

Corporate Performance Report 2025/26

Quarter 1 (April, May, June)



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

- ▲** - Severe delays
- - Some delays
- ★** - On track
- ✱** - Completed

MORE SOCIAL, AFFORDABLE & GOOD QUALITY HOMES 2025/26 PERFORMANCE

	Actual - Quarter 1 2024/25 YTD	Actual - Quarter 2 2024/25 YTD	Actual - Quarter 3 2024/25 YTD	Actual - Quarter 4 2024/25 YTD	Actual - Quarter 1 2025/26 YTD	Target Quarter 1 2025/26 YTD	Target Quarter 2 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%	40.00%	30/06/2025 As part of the rollout of the Councils new Complaints Handling System the approach to transactional surveys has changed. The council has implemented a new, fully automated process through the GovMetric platform, but surveys will recommence from July onwards, so there are no transactional surveys available for Q1. 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.
% of Damp and Mould cases completed on time	64.00%	73.06%	79.00%	80.13%	85.00%	85.00%	85.00%	30/06/2025 Q1 reporting uses the current case completion KPI, with a refreshed set to be introduced for Q2 to align with Awaab's Law. Performance met target at 85 percent; by quarter end there were 15 work orders outstanding, 11 of which were overdue beyond target. A performance clinic on Damp, Mould and Disrepair was held to review case progression and agree priorities. An action plan has been created to work through ongoing challenges and realise improvements ahead of a follow up session is scheduled later in Q2 to review progress. The revised measures will be included as part of the Q2 Corporate Performance Suite providing clearer monitoring of performance against new legislation through the remainder of the year.

	Actual - Quarter 1 2024/25 YTD	Actual - Quarter 2 2024/25 YTD	Actual - Quarter 3 2024/25 YTD	Actual - Quarter 4 2024/25 YTD	Actual - Quarter 1 2025/26 YTD	Target Quarter 1 2025/26 YTD	Target Quarter 2 2025/26 YTD	Comments
% of Damp and Mould inspections completed on time	72.00%	82.22%	85.69%	72.95%	89.00%	85.00%	85.00%	<p>30/06/2025</p> <p>For Q1 the council is reporting against the current indicator while a refreshed KPI set is prepared for Q2 to reflect legislative changes arising from Awaab's Law. Performance this quarter remained above target in a period where the number of inspections raised increased compared with last quarter, with completions holding broadly steady.</p> <p>At quarter end there were 4 inspections outstanding, 3 of which were overdue, and 2 of these related to access. A performance clinic on Damp, Mould and Disrepair was held this quarter to set priorities and actions. These focused on improving first appointment reliability, strengthening access arrangements and shortening rebooking cycles. The outcomes and actions from the performance clinic will feed into the revised measures as part of Q2 Corporate Performance Reporting.</p>
% of tenants satisfied with how their complaint was handled at stage one (Housing)	36.00%	47.00%	55.00%	0.00%		40.00%	40.00%	<p>30/06/2025</p> <p>As part of the rollout of the Councils new Complaints Handling System the approach to transactional surveys has changed. The council has implemented a new, fully automated process through the GovMetric platform, but surveys will recommence from July onwards, so there are no transactional surveys available for Q1.</p> <p>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	54.00	50.00	40.00	<p>30/06/2025</p> <p>The target for Q1 has been met and improvements on previous quarters. 43 standard voids were relet in Q1. There have been a number of properties in extremely poor condition returned at termination during Q1 contributing to a longer works time for clearances and environmental cleans. The use of interim void contractors is ongoing whilst the Council are in the process of procuring a long term voids contract which should improve the works stage turnaround time. Q1 also included the letting of some void properties that required adaptations prior to letting resulting in a higher overall turnaround time. A new process has been agreed between the Aids and Adaptations and Voids teams to minimise such delays in the future.</p>
HDD1d: Number of affordable homes delivered (gross) by the Council (since 2014)	497.00	497.00	498.00	500.00	501.00	501.00	528.00	

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Homelessness preventions	37.00	58.00	82.00	117.00	47.00	30.00	60.00	30/06/2025 Housing Options Assistants have played a key role in triaging homelessness approaches and ensuring targeted and timely interventions. The sustained high volume of presentations illustrates persistent housing pressures, but the service has responded with resilience and a continued push on the focus of early intervention to exceed the target for Q1.
Rep4: Percentage of repairs & inspections completed first time	96.79%	97.19%	95.83%	93.07%	84.86%	90.00%	90.00%	30/06/2025 Following analysis of the dataset, the measure has been renamed to better reflect the way activity is currently captured. Data sources and definitions are being refined ahead of the Q2 Corporate Performance Report to introduce a clearer and more robust set of measures. Repairs has been identified as a challenging service area and improvements plans are in place. A new management team has been appointed, support contractors have been procured, policies updated, and processes reviewed to improve the customer experience and the efficiency of the service which should feed through in terms of KPI data. The TSM's are showing an upward trajectory in customer satisfaction with repairs and driving further improvement is a key focus of the service plans for this year. There are various reasons why jobs can't be completed first time including unavailability of materials, second or different trade required. Wherever possible jobs are completed alongside an inspection subject to these types of issues not preventing this from being the case. Further investigation into reasons for the KPI target not being met will be undertaken alongside monitoring of performance trends to understand whether planned improvements are having a positive impact on direction of travel and/or if other corrective actions can and should be taken to bring performance back in line with the target.
RP01a: Percentage of homes maintained as decent against national minimum DH standard	95.40%	95.97%	92.22%	96.64%	96.42%	98.50%	98.50%	30/06/2025 The team are slightly below target with our decency figures for Quarter 1; as the decent homes programmes are still within the mobilisation stage of the programme. As the decent homes programmes are now underway, it is expected that this will help to further improve the non-decent stock target figure and help to meet the target set for Q2.
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%	











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RSH BS04: Percentage of sites with valid legionella inspections certificate	100.00%	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	21	36	57	85	34			
RSH CH01 (part1): Number of stage one complaints made by tenants	214	357	516	688	134			
RSH CH02 (part1): Number of stage 1 complaints made by tenants and responded to within CH Timescale	199	337	493	651	125			<p>30/06/2025</p> <p>During the first quarter 134 complaints involving Housing Services were recorded/received - these were not exclusively by 'tenants'</p> <p>Of those 134:</p> <ul style="list-style-type: none"> 125 were responded to within time 1 was responded to out of time 8 remained active at the end of the period but were still within target time <p>The reason some cases will be open and active at the end of a quarter depends on when they were received. If a complaint is received on 30 June then the target date for response would not be until 10 working days, that being in July.</p>
RSH CH02 (part2): Number of stage 2 complaints made by tenants and responded to within CH Timescale	19	30	51	69	28			<p>30/06/2025</p> <p>During the first quarter 34 stage 2 complaints were recorded/received. This is all complaints received for Housing Services, not exclusively 'tenants'</p> <p>Of those 34:</p> <ul style="list-style-type: none"> 28 were closed within time 1 was closed out of target time 5 remained active at the end of the period but were still within target time <p>The reason some cases will be open and active at the end of a quarter depends on when they were received. If a complaint is received on 30 June then the target date for response would not be until 20 working days later, that being in July</p>
RSH Number of Overdue Fire Remedial High Risk Actions		0	0	0	0			
RSH Number of Overdue Fire Remedial Low Risk Actions		312	215	122	0			
RSH Number of Overdue Fire Remedial Medium Risk Actions		286	159	81	0			
RSH Number of Overdue Water Remedial Actions			71	59	27			









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RSH Rep1: Proportion of emergency responsive repairs completed within target timescale	99.00%	99.29%	99.08%	98.45%	98.30%	99.00%	99.00%	
RSH Rep2: Proportion of non-emergency (Routine and Urgent) responsive repairs completed within target	91.00%	88.90%	77.17%	91.45%	94.88%	95.00%	95.00%	30/06/2025 Urgent jobs improved by 3.39% , reaching 95.61% in June Routine jobs rose by 5.3% , reaching 95.84% . Combined, this results in a strong Q1 performance figure of 94.88% .
VED1: Percentage of dwellings with a valid EICR Electrical Certificate	99.58%	99.14%	98.41%	99.61%	98.33%	100.00%	100.00%	



MORE SOCIAL, AFFORDABLE & GOOD QUALITY HOMES 2025/26 MILESTONES

		Milestones	Performance	Comments
Building New & Sustainable Homes	 Bragbury End	<ul style="list-style-type: none"> * Planning permission and sale of 500 unit scheme at Bragbury End. * Public consultation * Planning permission submitted * Planning decision * Sales agent appointed 		30 Jun 2025 Project is on track, public consultation is due to take place in mid-July, with submission to Planning due to take place by the end of July.
	 Brent Court - Independent Living	<ul style="list-style-type: none"> * Delivery of 96 unit Independent Living scheme on site of former Brent Court Garages. * Gateway 2 submission made * Gateway 2 permission * Demolition of Garages * Foundation work completed 		30 Jun 2025 Additional drainage and car parking work due to begin in August, with submission to Gateway 2 scheduled for early September.
	 Burwell Phase Two	<ul style="list-style-type: none"> * Topping out of 20 homes for affordable rent. 		30 Jun 2025 Foundation works have been completed at the site, and brick and blockwork is underway. Opportunity to bring in Homes England funding currently being explored.
	 Cartref	<ul style="list-style-type: none"> * Delivery of land receipt and affordable homes. 		30 Jun 2025 Exchange scheduled for end of the month, with works to begin on site by the end of the year.





		Milestones	Performance	Comments
	 Courtlands	* Completion of 17 unit private sale scheme.		30 Jun 2025 First five homes due to handover next month, with a number of sales visits currently taking place. Not due for completion until Q4 2025/26.
	 Defects	* Ongoing delivery of defects provision		30 Jun 2025 End of defects work has taken place at Kenilworth Close with the vast majority of residents at Brodie Court having provided access for visits.
	 Ellis Avenue	* Delivery of 11 homes for Council Rent. * Demolition Completed		30 Jun 2025 Submissions are being made to Planning to discharge the pre-commencement conditions to enable demolition to take place.
	 Garage Sites Sales	* Cabinet approval for disposal of sites * Appoint architect for scheme development * Initial Design approval		30 Jun 2025 Cabinet approval has been granted to progress the programme, and design work underway for two garage sites.
	 Kenilworth Phase Two	* Delivery of 24 home Private sale scheme, building on the completion of Phase One of the Kenilworth site. * Demolition of Walpole Court Completed * Foundation work completed * Estate Agent appointed		30 Jun 2025 Demolition of Walpole completed. Pre-commencement conditions have been submitted to Planning for discharge, and a stopping up order has been applied for to remove footpaths within the development from the highways network. Work to appoint an Estate Agent have completed.
	 Locality Review	* Provision of strategy to meet Locality Review Requirements and design development of initial sites.		30 Jun 2025 Architect has been appointed to begin design development for initial schemes.







		Milestones	Performance	Comments
	 <p>The Oval</p>	<ul style="list-style-type: none"> * Delivery of mixed used phase neighbourhood regeneration. * Contractor appointed * Demolition for phase 1 completed * Start on Site 		<p>30 Jun 2025</p> <p>Contractor has been appointed for the first phase, with start on site forecast for October 2025. Additional grant funding has been achieved, with an extra £11.2m granted for the delivery of affordable housing at the scheme.</p>
Maintaining Good Quality Homes	 <p>Building & Fire Safety Compliance</p>	<ul style="list-style-type: none"> * Delivery of the Building Safety Action Plan 		<p>30 Jun 2025</p> <p>Work continues on all the high rise high risk buildings within SBC to carry out the improvement works.</p>
	 <p>Decarbonisation (Wave 3.1)</p>	<ul style="list-style-type: none"> * Procurement of works for a multi year programme linked to a 3 year funding allocation received from Warm Homes - Social Housing Fund * Start delivery of programme once procurement of a contractor has taken place. 		<p>30 Jun 2025</p> <p>We are on track for contract award approval at September cabinet. Tender returns are due on 11th July.</p>
	 <p>Housing Asset Review</p>	<ul style="list-style-type: none"> * Procure consultant support * Produce and provide performance data for input into the model * Staff workshops for perception measures * Data analysis and report * Agree recommendations and produce action plan * Report to EHWG on findings and recommendations 		<p>30 Jun 2025</p> <p>Consultant has been appointed Staff workshop have been held and outcomes incorporated in the modelling. We are on track with the remaining milestones and reporting through to EHWG on the outcomes.</p>
	 <p>MRC Refurbishment</p>	<ul style="list-style-type: none"> * Delivery of the final year of MRC - a refurbishment programme to the council's flat blocks (excluding high rises). 		<p>30 Jun 2025</p> <p>We are on track for completion of the MRC programme in 2025/26. All works to complete the project have now been issued.</p>







		Milestones	Performance	Comments
	 New Legislation and policy	* Awaabs Law - Alongside changes to HHSRS Legislation will have a phased implementation from October 2025 (damp and mould) and extended to other hazards during 2026 and 2027. * Consultation on a new Decent Homes standard and implications for Stevenage		30 Jun 2025 Guidance for the implementation of Awaab's law in October 2025 has now been released and is currently being reviewed against the current policy and procedures. Consultation on a new Decent Homes Standard and Minimum Energy Efficiency Standard have been released. The team are currently reviewing the documentation and drafting a proposed response by the September deadline
	 Provider Improvement Plan & Journey to C1	* Delivery of the actions outlined in the Regulator for Social Housing Provider Improvement Plan following inspection in September 2024.		30 Jun 2025 Meeting with Regulator on a quarterly basis and provide updates in advance. The regulator is assured by the progress being made.
	 Repairs (inc Disrepair and D & M) Service Improvement Plan	* Completion of all team process workshops and development of action plans * Easily accessible processes in place for all teams * Implementation of all action plans * Stakeholder mapping/touch points		30 Jun 2025 The first significant milestone — holding process workshops across all areas — has been successfully achieved. Action plans are now being finalised to realise the next major milestone: fully documenting and process-mapping all procedures. This progress is further supported by recruitment efforts, with only three advertised roles remaining vacant.
	 Resident Engagement & Scrutiny	* Delivery of the Resident Engagement Strategy and Framework. * Operating tenant panel and scrutiny panel in place		30 Jun 2025 Resident engagement Manager will be in post at the end of July with priority to implement Tenant Panel and Scrutiny arrangements. Engagement activity taking place across all housing services.









		Milestones	Performance	Comments
	 Service Review Temporary Accommodation	* Review the service delivery of the Temporary Accommodation Service.		30 Jun 2025 Work is commencing on an action plan for improvements, with this planned to be presented at Executive Housing Working Group.

TRANSFORMING OUR TOWN 2025/26 PERFORMANCE								
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NI157a: Percentage of major planning applications determined in thirteen	100.0%	100.0%	100.0%	100.0%	100.0%	60.0%	60.0%	
Ni157b: Percentage of minor planning applications determined in eight weeks	100.0%	97.1%	98.5%	98.8%	100.0%	70.0%	70.0%	
NI157c:Percentage of other planning applications determined in eight weeks	98.2%	96.1%	97.1%	97.8%	100.0%	70.0%	70.0%	

MSEB Sub Priority	Project	Milestones	Performance	Comments
Enterprise & Skills	<div></div> <div>Apprentice Programme</div>	<div></div> <div>* Begin the delivery of new Apprenticeship & Leadership Development programmes, aligned with the new Workforce Strategy.</div>	<div></div> <div></div>	<div>30 Jun 2025</div> <div>HR invited managers to express their interest in hosting a corporate apprentice post, in six new corporate apprenticeships, with the roles confirmed in June. The positions are as follows:</div> <div><div>1. Finance Apprentice - degree level</div><div>2. Building Surveyor (Estates) - degree level</div><div>3. Surveyor (Housing Asset Management) - degree level</div><div>4. Culture, Leisure, and Wellbeing - level 3</div><div>5. Regulatory Compliance Apprentice (Env Health and Licensing) - level 4</div><div>6. Arborist Apprentice - level 3</div><div>7.</div><div>8. Additionally, two further apprentice roles have been advertised and funded by Business Units: a second Arborist Apprenticeship and a Health and Safety Apprenticeship. The advertisement went live in July 2025, with assessment and appointment expected to be complete by the end of Q2.</div></div>
	<div></div> <div>Business Technology Centre Contract Renewal</div>	<div></div> <div>* Explore options for Business Technology Centre Contract Renewal.</div>	<div></div> <div></div>	<div>30 Jun 2025</div> <div>A report to commence procurement of BTC contract renewal was presented to SLT, with detailed assessment of the overall performance, delivery, challenges undertaken and also highlighting the launch of soft market testing. PPME was subsequently launched 17 July. Returns to arrive noon 15 Aug</div>

MSEB Sub Priority	Project	Milestones	Performance	Comments
Regeneration	 UK Shared Prosperity Fund	* Deliver the 2025/26 extension of UKSPF. Establish plans for 2026/27 UKSPF replacement.		<p>30 Jun 2025</p> <p>UKSPF has been extended through 2025/26 with an additional £327k in funding being awarded to SBC. This funding has been received from Government in Q1, and delivery has begun. The next milestone is the mid-year reporting window to MHCLG, which will be completed by the end of Q2.</p> <p>However, following the Governments Spending Review in June 2025, it was announced that no further tranches of UKSPF will be allocated. The scheme will be replaced by a new Local Growth Funding pot, with details around allocations and criteria still to be announced.</p>
	 Cycling & Pedestrian Connectivity - Arts & Heritage Trail	* Design and implementation of an Arts & Heritage Trail.		<p>30 Jun 2025</p> <p>The workplan for the new Arts & Heritage Trail remains on track. Final designs and proposed locations have been developed by Made by Landmark and the team are working through the interpretation data, with support from the Museum colleagues.</p>
	 Cycling & Pedestrian Connectivity - Underpass Improvements	* Improvement works and installation of artwork on nine underpasses within the Arts & Heritage Trail.		<p>30 Jun 2025</p> <p>The Martins Way/Hitchin Road underpasses have been completed, 950 entries were received from schools in the town, with over 200 being utilised in the design. An event was held where all the school competition winners were invited to see the unveiling of their artwork. 5 out of the 7 upcoming underpasses have had their designs approved by HCC - we are working with independent artists and supporting them with this work. We envisage this cohort to be complete within Q2.</p>

MSEB Sub Priority	Project	Milestones	Performance	Comments
	 Gunnelswood Road Infrastructure	* Introduction of new infrastructure to a key roundabout to support the GSK development.		30 Jun 2025 Developer Reef Origin continue to work through their masterplan design for the site as a whole and are anticipating the main works to begin mid-2026. In relation to the new infrastructure, in the past six weeks works have commenced for the primary sub-station work which are due to complete at the end of 2026.
	 Local Plan Review & Partial Update	* Partial update and review of the council's Local Plan.		30 Jun 2025 In progress. Submission of Local Plan Partial Update and revised CIL August 2025. Examination in Public end 2025.
	 Regeneration Comms & Marketing	* Regeneration communications and marketing strategy agreed for 25/26, including engagement and consultation.		30 Jun 2025 Communications and Marketing for the programme has been delivered consistently throughout Q1, with the exception of during the pre-election periods for the May Hertfordshire County Council elections and June Bedwell by-election. Activity throughout the period has included a social media focus around arts and culture, with the announcement of the next set of underpass artworks and further information on Stevenage Heart Trails. Elsewhere, Stevenage Station Gateway was announced alongside attendance at industry focused events. Towards the end of the quarter, upgraded Beryl Bikes began a phased return to the town and this was communicated widely. Work with schools around the opportunities that regeneration presents to the younger generation is ongoing. The strategy for 2025/26 has been drafted and agreed.







MSEB Sub Priority	Project	Milestones	Performance	Comments
	 SG1 - Plot A	<ul style="list-style-type: none"> * Phase 1A of the SG1 Programme - previous Swingate House site. * Completion of early works and drawdown of site * Design and procurement complete (SG1 Plot A) 		30 Jun 2025 The ground floor slab work is complete, the superstructure has progressed up to level 3 within this reporting period and the virgin media diversion works have been completed. Contractor Gilbert Ash continue to distribute newsletters to surrounding residents and businesses with no negative correspondence or feedback received. Gilbert Ash are working with NHC to discuss student opportunities.
	 SG1 - Public Sector Hub	<ul style="list-style-type: none"> * Partner engagement and design of a civic hub offering a one stop location for public services in the heart of the town centre, including the new Museum 		30 Jun 2025 Throughout Q1, the council has continued to explore potential opportunities for external funding to support the development of the Hub. Partner engagement has continued from last year, whilst exploring innovative design pathways.
	 Sports & Leisure Centre	<ul style="list-style-type: none"> * Finalisation of design, submission and approval of planning permission and construction to start on site. 		30 Jun 2025 Throughout Q1, Stage 3 design work was completed with Stage 4 commencing and detailed design team meetings continuing with the project team. The planning application was successfully submitted; the Planning and Development Committee are due to hear the submission in September 2025.
	 Station Gateway	<ul style="list-style-type: none"> * Activating the Station Gateway area by working with a developer to create a viable scheme. * Initial masterplan complete * Cabinet decision to enter into a Development Agreement * Enter into Development Agreement 		30 Jun 2025 Draft documentation is being developed to form the Development Agreement, which is programmed to go to Cabinet in the Autumn.







THRIVING NEIGHBOURHOODS 2025/26 PERFORMANCE



	Actual - Quarter 1 2024/25 YTD	Actual - Quarter 2 2024/25 YTD	Actual - Quarter 3 2024/25 YTD	Actual - Quarter 4 2024/25 YTD	Actual - Quarter 1 2025/26 YTD	Target - Quarter 1 2025/26 YTD	Target - Quarter 2 2025/26 YTD	Comments
CD1 Number of people engaged in Cooperative Neighbourhood 'Community & Place' initiatives	0	241	478	954	1,103	500	1,000	30/06/2025 Numbers collated from SBC resident survey. Field work undertaken during Q1, with initial results shared by end of Q1. Wider analysis and feedback to officers and members due to take place in Q2.
RSH NM01(part1): ASB cases opened by or on behalf of the provider during the reporting year	21	37	64	107	44			30/06/2025 Of the 53 ASB cases we have opened this quarter 44 of them involved an SBC tenant.
RSH NM01(part2) ASB cases that involve hate incidents opened by or on behalf of the provider during	0	1	3	4	1			30/06/2025 In this quarter we have had 1 reported case that involves Hate Related incident, this is still being investigated and is an ongoing case.
# of neighbourhood improvements, events, projects, activities using UKSPF funding	18	36	54	138	0	0	10	30/06/2025 Funding was received at the start of June. Spending was halted due to bi-election. Team will begin to deliver projects over the coming months, following on from the C&N strategic board meeting. Reporting for UKSPF is done bi-annually, as such there is no target for Q1 and Q3.
% of Graffiti Clearances completed	18.00%	71.00%	81.82%	93.75%	100.00%	80.00%	80.00%	30/06/2025 Proactive approach to graffiti removal, and dedicated service, has had a really positive result for removal numbers and volume of graffiti present.
CD2: Value (£) invested into Neighbourhood areas from UKSPF	85,236.00	129,005.00	142,423.64	266,365.57	0.00	0.00	13,000.00	30/06/2025 There is a smaller neighbourhood allocation than the previous UKSPF tranche. This is due to a reduction in the council's total allocation. The next Co-operative Neighbourhoods Strategic Board meeting on the 30th July, where members will work collaboratively to determine local priorities based off of engagement data and insight collated last year. Reporting to MHCLG is undertaken bi-annually and as such we would expect to hit the Q2 reporting target.
Contamination rate of recycling - calculated as estimated proportion that is rejected of total amount		1.34	1.62	1.38	1.09	2.00	2.00	30/06/2025 The contamination was largely associated with food waste contamination within plastics /cans/tins. The team will be promoting the recycling right campaign and will remind residents about rinsing out their containers before placing in the recycling bin.

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ES1: Percentage of residential bins collected	99.64%	99.67%	99.67%	99.73%	99.70%	99.00%	99.00%	30/06/2025 Missed bins are continuing to drop as we push and monitor team performance and educate staff.
NI191: Residual household waste per household (kgs)	126.70	248.60	372.86	494.96		130.00	245.00	30/06/2025 This is a cumulative figure across 2024/25. This level of residual waste has been maintained for the past three years.
NI192: Percentage of household waste sent for reuse, recycling and composting	42.20%	40.30%	35.60%	32.00%		40.00%	40.00%	30/06/2025 Q3 and Q4 are historically the lowest periods for recycling largely due to the lack of green waste being collected. This figure is 3% lower than the same period in 2023/24, but with the roll-out of separate weekly food waste collections in 2026 it is anticipated that the recycling rate for Stevenage will improve.
CWLS1: EvAc - No of under 16 using facilities and outreach prog at least once p/w	26,117	19,833	17,468	19,715	26,395	26,000	19,500	30/06/2025 Pool 14280 SALC - Leisure 3768 Ridlins 3660 Golf 1902 GCT 2785 Community Classes0

THRIVING NEIGHBOURHOODS 2025/26 MILESTONES				
MSEB Sub Priority	Project	Milestones	Performance	Comments
Clean Neighbourhoods & Green Spaces	 CCIN Policy Lab	* Two-year, £13,000 initiative led by Stevenage and Brent Councils, partnering with five other authorities, to strengthen community leadership and innovate local service delivery through cooperative, place-based approaches		30 Jun 2025 Prep work has begun, working with partner councils on the bid and getting it approved by the CCIN values and principles board which was approved at the end of June
	 Play Area Improvements	* Deliver capital programme of improvements to remaining sites and an options report to support future funding.		30 Jun 2025 Consultation on works delayed by elections / by-elections, but works now planned for autumn 2025
	 Social Inclusion Partnership Formalisation	* Work with the Social Inclusion Partnership, made up of our key voluntary sector partners to formalise as a multi-stakeholder cooperative.		30 Jun 2025 Agreement from all partner agencies to formalise as a multi-stakeholder co-operative, Stevenage CAN. Legalities are being progressed.

MSEB Sub Priority					
Community Safety TN		ASB Services Delivery Review	<ul style="list-style-type: none">* Review of ASB case management, escalation procedures and partnership working, in line with Ombudsman spotlights, Crime & Policing Bill 2025 and Tenancy Standard.* Development of recording and case management framework and escalation procedures* Realignment of ASB patches with neighbourhood patches and identify what sits with housing officers and ASB officers		30 Jun 2025 Thorough review in progress to improve governance, performance management, case management processes and triaging of ASB cases. Workshops with ASB team and partners commencing in July 25.
		Evolve	<ul style="list-style-type: none">* Work with domestic abuse perpetrators through the Evolve programme. Explore potential funding opportunities to expand this provision into young people.		30 Jun 2025 Q1: Two individuals are currently residing in fully occupied properties and receiving support from No More Service case workers. An additional two individuals are waitlisted for access to the Evolve course. Training is underway to increase staff capacity and ensure resilience for the program.
		Operation Educ8	<ul style="list-style-type: none">* Educate young people around the impact of Graffiti on the local community.		30 Jun 2025 Q1:The service continues to play a vital role in supporting the work of OP Educa8, with a focus on delivering high-quality educational outcomes and fostering meaningful community engagement. This quarter also saw involvement in the Fish Fest Project—an initiative aimed at supporting teenagers exhibiting signs of risky behaviour. The project is designed to build confidence and resilience, offer constructive and purposeful activities, break down barriers with Police Services, and reduce anti-social behaviour, including Graffiti. Funding has been secured to produce a youth diversion video, which will be rolled out across the community.


MSEB Sub Priority	Project	Milestones	Performance	Comments
Culture & Leisure TN	 <p>SADA Safe Accomodation</p>	<p>* Obtain properties to use as dispersed accommodation for family dynamics that would not fit refuge provisions.</p>		<p>30 Jun 2025</p> <p>Q1: SADA continues to offer safe accommodation as an alternative to traditional refuge provision, with 2 new properties acquired and 15 families or single clients accommodated in SADA safe spaces.</p>
	 <p>Active Communities</p>	<p>* Everyone Active's AC programme brings physical activity to community venues such as community centres , pavilions and schools.</p>		<p>30 Jun 2025</p> <p>9 different types of classes are currently being provided within the community including Yoga, Zumba and strength and mobility sessions and many more Everyone Active attended 5 community events in the first quarter including the Walking Festival & Stevenage Day Stevenage Golf Centre junior usage has significantly increased aided by Sharpshooters Academy currently with 65 members, in addition there were projects in Lonsdale, Valley and Greenside schools, a primary and secondary school open day and junior gold competition in partnership with Sporting Futures Home Education sessions SEN session provided every Monday & Wednesday for all ages Stevenage Swimming Centre Offered every school in Stevenage 10 free place for year six students who had not achieved the required swimming standards</p>
	 <p>Arts & Culture Programme</p>	<p>* An ambitious programme of activity</p>		<p>30 Jun 2025</p> <p>Work is continuing on the bus station sculpture and planning permission has been secured. Work is being undertaken to create an updated heritage trail called Stevenage Arts Trails to explore the wide array of art and heritage across Stevenage. New Arts Commission The regeneration team are in the process of collating procurement documents for four new art pieces</p>







MSEB Sub Priority	Project	Milestones	Performance	Comments
	 PlayZone Programme	* Create an inclusive and accessible 3G pitch within King George V Playing Fields. As part of the PlayZone initiative, led by the Football Foundation, aims to create an inclusive, and accessible outdoor 3G pitch within KGV Playing Fields.		30 Jun 2025 final agreement from the Football Foundation/ FA (FF) that they agreed the award that 75% funding would be provided for this facility (25% match funded from Section 106) we had an on-site kick off meeting in August with the FF and the building contractor and they are currently working on a Planning Submission with the intention of completing on site in early 2026.

TACKLING CLIMATE CHANGE 2025/26 PERFORMANCE

	Actual - Quarter 1 2024/25 YTD	Actual - Quarter 2 2024/25 YTD	Actual - Quarter 3 2024/25 YTD	Actual - Quarter 4 2024/25 YTD	Actual - Quarter 1 2025/25 YTD	Target - Quarter 1 2025/26 YTD	Target - Quarter 2 2025/26 YTD	Comments
CC1: Percentage of homes that have an Energy Performance Certificate (EPC) rating of Band C or above	62.33%	64.43%	65.89%	66.46%	67.82%	66.46%	67.00%	30/06/2025 % of homes that have an EPC rating of C or above – 66% Number of dwellings EPC C rating or above – 5301

TACKLING CLIMATE CHANGE 2025/26 MILESTONES

MSEB Sub Priority	Project	Milestones	Performance	Comments
Tackling Climate Change	<input checked="" type="checkbox"/> Climate Action Street Plans	* Develop street plans led by Councillors, with the support of officers to deliver community projects		30 Jun 2025 The project has started to be defined, and meetings have been organised with key officers from various departments to begin shaping the details. Additionally, preliminary priority sites have been identified where these Street Plans could potentially be developed.
	<input checked="" type="checkbox"/> Climate Change Community Fund	* Assess, support and advise on community-led climate projects, review alternative schemes of delivery.		30 Jun 2025 The delivery of Climate Change Community Fund projects across the town is ongoing, along with the assessment of potential new projects to be submitted to the Climate Change Progress Group for approval. At the same time, a review of delivery rates from previous years is being carried out to identify administrative improvements that could help increase delivery levels in the current financial year.
	<input checked="" type="checkbox"/> Low Carbon Skills Funding Application	* Submit an application for Low Carbon Skills Fund (LCSF) grant aligned with the Council's climate targets. This will assist with decarbonisation projects such as retrofitting public buildings.		30 Jun 2025 The UK Government has announced that no funding will be available this year for the Low Carbon Skills Fund, which means this project will not be delivered. However, the Council is exploring alternative options to continue advancing the understanding of our decarbonisation needs in buildings.
	<input checked="" type="checkbox"/> Simpler Recycling (including Flat Block Pilot)	* Review of kerbside collections in accordance with new government legislation and deliver programme of change. Deliver schemes to improve recycling rates at flat blocks.		30 Jun 2025 The project is moving forwards. Flat block survey for non recycling provision has been completed and work identified. Cabinet have approved use of EPR money to fund structural works required.




MSEB Sub Priority	Project	Milestones	Performance	Comments
	 Sustainability Business Support	<p>* Deliver workshops, mentoring, coaching and supply chain support activities for Stevenage businesses across three projects:</p> <ol style="list-style-type: none"> 1. Green Business Start Up Scheme. 2. Sustainable X Business Support Programme 3. Action Zero Programme (Wenta) 		<p>30 Jun 2025</p> <p>1.SBC awarded 7 businesses and 1 charity with the Green Business Grant. Businesses are continuing to draw down funds.</p> <p>2. Sustainable X and Economic Development have been focusing on the next phase of the programme and have launched 121 support for businesses, as part of wider contract readiness and business competitiveness support under the Sustainable Business Support Programme.</p> <p>3. Wenta has supported 147 businesses with the Gold Action Zero programme, with businesses from the following areas receiving wider Sustainability support: retail, food and drink, consumer services, health & wellbeing, entertainment hair & beauty</p>
	 Tree Planting	<p>*Micro Woods - Deliver new micro woods.</p> <p>* Canopy Cover - Plant new trees to support increasing tree canopy cover in areas of the town with deficiency.</p>		<p>30 Jun 2025</p> <p>The 2025/26 completion date had been at risk and a delay was anticipated due to resourcing constraints. However, additional funding has been identified which could restore the original timetable, subject to confirming scope and delivery implications. Work is under way to determine how this support can be applied, including the number of micro-woods and programme sequencing.</p>
	 Warm Homes Local Grant Scheme	<p>* Identify and support eligible households to improve energy efficiency, combat fuel poverty and reduce energy costs. Coordinate delivery of the Solar Together scheme in Stevenage.</p>		<p>30 Jun 2025</p> <p>The Solar Together Scheme is now closed. Regarding the Warm Homes Local Grant, the Council has now partnered with the National Energy Foundation (NEF) for its delivery. Additionally, the Council is in the final stages of addressing certain conditions and restrictions as part of the Delivery Assurance Check (DAC) with DESNZ, after which delivery is expected to begin in the coming weeks.</p>





BALANCING THE BUDGET 2025/26 PERFORMANCE

	Actual - Quarter 1 2024/25 YTD	Actual - Quarter 2 2024/25 YTD	Actual - Quarter 3 2024/25 YTD	Actual - Quarter 4 2024/25 YTD	Actual - Quarter 1 2025/26 YTD	Target - Quarter 1 2025/26 YTD	Target - Quarter 2 2025/26 YTD	Comments
% of Corporate Building Overall Completed Remedials	84.00%	82.50%	76.54%	75.15%	85.85%	80.00%	80.00%	<p>30/06/2025</p> <p>Corporate Compliance is 100% in date for assessments. The Facilities Team has continued to make steady progress in addressing compliance remedial actions, reaching a reported completion rate of 85.85% as of June 2025.</p> <p>A total of 3,878 out of 4,518 actions have been completed or marked as not required, leaving 640 remedials outstanding representing 14.15% of the total. This reflects an improvement of 10.70% since March.</p> <p>Many outstanding items are physical works. Fire Risk Assessment Policy & Procedure remedials will be the next key focus area, comprising a substantial portion of the remaining actions across multiple categories.</p> <p>The team continues to work closely with service providers to resolve high priority items and anticipates surpassing the 80% completion milestone in the near future. These efforts underline the team's commitment to maintaining high compliance standards across its estate.</p>
% of Corporate Building Overall Compliance Inspections completed	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
BV10: Percentage of non-domestic rates due for the financial year received by the authority	38.65%	63.11%	90.00%	99.21%	37.05%	36.00%	60.00%	
BV66a: Rent collection rate	89.44%	97.00%	98.60%	98.13%	93.28%	88.50%	95.00%	<p>30/06/2025</p> <p>Income collection for Q1 of the 2025/26 financial year stands at 93.28%, exceeding the target of 92.40%. This figure includes arrears carried forward from the previous year and reflects a strong start to this financial year and a continued focus on early intervention and tenant engagement. Compared to Q1 of 2024, when income collection was 89.44%, this represents a notable improvement year on year of 3.84%. Excluding brought-forward arrears, the underlying collection performance is 100.04%.</p>
BV9: Percentage of council tax collected	32.90%	59.10%	85.50%	94.50%	32.09%	33.00%	60.00%	<p>30/06/2025</p> <p>Performance for Q1 is slightly below the 33% target at 32.09%. However, this is a similar position to last financial year, which was also narrowly below target. Tolerances for financial measures are tightly controlled in order to give early warning of potential challenges.</p> <p>The Revenue team continues to pursue all outstanding debt, utilising all available tools. Where possible, they are also encouraging residents to apply for benefits when appropriate.</p>




	Actual - Quarter 1 2024/25 YTD	Actual - Quarter 2 2024/25 YTD	Actual - Quarter 3 2024/25 YTD	Actual - Quarter 4 2024/25 YTD	Actual - Quarter 1 2025/26 YTD	Target - Quarter 1 2025/26 YTD	Target - Quarter 2 2025/26 YTD	Comments
CNM2g: Garage Voids (residential) as a percentage of stock	6.99%	7.50%	8.04%	7.76%	7.87%	7.26%	7.26%	<p>30/06/2025</p> <p>The residential garage void rate for Q1 is 7.87% against a target of 7.51%. There were 135 terminations in quarter 1 compared to 99 in quarter 4, an increase of 35%. The main reasons for terminating the garage was the cost of the garage and the cost of living. There was a 20% decrease in offers in quarter 1, with bidders still coming through with debt on their accounts. However, there was a 7% increase in acceptances in quarter 1 to 82%, and in the second week of June the acceptance rate was 100%.</p> <p>During quarter 1 there has been a focus on marketing and refining processes in digital lettings.</p> <p>The "available from date" has been removed from customer view to help with letting out some of the older voids that have been on the platform. To stimulate demand, some of the surplus voids, in the 3 harder to let garage blocks, have been reduced within the platform. Promotion of Garages to let now features permanently on the carousel on the home page of the Council's website. Approval for a new "refer a friend" scheme was approved at the June meeting of the Commercial and Investment Working Group and will be rolled out during quarter 2 specifically on the 3 hard to let garage blocks.</p> <p>The service are now capturing and analysing information on how customers hear about the service to help identify the most effective advertising channels that are being used.</p>
CompGF1: % of council service customer complaints responded to within deadline	82.20%	87.00%	90.00%	77.40%	85.00%	80.00%	80.00%	<p>30/06/2025</p> <p>Performance based on received complaints in April/May and June. Does not include complaints that are not resolved but still in target.</p> <p>102 Stage 1 complaints during Q1</p> <p>18 Stage 2 complaints during Q1</p> <p>85% were answered within deadline</p> <p>11.6% were late</p> <p>3.4% remain unresolved within target (response if due within Q2)</p>
CR1: % of commercial rent collected from estates	91%	91%	91%	91%	90%	90%	90%	
CSC Sat: Customer satisfaction with CSC customer service	92.80%	92.10%	93.10%	88.80%	93.00%	80.00%	80.00%	<p>30/06/2025</p> <p>Customer satisfaction remains strong at 92.9% of customers leaving a score of 'good' when they leave feedback. Feedback continues to highlight the helpfulness and kindness of advisers.</p>
Dig2: Number of online payments	29,182	59,095	88,823	117,255	31,748	31,500	63,000	<p>30/06/2025</p> <p>Payments through the Council's website increased by 9% compared to the same time last year. This strong performance was slightly more than forecast.</p>
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%	100.00%	100.00%	<p>30/06/2025</p> <p>Projection is that 100% budgeted income will be achieved.</p>
NI181: Time taken (days) to process housing benefit new claims and change events	7.70	7.82	5.39	2.01	5.89	12.00	12.00	




BALANCING THE BUDGET 2025/26 MILESTONES

MSEB Sub Priority	Project	Milestones	Performance	Comments
Balancing the Budget	<input checked="" type="checkbox"/> Business Change & Transformation	<ul style="list-style-type: none"> * Community Advice & Support - Service Improvements to embed the activity-led Community Advice and Support (CA&S) team. * Localities - Service improvements for Business Units working in the local community. * Revenues & Benefits - Deliver service improvements and efficiencies jointly with East Herts. 		<p>30 Jun 2025</p> <p>On track to deliver this year:</p> <p>Community Advice & Support - after initial changes in 2023 further improvements are being implemented by the Head of Service (this part of the milestone is now complete)</p> <p>Localities - improvements have been made to within two business units (SDS and H&N), and changes to roles have been implemented to provide better and more sustainable services for residents. Analysis of benefits is ongoing and due to be completed in Q2.</p> <p>Revenues and Benefits - improvements to online services for customers, and the associated back-office processes, are being implemented with an initial focus on online services and quicker responses with initial solutioned expected to go live end of Q2. Analysis is underway to identify further improvements.</p>
	<input checked="" type="checkbox"/> Commercial Culture Development	* Operating the Council in more of a business-like way by equipping staff with the right skills and engendering commercial behaviour.		<p>30 Jun 2025</p> <p>Proposals were brought to the June Commercial and Investment Working Group from across the Council, including from the town centres and estates teams, garages, parking and trade waste, highlighting a broad commercial culture. In quarter 1 the Council registered as a supplier on the UK Governments' Central Digital Platform (CDP) which will allow SBC services to bid for large public sector contracts and the cemeteries brochure was launched.</p>
	<input checked="" type="checkbox"/> Community Infrastructure Levy (CIL)	* Adopt a CIL spending protocol to bring together commitments made and provide a structure around future spending decisions.		<p>30 Jun 2025</p> <p>In progress. Early scoping paper July 2025. Aim to go to Cabinet 2025/26.</p>

MSEB Sub Priority	Project	Milestones	Performance	Comments
	<input checked="" type="checkbox"/> Fees & Charges	* Review of fees and charges		30 Jun 2025 As per the fees and charges schedule for 2026/27, initial workshops were held with services in June, covering all chargeable services within both the General Fund and the Housing Revenue Account. Services are now working on their proposals, with commercial team support, ahead of proposals being reviewed at the Council's Financial Security Group (CFSG) and then Cabinet in October.
	<input checked="" type="checkbox"/> General Fund & HRA Savings 2025/26	* Approve balanced budgets for 2026/26 for HRA in January 2026 and GF in February 2026.		30 Jun 2025 At the start of the 2025/26 financial year, both the General Fund and HRA budgets were set after taking into account various Balancing the Budget options. Quarterly monitoring is actively underway to ensure financial performance remains aligned with the approved plans. In parallel, early work has commenced on the 2026/27 budget setting process, including the initiation of Star Chamber sessions to identify savings opportunities and a comprehensive review of the HRA Business Plan along with the Central Government fair funding review implications.
	<input checked="" type="checkbox"/> HRA Business Plan	* Undertake a review of the HRA Business Plan to help ensure a sustainable picture for the HRA going forward.		30 Jun 2025 Early work has commenced on the 2026/27 budget setting process including the initiation of Star Chamber sessions to identify and review possible savings as well as growth pressures from regulatory requirements. The HRA business plan is currently being modelled.
	<input checked="" type="checkbox"/> Review Insourcing Options	* As per the Insourcing Roadmap 2023-26, review of all services provided to or on behalf of the council by external supplier or third party.		30 Jun 2025 As per contract end dates, there were no insourcing opportunities to review in quarter 1.

CROSS CUTTING 2025/26 MILESTONES

MSEB Sub Priority	Project	Milestones	Performance	Comments
Equality, Diversity & Inclusion	<input checked="" type="checkbox"/> EDI Action Plan, Annual Report & EDGG	* Deliver on the 18 actions highlighted as part of the EDI Action Plan, report these through EDGG and the councils Equalities Annual Report.		30 Jun 2025 Quarterly updates are collected on the EDI Action Plan, with the fourth quarter being requested in July ahead of the action plan's annual revision. All updates are also currently being compiled into an annual progress report to coincide with the revision of the action plan too.
	<input checked="" type="checkbox"/> Stevenage Equalities Commission Legacy Group	* Support the development of the Stevenage Equalities Commission Legacy Group, including its formalisation as a Multi-stakeholder Cooperative.		30 Jun 2025 Information provided through the EDI Action Plan Quarter 4 update - The SEC Legacy Group will transition into an advisory role within Stevenage Race Equality Co-operative (SREC)'s governance, helping maintain a clear link between the Commission's findings and their implementation. SREC will be organised around thematic working groups that reflect the original Commission priorities (e.g., Health, Education, Representation), with membership drawn from VCFSE organisations, public bodies, and local communities.
Health & Wellbeing	<input checked="" type="checkbox"/> Age Friendly Communities	* Age-Friendly Communities is a collaborative programme with HCC and Age UK to deliver projects and events to support older residents in Stevenage.		30 Jun 2025 As part of our commitment to becoming an Age-Friendly Community, we are currently exploring the feasibility of introducing a 'Take a Seat' campaign within Stevenage town centre. This initiative aims to improve accessibility and comfort for older residents by increasing the availability of seating in key locations. We are also working in partnership with Hertfordshire County Council and Age UK to gather valuable insight from local residents. The findings from this survey will help us identify key priorities and shape our Age-Friendly Community Action Plan. We look forward to sharing further updates once the results are available.

MSEB Sub Priority	Project	Milestones	Performance	Comments
	<input checked="" type="checkbox"/> Dementia Friendly Communities	* Dementia Friendly Communities is delivered in collaboration with local organisation to support those living with dementia in Stevenage.		30 Jun 2025 We successfully ran our 2 Herts Dementia Festival with Alzheimer's Society on 21 June 2025 with over 200 people attending our Fairlands Valley Park festival. The festival has performances from local groups and school to put on a family fun day for people living with dementia, their families, and carers. We are still very much involved with the new accreditation pilot project which was due to start in June but withs from the web designers it has now been pushed to launch in August. The pilot project will see organisations from Stevenage sign up for their dementia Friendly status to help Stevenage become more Dementia Friendly
	<input checked="" type="checkbox"/> Healthy Hub	* Funding received for a further two years of delivery through HCC Public Health.		30 Jun 2025 The Healthy Hub has continued to offer a range of health and wellbeing support and advice. The Hub is in the process of training staff to deliver Stop Smoking service through the Hub. They are continuing to deliver outreach within the community offering advice, wellbeing checks and onward referrals when required.
	<input checked="" type="checkbox"/> Healthy Stevenage Strategy Revision	* A revision of the councils current Health Stevenage Strategy delivered in cooperation with HCC Public Health and other partners.		30 Jun 2025 We have engaged with the Public Health Insight Team to produce a JSNA for Stevenage. This will form the basis of a new strategy and highlight potential priorities. Following this we will engage with Healthy Stevenage Partners for comments.
Technology & Innovation	<input checked="" type="checkbox"/> ICT Strategy & Assurance	<ul style="list-style-type: none"> * Cyber First: Ensuring security, data-driven decisions, and adaptability. * Data-driven Decision-Making: Utilising data for strategic planning. * Innovate, Adapt, and Empower: Encouraging innovation and continuous learning. 	