescale | 61 | 19 | 30 | 51 | 69 | | | 31/03/2025 CUMULATIVE MEASURE |
| RSH Number of Overdue Fire Remedial High Risk Actions | | | 0 | 0 | 0 | | | |
| RSH Number of Overdue Fire Remedial Low Risk Actions | | | 312 | 215 | 122 | | | |
| RSH Number of Overdue Fire Remedial Medium Risk Actions | | | 286 | 159 | 81 | | | |
| RSH Number of Overdue Water Remedial Actions | | | | 71 | 59 | | | |
| RSH Rep1: Proportion of emergency responsive repairs completed within target timescale | 88% | 99% | 99% | 99% | 98% | 98% | 99% | 31/03/2025 Q4 reflects in the large positively against the previous quarter and reflects the successful filling of vacancies in both the Planning and Operatives teams, along with the positive impact of new starters who joined earlier in the year and have now settled in. Completion of Emergency jobs, which overall increased in number by 73 jobs, dropping slightly by 0.65% to 98.43%. |
| | | | | | | | | 31/03/2025 |

MORE SOCIAL, AFFORDABLE & GOOD QUALITY HOMES 2024/25 MILESTONES















| | Performance | Comments |
|--|-------------|--|
| <input checked="" type="checkbox"/> Brent Court Garages - Park improvements | ✔ | 31 Mar 2025 Park is open to the public, with open event taking place on 11th March 2025. |
| <input checked="" type="checkbox"/> Brent Court Garages - Start on site for new build of 96 home Independent Living Scheme | ✔ | 31 Mar 2025 Start on site has taken place, with the contractor carrying out works to existing garage block and clearing surrounding trees. |
| <input checked="" type="checkbox"/> Burwell Phase 2 - Topping out of 20 homes for affordable rent | ✔ | 31 Mar 2025 Extensive excavation and foundation work is ongoing, with the concrete slab to be poured in the next month, with brick and block work taking place immediately after. |
| <input checked="" type="checkbox"/> Caretaking Improvement Plan - Project plan agreed following Ridge Review | ✘ | 31 Mar 2025 This is a Housing led improvement plan so updated need to be provided by new Head of Housing once in post. |





| | Performance | Comments |
|--|---|--|
| <input checked="" type="checkbox"/> Ensure that our policies are fit for purpose and clear for staff and tenants and meet our regulatory |  | 31 Mar 2025 Strategy and Policy register is in place. Majority of policies have been approved and adopted, the remaining are identified on the forward plan with key target dates. |
| <input checked="" type="checkbox"/> Establish client and contractor functions |  | 31 Mar 2025 Challenges with recruitment to key management roles has further delayed full implementation of the client/contractor functions but appointments have been made to 2 of the 4 roles with new recruitment processes to be carried out for the remaining 2 roles in Q1 of 2025/26. |
| <input checked="" type="checkbox"/> Evidence outcomes of how Tenants and Leaseholders have helped shape service delivery |  | 31 Mar 2025 Framework now in place to monitor and measure feedback and how it has shaped service delivery. You said we did mechanisms in place. Will be measured via Provider Improvement Plan with RHS on-going and via EHWG. |
| <input checked="" type="checkbox"/> High Speed Broadband - Work with selected option to develop implementation plan |  | 31 Mar 2025 After consulting with the suppliers this is likely to be rolled out across Stevenage in stages. There is not a viable option to deliver outside of this so the team will continue to liaise with the broadband providers. |
| <input checked="" type="checkbox"/> Housing Tenant Engagement & Performance - Establish a Housing Engagement & Performance working group |  | |
| <input checked="" type="checkbox"/> Implementation of preferred future delivery model |  | 31 Mar 2025 Mobilisation plan to be worked up in Q1 of 2025/26. |
| <input checked="" type="checkbox"/> Know our tenants, identify support needs and make better use of our stock |  | 31 Mar 2025 Tenancy Audit programme in place and reported on. Data used to inform support needs and assess vulnerability |
| <input checked="" type="checkbox"/> Repairs Service Review Implementation - Process development and documentation |  | |

| | Performance | Comments |
|--|---|--|
| <input checked="" type="checkbox"/> Responsive Repairs Improvement Plan - Award Contract |  | 31 Mar 2025 As at end of March 2025 the procurement process was at contract award/mobilisation stage with delegated authority approved by Cabinet in February 2025. |
| <input checked="" type="checkbox"/> Social Housing Decarbonisation - Develop carbon reduction plan for high emission stock |  | 31 Mar 2025 Secured an allocation from the Warm Homes - Social Housing Fund for 2025-28 which will enable works to circa 380 properties to achieve EPC rating of at least C. The longer term options will be considered as part of the HRA business plan refresh. |
| <input checked="" type="checkbox"/> The Oval - Appoint contractor |  | 31 Mar 2025 Procurement is out to tender with the expectation that an appointment will be made at the June Cabinet. |
| <input checked="" type="checkbox"/> To be able to demonstrate to the regulator for social housing that we meet the legislative requireme |  | 31 Mar 2025 C2 grading achieved after onsite inspection from RSH. Some weaknesses identified which will be monitored via a provider improvement plan |
| <input checked="" type="checkbox"/> Voids Service Review - End to end digitalisation of the voids process |  | 31 Mar 2025 This is dependent on access to new modules on NEC which cannot be implemented until NEC migration to the Cloud and subsequent system upgrades are complete. Timeline to be developed as part of housing systems roadmap. |
| <input checked="" type="checkbox"/> Voids Service Review - Review of lettable standard vs consumer standard inc consultation/approval |  | 31 Mar 2025 Complete - revised Lettable Standard approved by Cabinet in March 2025 alongside new Voids Management Policy. |

| TRANSFORMING OUR TOWN 2024/25 PERFORMANCE | | | | | | | | |
|---|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|------------------------------------|------------------------------------|----------|
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| Ni157a: Percentage of major planning applications determined in thirteen | 83.3% | 100.0% | 100.0% | 100.0% | 100.0% | 60.0% | 60.0% | |
| Ni157b: Percentage of minor planning applications determined in eight weeks | 98.5% | 100.0% | 97.1% | 98.5% | 98.8% | 70.0% | 70.0% | |

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|--|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|------------------------------------|------------------------------------|----------|
| NI157c:Percentage of other planning applications determined in eight weeks | 96.3% | 98.2% | 96.1% | 97.1% | 97.8% | 70.0% | 70.0% | |

| TRANSFORMING OUR TOWN 2024/25 MILESTONES | | |
|--|---|---|
| | Performance | Comments |
|  Business Resilience Support - Engagement visits and health checks |  | |
|  Cycling and Pedestrian Improvements Arts and Heritage trail - Construction begins |  | 31 Mar 2025 Within Q4 a huge amount of work has been undertaken to move forward the Arts & Heritage Trail. Made by Landmark were appointed to the project and produced a large amount of research, site visits and audits to gather information ahead of the design phase. These findings were shared with key stakeholders. Concept designs were worked up and shared with the team, which are being reviewed ready for tender preparations next quarter. |
|  Diversification of retail project - Action plan confirmed |  | 31 Mar 2025 This Towns Fund project is fully allocated against a number of workstreams, including projects like the relocation of the indoor market. |
|  Generation Stevenage - Event to support young people with employment opportunities in Stevenage |  | |
|  Museum - Complete Early design |  | 31 Mar 2025 Completed in line with early design for the Public Services Hub |
|  SG1 Plot A - Construction begins |  | |
|  SG1 Plot K - Exploration of delivery mechanisms |  | |


| | Performance | Comments |
|--|--|---|
|  Sports and Leisure Hub Design - Design to RIBA 3 complete |  | 31 Mar 2025 Work continues on RIBA 3 within this period - the extension of the design and key deliverables is expected to be completed within the next quarter. Cabinet approval has been achieved to progress the project to RIBA 4 and to submit planning permission. |
|  Sports and Leisure Hub Design - Planning submitted |  | 31 Mar 2025 To be expected next quarter. |
|  Sports and Leisure Hub Funding and business case - Executive draft business case |  | 31 Mar 2025 Cabinet approval achieved within this period. |
|  Station Gateway - Masterplanning and engagement |  | 31 Mar 2025 Completion of masterplanning vision study and part of Towns Fund investment. |
|  Stevenage Skills Framework- Create/deliver action plan for STEM programme alongside phase 2 proposal |  | 31 Mar 2025 As before complete as an action, but action plan is being utilised as a live document. |
|  UK Shared Prosperity Fund/Mission44 general, life skills & education support |  | 31 Mar 2025 As per previous update, outputs and outcomes will be captured through to March 2025. However, against a majority of categories we have already exceeded our proposed targets and expect the final return of the year will capture significant additionality against many categories. |




THRIVING NEIGHBOURHOODS 2024/25 PERFORMANCE

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| CD1 Number of people engaged in Cooperative Neighbourhood 'Community & Place' initiatives | 2,200.00 | 0.00 | 241.00 | 478.00 | 954.00 | | 500.00 | 31/03/2025 CUMULATIVE MEASURE Engagement numbers are down in comparison to 2023/24. However, this is a result of specific UKSPF being in place in the previous financial year to help bolster engagement. Whereas in this year funding was directed towards delivery. In 2025/26 there is no additional UKSPF funding for engagement, however the Council is undertaking a residents survey which will capture over 1,000 responses from residents across the town. This combined with this years output will give reach figures similar to 2023/24. |
| RSH NM01(part1): ASB cases opened by or on behalf of the provider during the reporting year | 108.00 | 21.00 | 37.00 | 64.00 | 107.00 | | | 31/03/2025 We have started to report all low level ASB enforcement as well as Medium and High, this shows a true reflection of all cases in real time. |
| RSH NM01(part2) ASB cases that involve hate incidents opened by or on behalf of the provider during | 1.00 | 0.00 | 1.00 | 3.00 | 4.00 | | | 31/03/2025 In Quarter 4 there was one case reported as a Hate Crime this quarter. This was reported this to the Police and it was investigated by the Police Hate Crime Officer. |
| # of neighbourhood improvements, events, projects, activities using UKSPF funding | | 18 | 36 | 54 | 138 | 52 | 10 | 31/03/2025 Work began in January across all 13 wards to implement capital projects aimed at improving infrastructure and delivering community benefits. All projects have now been completed, with the full allocation of funding successfully utilised. 84 is a cumulative number |
| % of Graffiti Clearances completed | | 18.00% | 71.00% | 81.82% | 93.75% | | 80.00% | 31/03/2025 The continued resource of a permanent team member to tackle graffiti has significantly enhanced our ability to achieve higher levels of clearances. |
| CD2: Value (£) invested into Neighbourhood areas from UKSPF | 85,236.00 | 85,236.00 | 214,241.00 | 356,664.64 | 623,030.21 | | 10,000.00 | 31/03/2025 Projects and spend is now complete |
| ES1: Percentage of residential bins collected | 99.67% | 99.64% | 99.67% | 99.67% | 99.73% | 99.00% | 99.00% | 31/03/2025 Successfully maintaining performance at the levels established in earlier quarters |

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| NI191: Residual household waste per household (kgs) | 483.49 | 126.70 | 248.60 | 372.86 | | 495.00 | 130.00 | 31/03/2025 This measure is reported in arrears from an external source. The figure for Q4 will not be available until the end of June 2025. |
| NI192: Percentage of household waste sent for reuse, recycling and composting | 34.00% | 42.20% | 40.30% | 35.60% | | 32.00% | 40.00% | 31/03/2025 This measure is reported in arrears from an external source. The figure for Q4 will not be available until the end of June 2025. |
| CWLS1: EvAc - No of under 16 using facilities and outreach prog at least once p/w | 20,094.00 | 26,117.00 | 19,833.00 | 17,468.00 | 19,715.00 | 20,000.00 | 26,000.00 | 31/03/2025 Schools swimming has reduced due to schools making less trips to the pool to save costs. Badminton has significantly reduced despite the increase in junior badminton sessions put on by EA. Unfortunately the Herts Schools badminton tournaments that use to take place with SALC no longer exists. Inflatable parties have also reduced in 24/25. Key success has been gained through more swim galas, increase in swim lesson memberships at the pool. At SALC the gym has seen a significant increase in junior memberships and the start of a successful Futsal club. The outreach has also seen increases obtained in Home Ed sessions. The theatre also had a busy year with dance schools and hires of the theatre. |

THRIVING NEIGHBOURHOODS 2024/25 MILESTONES





| | Performance | Comments |
|--|---|--|
| <input checked="" type="checkbox"/> Building a Better Bedwell- Start regular partner meetings to identify potential victims of cuckooing |  | |
| <input checked="" type="checkbox"/> Co-operative Neighbourhood Plans - Develop first draft on CN plans based on member engagement |  | <p>31 Mar 2025</p> <p>All planned CN projects for 24/25 have been successfully completed, with the full UKSPF allocation used to deliver member-led improvements across town neighbourhood centres. Officers met all deadlines with no underspend, maximising the funding for community benefit. With additional funding confirmed for 25/26, the team is preparing to launch the next phase. Member engagement will begin after the May elections, with initially walkabouts scheduled for June. The delivery approach will mirror last year's— starting with walkabouts to gather ideas and priorities from members, followed by feasibility work, resident engagement, and then implementation. The team will also revisit several suggestions raised during 24/25, using them to inform early discussions and ensure valuable ideas are not lost.</p> |
| <input checked="" type="checkbox"/> Co-operative Neighbourhoods Projects- Deliver local projects using the £176k funding from UKSPF |  | <p>31 Mar 2025</p> <p>The full £176k budget has been effectively utilised, resulting in the successful delivery of several key projects. The telecoms cabinet painting project with Junction 7 has been completed, with 16 boxes painted. The graffiti removal initiative has also been highly effective, with significant amounts of graffiti cleared from the town centre, multi-storey car park, and underpasses. The introduction of the new online reporting system is expected to further improve clearance times. All capital works have been delivered across all 13 wards, including a variety of infrastructure and public space improvements aimed at enhancing community environments and supporting local businesses. Feedback from residents, businesses, and ward members has been overwhelmingly positive, reflecting the visible impact of the programme.</p> |
| <input checked="" type="checkbox"/> Environmental Volunteering - Develop a programme of volunteering opportunities |  | <p>31 Mar 2025</p> <p>Activities delivered to FVP, Hampson Park, Shackledell, Shephalbury Park, St Nicholas Park, and Town Centre Gardens. Orchard management training programme started with GSV's.</p> |
| <input checked="" type="checkbox"/> No More Perpetrator - Review the service provisio and the accommodation attached to the project |  | <p>31 Mar 2025</p> <p>The accommodation continues to be utilised. The accommodation was reviewed by the SADA Board and a Board member visited the properties. The accommodation has been successful with 5 customers in the past twelve months completing the Evolve programme alongside the accommodation, of the 5 only 1 has re-offended and this offence was not linked to domestic abuse</p> |
| <input checked="" type="checkbox"/> Op Educ8 - Complete sessions around key issues including cannabis and graffiti |  | <p>31 Mar 2025</p> <p>Funding has been applied for to continue the project to 2025/26 with a strand supporting and educating parents. There have been different strands to this project including sessions in schools around gang affiliation and County lines</p> |
| <input checked="" type="checkbox"/> Play Area Improvements - Deliver play area improvements to remaining sites |  | <p>31 Mar 2025</p> <p>Works to 8 sites (Bandle Hill, Chells, Woodfield and Town Centre Gardens) successfully completed in 2024/25.</p> |















| | Performance | Comments |
|--|---|--|
| <input checked="" type="checkbox"/> SADA Safe accommodation - Obtain properties to be used as emergency accommodations for victims of DA |  | 31 Mar 2025 The team continue to add to their portfolio of properties whilst allowing some customers to remain in their safe space as their forever home |
| <input checked="" type="checkbox"/> Shrub Bed Improvement - Complete works to sites that require shrub bed removal & conversion to grass |  | 31 Mar 2025 Works have been completed.136 shrub beds/hedges have been removed, totalling 4868.06sqm. These areas have been seeded and will be maintained as part of our grass cutting schedule |
| <input checked="" type="checkbox"/> Street Scene Digital System - Implement digital Street Scene system |  | 31 Mar 2025 Work is progressing well. The first data upload has been completed and Causeway are currently building our system from this data. UAT (user acceptance training) will commence at the end of April. A second data upload will happen after this is complete. Go live with the system is on schedule for June 2025 |

TACKLING CLIMATE CHANGE 2024/25 PERFORMANCE

| | Actual - Quarter 4 2023/24 YTD | Actual - Quarter 1 2024/25 YTD | Actual - Quarter 2 2024/25 YTD | Actual - Quarter 3 2024/25 YTD | Actual - Quarter 4 2024/25 YTD | Target - Quarter 4 2024/25 YTD | Target - Quarter 1 2025/26 YTD | Comments |
|--|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|---|
| CC1: Percentage of homes that have an Energy Performance Certificate (EPC) rating of Band C or above | 58.00% | 62.33% | 64.43% | 65.89% | 66.46% | 65.00% | 66.46% | 31/03/2025 We have slightly exceeded the target figure for the full year and number of homes with an EPC of Band C or above. |

TACKLING CLIMATE CHANGE 2024/25 MILESTONES

| | Performance | Comments |
|--|---|--|
| <input checked="" type="checkbox"/> 5 year local plan Cabinet approval (June) Consultation (July Aug) |  | 31 Mar 2025 <i>Local Plan – Partial Review and Update</i> <ul style="list-style-type: none"> • <i>Submission to Secretary of State: No later than 23 June 2025</i> • <i>Examination in Public: Autumn 2025</i> • <i>Inspector's Report: By end of 2025</i> • <i>Adoption: December 2025 / January 2026</i> <i>Timescales ahead are likely to change as once we submit the Local Plan – Partial Review and Update, we are subject to the Planning Inspectorate in terms of dates for the Examination in Public and therefore the timescales following this</i> |
| <input checked="" type="checkbox"/> Biodiversity Net Gain (BNG) - Monitor first Biodiversity net gain schemes |  | 31 Mar 2025 Monitoring of existing 2 sites planned for spring/summer 2025 to determine any additional works required at this time. Appointment of Ecology Officer will support the planning and delivery of further sites during winter 2025/26. |
| <input checked="" type="checkbox"/> Climate Change - Finalise Climate Change adaptation report. Update risk register. |  | 31 Mar 2025 Climate Change Adaptation Report being produced aimed to be completed by July/August 2025. This is a new updated version of the previous Climate Change Risk Assessment (CCRA) finished in August 2024, but not considering methodological aspects from the ARP4 (Adaptation Reporting Power) of DEFRA. |
| <input checked="" type="checkbox"/> Climate Change Community Fund-Implement scheme & funding infrastructure to support community actions |  | 31 Mar 2025 Climate Change Community Fund (CCCF) being implemented and projects running. |
| <input checked="" type="checkbox"/> Energy Topic Reference Panel - Objectives and participants of panel agreed |  | 31 Mar 2025 A Community Energy Group to be set up by the Council is now part of the Climate Champions Work Programme for FY 2025/26. This includes training and creating capacity within the Council officers first regarding the Community Energy landscape, and then surveying the town residents, businesses and stakeholders to create the group and run the discussions. |













| | Performance | Comments |
|--|---|---|
|  Low Carbon Fleet - Transition SBC fleet to low carbon fuel implementation |  | |
|  Refuse/Recycling Review - Finalise structure for refuse and recycling |  | |
|  Refuse/Recycling Review - Implement refuse/recycling review in line with new government legislation |  | 31 Mar 2025 Commercial collections for food are now live. Receptacles have been ordered and delivery of these to us will commence in May, going through to June. New trade vehicle will arrive in April, whilst the residential vehicles will arrive in November. We are still waiting to hear from the Environment Agency regarding the transfer station licence. The team will be undertaking a survey of recycling needs in our flat blocks, approx. 70 currently do not have recycling facilities. |
|  Staff Travel Incentives - Draft new workplace travel plan |  | 31 Mar 2025 Decision to be made on the scope of a new Workplace Travel Plan and its time frame during 2025. |
|  Staff Travel Incentives - New workplace travel plan in place |  | 31 Mar 2025 Induction pack for new staff members on active travel and public transport incentives for commuting and business travel being developed and adjusted. It will be discussed with the Climate Champions group during the first part of the FY 2025/26. |
|  Sustainable Organisation Culture - Training for climate champions |  | 31 Mar 2025 Training provided on Carbon Literacy for officers and members. Good feedback received from officers on the course delivery. Specific training has also been provided on Sustainable Buildings Certifications. |
|  Tree Planting - Plant new Miyawaki Woods from Coronation Living Heritage Fund |  | 31 Mar 2025 Planting of 5000 saplings to create micro-woods at St Nicholas Park, Hampson Park and Shephalbury Park completed with support from schools and residents. |





BALANCING THE BUDGET 2024/25 PERFORMANCE

| | Actual - Quarter 4 2023/24 YTD | Actual - Quarter 1 2024/25 YTD | Actual - Quarter 2 2024/25 YTD | Actual - Quarter 3 2024/25 YTD | Actual - Quarter 4 2024/25 YTD | Target - Quarter 4 2024/25 YTD | Target - Quarter 1 2025/26 YTD | Comments |
|---|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|---|
| % of Corporate Building Overall Completed Remedials | | 84.00% | 82.50% | 76.54% | 75.15% | | 80.00% | <p>31/03/2025</p> <p>Compliance Remedials – March 2025 Update</p> <p>The Facilities Team continues to make strong progress in addressing compliance remedial actions. As of the end of March 2025, 3,123 out of 4,693 remedials have been either completed or confirmed as not required, equating to 75.15% of the total workload. There are currently 1,025 outstanding remedials, which represents 24.85% of the overall total. This is a net increase of 85 remedials since the previous reporting period, largely driven by new actions identified through ongoing risk assessments and audits. The breakdown of outstanding tasks is as follows:</p> <ul style="list-style-type: none"> • 614 relate to physical works • 36 concern policies and procedures • 375 involve training requirements <p>The team remains focused on closing out these outstanding actions, with particular attention on physical and training-related remedials where the majority of the backlog currently sits. Work is already underway to address Legionella-related policies, procedures, and training, which alone account for over 300 remedials. Once these are completed, the overall compliance completion rate is expected to exceed 80%, marking a significant milestone in our ongoing efforts.</p> <p>The Facilities Team continues to prioritise higher-risk actions and work closely with service providers to ensure timely and effective resolution.</p> |
| % of Corporate Building Overall Compliance Inspections completed | | 100.00% | 100.00% | 100.00% | 100.00% | | 100.00% | <p>31/03/2025</p> <p>The position at the end of Q4 2024/25 remains at 100% with 58 out of 58 of inspections required completed. This position has been consistent throughout 2024/25 and is expected to remain at 100% throughout 2025/26</p> |
| BV10: Percentage of non-domestic rates due for the financial year received by the authority | 98.99% | 38.65% | 63.11% | 90.00% | 99.21% | 98.75% | 36.00% | |


| | Actual - Quarter 4 2023/24 YTD | Actual - Quarter 1 2024/25 YTD | Actual - Quarter 2 2024/25 YTD | Actual - Quarter 3 2024/25 YTD | Actual - Quarter 4 2024/25 YTD | Target - Quarter 4 2024/25 YTD | Target - Quarter 1 2025/26 YTD | Comments |
|--|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--|
| BV66a: Rent collection rate | 97.46% | 89.44% | 97.00% | 98.60% | 98.13% | 98.30% | 88.50% | 31/03/2025 As of the end of Q4 (March 2025), the income collection rate stands at 98.13%, which includes arrears of £1,066,658.29 carried over from the previous financial year. For the full period from April 2024 to March 2025, the collection rate on the total debit reached 100.06%. This marks an improvement from the 2023/2024 financial year, when the overall income collection rate was 97.46%, including arrears brought forward from previous year of £1,065,941. The latest figures reflect a 0.67% increase in collection performance year-on-year. We continue to monitor accounts closely to maximise income collection and debt recovery. At the same time, we support tenants in sustaining their tenancies through timely payments and by offering tailored payment arrangements to those with outstanding debt. We are also refining our internal processes to ensure continued progress and success in this area |
| BV9: Percentage of council tax collected | 94.30% | 32.90% | 59.10% | 85.50% | 94.50% | 95.80% | 33.00% | |
| CNM2g: Garage Voids (residential) as a percentage of stock | 11.07% | 6.99% | 7.50% | 8.04% | 7.76% | 6.47% | 7.26% | 31/03/2025 The garages void rate for quarter 4 has dropped to 7.76%, down from 8.04% in quarter 3. However the void rate is higher than the quarter 4 target of 6.67%, predominantly due to a high number of terminations in quarter 4, equating to 99. Wider economic factors are at play, with the cost of living being cited as one of the main reasons for terminations, as well as many residents moving house, possibly to take advantage of the stamp duty discount which ended on 31st March 2025. However, although terminations were high in quarter 4, offers also increased by 22%, with 188 offers being made. 76% of offers were accepted and garage services will continue to build solutions to assist in reducing issues for non acceptance. One such solution is the mapping facility that was introduced to Digital Lettings on 7th February, which allows customers to view the location of the garage prior to bidding on it. |
| CompGF1: % of council service customer complaints responded to within deadline | 87.60% | 82.20% | 87.00% | 90.00% | 77.40% | 80.00% | 80.00% | |

| | Actual - Quarter 4 2023/24 YTD | Actual - Quarter 1 2024/25 YTD | Actual - Quarter 2 2024/25 YTD | Actual - Quarter 3 2024/25 YTD | Actual - Quarter 4 2024/25 YTD | Target - Quarter 4 2024/25 YTD | Target - Quarter 1 2025/26 YTD | Comments |
|---|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|---|
| CR1: % of commercial rent collected from estates | 92% | 91% | 91% | 91% | 91% | 90% | 90% | |
| CSC Sat: Customer satisfaction with CSC customer service | 91.00% | 92.80% | 92.10% | 93.10% | 88.80% | 80.00% | 80.00% | 31/03/2025 Despite the ongoing challenges, customer satisfaction remains high at 88.8%. Feedback indicates that our customers consistently find our advisers to be polite, helpful, and effective in resolving their issues whenever possible. |
| Dig2: Number of online payments | 115,124.00 | 29,182.00 | 59,095.00 | 88,823.00 | 117,255.00 | 121,000.00 | 31,500.00 | 31/03/2025 In Q4 28,432 online payments were made, slightly fewer than in Q3 (29,278), but still an increase compared to the same quarter last year (27,865). The small drop from Q3 is likely due to seasonal factors, including the shorter month of February and a rent-free week at the end of March. These will be considered when setting more accurate targets for 2025/26. Year-on-year growth highlights the continued shift towards using the website for paying council bills and an overall increase in the use of digital services. |
| Garage/Commercial/Parking- income raised vs budget for the top 3 income streams of the General Fund | | 100.00% | 100.00% | 100.00% | 100.00% | | 100.00% | |
| NI181: Time taken (days) to process housing benefit new claims and change events | 4.72 | 7.70 | 7.82 | 5.39 | 2.01 | 10.00 | 12.00 | |

| BALANCING THE BUDGET 2024/25 MILESTONES | | |
|--|---|---|
| | Performance | Comments |
|  Asbestos in Garages - All garages to be back in Council's control |  | 31 Mar 2025 94% of the sprayed asbestos garages have already been returned back to the Council where licence holders have terminated their licence. It is expected that 15 garages will be returned back to the Council during Q1 of 25/26. Estates and Housing Development have begun reviewing these sites. |
|  Budget - Agree 2025/26 Budgets |  | |
|  Business Process improvements/efficiencies |  | 31 Mar 2025 Quarter 4 saw the completion and presentation of the review work for the CCTV Partnership around business models, as well as the completion of work on alternative delivery models for Stevenage Museum. A report benchmarking the performance of the Business Technology Centre (BTC) and Chells Industrial Units was presented to the March meeting of the Commercial and Investment Working Group and will help inform future procurement. |
|  Commercial Garages - Actively advertise commercial garages & include in trade waste brochure |  | 31 Mar 2025 The void rate for commercial garages has fallen to 2%, ahead of the 5.46% target. Proactive marketing and collaborative work across the Council continues to support lettings in this area. |
|  Garage Voids - Reduce garage voids |  | 31 Mar 2025 The garages void rate for quarter 4 has dropped to 7.76%, down from 8.04% in quarter 3. However the void rate is higher than the quarter 4 target of 6.67%, predominantly due to a high number of terminations in quarter 4, equating to 99. Wider economic factors are at play, with the cost of living being cited as one of the main reasons for terminations, as well as many residents moving house, possibly to take advantage of the stamp duty discount which ended on 31st March 2025. However, although terminations were high in quarter 4, offers also increased by 22%, with 188 offers being made. 76% of offers were accepted and garage services will continue to build solutions to assist in reducing issues for non acceptance. One of the solutions is the mapping facility that was introduced to Digital Lettings on 7th February, which allows customers to view the location of the garage prior to bidding on it. |
|  Increased Sustainable Income - report increased income to Commercial and Investment Working Group |  | 31 Mar 2025 In quarter 4, the 2025 Events Brochure was launched and has generated sponsorship income from local businesses. Advertising and Sponsorship across Council assets also performed well, with a billboard, 5 poster sites and 2 roundabouts being sold. Although filming remains slow across the industry, a music video was filmed in Stevenage. In the Engineering team, the new pricing structure for external works pricing was implemented. |

| | Performance | Comments |
|---|---|---|
|  Insourcing Options- review of services provided to or on behalf of the council by external supplier |  | |
|  Ways of Working - Reduction in space used in DHH (including closure of at least one floor) |  | 31 Mar 2025 The second floor has been hard closed. The rest of the ways of working changes will be completed at service level going forward. |

CROSS CUTTING 2024/25 MILESTONES

| | Performance | Comments |
|--|---|--|
| <input checked="" type="checkbox"/> Cyber Accreditation - Complete cyber accreditation programme |  | |
| <input checked="" type="checkbox"/> Delivery of Place Based Health Inequalities Project with Healthy Hubs, Stevenage North & South PCNs. |  | 31 Mar 2025 Since last update this project has gone from strength to strength having received 292 number of referrals which is really impressive. This number has been a result of improve relationships with the PCNs which has enabled GPs to refer into the programme. Of these referrals 154 individuals are actively taking part in the programme, gaining access to advice and support of eating health and physical activity. We have seen a number of people reduce their weight significantly. For example, 2 participants at 6-weeks had lost 7kg and 11.5kg each, with another participant at 12 weeks losing 1 stone which shows the impact this programme is having. |
| <input checked="" type="checkbox"/> Healthy Stevenage - Launch new 5 year strategy |  | 31 Mar 2025 Public Health have consulted with local organisations and other health partners to draft a JSNA for health in Stevenage. We are awaiting final draft before general themes can be formed and partner consultation can begin. |
| <input checked="" type="checkbox"/> ICT & Data Strategy - Implement new ICT & Data Strategy |  | |
| <input checked="" type="checkbox"/> Server Compute Project - Replace and upgrade existing server hardware |  | |
| <input checked="" type="checkbox"/> Telephony Project - Review and replace telephony service |  | |