

Corporate Performance Report 2025/26

Quarter 2 (July, August, September)



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 2 2024/25 YTD	Actual - Quarter 3 2024/25 YTD	Actual - Quarter 4 2024/25 YTD	Actual - Quarter 1 2025/26 YTD	Actual - Quarter 2 2025/26 YTD	Target - Quarter 2 2025/26 YTD	Target - Quarter 3 2025/26 YTD	Comments
% of customers satisfied with how their complaint was handled at stage two (Housing)	0.00%	27.00%	0.00%		11.00%	40.00%	40.00%	30/09/2025 The Housing service began piloting a new automated transactional satisfaction survey for complaint handling as part of the Govmetric system in July 2025, so the results are from the first quarter that this method has been used. It is noted that initial results have indicated a reduction in satisfaction from the previous independent phone-based assessment. Further work is underway to review the new approach and the team are seeking guidance from independent specialist consultants that have worked with on other satisfaction surveys to ensure the Council is following good practice and is able to obtain robust and transparent feedback from residents. A complaints performance clinic has been arranged for December 2025 to focus on this area and revise the transactional survey methodology and approach.
% of tenants satisfied with how their complaint was handled at stage one (Housing)	47.00%	55.00%	0.00%		18.00%	40.00%	40.00%	30/09/2025 The Housing service began piloting a new automated transactional satisfaction survey for complaint handling as part of the Govmetric system in July 2025, so the results are from the first quarter that this method has been used. It is noted that initial results have indicated a reduction in satisfaction from the previous independent phone-based assessment. Further work is underway to review the new approach and the team are seeking guidance from independent specialist consultants that have worked with on other satisfaction surveys to ensure the Council is following good practice and is able to obtain robust and transparent feedback from residents. A complaints performance clinic has been arranged for December 2025 to focus on this area and revise the transactional survey methodology and approach.

	Actual - Quarter 2 2024/25 YTD	Actual - Quarter 3 2024/25 YTD	Actual - Quarter 4 2024/25 YTD	Actual - Quarter 1 2025/26 YTD	Actual - Quarter 2 2025/26 YTD	Target - Quarter 2 2025/26 YTD	Target - Quarter 3 2025/26 YTD	Comments
Average time taken to relet a routine void (GN). key to key	89.00	85.00	63.00	54.00	84.00	40.00	35.00	<p>30/09/2025</p> <p>Q2 void performance was affected by staffing shortages in the Empty Homes Team, leading to delays in surveys and works. Despite this, 20 voids were let, including three long-term adapted properties, and excluding these historic cases the average turnaround improves from 84 to 52 days. All vacancies have now been filled, and October performance improved to 40 days. Contractor performance has strengthened, with two dedicated void contractors to be in place by February 2026 and an in-house pilot starting January 2026.</p> <p>Many voids still require substantial work before re-letting, even though they do not meet Major Works criteria. Accountability measures have been reinforced, with £43,900 recharged across 28 properties in Q2, mainly for clearance of belongings. To prevent avoidable costs, Tenancy Leaving Standards are issued at notice to quit, and tenant-responsible works remain fully rechargeable.</p> <p>The Tenants Recharge Policy is being finalised to improve consistency and transparency in managing recharges and support property standards. Although some properties were harder to let within target timescales, overall performance has improved since the start of the year, and an expanded improvement plan is being developed to sustain progress, meet the 35-day target, and deliver value for money.</p>
HDD1d: Number of affordable homes delivered (gross) by the Council (since 2014)	497.00	498.00	500.00	501.00	529.00	528.00	529.00	
Homelessness preventions	58.00	82.00	117.00	47.00	101.00	60.00	90.00	<p>30/09/2025</p> <p>The team's focus on early intervention is starting to show results. The updated triage process means people are getting</p> <p>advice faster and more efficiently, while additional training has helped staff handle complex situations with more confidence. We hope to learn more through feedback via customer satisfaction surveys about why some people don't approach services sooner. With the hope that this insight will help to shape new outreach and communication work aimed at encouraging earlier engagement. This will help towards our goal of helping more households stay in their homes or resolve issues before they escalate.</p>
Rep4: Percentage of repairs & inspections completed first time	97.19%	95.83%	93.07%	84.86%	94.82%	90.00%	90.00%	

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RP01a: Percentage of homes maintained as decent against national minimum DH standard	95.97%	92.22%	96.64%	96.42%	97.74%	98.50%	98.50%	30/09/2025 This measure is within target range for Q2 as the Decent Homes programmes have commenced and the completed works carried out will have improved the figures for this quarter. The team envisages to improve the Decency furthermore for the next quarter, as works begin to increase in numbers with all the contractors being fully mobilised.
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%	30/09/2025 Four blocks have been removed from the Asbestos register as the asbestos has been removed.
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	36	57	85	34	69			
RSH CH01 (part1): Number of stage one complaints made by tenants	357	516	688	134	290			
RSH CH02 (part1): Number of stage 1 complaints made by tenants and responded to within CH Timescale	337	493	651	125	267			30/09/2025 During the second quarter 156 complaints involving Housing Services were recorded/received - these were not exclusively by 'tenants' Of those 156: <ul style="list-style-type: none"> 142 were responded to within time 5 were responded to out of time 9 remained active at the end of the period but were still within target time 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 September then the target date for response would not be until 10 working days, that being in October











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RSH CH02 (part2): Number of stage 2 complaints made by tenants and responded to within CH Timescale	30	51	69	28	51			30/09/2025 During the second quarter 35 stage 2 complaints were recorded/received. This is all complaints received for Housing Services, not exclusively 'tenants' Of those 35: <ul style="list-style-type: none"> • 23 were closed within time • 4 were closed out of target time • 8 remained active at the end of the period but were still within target time 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 September then the target date for response would not be until 20 working days later, that being in October
RSH Number of Overdue Fire Remedial High Risk Actions	0	0	0	0	0			
RSH Number of Overdue Fire Remedial Low Risk Actions	312	215	122	0	0			
RSH Number of Overdue Fire Remedial Medium Risk Actions	286	159	81	0	0			
RSH Number of Overdue Water Remedial Actions		71	59	27	22			30/09/2025 4x risks are overdue actions are awaiting Affinity Water. 7x risks are due to flexible pipes which have been installed, these risks will be managed and the team will ensure the pipes are changed every 5 years or upgraded to fixed piping where possible. 2x risks are due to the tank location, options are being looked at Remaining risk are due to access issues with residents. these are being actively pursued.
RSH Rep1: Proportion of emergency responsive repairs completed within target timescale	99.29%	99.08%	98.45%	98.30%	99.10%	99.00%	99.00%	30/09/2025 Performance for the quarter closed at 99.1% , with 441 of 445 jobs completed within target. 100% of emergency jobs were completed on time in September
RSH Rep2: Proportion of non-emergency (Routine and Urgent) responsive repairs completed within target	88.90%	77.17%	91.45%	95.60%	94.60%	95.00%	95.00%	30/09/2025 Non-emergency performance concluded at 94.6% for the quarter with 4115 of 4348 jobs completed within target. This follows a challenging August, which was affected by higher-than-usual levels of sickness, annual leave, and staff turnover. Performance rebounded strongly in September, with 99.68% of 934 routine jobs completed within target timescales.







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VED1: Percentage of dwellings with a valid EICR Electrical Certificate	99.14%	98.41%	99.61%	98.33%	98.86%	100.00%	100.00%	<p>30/09/2025</p> <p>Currently SBC are sitting at 98.8% compliant - with the missing properties due to access issues, we are currently following the council no access procedure.</p> <p>The Electrical Safety Standards (Amendment) Regulations 2025 is extending privates rented sector electrical safety rules to social housing landlords in England. From 1st November 2025 (new tenancies) and 1st May 2026 (existing tenancies) landlords must have electrical installations inspected and tested at least every 5 years and provide the tenants and LA the certificate also any defects must be corrected within 28 days.</p> <p>SBC already has our properties on a 5 yearly cycle. The new regs also state social landlords must PAT test any electrical equipment supplied to the resident as part of the tenancy. Non compliance now carries a maximum penalty of £40,000.</p>

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 Sep 2025 Public consultation was held on the scheme in early August, with a Planning Application submitted in late August. The decision was made to market the land utilising internal resources, and work is underway to draw together necessary documents to go to market.
	 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 Sep 2025 The Gateway 2 Application is being made in early October following a review by the Council's appointed expert. Works are due to start this week on early enabling works for new parking ahead of demolition of the existing garage block.
	 Burwell Phase Two	<ul style="list-style-type: none"> * Topping out of 20 homes for affordable rent. 		30 Sep 2025 Work continues at pace at the site, with all foundation work completed and brick and block work underway.
	 Cartref	<ul style="list-style-type: none"> * Delivery of land receipt and affordable homes. 		30 Sep 2025 Contracts have exchanged on the land deal and affordable homes delivery.
	 Courtlands	<ul style="list-style-type: none"> * Completion of 17 unit private sale scheme. 		30 Sep 2025 Work is ongoing at site, with initial offers being received for units at the site.

		Milestones	Performance	Comments
	 Defects	* Ongoing delivery of defects provision		30 Sep 2025 The end of defects period of Kenilworth Close is underway with final works being carried out. With Dunn Close completing, the defects period for this site has begun.
	 Ellis Avenue	* Delivery of 11 homes for Council Rent. * Demolition Completed		30 Sep 2025 Ongoing discussions with HCC to resolve 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 Sep 2025 Cabinet have approved the progression of specific sites for disposal and received an update at October Cabinet. Two identified schemes have received pre-app guidance and are progressing towards a Planning Application.
	 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 Sep 2025 The demolition of Walpole Court is completed, and an Estate Agent has been appointed to the scheme. Work is ongoing to discharge the pre-commencement conditions at the site to enable foundation works to begin.
	 Locality Review	* Provision of strategy to meet Locality Review Requirements and design development of initial sites.		30 Sep 2025 Cabinet have approved the approach to the initial Locality Review sites. Architects have been appointed for two early schemes and initial feasibility assessments have been drafted.

		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 Sep 2025</p> <p>The contractor has been appointed for The Oval, and pre-commencement conditions have been submitted. It is anticipated that works will begin in October, with a full start on site anticipated in December.</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 Sep 2025</p> <p>Building Safety is still maintaining a strong compliance position. The action plan is monitored and reviewed regularly.</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 Sep 2025</p> <p>Procurement is complete and the contract has been awarded, initial meetings with the contractor has taken place. Mobilisation has started although works on site will be later in the year.</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 Sep 2025</p> <p>Work is continuing with the consultant to update the current data held within the model. It is estimated that the final report will be back by the end of November on the outcomes from the review to EHWG.</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 Sep 2025</p> <p>This project is 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 Sep 2025 The policy has been reviewed to incorporate the requirements of Awaab's Law, the team are currently implementing changes to procedures and have developed a suite of KPI's to measure compliance with the new legislation. The team have submitted a response to both Decent Homes Standard and Minimum Energy Efficiency Standard consultations.
	 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 Sep 2025 Work is progressing with the Regulator of Social Housing in relation to the PIP with quarterly meetings set to review actions.
	 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 Sep 2025 All workshops have now been completed, with action plans produced and worked through and production of a Team Guide to be published and shared shortly. Since the inception of the project, an additional initiative has commenced in collaboration with the Business Improvement Team. This new project focuses on consolidating all the work done on procedures and will work towards finalising process documentation. The upcoming pilot with CSC/Repairs will also contribute valuable insights to this work. All additional activities are expected to be completed within the current financial year.




		Milestones	Performance	Comments
	 Resident Engagement & Scrutiny	* Delivery of the Resident Engagement Strategy and Framework. * Operating tenant panel and scrutiny panel in place		30 Sep 2025 The delivery of the Resident Engagement Strategy is underway, with a Resident Engagement Manager now in post. A formal Scrutiny Panel is being set-up but consultation is underway and pop-up scrutiny events are planned for late October 25 linked to the Caretaking Review for flat blocks.
	 Service Review Temporary Accommodation	* Review the service delivery of the Temporary Accommodation Service.		30 Sep 2025 An action plan has been formed following a review of current policy and target operating model. A project manager has been assigned and work is underway to deliver the action plan.





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	97.1%	98.5%	98.8%	100.0%	92.9%	70.0%	70.0%	
NI157c:Percentage of other planning applications determined in eight weeks	96.1%	97.1%	97.8%	100.0%	91.7%	70.0%	70.0%	30/09/2025 Performance has dropped slightly this quarter due to resource constraints within the team. Recruitment is taking place and it is hoped for a new officer will be in post midway through Quarter 3.









TRANSFORMING OUR TOWN 2025/26 MILESTONES









MSEB Sub Priority	Project	Milestones	Performance	Comments
Enterprise & Skills	 Apprentice Programme	* Begin the delivery of new Apprenticeship & Leadership Development programmes, aligned with the new Workforce Strategy.		30 Sep 2025 The Council have successfully recruited for the six corporate apprenticeships and two additionally funded posts. The response to the advertisement was simply fantastic, with over 200 applications received. The roles range across a range of services and levels, with 3-degree level roles in Finance and Surveying. There are also roles in Environmental Health, Arboriculture and Health and Safety Interviews and pre-employment checks have been completed, and new postholders, who will be starting between September and November 2025.


MSEB Sub Priority	Project	Milestones	Performance	Comments
	 Business Technology Centre Contract Renewal	* Explore options for Business Technology Centre Contract Renewal.		30 Sep 2025 <ul style="list-style-type: none"> • Soft Market Testing exercise completed. • Development of specification underway with formal procurement being launched in November/December 2025. • Timescales for project are tight with main project risks relating to any delays in procurement and potential complications around the development of the contract with new provider. • New contract start targeted for July 2026
	 Pioneering Young STEM Futures - P2	* Secure Phase Two of the Pioneering Young STEM Futures programme with funding from M44. Begin delivery of Year One.		30 Sep 2025 Project delivery of Phase Two of Pioneering Young STEM Futures has now begun with the start of the new school year across all delivery projects following approval of Phase Two by Mission 44 Board and SBC Cabinet in Q1 25/26. The council continues to work closely with its key strategic partners: The University of Hertfordshire, North Hertfordshire College & Hertfordshire Futures in order to drive this work forward. Mission44 visited Stevenage in September to meet with two of our delivery partners: <ul style="list-style-type: none"> • Airbus Defence & Space - For an overview of Airbus' STEM skills ecosystem, with Stevenage as the place-based test bed for this approach. • STEM Discovery Centre - Delivering the 'Science Academy Challenge' run by North Hertfordshire College out of the centre.

MSEB Sub Priority	Project	Milestones	Performance	Comments
	 Stevenage Works - Health & Social Care Expansion	<ul style="list-style-type: none"> * Establishment of supporting Governance Framework. * Establishment of a pilot cohort of care providers alongside partners. * Review of initial pilot cohort of care providers. 		<p>30 Sep 2025</p> <p>Regular meetings continue between Stevenage Works and contractors working in the area, to track Social Value delivered against commitments made. This includes offering support and signposting where required. As Social Value has been written into contracts made with 6 Decent Homes companies, these have been added, with 2 yet to start. 2 contractors for Facilities and 2 from Repairs have also been added. The SW Impact Report for 2024 is complete, and currently with the Comms Team to review. The 2025 Impact Report is being added to as and when the information is received. Winners of funds from the SW Community Chest Fund are continually monitored to provide proof of spends, including receipts and photographic evidence. Donations for the 2025 fund are currently being requested and collated. Bidding opened in September, panel meetings will be held in November, with winners announced shortly after. The presentation event is scheduled to take place at The Council Offices on 9 January 2026.</p>
	 Stevenage Works - Social Value & Procurement	<ul style="list-style-type: none"> * Continue to leverage social value on contracts through Stevenage Works and deliver a similar approach across the organisation. * Create and publish the Stevenage Works impact Report. * Manage and deliver the Stevenage Works Community Chest Fund. 		<p>30 Sep 2025</p> <p>Following the approval of the Terms of Reference at the SW Board meeting in June 2025, subsequent meetings have taken place between North Herts College, Job Centre Plus and other potential partners within the Care Industry. On 4 September 2025 two Group Information Sessions took place at the Stevenage Job Centre. HCPA and Hart Learning delivered presentations to JCP Customers about 'working in care'. 14 candidates started on the Pilot 2-week Care SWAP course that commenced on 22 September 2025. An update on the outcomes; review and next steps will follow .</p>

MSEB Sub Priority	Project	Milestones	Performance	Comments
	 UK Shared Prosperity Fund	* Deliver the 2025/26 extension of UKSPF. Establish plans for 2026/27 UKSPF replacement.		<p>30 Sep 2025</p> <p>Delivery of the 2025/26 tranche of UKSPF continues, with all delivery components now underway. This years fund is split three ways:</p> <ul style="list-style-type: none"> Hertfordshire Futures - to deliver a package of business and skills intervention and support tailored to Stevenage residents. Pioneering Young STEM Futures - as a contribution to the £1.1m package agreed for Phase Two. Neighbourhoods Allocations - A continuation of the neighbourhood funding provided as part of the previous tranche and delivered as part of the council's Co-operative Neighbourhoods programme. <p>Beyond this year, UKSPF will be replace by several different funding streams. For those authorities with no devolution deals in place, this will be through Pride in Place funding, using a need based methodology.</p> <p>Unfortunately, Stevenage has not been selected as one of the 95 places which will receive funding in 2026/27. We will continue to monitor further opportunities should further Pride in Place funding be made available.</p>

MSEB Sub Priority	Project	Milestones	Performance	Comments
Regeneration	<div></div> <div>Cycling & Pedestrian Connectivity - Arts & Heritage Trail</div>	* Design and implementation of an Arts & Heritage Trail.	<div></div>	30 Sep 2025 A new, permanent piece of public artwork has been unveiled at the Stevenage Bus Interchange. Featuring stories and memories from the local community, including what brought people to Stevenage and their favourite things about the town, the mosaic sculpture is positioned directly in front of the entrance to the Bus Interchange. Local artist Donna Reeves has been working with Junction 7 Creatives (J7C) to collate these stories. This piece of artwork forms part of the Stevenage Heart Trails – 27 miles of traffic-free footpaths. The design of the Stevenage Heart Trails has been completed, Made by Landmark have since moved into the manufacturing phase. Installation dates are somewhat stalled due to Hertfordshire CC road safety audit, Officers are working with County to progress.
	<div></div> <div>Cycling & Pedestrian Connectivity - Underpass Improvements</div>	* Improvement works and installation of artwork on nine underpasses within the Arts & Heritage Trail.	<div></div>	30 Sep 2025 All underpasses are now completed and can be found at various locations throughout the town. With a variety of themes, from Remembrance to Cultural and Ethnic Diversity, the artworks celebrate the town and make the underpasses more attractive for pedestrians and cyclists.
	<div></div> <div>Gunnelswood Road Infrastructure</div>	* Introduction of new infrastructure to a key roundabout to support the GSK development.	<div></div>	30 Sep 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.
	<div></div> <div>Local Plan Review & Partial Update</div>	* Partial update and review of the council's Local Plan.	<div></div>	30 Sep 2025 Submission to Secretary of State 15 August 2025. Examination in Public Hearing Sessions 2 - 10 December 2025. Likely Adoption Early 2026.

MSEB Sub Priority	Project	Milestones	Performance	Comments
	 Regeneration Comms & Marketing	* Regeneration communications and marketing strategy agreed for 25/26, including engagement and consultation.		
	 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 Sep 2025 Construction is progressing well, with the topping out ceremony for Claxton House anticipated in December 2025. The scheme is on schedule, but the contractors have identified an opportunity for sectional completion, where 113 homes could be ready for sale in December 2026, approximately 5 months early.
	 SG1 - Public Sector Hub	* 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 Sep 2025 A funding bid has been developed and submitted to Homes England, following the development of designs up to RIBA Stage 2. Partner engagement has continued, and further feasibility work is being undertaken with architects that will take into account potential implications of Local Government Reorganisation.
	 Sports & Leisure Centre	* Finalisation of design, submission and approval of planning permission and construction to start on site.		30 Sep 2025 The Planning and Development Committee approved the planning permission in September. Further detailed design is continuing whilst authority for entering full contract and approving the business case is to be taken through governance structures during Q3.

MSEB Sub Priority	Project	Milestones	Performance	Comments
	 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 Sep 2025 Officers continue to work through the Development Agreement which is programmed to be heard at the November Cabinet meeting.









THRIVING NEIGHBOURHOODS 2025/26 PERFORMANCE







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CD1 Number of people engaged in Cooperative Neighbourhood 'Community & Place' initiatives	241	478	954	1,103	1,103	1,000	1,500	
RSH NM01(part1): ASB cases opened by or on behalf of the provider during the reporting year	37	64	107	44	74			30/09/2025 The Council received 42 cases of ASB this quarter with 30 cases involving an SBC tenant. ASB reported included various categories of ASB but there has been an increase in violent incidents towards staff, so we are reviewing the circumstances of these cases to ensure staff safety.
RSH NM01(part2) ASB cases that involve hate incidents opened by or on behalf of the provider during	1	3	4	1	4			30/09/2025 Of the 3 cases reported relating to Hate Crime only 1 person was wanting us to investigate their report. The other 2 cases asked that the information be recorded on the systems but did not want any investigations into the report and declined further support from Police.
# of neighbourhood improvements, events, projects, activities using UKSPF funding	36	54	138	0	0	0	10	30/09/2025 Whilst no spending has undertaken at year to date, there are no concerns that the funding will not be fully utilised before the end of the year. Following the local elections in may, two sets of ward walkabouts have been undertaken with ward members to determine priorities in their areas. Priorities have been established with funding allocated for local projects across the town. At the Cooperative Neighbourhoods Strategic Board in November 2025 these will be signed off by ward members for delivery. It should be noted that as funding for this is provided through the UK Shared Prosperity Fund (UKSPF), reporting is based on annual rather than quarterly basis. Spending will be fully compared by the end of the financial year in order to ensure that none of the funding needs to be returned to MHCLG.
% of Graffiti Clearances completed	71.00%	81.82%	93.75%	100.00%	66.00%	80.00%	80.00%	30/09/2025 At the start of Quarter 2 there was a breakdown of the jet wash machine used for graffiti removal. This was for a couple of weeks whilst we awaited parts to be delivered. This impacted the number of jobs. Staffing resources have also been impacted by sickness. This has led to a drop in performance for Quarter 2.



	Actual - Quarter 2 2024/25 YTD	Actual - Quarter 3 2024/25 YTD	Actual - Quarter 4 2024/25 YTD	Actual - Quarter 1 2025/26 YTD	Actual - Quarter 2 2025/26 YTD	Target - Quarter 2 2025/26 YTD	Target - Quarter 3 2025/26 YTD	Comments
CD2: Value (£) invested into Neighbourhood areas from UKSPF	129,005.00	142,423.64	266,365.57	0.00	0.00	0.00	13,000.00	30/09/2025 Whilst no spending has undertaken at year to date, there are no concerns that the funding will not be fully utilised before the end of the year. Following the local elections in may, two sets of ward walkabouts have been undertaken with ward members to determine priorities in their areas. Priorities have been established with funding allocated for local projects across the town. At the Cooperative Neighbourhoods Strategic Board in November 2025 these will be signed off by ward members for delivery. It should be noted that as funding for this is provided through the UK Shared Prosperity Fund (UKSPF), reporting is based on annual rather than quarterly basis. Spending will be fully compared by the end of the financial year in order to ensure that none of the funding needs to be returned to MHCLG.
Contamination rate of recycling - calculated as estimated proportion that is rejected of total amount	1.34	1.62	1.38	1.09	1.11	2.00	2.00	30/09/2025 Highest levels of contamination are still linked to food waste within the recycling - notably residues not washed out. Working with the Comms team to push videos on social media related to what should and shouldn't go in the kerbside recycling. Additional signage is planned for flat block to inform residents, but this will be a gradual rollout.
ES1: Percentage of residential bins collected	99.67%	99.67%	99.73%	99.70%	99.72%	99.00%	99.00%	30/09/2025 It is positive to see the number of missed bins is continuing to decrease as increased monitoring, instruction and education is improving the service delivered.
NI191: Residual household waste per household (kgs)	248.60	372.86	494.96	120.18		245.00	360.00	30/09/2025 This information is currently unavailable as we are awaiting data for Hertfordshire County Council. It is expected we will receive this mid-way through QTR3
NI192: Percentage of household waste sent for reuse,recycling and composting	40.30%	35.60%	32.00%	40.00%		40.00%	35.00%	30/09/2025 This information is currently unavailable as we are awaiting data from Hertfordshire County Council. It is expected we will receive this mid-way through QTR3.
CWLS1: EvAc - No of under 16 using facilities and outreach prog at least once p/w	19,833	17,468	19,715	26,395	19,586	19,500	17,000	





THRIVING NEIGHBOURHOODS 2025/26 MILESTONES

MSEB Sub Priority	Project	Milestones	Performance	Comments
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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 Sep 2025 The project is just finishing phase 1 whereas partners are pulling together their stakeholder lists and starting to select the organisations they will be focussing their case studies on, there will be a partnership meeting in early November to look at the information gathered and plan for phase 2.
	 Play Area Improvements	* Deliver capital programme of improvements to remaining sites and an options report to support future funding.		30 Sep 2025 The team are currently 80% through this project, 6 of the play area sites have been removed with improvement works have been completed with the remaining two finalised by end of November. Once this project comes to an end this capital programme will have been completed and a new bid will then be put forward for capital funding for future improvement works.
	 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 Sep 2025 The Social Inclusion Partnership is currently in the process of being formalised as Stevenage Co-operative Action Network, with draft governance documents under review by member boards and support from Co-operatives UK. Planned as a Community Consortium Co-operative, Stevenage CAN will operate on co-operative principles, with equal membership, shared decision-making, and resource-based contributions.
Community Safety TN	 ASB Services Delivery Review	* 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 Sep 2025 The ASB Service Review has been concluded with recommendations. An action plan is currently being proposed in conjunction with other teams and agencies to support the outcome of the review and changes to operational delivery.



MSEB Sub Priority	Project	Milestones	Performance	Comments
	 Evolve	* Work with domestic abuse perpetrators through the Evolve programme. Explore potential funding opportunities to expand this provision into young people.		30 Sep 2025 One individual has recently moved out of the accommodation and this is being checked ready for the next resident.
	 Operation Educ8	* Educate young people around the impact of Graffiti on the local community.		30 Sep 2025 In line with the Council's Strategic Community Safety objectives, the team have worked with Leo Powell over the past three years to deliver impactful talks in schools. These sessions have helped raise awareness of complex issues. Building on this work, the aim is now to create a powerful and sustainable resource in the form of a film that can be widely shared with schools, young people, parents, and professionals to support awareness, prevention, and safeguarding efforts.
	 SADA Safe Accommodation	* Obtain properties to use as dispersed accommodation for family dynamics that would not fit refuge provisions.		30 Sep 2025 During Quarter 2, SADA upheld its commitment to delivering safe and accessible accommodation as a valuable complement to other refuge options, providing housing for 13 families and single clients. The team also undertook the renewal of properties within its portfolio to maintain and strengthen the service's capacity to offer high-quality, secure accommodation.



MSEB Sub Priority	Project	Milestones	Performance	Comments
Culture & Leisure TN	<div>  </div> <div>Active Communities</div>	<div> <p>* Everyone Active's AC programme brings physical activity to community venues such as community centres , pavilions and schools.</p> </div>	<div>  </div>	<p>30 Sep 2025</p> <p>Community Outreach</p> <p>Fitness Classes: in Q2 106 sessions were delivered with 637 attendances. These classes include Pilates and Yoga (Fairlands Valley Lakes Studio), Strength and mobility (Chells Manor Community Centre), Inclusive Adult Circuit Class (Symonds Green Community Centre), Senior Circuits Class (Shephall Centre), and seated exercise class (St Nicholas Community Centre).</p> <p>Everyone Active also deliver 5 Physical Activity Sessions every week to a range of independent living schemes: Fred Millard, Silkin Court, Southend Close, Pitt Court and Shaftesbury Court. In Q2 we had 215 attendances to these sessions.</p> <p>Family Fun Day at Bedwell Community Centre: During the summer holidays on Friday 8th August, the team hosted a family fun event at bedwell community centre. Roughly 60 attendees took part in a range of activities that included: Junior Multisport, Zumba, Pilates, Body Conditioning, Dance fitness and Thai Chi.</p> <p>Swing into Golf Festival: in partnership with Stevenage Sporting futures, the team hosted a golf festival at the Stevenage golf and conference centre for primary and secondary schools. This consisted of a carousel of activities including putting, chipping, driving and playing on the Par 3 course. There were 80 primary school children, and 34 Secondary school children that took part in the festivals</p>

MSEB Sub Priority	Project	Milestones	Performance	Comments
	<div><div></div><div>Arts & Culture Programme</div></div>	<div><p>* An ambitious programme of activity delivered in partnership between Junction 7 Creatives and Stevenage Museum.</p></div>	<div></div>	<div><p>30 Sep 2025</p><p>Bus Interchange Artwork Community engagement works made by school children have been displayed at J7C and are now on display at the museum. The sculpture was installed on 22 September – there was a slight delay due to wet weather. Professional photos were taking with members and stakeholders on the 29th.</p><p>Underpass Murals Junction 7 Creatives were chosen to complete the Pride mural as part of works to add artwork to seven underpasses around the town. This artwork was completed in July</p><p>Cultural Forum The museum invited members of the forum to act as a focus group for their upcoming plans for the 80th anniversary. We gained some interesting insights and will be making use of this going forward.</p><p>Open Studios For the second year in a row, the museum welcomed an exhibition from J7C – this time showcase the artwork of Sandy Williams. As well as a well-attended opening event, Sandy also ran a free drop in session teaching others about her artwork and inviting them to have a go at making their own.</p></div>
	<div><div></div><div>PlayZone Programme</div></div>	<div><p>* 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.</p></div>	<div></div>	<div><p>30 Sep 2025</p><p>The PlayZone project has been approved by the Football Foundation and final plans are being drawn up ready for submitting a planning application.</p></div>

TACKLING CLIMATE CHANGE 2025/26 PERFORMANCE								
	Actual - Quarter 2 2024/25 YTD	Actual - Quarter 3 2024/25 YTD	Actual - Quarter 4 2024/25 YTD	Actual - Quarter 1 2025/26 YTD	Actual - Quarter 2 2025/25 YTD	Target - Quarter 2 2025/26 YTD	Target - Quarter 3 2025/26 YTD	Comments
CC1: Percentage of homes that have an Energy Performance Certificate (EPC) rating of Band C or above	64.43%	65.89%	66.46%	67.82%	67.82%	67.00%	68.00%	

TACKLING CLIMATE CHANGE 2025/26 MILESTONES				
MSEB Sub Priority	Project	Milestones	Performance	Comments
Tackling Climate Change	 Climate Action Street Plans	* Develop street plans led by Councillors, with the support of officers to deliver community projects		30 Sep 2025 This project has been rebranded into Green Neighbourhood Projects and CIL Green Projects. It has been presented to SLT for decision and currently a few project options are considered for delivery in the short term.
	 Climate Change Community Fund	* Assess, support and advise on community-led climate projects, review alternative schemes of delivery.		30 Sep 2025 CCCF projects continue to be assessed, approved by the panel (CCPG), delivered, and monitored. This is an ongoing opportunity for residents and community organisations to present their sustainability project ideas.
	 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 Sep 2025 The Low Carbon Skills Funding has no funding allocated from UK Central Government this year. Because of this, this project cannot be delivered.

MSEB Sub Priority	Project	Milestones	Performance	Comments
	<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 Sep 2025 Progress is being made with the introduction of the weekly food waste service, scheduled for March 26. Vehicles, caddies and other capital items have been procured. New routes have been designed and the team will shortly be progressing with our Comms plan and recruitment. In addition, works to improve recycling facilities at flat blocks is currently being costed with comms and structural works to commence in Nov 26.
	<input checked="" type="checkbox"/> Sustainability Business Support	* Deliver workshops, mentoring, coaching and supply chain support activities for Stevenage businesses across three projects: 1. Green Business Start Up Scheme. 2. Sustainable X Business Support Programme 3. Action Zero Programme (Wenta)		30 Sep 2025 Following on from the previous Sustainability workshops and two Meet the Buyers, we have recently launched the next phase of our Sustainability Support Programme in partnership with Sustainable X. SMEs in Stevenage will have access to a fully funded support programme which will include two hours of tailored, 1:1 consultancy with experienced business advisors who specialise in helping SMEs to receive support with: <ul style="list-style-type: none"> • Winning both public and private sector tenders with stronger responses • Improving operational efficiency and reduce unnecessary costs • Accessing discounted finance or grant funding applications • Building clear, confident messaging for clients and employees • Getting ahead of competitors in areas like supply chain and social value • Preparing for certifications or accreditations • Strengthening award entries with evidence-based results

MSEB Sub Priority	Project	Milestones	Performance	Comments
	<input checked="" type="checkbox"/> Tree Planting	*Micro Woods - Deliver new micro woods. * Canopy Cover - Plant new trees to support increasing tree canopy cover in areas of the town with deficiency.		30 Sep 2025 <ul style="list-style-type: none"> • Micro Woods - Deliver new micro woods. – we are planning to plant 5 new micro woods over the next 10 years (funding permitting) • Canopy Cover - Plant new trees to support increasing tree canopy cover in areas of the town with deficiency. – we are planning to plant over 100 trees this year (planting season)
	<input checked="" type="checkbox"/> Warm Homes Local Grant Scheme	* 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.		30 Sep 2025 Delivery of the scheme have started, with communications being delivered. The uptake has been slow up to now, and the Council is exploring further communicational actions to reach eligible homes.






BALANCING THE BUDGET 2025/26 PERFORMANCE

	Actual - Quarter 2 2024/25 YTD	Actual - Quarter 3 2024/25 YTD	Actual - Quarter 4 2024/25 YTD	Actual - Quarter 1 2025/26 YTD	Actual - Quarter 2 2025/26 YTD	Target - Quarter 2 2025/26 YTD	Target - Quarter 3 2025/26 YTD	Comments
% of Corporate Building Overall Completed Remedials	82.50%	76.54%	75.15%	85.85%	88.35%	80.00%	80.00%	<p>30/09/2025</p> <p>The Facilities Team has continued to progress with compliance remedial actions, reaching a completion rate of 88.35%, an increase of 1.23% from August's 87.12%.</p> <ul style="list-style-type: none"> • Outstanding: 560 (11.65%) • Completed: 3,409 (70.90%) • Not Required: 839 (17.45%) <p>This represents steady improvement, with 3,409 actions completed and 839 assessed as not required, leaving 560 remedials outstanding. Reporting on High/Medium/Low risks will begin from Quarter 3. The Facilities Team has a clear understanding of where risk sits across the estate. High and medium risk actions remain the priority for the coming period, supported by targeted workstreams and ongoing collaboration with service providers. Progress continues at pace and the team remains on track to reach the 90% compliance milestone.</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	63.11%	90.00%	99.21%	37.05%	61.47%	60.00%	89.00%	
BV9: Percentage of council tax collected	59.10%	85.50%	94.50%	32.09%	59.00%	60.00%	86.00%	<p>30/09/2025</p> <p>Although the current in-year collection rate of 59% is slightly below the 60% target, this shortfall is offset by an increase in number of chargeable properties and a reduction in discounts. Based on the latest tax base and bad debt provision, this has resulted in an overall improvement in the projected collection fund position.</p>

	Actual - Quarter 2 2024/25 YTD	Actual - Quarter 3 2024/25 YTD	Actual - Quarter 4 2024/25 YTD	Actual - Quarter 1 2025/26 YTD	Actual - Quarter 2 2025/26 YTD	Target - Quarter 2 2025/26 YTD	Target - Quarter 3 2025/26 YTD	Comments
CNM2g: Garage Voids (residential) as a percentage of stock	7.50%	8.04%	7.76%	7.87%	7.38%	7.26%	7.26%	<p>30/09/2025</p> <p>The residential garage void rate for Q2 is 7.38% against a target of 7.26%. There were 123 terminations in quarter 2 compared to 135 in quarter 1, an increase of 8% with main reasons continuing to be cost of garage and cost of living. There was a 23 increase in the offers during Q2 following a increase in demand for the service by 17%. The acceptance rate slightly decreased by 3% however a 100% acceptance rate was achieved during the 1 week of September.</p> <p>During Q2 there has been a continued approach to marketing initiatives with use of signage adding to the SBC Tipper Trucks, promotion at the Town Centre Outdoor Cinema and an advert in the Hospital magazine with an aim to reach a wider market. The trial scheme "Refer a friend" was not successful as anticipate and other avenues are being explored to engage with Stevenage based Charities and that not be aware of the garage service that is on offer. The service are working at improving customer engagement through an E-Newsletter initiative and reviewing the duration of a garage licences to identify trends.</p>
CompGF1: % of council service customer complaints responded to within deadline	87.00%	90.00%	77.40%	85.00%	86.00%	80.00%	80.00%	<p>30/09/2025</p> <p>Performance based on received complaints in July, August and September.</p> <p>128 Stage 1 complaints received during Q2</p> <p>20 Stage 2 complaints received during Q2</p> <p>86% were answered within deadline</p> <p>6.7% were late</p> <p>7.4 % remain unresolved within target (response if due within Q3)</p>
CR1: % of commercial rent collected from estates	91%	91%	91%	90%	88%	90%	90%	
CSC Sat: Customer satisfaction with CSC customer service	92.10%	93.10%	88.80%	93.00%	92.10%	80.00%	80.00%	
Dig2: Number of online payments	59,095	88,823	117,255	31,748	63,215	63,000	94,000	






	Actual - Quarter 2 2024/25 YTD	Actual - Quarter 3 2024/25 YTD	Actual - Quarter 4 2024/25 YTD	Actual - Quarter 1 2025/26 YTD	Actual - Quarter 2 2025/26 YTD	Target - Quarter 2 2025/26 YTD	Target - Quarter 3 2025/26 YTD	Comments
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%	30/09/2025 All three income streams are on target to achieve full income by the year end.
NI181: Time taken (days) to process housing benefit new claims and change events	7.82	5.39	2.01	5.89	6.31	12.00	10.00	
Rent collection rate	97.00%	98.60%	98.13%	93.28%	95.47%	95.00%	97.00%	30/09/2025 Income collection for Q2 of the 2025/26 financial year stands at 95.57%, slightly reduced compared to last year at 97%. This shortfall is primarily due to arrears carried forward from the previous financial year. When excluding these brought-forward arrears, in-year collection performance is strong at 98.93%. To further improve overall collection, we have implemented a series of targeted actions, including: <ul style="list-style-type: none"> • Focused arrears recovery initiatives • Enhanced customer engagement strategies • Improved data analytics to support account segmentation • Strengthened internal monitoring and oversight In addition, we will maintain our emphasis on reducing historical arrears and ensuring proactive management of all accounts

BALANCING THE BUDGET 2025/26 MILESTONES

MSEB Sub Priority	Project	Milestones	Performance	Comments
Balancing the Budget	<input checked="" type="checkbox"/> Business Change & Digital Projects	<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 Sep 2025</p> <p>In addition to the ongoing financial benefits tracking, which is showing higher than expected savings, the Revenues and Benefits changes have delivered financial savings this year and work is underway to scope changes for future years, enabled by the step change in digital solutions and online services for residents and businesses.</p>
	<input checked="" type="checkbox"/> Business Change and Digital - Financial Returns	- Projects that deliver financial returns (increased income/commercial opportunities/tangible savings/cost avoidance)		<p>30 Sep 2025</p> <p>In addition to the savings options put forwards through the Star Chamber process work is underway on a key finance project aiming for cost avoidance and discovery work to support improvements in garages digital lettings has commenced. The Postage and Print project now has a defined scope and will seek cost reduction with key service areas and a proposal on advertising is being taken to the October meeting of the Commercial and Investment Working Group.</p>
	<input checked="" type="checkbox"/> Business Change and Digital - Service Improvements	- Projects that deliver improved service quality, customer experience and modern work processes that save time		<p>30 Sep 2025</p> <p>Following the September meeting of the Business Change and Digital Board, the Electronic Signing pilot in Housing was approved at SLT on 30th September and if successful, will be rolled out more widely across the organisation. Funding for a pilot for an AI generated website chatbot, was also approved and aims to provide helpful, detailed answers to residents questions based on website content.</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.		
	<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 Sep 2025</p> <p>Likely report to Cabinet in early 2026.</p>

MSEB Sub Priority	Project	Milestones	Performance	Comments
	<input checked="" type="checkbox"/> Fees & Charges	* Review of fees and charges		30 Sep 2025 Cabinet approved a report in October for the proposed Fees and Charges for the financial year 2026/27
	<input checked="" type="checkbox"/> General Fund & HRA Savings 2026/27	* Approve balanced budgets for 2026/27 for HRA in January 2026 and GF in February 2026.		30 Sep 2025 Majority of savings are on target to be delivered in 25/26 for GF while HRA is still showing budget pressures specially within repairs services. New savings target are being finalised part of HRA Business Plan review.
	<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 Sep 2025 On track to deliver a new HRA Business Plan, with savings and growth options for November Cabinet.
	<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 Sep 2025 The team are in contact with service areas like economic regeneration, Estates, Leisure and economic development to understand potential insourcing possibilities and their potential commercially.

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 Sep 2025 The EDI Action Plan has now been renewed for 2025-26 and includes 19 total actions. Quarterly updates will be collected on these actions, with the first being requested in October. An overview of these updates will be provided in an EDGG meeting in November. The annual Equality & Diversity report is also currently being compiled for 2024-25 and will be published in November.
	<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 Sep 2025 Formalisation of the commission is ongoing. It is now in the stage of reviewing the documents that will form the governance of the co-operative. Once agreed, these will be passed onto Co-operative UK who will provide the legal guidance and support for the formalisation prior to commissioners being asked to sign up.
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 Sep 2025 The Council have successfully delivered engagement with residents working with HCC on their AFC survey. The team delivered International Day of Older People with approx. 1200 resident interactions. The action plan continues to be reviewed and results for Stevenage from the Herts AFC survey to suggest some tangible actions moving forward.
	<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 Sep 2025 The team continue to collaborate with organisations to support those living with Dementia. There are plans to deliver further Dementia Friends Training to colleagues and partners. Everyone Active is hosting a Dementia Support day on November 22nd for all partners to be involved including SBC Leisure & Health Team.
	<input checked="" type="checkbox"/> Healthy Hub	* Funding received for a further two years of delivery through HCC Public Health.		30 Sep 2025 Healthy Hub continues to provide free advice and signposting to health services. This quarter has seen a total footfall of 1655 come into the HH. The HH continues to run programmes for Dementia, Pulmonary Rehab, Menopause Support, NHS Health Checks and weight management. Moving forward the team are looking to run Stop Smoking clinics through the HH.

MSEB Sub Priority	Project	Milestones	Performance	Comments
	<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 Sep 2025 Public Health Herts have shared a JSNA for Stevenage Health Inequalities. This outlines the key health inequalities as Obesity, Mental Health, Frailty and Dementia. Using this insight this will help shape the start of the Healthy Stevenage Strategy before engaging with health partners.
Technology & Innovation	<input checked="" type="checkbox"/> ICT Strategy & Assurance	* 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.		30 Sep 2025 The IT strategy is also being developed to ensure it is LGR-proof, and it remains on schedule, with publication expected by March