

Corporate Performance Report 2026/27

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

- Red Triangle** - Severe delays
- Orange Circle** - Some delays
- Green Star** - On track
- Green Star with Checkmark** - Completed

MORE SOCIAL, AFFORDABLE & GOOD QUALITY HOMES 2026/27 PERFORMANCE

	Actual - Quarter 1 2025/26 YTD	Actual - Quarter 2 2025/26 YTD	Actual - Quarter 3 2025/26 YTD	Actual - Quarter 4 2025/26 YTD	Actual - Quarter 1 2026/27 YTD	Target - Quarter 1 2026/27 YTD	Target - Quarter 2 2026/27 (YTD)	Comments
% of standard damp & mould investigations completed within 10 working days of tenant report (AWAABs)			92.42%	86.00%	76.00%	100.00%	100.00%	30/06/2026 147 CASES TOTAL / 112 MET = 76% This means that 76% of investigations were completed inside of the 10 working day period. However, it should be noted that on several occasions some appointments were arranged outside of the 10 day target with mutual arrangement from the tenant that the investigation is resolved according to their availability and not objective level of urgency. Some cases did also require extended efforts to secure access and ensure appointments were kept as scheduled, even once agreed.
Average re-let time (calendar days) -GN Standard	54.00	84.00	63.00	57.00	38.00	40.00	40.00	30/06/2026 In quarter one, 15 General Needs Standard void properties were relet against the new 45-day target, achieving an average turnaround of 38 days. Of these, eight were completed by the in-house team in an average of 11.5 days, exceeding the 12-day contractor-stage target, with the remaining seven completed by the interim contractors. Although the 2026/2027 quarter one volumes for the General Needs Standard void properties are lower than the 43 voids relet in quarter one 2025/26, progress has been made against the Void Improvement Plan with weekly cross-service meetings continuing to proactively address potential delays and ensure improvements are sustained. Asbestos turnaround times have also reduced, while surveying properties during notice periods and securing early key returns has enabled void works to commence from day one of termination.

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Homelessness Preventions	47.00	101.00	155.00	186.00	31.00	30.00	60.00	30/06/2026 The number of homelessness preventions has remained steady at 31 this quarter, demonstrating continued delivery of positive prevention outcomes despite ongoing pressures and increasing case complexity. The service remains focused on engaging with households at an earlier stage to maximise available prevention options and reduce the need for crisis interventions. Work is underway to better understand and record the reasons households may not approach the service sooner, with the aim of identifying barriers to early engagement and informing future service improvements. Improved understanding of customer behaviour will support the development of targeted interventions and help strengthen prevention activity moving forward.
New emergency hazards reported per 1,000 properties					0.13			30/06/2026 This is a new KPI introduced in line with Housemark benchmarking. It is directly related to KPI 3 (147 cases) and KPI 4 (1 case), measured as a proportion of the Council's housing stock. There was one emergency case during Quarter 1 that required action within Awaab's Law timescales. Although the issue met the criteria for a Category 1 hazard, access to the property could not be secured until five days later at the tenant's request. As a result, the repair could not be completed within the 24-hour target timescale and the KPI was not achieved
New significant damp and mould hazards reported per 1,000 properties					18.69			
Number of affordable homes delivered (gross) by the Council (since 2014)	501.00	529.00	531.00	533.00	548.00	531.00	532.00	
Percentage of homes maintained as decent against national minimum DH standard	96.42%	97.74%	98.82%	98.86%	99.00%	98.50%	98.50%	
Percentage repairs & inspections completed first time	84.86%	94.82%	99.41%	99.47%	99.11%	90.00%	90.00%	
RSH BS01: Percentage of dwellings with a valid gas certificate	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
RSH BS02: Percentage of dwellings with a valid Fire Risk Assessment	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
RSH BS03: Percentage of properties that require an annual asbestos inspection / survey	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
RSH BS04: Percentage of sites with valid legionella inspections certificate	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	34	69	95	106	18			
RSH CH01 (part1): Number of stage one complaints made by tenants	134	290	450	605	107			

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RSH CH02 (part1): % of stage 1 complaints made by tenants and responded to within CH Timescale	125%	142%	134%	133%	100%	100%	100%	30/06/2026 Please note this measure has changed from numerical to percentage for the 2026/27 year. 102 stage 1 complaints were closed during the quarter - all within target time This is complaints from tenants but also leaseholders and other residents where their complaint relates to Housing services
RSH CH02 (part2): % of stage 2 complaints made by tenants and responded to within CH Timescale	28%	23%	17%	6%	100%	100%	100%	30/06/2026 Please note that this measure has changed from a numerical count to a percentage-based indicator for 2026/27, in line with revised performance reporting arrangements. During Quarter 1, eight Stage 2 complaints were responded to, with all responses issued within the target timescale. The measure includes complaints relating to Housing Services from tenants, leaseholders and other residents.
RSH Rep1: Proportion of emergency responsive repairs completed within target timescale	98.30%	99.10%	98.50%	99.20%	99.00%	100.00%	100.00%	30/06/2026 Emergency service delivery remains robust and is meeting customer expectations for critical repairs.
RSH Rep2: Proportion of non-emergency responsive repairs completed within target timescale	95.60%	94.60%	94.55%	96.90%	93.10%	95.00%	95.00%	30/06/2026 Routine Repairs bring down the overall percentage but the combined figures show a clear month-on-month improvement: Targeted management of fencing, glazing and roofing workstreams will be targeted to deliver the greatest improvement in routine completion performance during Quarter Two

MORE SOCIAL, AFFORDABLE & GOOD QUALITY HOMES 2026/27 MILESTONES

		Milestones	Performance	Comments
Building New & Sustainable Homes	 Bragbury End	• Conclude the marketing process for the site. • Finalise the sale of the land, enabling development proposals to progress.		30 Jun 2026 The marketing exercise concluded and Cabinet approved the disposal of the land to the preferred bidder. Contract work is underway with the ambition to conclude in September 2026.
	 Brent Court - Independent Living	• Begin main construction works on site. • Reach the topping out stage, with the building's main structure completed to its full height.		30 Jun 2026 The Gateway Two process is still ongoing limiting progress on site. Demolition is underway, however there is likely to be a period when works on site will pause before construction works begin following a Gateway Two approval.
	 Burwell Phase Two	• Reach the wind and watertight stage, with the homes enclosed so internal works can progress.		30 Jun 2026 The building is at roof height and roof trusses are being installed across the site. The expectation is that the building will become wind and water tight within the next three months.
	 Cartref	• Begin main construction works on site. • Reach the topping out stage for the affordable homes block, with its main structure completed to its full height.		30 Jun 2026 Ground clearance works have begun on site and Keepmoat have begun works for their site setup also.
	 Courtlands	• Commence and complete sales of the homes at Courtlands to generate a capital receipt and enable Marshgate Ltd to repay its loan to the Council. * * The delivery programme has been affected by delays to power connectivity. Regular reports will be brought to Cabinet on Marshgate Ltd's performance and sales progress.		30 Jun 2026 UKPN works on site were delayed further as a result of faulty equipment which was required for the diversion. This has now been remedied and a new date is anticipated shortly. Work continues on site to progress the homes unimpacted by the cable diversion, and the show home is open and facilitating visits.

		Milestones	Performance	Comments
	 Ellis Avenue	• Reach the topping out stage, with the building's main structure completed to its full height. • Reach the wind and watertight stage, with the homes enclosed so internal works can progress.		30 Jun 2026 Concrete pours for the entirety of the foundations have taken place, and the brick and blockwork for the site is underway.
	 Garage Sites Sales	* Planning Permission for first sites * Funding Application * Generate Initial Receipt		30 Jun 2026 Planning permission has been granted for seven units at the Broadview Garage site, and a programme for up to 40 homes is being developed. Contract documents are currently being formulated for a principal contractor for the site, with the aim to get approval in September 2026.
	 Kenilworth Phase Two	• Complete the legal process required to alter existing highway arrangements. • Reach the wind and watertight stage for the first phase, with the homes enclosed so internal works can progress. • Open a show home so prospective residents can view the completed standard of accommodation.		30 Jun 2026 Foundation works are underway across the site, with brick and block work due to take place immediately after.
	 Neighbourhood Developments	• Seek planning permission for a pipeline of new housing schemes that will support investment in Stevenage's neighbourhoods and neighbourhood centres.		30 Jun 2026 Detailed designs are now being worked up for both sites with public consultation to follow once design and layout more advanced.
	 Shephall View	• Secure grant funding to support delivery of new homes. • Complete the legal agreements needed to progress the scheme. • Complete the development and hand over the new homes for occupation.		30 Jun 2026 Grant funding of £1.8m was secured, and the properties are now completed and occupied.

		Milestones	Performance	Comments
	 The Oval	• Reach the topping out stage for the new Community Centre, with the building's main structure completed to its full height. • Reach the topping out stage at Roland Court, with the building's main structure completed to its full height.		30 Jun 2026 Works are underway across the site, and the expectation is that Roland Court will top out in August 2026.
Maintaining Good Quality Homes	 Key Enablers for Journey to C1	• Deliver the priority actions within the Housing Improvement Plan, building on the Council's previous inspection score and supporting progress towards a C1 consumer grade from the Regulator of Social Housing. • Move the NEC housing management system to cloud hosting. • Prepare for the new Regulator of Social Housing Competency and Conduct Standard.		30 Jun 2026 Meeting with the Regulator for Social Housing continue on a quarterly basis. Feedback from the Regulator is very positive and they comment that good progress is being made across all areas of the Provider Improvement Plan and they recognise that Resident Engagement will take time to embed. The NEC Housing system is due to migrate in October 26 and regular meetings are taking place to review progress. The Competency & Conduct work is underway with a framework in place and a team wide training matrix currently being progressed. The first cohort for CIH Level 5 qualifications has been identified and courses are currently being procured.
	 Optimising Repairs and Voids Services	• Complete and evaluate the repairs and voids pilot and agree the next steps for the future service model.		30 Jun 2026 The In-House Voids Pilot has now reached the four-month stage of its six-month pilot period. A formal review will be undertaken to assess the pilot's overall performance and inform recommendations on the future operating model closer to the end of the pilot. Performance to date has been encouraging, with both void turnaround times and quality of completed works demonstrating positive outcomes. The remaining focus of the pilot is to determine whether these operational benefits can be delivered on a sustainable and cost-effective basis when compared with external contractors. The final evaluation will consider both service performance and value for money to support an evidence-based decision on the future delivery model.

		Milestones	Performance	Comments
	 Targeted Investment in Homes	• Review the existing Housing Asset Management Strategy and seek approval for an updated strategy. • Complete the Asset Programme Review, setting out future investment priorities for Council homes. • Complete further review of the Independent Living Schemes to inform future investment decisions. • Deliver the final year of the Major Refurbishment Contract programme. • Present options and recommendations for high-rise refurbishment to Cabinet.		30 Jun 2026 High-Rise Refurbishment Options for the future refurbishment of the Council's high-rise blocks are being developed for Cabinet consideration in October 2026. Subject to cabinet approval, mobilisation will follow, with procurement and the building safety approval process progressing thereafter. The programme will remain dependent on Building Safety Regulator timescales. Housing Asset Review The Council is reviewing housing assets where performance concerns have been identified, assessing condition, investment requirements, management costs and demand to inform future investment decisions across the portfolio. Major Refurbishment Contract All Phase Seven blocks are nearing completion, with works continuing at Purcell Court, Minehead Way and shop sites at Bedwell, Popple, Rockingham and Canterbury. The remaining works are scheduled for completion through late autumn and winter.
	 Tenancy Management and Resident Support	• Deliver the Resident Engagement Strategy and Framework, including embedding the new scrutiny panel. • Implement the agreed Fair Access improvements, making it easier for residents to access housing services. • Draft a new tenancy agreement. • Develop a Landlord Housing Strategy.		30 Jun 2026 Recruitment has commenced for a Resident Engagement Co-ordinator to broaden engagement opportunities and help to deliver more proactive outreach into communities and across neighbourhoods during spring and summer 2026. A full report of the years activities, progress and outcomes is being prepared for Executive Housing Working Group and will also be fed back to the Regulator of Social Housing via the Provider Improvement Plan.
	 Warm and Safe Homes	• Deliver the Building Safety Action Plan. • Prepare for and implement the next phase of Awaab's Law requirements.		30 Jun 2026 Building Safety Action plan continues to be delivered and is being updated with new actions as they are required.

TRANSFORMING OUR TOWN 2026/27 PERFORMANCE								
	Actual - Quarter 1 2025/26 YTD	Actual - Quarter 2 2025/26 YTD	Actual - Quarter 3 2025/26 YTD	Actual - Quarter 4 2025/26 YTD	Actual - Quarter 1 2026/27 YTD	Target Quarter 1 2026/27 YTD	Target Quarter 2 2026/27 YTD	Comments
Percentage of major planning applications determined in 13 weeks	100.0%	100.0%	100.0%	100.0%	100.0%	60.0%	60.0%	
Percentage of minor planning applications determined in eight weeks	100.0%	92.9%	95.7%	93.5%	92.3%	70.0%	70.0%	
Percentage of other planning applications determined in eight weeks	100.0%	91.7%	79.6%	81.5%	94.5%	60.0%	60.0%	

TRANSFORMING OUR TOWN 2026/27 MILESTONES

MSEB Sub Priority	Project	Milestones	Performance	Comments
Enterprise & Skills	 Adult Cohorts Pilot Project	• Agree the pilot scope, delivery model and outline proposal. • Confirm target cohorts, referral routes, success measures and the approach to evaluation. • Launch the pilot, monitoring resident participation, progression and case studies. • Review pilot outcomes and recommend next steps for 2027/28.		30 Jun 2026 The Council has worked with North Herts College to develop a Workforce Transition and Employability pilot, due to begin in the new academic year. The programme will support adults experiencing organisational change, including redundancy, to strengthen their employability, confidence and readiness for new opportunities. Two cohorts will be delivered through short, focused learning sessions, with individual coaching available where needed.
	 Business Technology Centre Contract Renewal	• Following completion of the procurement process, confirm the operator for the next Business Technology Centre contract period. • Mobilise the renewed contract arrangements, ensuring continuity of support for businesses based at the Centre.		30 Jun 2026 The new contract for the provision of property management services at the Business Technology Centre (BTC) and Chells Industrial Units (CIU) was signed on 2 July 2026 and will run until 30 June 2031. The Contract Details Notice has been published, with a redacted version of the contract to be made available once the necessary amendments have been completed. The mobilisation phase is now underway, with contract commencement meetings planned to support a smooth transition to the new arrangements. A press release has also been issued to raise awareness of the contract and highlight the support available through the BTC, reinforcing the Council's commitment to helping residents start and grow businesses through access to advice, guidance, incubation programmes and business support services. The next phase of work will focus on developing and implementing a commercialisation plan with the supplier, aimed at activating underused space, enhancing the offer available at the BTC and supporting increased business growth and occupancy levels.
	 Impact Reporting & Communications	• Build on the existing communications approach, using resident and partner stories alongside clear measures of reach and impact. • Publish the first combined Enterprise & Skills impact report, showcasing case studies and performance data.		30 Jun 2026 Work is progressing on a new Skills & Opportunities webpage to make it easier for residents to access information on local employment, training and skills opportunities. Development is also underway on a STEM-focused social media campaign featuring local people and businesses to showcase the wide range of career pathways available in Stevenage. The impact of this work will be captured through an Enterprise & Skills Impact Report, bringing together performance data and case studies to demonstrate the outcomes and benefits being delivered for residents and businesses.

MSEB Sub Priority	Project	Milestones	Performance	Comments
	 Pathways & Signposting	• Complete a review of skills, employment and business-support pathways. • Publish refreshed resident-facing information and signposting across Council and partner channels.		30 Jun 2026 A review of local skills, employment and business support pathways is underway. The Council is working with local education providers and partner organisations to map existing provision and identify gaps. This will inform clearer and more accessible signposting, helping residents understand the opportunities and progression pathways available to them.
	 Pioneering Young STEM Futures Phase Two	• Deliver Pioneering Young STEM Futures Phase Two activity across the academic year, monitoring participation, reach and progression. • Establish and support the Youth Advisory Board, including oversight of the Youth Innovation Fund. • Complete an interim evaluation and year-end impact update for Phase Two.		30 Jun 2026 Four Pioneering Young STEM Futures projects have been delivered during the quarter: Access to All, Primary Science Quality Mark, Science Academy Challenge and Zero Gravity Mentoring. Through practical STEM activities, careers experiences, mentoring and support for primary science teaching, the projects have reached more than 250 secondary students, 1,000 primary pupils and 45 teachers. The Youth Advisory Board has also been established with 12 members aged 13 to 18, who have begun gathering young people's views at community events ahead of their first formal meeting in August 2026.
	 Stevenage Works	• Secure social value benefits, including jobs, training and local opportunities, through key contracts and projects across Housing Investment, Housing Development and Regeneration. • Extend Stevenage Works into health and social care pathways, helping residents access employment, training and progression opportunities in the sector. • Publish the annual Stevenage Works impact report and deliver the Community Chest Fund.		30 Jun 2026 Regular meetings continue between Stevenage Works and contractors operating across the town to monitor delivery against social value commitments and provide support and signposting where required. Stevenage Works is also working with a growing number of Council services, including Planning, Housing Asset Management, Regeneration, Housing Development, Repairs and Facilities, to maximise the social value secured through contracts. The 2025 Stevenage Works Impact Report has been published on the Council's website, demonstrating the benefits delivered for residents and businesses. Monitoring of Community Chest Fund recipients is ongoing to ensure funding is spent appropriately, with evidence gathered through receipts and project updates. Planning is also underway for the 2026 fund, with applications due to open in September, panel assessments taking place in November and successful projects being announced shortly afterwards. An awards event is scheduled for 8 January 2027 at the Council Offices. The latest Stevenage Works Health and Social Care Sector-based Work Academy Programme (SWAP) was delivered in June 2026, continuing to provide residents with training and employment opportunities aligned to local workforce needs. The next cohort is scheduled to take place in September 2026.

MSEB Sub Priority	Project	Milestones	Performance	Comments
	 Talent Development	• Support and evaluate the first apprenticeship cohort, while exploring the opportunity to establish a second cohort. • Provide work experience placements for local people. • Evaluate the first leadership programme cohort and establish a second cohort, including Level 3 and Level 5 development opportunities.		30 Jun 2026 A second cohort was launched following positive feedback from the first. Twelve employees enrolled across the Level 3 and Level 5 programmes, meeting the target.
	 UK Shared Prosperity Fund	* Deliver the 2025/26 extension of UKSPF. Establish plans for 2026/27 UKSPF replacement.		30 Jun 2026 The Council has spent its full UK Shared Prosperity Fund allocation, delivering all agreed activity and meeting or exceeding programme targets. Remaining activity focuses on physical improvements to neighbourhood facilities and public spaces, alongside match funding for the Council's STEM skills partnership with Mission 44. Delivery through Hertfordshire Futures has concluded, with the final reporting window for UKSPF outputs and outcomes closing in November 2026.
Regeneration	 Deliver Local Plan Review and Partial Update 2026 and development of new Local Plan beyond 2031	• Complete partial update of the Council's Local Plan. • Produce a visioning document exploring how Stevenage can continue to contribute as an economic and growth hub within future local government arrangements.		30 Jun 2026 The Partial Review of the Local Plan has now been adopted. Officers are undertaking scoping work on the new Local Plan and will be taking a report to Cabinet in the Autumn with the next steps.
	 Forster Country Park	• Complete the phase one handover of Forster Country Park in line with the legal agreement and approved design specification. • Confirm arrangements for the park's long-term maintenance and management. • Deliver a communications and marketing plan to support the opening of the new country park.		30 Jun 2026 The handover of Phase One of the Country Park has been delayed until a number of outstanding issues are resolved, including landscaping and planting defects, footpath and drainage works, site maintenance concerns, and finalisation of legal agreements and transfer documentation. Officers remain in discussions with the developer to ensure the site meets the required standards before transfer to the Council.

MSEB Sub Priority	Project	Milestones	Performance	Comments
	 Indoor Market Growth	• Agree and implement an action plan to improve occupancy, income performance and operational arrangements at the relocated Indoor Market.		30 Jun 2026 Work continues to support Indoor Market growth through improved trader engagement; promotion of vacant units and activity aimed at increasing footfall. The operating model is also being reviewed to support a more sustainable and commercially focused market.
	 Maximising lettings in town centre	• Deliver a targeted lettings programme for vacant units in the Plaza, supporting continued activity ahead of SG1 regeneration. • Deliver a targeted lettings programme for vacant units in Town Square, supporting continued activity ahead of SG1 regeneration.		30 Jun 2026 The Council has installed its own "To Let" boards, including QR codes, across vacant town centre commercial units to support direct marketing. Specialist agents will continue to be used where required. Current activity is focused on short-term lettings to preserve flexibility for regeneration plans and Local Government Reorganisation.
	 Planning and Infrastructure Bill	• Prepare the planning service for anticipated changes arising from the Planning and Infrastructure Bill.		30 Jun 2026 The Planning and Infrastructure Act received Royal Assent in December 2025. Secondary legislation due from October 2026 will introduce a national framework for planning decisions, require changes to the Council's Constitution, cap planning committees at 13 members, and introduce mandatory training. The Act also increases planning cost recovery through fee reforms, introduces consultee surcharges, and requires Strategic Development Strategies, with Hertfordshire County Council currently leading work on the county-wide strategy ahead of local government reorganisation in 2028.
	 SITEC 2nd Phase	• Complete construction of the new Town Centre Construction Campus in the former Indoor Market. • Complete feasibility and design work for Phase 2b, supporting further skills capacity, then seek cabinet approval to proceed.		30 Jun 2026 Partnership work continues with North Hertfordshire College on the delivery on the new Town Centre Campus in the former Indoor Market. The construction programme remains on track for student intake in September 2026 which will see up to 500 new learners in the heart of the town centre. The Council are working with partners regarding feasibility and design for the delivery of Phase 2b, including developing massing studies, floor plans and the intended curriculum. It is envisioned the project will be taken to Cabinet in November 2026.

MSEB Sub Priority	Project	Milestones	Performance	Comments
	 Sports and Leisure Centre	• Progress construction of the new facility in line with the approved delivery programme. • Complete the new facility by 2028. • Complete demolition of the existing swimming pool to enable the next phase of development.		30 Jun 2026 The new Sports & Leisure Centre development is progressing with the works related to what will become the new entrance and exit on Fairlands way completed. - The new pedestrian crossing (Towns Fund - Cycling & Pedestrian Connectivity milestone) is complete and in use on St George's Way, work carried out in partnership with Hertfordshire County Council. The crossing provides a safer, more direct route creating an accessible link from the Town Centre to the existing Swimming Centre and future facility. - Enabling works packages have continued with the site fully established. - Following negotiations, the main construction contract has now been signed.
	 Station Gateway	• Progress external infrastructure funding opportunities. • Establish a strategic delivery programme for the scheme. • Undertake community consultation on the emerging proposals.		30 Jun 2026 Under the Development Agreement, Muse & ECF have procured their external consultant team this quarter and embarked on early design for the first phase of the overall masterplan. ECF board have approved spend to develop a Strategic Outline Business Case, required to leverage external funding. In parallel community engagement plans are being worked up, anticipated for Q3 and Q4.
	 Towns Fund	• Gunnelswood Road Infrastructure - o Work with the private developer to introduce new infrastructure at a key roundabout to support the GSK development. • Cycling & Pedestrian Connectivity - o Deliver a new ground-level pedestrian and cycle crossing linking the town centre with the new leisure facility. - o Deliver the Stevenage Arts Trail, including community engagement, artwork production and installation. • Diversification of Retail - o Complete works to create a new entrance to the Westgate retail area.		30 Jun 2026 Gunnels Wood Road Infrastructure Enabling infrastructure works focused on the roundabout at the entrance to the GSK site are progressing, supporting Reef Origin's development of the Elevate Quarter and funded through the Towns Fund. Works to upgrade utilities and power are due to complete by the end of 2026. Cycling & Pedestrian Connectivity Installation of more than 300 Heart Trails wayfinding and interpretation signs is underway following the launch in March 2025. Four new sculptures are also being developed for installation over the summer. Diversification of Retail The project comprises two workstreams. Activating Spaces is now complete, including Event Island, Frequency Coffee and the relocation of the Indoor Market. The second workstream, Improving Connectivity, is focused on the south-west entrance to the Westgate Centre, where site hoarding is in place and enabling works are underway.

THRIVING NEIGHBOURHOODS 2026/27 PERFORMANCE

	Actual - Quarter 1 2025/26 YTD	Actual - Quarter 2 2025/26 YTD	Actual - Quarter 3 2025/26 YTD	Actual - Quarter 4 2025/26 YTD	Actual - Quarter 1 2026/27 YTD	Target - Quarter 1 2026/27 YTD	Target Quarter 2 2026/27 YTD	Comments
RSH NM01(part2) ASB cases that involve hate incidents opened/on behalf of the provider (SBC tenants)	1	4	5	5	0			30/06/2026 The Council have had no reports of Hate Crime this quarter. Total shown is due to this being a cumulative measure.
Number of Accepted Housing Applications					211.00			30/06/2026 Please be advised that this is a new measure for 2026/27. 30/06/2026 211 housing applications were accepted during Quarter One, of which 37 were from existing council tenants. This reflects continued demand for access to the Housing Register from both new applicants and existing tenants seeking to transfer. The service has maintained timely processing of applications to ensure eligible households can access the register and bid for suitable accommodation. Transfer applicants continue to represent an important proportion of demand, supporting effective use of the existing housing stock by enabling households changing housing needs to be met.
RSH NM01(part1): ASB cases opened by or on behalf of the provider during the year (SBC tenants)	44	74	103	157	51			30/06/2026 The team received 61 Cases of ASB this quarter with 51 cases involving an SBC Tenant. ASB reports included various categories including Drug Use/Dealing. Last quarter the team were successful in obtaining a full Closure Order alongside Police Partners for an address in Stevenage, this has had a positive impact on the neighbours as reports have significantly decreased and residents have expressed their gratitude for the enforcement taken. The Council have applied to court for Possession of this property. The Council have also been successful in application for an injunction against a tenant who was causing nuisance towards their neighbours.
% of Graffiti Clearances completed	100.00%	66.00%	100.00%	74.00%	53.00%	80.00%	80.00%	30/06/2026 Resourcing in June has led to a drop in complete graffiti removal, with eight of the 15 reports being cleared. Performance continues to be affected by ongoing vacancies and the holiday period, with agency staff being used to support service delivery where necessary. Further, reported figures for Q1 currently reflect only jobs submitted through the Report It system, however internal technical issues have now been resolved and additional graffiti removal work can now be recorded for Q2. This should provide a more accurate picture of activity, and may result in an increase in recorded completions. As reporting becomes more comprehensive, the Council will review whether current performance targets remain appropriate.
Food waste Collection Participation					608.00			30/06/2026 The food waste service is gradually picking up and tonnages are improving month on month. Recent surveying of 3,000 properties indicates a participation rate of 52%
Percentage of household waste sent for reuse, recycling and composting	40.00%	38.10%	36.20%	35.40%		40.00%	40.00%	30/06/2026 This measure is reported in arrears from an external source. The figure for Q1 will not be available until the end of Q2.
Percentage of residential bins collected	99.70%	99.72%	99.74%	99.69%	99.38%	99.00%	99.00%	30/06/2026 There has been an increase in missed bins due to the introduction of the new weekly food waste collections. This can be attributed to the teams learning the new routes plus residents getting used to a weekly service, which is different to the previous fortnightly collections.

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Residual household waste per household (kgs)	120.18	119.40	119.83	122.13		130.00	245.00	30/06/2026 This measure is reported in arrears from an external source. The figure for Q1 will not be available until the end of Q2.
Everyone Active Overall Footfall					164,748.00			30/06/2026 Total footfall in Q1 was 164,748, which was 10,206 lower than the same period last year. The largest reduction was at the Leisure Centre, where gym usage fell by around 6,000, reflecting lower membership levels following increased local competition, while changes to the events programme and attendance levels also contributed to the reduction. Pool usage was down by 1,194, with reduced car parking availability during construction of the new Leisure and Community Hub considered a contributing factor. In contrast, golf usage increased by 3,714, supported by the dry weather, while participation in community classes more than doubled, increasing by 315.

THRIVING NEIGHBOURHOODS 2026/27 MILESTONES

MSEB Sub Priority	Project	Milestones	Performance	Comments
Clean Neighbourhoods & Green Spaces	 CCIN Policy Lab	• Deliver the second year of a two-year Cooperative Councils Innovation Network Policy Lab, co-led by Stevenage Borough Council and the London Borough of Brent with five other member councils, to strengthen community leadership and innovate local service delivery through cooperative, place-based approaches.		30 Jun 2026 Support Staffordshire and NHSCVS have now been commissioned to deliver the six online training sessions from September through to November 2026. The content is being agreed. A succession planning toolkit has been produced and is being sent out for consultation to community groups and organisations before trialling.
	 CIL Review and Spending Protocol	• Adopt the Community Infrastructure Levy charging schedule. • Allocate Community Infrastructure Levy funding to strategic and neighbourhood projects that benefit Stevenage.		30 Jun 2026 Revised CIL Charging Schedule adopted 22 July 2026. Allocation of Neighbourhood CIL to relevant projects is underway. In Capital Strategy seeking approval.
	 Play Equipment Replacement	• Complete the planned programme of improvements to priority play spaces across the town.		30 Jun 2026 Cook Road: Works for the new swing unit are scheduled to start on 17 August. Ridlin's Toddler Play Area: Tender deadline 7 August. Bids are being submitted by four suppliers. Chells Park Roundabout: The specification for a replacement unit has been sent to suppliers for comparative quotes. Spencer Way: Following adoption, work has begun on preparing the tender and consultation. The aim is to begin procurement by the end of August, with installation around Christmas/New Year.

MSEB Sub Priority	Project	Milestones	Performance	Comments
Community Safety TN	 Pride in Place	• Establish the St Nicholas Neighbourhood Board and supporting governance arrangements. • Build the St Nicholas evidence base, confirm the programme geography and review the local pipeline of projects and activity. • Deliver early community engagement and use capacity funding to support board development, plan preparation and early community-backed priorities. • Prepare and submit the St Nicholas Pride in Place Plan, including the first four-year investment plan.		30 Jun 2026 Neighbourhood research, baseline analysis and asset mapping are underway to support the St Nicholas Pride in Place programme. In July, Cabinet approved the programme approach and timetable. An independent Chair has now been appointed, with the Neighbourhood Board and programme geography due to be confirmed by the end of August. Preparations are also underway for a representative resident survey and wider community engagement to inform the resident-led Pride in Place Plan, due for submission to Government in February 2027.
	 Renters' Rights Act	• Prepare for the implementation of new requirements arising from the Renters' Rights Act. • Provide training for relevant staff and ensure the necessary capacity is in place to deliver the new requirements.		30 Jun 2026 Policy approved by Cabinet in June 2026 so well on target. Final approval needed at Council in July 2026, followed by implementation. Staff have all received training on the new Act, although more is planned in Q3. An Environmental Health Officer joined in May 2026 to assist with the implementation of the Act, and plans are in place to bring in additional resource in late 2026/early 2027 when the landlord database is introduced.
	 County Lines	• Deliver a targeted prevention and awareness programme with police, schools and other partners on county lines, exploitation and grooming.		30 Jun 2026 The Council has recently partnered with Evolve Productions to support the creation of *Blurred Lines*, a powerful short film exploring the hidden reality of county lines and child criminal exploitation in the UK. The film highlights the particular vulnerabilities of girls to criminal exploitation and how they can often be overlooked as victims. The film has been showcased to a range of partners, including local schools and the Police, to raise awareness of county lines, improve understanding of child criminal exploitation, and encourage the early identification and support of those at risk.

MSEB Sub Priority	Project	Milestones	Performance	Comments
	 Prevention of Homelessness	Expand the Community Drop In to reach more residents who need advice, support and signposting.		30 Jun 2026 The Homelessness Hub is currently being run from a town centre location three times per week and is also being used to support the enactment of Severe Weather Emergency Protocols to provide water, sun cream and a place of shelter during periods of extreme heat. The Community Advice and Support Team are also arranging pop up events in the town centre to expand reach. So far two events have taken place.
	 SoSafe Action Plan	Deliver the priority actions within the SoSafe partnership plan, supported by quarterly progress reviews with partner organisations.		30 Jun 2026 The Joint Action Group (JAG) has successfully developed a draft SoSafe Action Plan, setting out key actions to deliver the partnership's strategic priorities. The plan will be presented to the SoSafe Partnership on 19 July 2026.
Culture & Leisure TN	 New opportunities SALC	- Work with partners to define the scope, specification, costs and business case for potential new opportunities at Stevenage Arts & Leisure Centre. - Explore opportunities for wider public-service use, including with health partners. - Progress development of the scheme in line with the approved Capital Strategy, with the aim of opening in June 2028.		30 Jun 2026 Updated 3D building plans have been commissioned and are due to be completed by the end of August 2026, replacing outdated plans and supporting detailed design work with Everyone Active for Member consideration. The Council is also engaging with other organisations to explore opportunities to make better use of available space within the centre.
	 PlayZone Programme	Create an inclusive and accessible all-weather 3G football pitch at King George V Playing Fields.		30 Jun 2026 The Council have a pre start contract meeting in early August with a construction start date in early September 2026. The Council has also expressed an interest for three more PlayZones in Stevenage.
	 Ridlins 2027/28 Preparations	Complete a feasibility study and engage users to inform future investment in facilities at Ridlins.		30 Jun 2026 The feasibility study has been completed and is informing the specification for the planned works. Soft market testing has identified nine interested accredited contractors, with procurement expected to begin in autumn 2026. Works are currently planned to start in early 2027 and complete by mid-summer, subject to weather conditions. Local athletics clubs have been informed of the temporary closure required during construction and are making alternative arrangements for this period.

MSEB Sub Priority	Project	Milestones	Performance	Comments
	 Stevenage 80th Celebrations	• Develop and deliver a programme of activities marking Stevenage's 80th anniversary.		30 Jun 2026 The Stevenage 80 programme remains on track following its public launch at Stevenage Day on 14 June 2026. The year-long programme marks 80 years since Stevenage was designated the UK's first New Town, bringing together civic events, community-led activities and new initiatives to celebrate the town's heritage and communities. A wide range of events and activities will provide opportunities for residents, businesses, schools and local organisations to get involved, culminating in the Mayor's Stevenage Birthday Show on 11 November 2026.

TACKLING CLIMATE CHANGE 2026/27 PERFORMANCE

	Actual - Quarter 1 2025/26 YTD	Actual - Quarter 2 2025/26 YTD	Actual - Quarter 3 2025/25 YTD	Actual - Quarter 4 2025/26 YTD	Actual - Quarter 1 2026/27 YTD	Target - Quarter 1 2026/27 YTD	Target Quarter 2 2026/27 YTD	Comments
CC1: Percentage of homes that have an Energy Performance Certificate (EPC) rating of Band C or above	67.82%	67.82%	66.48%	67.22%	68.52%	70.00%	70.00%	30/06/2026 The delivery of the Warm Homes: Social Housing Fund Wave Three programme commenced later than originally anticipated due to extended assessment and survey periods, mobilisation and site set-up delays, as well as changes within the contractor's team. This moved the anticipated mid-June start to early August. The additional preparation has however enabled properties to be grouped into coordinated work batches, supporting continuity of delivery. The contractor team is now settled, with strong collaboration established and a more positive outlook for delivery going forward.

TACKLING CLIMATE CHANGE 2026/27 MILESTONES

MSEB Sub Priority	Project	Milestones	Performance	Comments
Tackling Climate Change	 Biodiversity Net Gain (BNG)	• Allocate the Council's remaining funding from its existing Biodiversity Net Gain pot to priority nature-recovery and environmental improvement projects. • Bring proposals for the use of West of Stevenage Biodiversity Net Gain funding to Cabinet for approval, as required.		30 Jun 2026 BNG fund being utilised to maintain Ecology Officer role to administer nature recovery and environmental improvement projects. West of Stevenage BNG funding to be progressed in the coming months.
	 Climate Change Community Fund	• Launch and operate the revised Climate Change Community Fund, supporting community-led climate projects across Stevenage.		30 Jun 2026 The Climate Change team continues to provide assistance to all approved projects up to April 2026. For FY2026/27, a handover proposal to the Community Development team is being progressed to improve take up and delivery; consequently, the Climate Change team will remain as the technical adviser on sustainability-related matters as required.
	 Reviewing Fleet Options	• Develop a strategy setting out how and when the Council fleet will transition to lower-emission and / or electric vehicles through to 2028.		30 Jun 2026 An electrification strategy is under development, and UK Government funding options explored to support the procurement team regarding EV charging infrastructure.

MSEB Sub Priority	Project	Milestones	Performance	Comments
	 Simpler Recycling (including Flat Block Recycling)	• Review kerbside collections in response to new national recycling requirements and implement the necessary changes. • Improve recycling facilities in flat blocks and deliver targeted resident communications to increase participation.		30 Jun 2026 Structural works to the flat blocks to provide recycling facilities now complete. Flats above commercial units is on going, with a tender for purpose built bin stores to go live in the next month. The Council will also be commencing a review of all flat blocks to ensure signage and bin allocation is correct.
	 Sustainable energy projects	• Prioritise Council sites for further investigation of energy-generation opportunities. • Complete initial feasibility assessments for priority sites. • Complete a community energy assessment and strategy.		30 Jun 2026 Initial scoping of energy generation opportunities is being reviewed. To address this, the next phases, including the site prioritisation framework and pre-feasibility assessments, will be designed within the context of the Buildings Energy Decarbonisation working group to ensure strategic alignment across the estate.
	 Tree Planting	• Create new micro-woodlands. • Plant trees in areas with low tree cover, helping to increase Stevenage's tree canopy.		30 Jun 2026 Locations for this winter's planting are currently being established.
	 Warm Homes Programme	• Deliver the Warm Homes Local Grant by identifying and supporting eligible households to improve energy efficiency and reduce energy costs.		30 Jun 2026 Following the promotional activities and feedback sessions with our delivery partner, the National Energy Foundation, progress remains slower than anticipated, with three homes batched for the WHLG during this quarter. Targeted interventions are being reviewed to accelerate retrofit allocations across the remainder of this three-year programme.

BALANCING THE BUDGET 2026/27 PERFORMANCE

	Actual - Quarter 1 2025/26 YTD	Actual - Quarter 2 2025/26 YTD	Actual - Quarter 3 2025/26 YTD	Actual - Quarter 4 2025/26 YTD	Actual - Quarter 1 2026/27 YTD	Target - Quarter 1 2026/27 YTD	Target Quarter 2 2026/27 YTD	Comments
% of Corporate Building Overall Completed Remedials	85.85%	88.35%	89.61%	88.39%	89.85%	93.00%	94.00%	30/06/2026 Please note that the Corporate remedial statistics are accurate as of 30/06/26. The overall compliance position is 90.98%, with 501 remedial actions currently outstanding. Of these, 342 are in date and 159 are overdue. Gas remains the highest performing area at 98.18%, followed by Legionella at 94.44% and Electrical at 92.49%. Fire is currently the lowest performing area at 84.11% and continues to hold the highest number of outstanding and overdue actions. There are currently 22 high-risk actions outstanding, of which 13 are overdue and nine remain in date. The Council continues to focus on reducing overdue and higher-risk remedial actions, particularly within Fire, while maintaining progress across all other compliance areas.
% of council service customer complaints responded to within deadline	85.00%	86.00%	93.30%	87.60%	90.80%	80.00%	80.00%	30/06/2026 Performance has continued to be strong throughout Quarter one. This has been supported by the robust processes in place within the Corporate Complaints Team to monitor cases and proactively manage those approaching their deadlines. During Q2, the focus will be on further strengthening case management, particularly around the use of extensions where complaints become more complex than initially anticipated. This will help ensure the Council continue to provide high-quality responses while maintaining strong performance against targets. The team also updated the Complaints Policy in Q1 to clarify wording and incorporate feedback from the Housing Ombudsman.
Corporate Statutory Compliance Assurance Level					90.98%	90.00%	90.00%	30/06/2026 At the end of Q1, the corporate statutory compliance assurance level was 90.98%, meeting the proposed 90% target.
Customer satisfaction with CSC customer service	93.00%	92.10%	92.60%	94.60%	95.40%	80.00%	80.00%	
Dig3 - Customer satisfaction with digital services					4.36			30/06/2026 This new measure is captured through a star rating between one and five, that is completed by customers at the end of a digital process. This quarter's result is in line with expectations and shows generally strong satisfaction with the Council's online self-service. Text feedback is also captured and is reviewed by the Digital Team regularly to improve services.
Percentage of council tax collected	32.09%	59.00%	85.20%	94.70%	32.50%	33.00%	60.00%	
Percentage of non-domestic rates due for the financial year received by the authority	37.05%	61.47%	89.14%	98.52%	35.00%	36.00%	60.00%	

	Actual - Quarter 1 2025/26 YTD	Actual - Quarter 2 2025/26 YTD	Actual - Quarter 3 2025/26 YTD	Actual - Quarter 4 2025/26 YTD	Actual - Quarter 1 2026/27 YTD	Target - Quarter 1 2026/27 YTD	Target Quarter 2 2026/27 YTD	Comments
Percentage of outstanding statutory compliance remedial actions within agreed timescales					68.26%	75.00%	75.00%	30/06/2026 Of the 501 remedial actions remaining outstanding, 342 were within their agreed completion timescales, giving a result of 68.26% against the proposed 75% target. Work will continue to prioritise high-risk and overdue actions.
Reduction in High-Risk Statutory Compliance Exposure					52.17%	10.00%	10.00%	30/06/2026 Outstanding high-risk compliance actions reduced from 46 to 22, representing a 52.17% reduction against the earliest available Q1 position.
Rent collection rate	93.28%	95.47%	97.14%	97.59%	87.88%	88.50%	95.00%	

BALANCING THE BUDGET 2026/27 MILESTONES

MSEB Sub Priority	Project	Milestones	Performance	Comments
Balancing the Budget	 Business Change & Digital - Financial Returns	Changes that deliver financial returns (increased income/commercial opportunities/tangible savings/cost avoidance) Examples: Housing Management Letters, PCI-DSS Compliance, Archive Store		30 Jun 2026 In addition to the ongoing financial benefits tracking, work is progressing to shape changes which both improve & modernise services and are expected to deliver financial benefits. Following the successful changes in Garages, early scoping work is underway on Housing Management Letters to deliver reduced postage costs. In addition work is starting to prepare the Archive Store for clearance.
	 Corporate Estate Energy Performance Improvement	Complete an energy-performance review of the corporate and commercial estate and agree a prioritised programme of energy-efficiency improvements.		30 Jun 2026 Approximately 60 surveys have been completed and the associated EPCs registered. Initial delays with uploading the information to Monday.com have been resolved, and delivery is now increasing.
	 Corporate Landlord: Non-Housing	- Complete required statutory compliance inspections across corporate buildings and address priority actions. - Complete a year-end compliance assurance review and agree a prioritised 2027/28 compliance investment programme.		30 Jun 2026 Progress continues towards establishing a Corporate Landlord model for the Council's non-housing estate. Policies and procedures are being developed to clarify responsibilities, strengthen compliance oversight, and create a consistent approach to managing buildings, maintenance, and associated budgets across the Council.
	 General Fund 2026/27	- Deliver the approved General Fund budget for 2026/27. - Review fees and charges, supporting service areas to develop proposals for approval. - Develop proposals to support a balanced General Fund budget for 2027/28.		30 Jun 2026 All proposals approved through the 2026/27 budget-setting process have been incorporated into service budgets, with delivery of savings monitored through quarterly budget reporting. Work is progressing on the development of a balanced General Fund budget for 2027/28, including the development of savings proposals, reviews of Fees and Charges and a comprehensive assessment of key budget assumptions, including inflation, emerging pressures and other financial planning factors. This work will inform the Council's 2027/28 budget proposals as they are developed through the remainder of the financial year.

MSEB Sub Priority	Project	Milestones	Performance	Comments
	 HRA Savings 2026/27	• Deliver the approved Housing Revenue Account savings programme for 2026/27. • Develop proposals to support a balanced Housing Revenue Account budget for 2027/28.		30 Jun 2026 The approved 2026/27 Housing Revenue Account (HRA) savings programme is being delivered, with budget monitoring in place to track achievement of planned savings and financial performance. Work is also underway to develop a balanced HRA budget for 2027/28 and the medium term, with a comprehensive savings plan being prepared to identify and deliver the substantial level of savings required. This includes reviewing expenditure, efficiencies, service delivery models and key financial assumptions to ensure the long-term sustainability of the HRA and support a balanced financial position over the medium-term planning period.

CROSS CUTTING 2026/27

	Actual - Quarter 1 2025/26 YTD	Actual - Quarter 2 2025/26 YTD	Actual - Quarter 3 2025/25 YTD	Actual - Quarter 4 2025/26 YTD	Actual - Quarter 1 2026/27 YTD	Target - Quarter 1 2026/27 YTD	Target - Quarter 2 2026/27 YTD	Comments
EH1: Percentage of due food hygiene inspections completed during the quarter	85.00%	80.50%	84.00%	83.50%	81.00%	80.00%	80.00%	30/06/2026 81% of due food hygiene inspections completed in Q1 against a target of 80%. This was calculated from 42/52 inspections being completed.

CROSS CUTTING 2026/27 MILESTONES

MSEB Sub Priority	Project	Milestones	Performance	Comments
Equality, Diversity & Inclusion	 Armed Forces Covenant	Deliver the first year of the Armed Forces Covenant support programme, including building relationships with veterans and partners, establishing referral pathways and progressing the development of a local support hub.		30 Jun 2026 Following the successful submission of the expression of interest for the Valour Hub project, the second part of the application is underway. There have now been two successful forum meetings for the Stevenage Armed Forces Covenant community forum.
	 Stevenage Equalities Commission Legacy Group	Support development of the Stevenage Equalities Commission Legacy Group, including its formalisation as a multi-stakeholder cooperative.		30 Jun 2026 Operation Black Vote continue to deliver the citizenship programme with both attendance at Stevenage Day in June and a further online community meeting. the report is expected shortly.
Health & Wellbeing	 Age & Dementia Friendly Communities	Create and begin delivery of an Age-Friendly and Dementia-Friendly Action Plan.		30 Jun 2026 Work continues to strengthen Stevenage as an Age Friendly and Dementia Friendly community. A new localities lead has been appointed, with key initiatives being planned, including a Community Toilet Scheme and walking audits to help identify opportunities to improve accessibility for older residents. Dementia awareness training is being rolled out for taxi drivers, while the Hertfordshire Dementia Accreditation scheme continues to be promoted across council services, community venues and local organisations. Planning is also progressing for activities linked to International Day for Older People.

MSEB Sub Priority	Project	Milestones	Performance	Comments
	 Healthy Stevenage Strategy Revision	• Refresh the Healthy Stevenage Strategy in partnership with Hertfordshire County Council, Public Health and other partners.		30 Jun 2026 The Healthy Stevenage Strategy has continued to progress, since the previous update the consultation on the Healthy Stevenage Strategy has now been completed, with 84 responses received from residents and engagement with more than 40 key stakeholders representing 17 organisations. Feedback is being evaluated to identify key themes and inform final adjustments before the strategy progresses through the formal approval process.
Technology & Innovation	 Business Change & Digital - Service Improvements	• Deliver the agreed digital service-improvement projects, including a website chatbot, improved repairs processes, electronic signing, Microsoft 365, microfiche digitisation, and improved handling of Member and MP enquiries.		30 Jun 2026 Following the conclusion of the Customer Services and Repairs Collaboration Project, improvement work continues within Repairs, focused on better triaging customer needs at first contact and improving appointment scheduling. Wider change activity is supporting more modern ways of working for staff and Members, including Microsoft 365 training, Member Enquiries and digitisation of historic records. Customer-facing improvements also continue, with new and improved online processes for parking, events and payments, alongside work to streamline back-office processes. Pre-market engagement has also taken place to improve the Council's translation services.
	 Cyber Accreditation Programme (CAF)	• Complete the Cyber Assessment Framework baseline assessment. • Deliver the improvements needed to meet the Framework's requirements. • Work towards achieving Cyber Assessment Framework accreditation.		30 Jun 2026 The Council have made strong progress across the four key pillars, with one pillar now close to completion. Final checks and remaining actions are underway to ensure this area is fully delivered.

MSEB Sub Priority	Project	Milestones	Performance	Comments
	 Digital Strategy	• Deliver the agreed 2026/27 Digital Strategy implementation plan, focused on self-service, automation, website improvements and responsible use of artificial intelligence.		30 Jun 2026 Delivery of the Digital Strategy continues against the four key priorities: Priority One: Develop Digital Solutions –The Electronic Signing proof of concept has successfully been completed in Housing and work is underway to scope the potential for corporate rollout where appropriate. Priority Two: Improve the Website and Intranet – A dedicated Website Improvement Plan is in development, focusing on improving content quality, visual engagement and the homepage. Implementation will commence in Quarter Two 26-27. Priority Three: Adopt Artificial Intelligence Responsibly – The website chatbot pilot is being rescope with new dedicated support from the supplier to ensure optimal performance. Priority Four: Drive the Use of Digital Services – A council-wide Digital Skills Survey has been completed and analysed to establish a baseline of digital confidence amongst staff and Members. This will help to inform the awareness, training and adoption of Microsoft 365 tools and of other key business systems.

LOCAL GOVERNMENT REORGANISATION

MSEB Sub Priority	Project	Milestones	Performance	Comments
Local Government Reorganisation	 Designing and delivering the programme to take Stevenage through LGR	• Deliver the Council's Local Government Reorganisation readiness programme, ensuring the Council is prepared for a Government decision and the transition arrangements that follow.		30 Jun 2026 LGR preparation continues across the Council. A range of officers are involved in workstreams to support the programme across Hertfordshire and locally. During Q1 focus has been on preparation for the LGR decision and immediate next steps following the decision. LGR is a standing item for discussion on each Officer Leadership Team meeting and Cabinet are updated on an ongoing basis. A change champions network has been set up to aid internal LGR communication.
	 Local Government Reorganisation - Preparation for Shadow Elections	• Following a Government decision, prepare for shadow authority elections to the new unitary councils, in line with the statutory arrangements then in place.		30 Jun 2026 Preparation for the Shadow Council elections continue through collaboration with county and district councils. This has included the development of scope documents, stakeholder coordination, and reporting to strategic leads. A considerations document has also been produced, and options for administering the Shadow elections are being developed for review by the Returning Officer once appointed. Further, work is ongoing to support electoral arrangements for the new Unitary Councils, with recommendations being developed for consideration by the relevant governance groups.
	 Local Government Reorganisation - Preparation for Section 24 Notice	- Ongoing review of all contracts in place across the Council to ensure procurements are completed in a structured manner accounting for novation to the new Unitary Authorities and section 24 requirements - Prepare for Section 24 Directions following the Structural Change Order, including the internal processes and governance arrangements needed to support implementation.		30 Jun 2026 Preparation for the Section 24 Notice continues across the Council. This has included reviewing the central contracts register, planned land disposals and the capital forward plan. Contracts due for procurement in 2027/28 and 2028/29 have been reviewed to minimise activity in the lead-up to the new unitary authorities. Drawing on learning from councils that have previously been through local government reorganisation, the Council's Section 151 Officer has requested exemptions for contracts relating to high-rise safety, decent homes and wider building safety requirements, helping to ensure critical safety-related works are not inadvertently delayed by the Section 24 process.