

ASHFIELD DISTRICT COUNCIL



Council Offices,
Urban Road,
Kirkby in Ashfield
Nottingham
NG17 8DA

Agenda

Overview and Scrutiny Committee

Date: **Thursday, 11th February, 2021**

Time: **7.00 pm**

Venue: **[Ashfield District Council's YouTube Channel](#)**

For any further information please contact:

Lynn Cain

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01623 457317

OVERVIEW AND SCRUTINY COMMITTEE

Membership

Chairman: Councillor Andrew Harding

Vice-Chairman: Councillor Dale Grounds

Councillors:

Jim Blagden

David Walters

Caroline Wilkinson

Phil Rostance

Lee Waters

FILMING/AUDIO RECORDING NOTICE

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SUMMONS

You are hereby requested to attend a meeting of the Overview and Scrutiny Committee to be held at the time and on the date mentioned above for the purpose of transacting the business set out below.



Carol Cooper-Smith

Chief Executive

AGENDA

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1. **To receive apologies for absence, if any.**
2. **Declarations of Disclosable Pecuniary or Personal Interests and Non Disclosable Pecuniary/Other Interests.**
3. **To receive and approve as a correct record the minutes of the meeting of the Committee held on 26 November 2020.** 5 - 10
4. **Corporate Plan Performance - April to September 2020 Update.** 11 - 54
5. **Annual Budget Update.**

The Corporate Finance Manager (and Section 151 Officer) will provide a presentation to the Committee.
6. **Scrutiny Workplan Update.**

The Scrutiny Research Officer will provide an update on progress regarding the Scrutiny Workplan 2020/2021.

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OVERVIEW AND SCRUTINY COMMITTEE

Virtual Meeting held on Thursday, 26th November, 2020 at 7.00 pm

Present: Councillor Andrew Harding in the Chair;
Councillors Jim Blagden, Dale Grounds,
David Walters, Lee Waters and Caroline Wilkinson.

Apology for Absence: Councillor Phil Rostance.

Officers Present: Lynn Cain, Mike Joy and Shane Wright.

OS.9 Declarations of Disclosable Pecuniary or Personal Interests and Non Disclosable Pecuniary/Other Interests

No declarations of interest were made.

OS.10 Minutes

RESOLVED

that the minutes of the meeting of the Committee held on 24 September 2020, be received and approved as a correct record.

OS.11 Scrutiny Review: Play Park Accessibility

The Scrutiny Research Officer introduced the report and reminded Members that the Play Park Accessibility review was added to the Scrutiny Workplan 2020/21 at the July 2020 meeting with the Committee setting introductory terms of reference for the review at its 24 September 2020 meeting.

The Terms of Reference were set at follows:

Review Objectives

- Ensure that all parks and open spaces in Ashfield are accessible with appropriate adaptations and equipment
- Ensure that all consultation exercises undertaken by the Council regarding parks and open spaces are fully inclusive.

Methodology

- Reviewing Council policies/strategies relating to accessibility, particularly regarding parks and open spaces
- Exploring the Section 106 allocation process
- Gaining a full understanding of what facilities are already in place
- Potential for a site visit to a best practice example of an accessible and inclusive park/open space

Involvement

- Community Groups
- Planning/Community Engagement/Place and Wellbeing
- Portfolio Holder for Streets, Parks and Town Centres.

The report also outlined the importance of inclusive play and the right for all children and young people to have the freedom, time, space, permission, and opportunity to play throughout their childhood and teenage years.

To enable such play, most local authorities had ownership of many parks and open spaces that could be made accessible to everyone. Ashfield District Council, in particular, have many excellent, award winning parks that are a pleasure to visit and should be enjoyed by all its residents and children without hindrance.

Many notable, national charities offered a plethora of information and guidance regarding the types of equipment available to meet the needs of children with varying disabilities and differing types of playground layout and formats to ensure optimum accessibility, inclusivity and enjoyment.

The Chairman acknowledged the importance of play for all and suggested that local authorities most probably had access to informative data in relation to its numbers of children experiencing a range of disabilities and impairments that might benefit from an increase in accessible play equipment. This data, if available, could also be split down in towns to enable any new, accessible equipment to be located in areas of most need. It was agreed that the Committee could contact the Council's Health and Wellbeing Team to see if such information was being captured or could be accessed as a starting point for the review.

Members suggested that in addition to the Play England website, the Play Quest and Living Made Easy websites were also excellent and contained a wealth of information regarding the design, manufacture, installation and maintenance of accessible playground equipment and safer surfaces. All Members were encouraged to take a look at the information on offer from all the sites indicated.

At this point in the meeting, the Chairman asked Councillor Dale Grounds if he wished to talk about his experience of inclusivity within parks and open spaces being the father to a young son with Autism.

Councillor Grounds proceeded to speak as follows:-

“Children with special needs do not often have the same opportunities as other children to engage in physical play at the playground. More often than not, they have obstacles that prevent them from being able to participate. Inclusive play allows children with different needs the opportunity to play side-by-side on the same playground.

Inclusive play is beneficial for all children. It allows the opportunity for children with special needs to experience the positive impact that play has on their development and overall well-being. It allows typically developing children to view the world through a different, more diverse lens. Kids with a diverse

range of abilities playing together in the same space will develop a sense of equality and togetherness they will never experience if they remain separated in play. It allows them all to interact with one another, exposing their differences, but highlighting their similarities at the same time, helping them to develop an awareness, respect and understanding of people with all abilities.

However, the number one reason that inclusive play is important is that it allows children to have access to the play time that can help them develop into happy and healthy, functioning adults.

Communities are diverse. Playgrounds should be too. Active, independent play is critical for the development, health, well-being, and social opportunities of all children especially the disabled. However, the benefits of play are not limited solely to children, but reach across communities and throughout one's lifespan. Now more than ever, communities across the world are seeking innovative ways to unite children, families, and community through the power of play. Understanding the value and benefits of inclusive, multigenerational play will help communities advocate for and invest environments which support the diverse needs of society - ultimately resulting in positive community outcomes.

Inclusive play is not solely about physically accessing an environment, but also intensely focused on what happens once an individual gets there. By equipping children of all abilities with inclusive environments and the skills to play together more independently, children will feel nurtured, encouraged, respected, and active during play both physically and emotionally thereby creating a sense of community among all children.

Inclusive play is a passion and purpose. Together we can effectively promote inclusive play as a critical solution to enrich and enhance the quality of life for children, families, and communities across our nation. I hope you will join me as we continue to investigate, learn, and collaborate for broader social equity.”

Members of the Committee commended Councillor Grounds for his honesty and openness in respect of the difficulties children with disabilities and difficulties often face to access play opportunities alongside their peers and wholly supported his vision for a commitment towards inclusivity for all.

Members acknowledged that the Council was already committed to making its parks and playgrounds accessible and discussed the work already undertaken to improve accessibility for all. As evidence of the Council's ongoing commitment to invest and upgrade their parks and open spaces, the Scrutiny Research Officer commented that the Cabinet were due to consider a report at its meeting on 1 December 2020 regarding a further raft of investment into green spaces around the District.

The Service Manager, Scrutiny and Democratic Services, added that many of the green space projects and initiatives that the Council facilitated were often match funded and ring-fenced with specific requirements for their completion.

However, he suggested that it might be beneficial for an Overview and Scrutiny Committee representative to attend the Cabinet meeting next week and introduce the new Play Park Accessibility review with the permission of the Chairman. Councillor Dale Grounds indicated that he would like to attend the Cabinet meeting and speak to the Members accordingly.

Having acknowledged the importance of the review, the Scrutiny Research Officer suggested that a possible site visit to a fully accessible local authority play area would be beneficial to the review process and a park in Bilborough, Nottingham was mooted as a good example of such a play area. It was also proposed that the visit could be recorded (in accordance with safeguarding regulations) to enable the equipment and layout of the play area to be shared with officers and other Members as required.

To conclude, it was agreed that some form of baseline data in relation to the levels of accessibility need within the Ashfield area would be extremely beneficial to form the basis of the review and to ensure that any further decisions taken by Members were informed and appropriate.

RESOLVED

that the Scrutiny Research Officer be requested to investigate the following in readiness for the next meeting of the Committee:

- a) the availability of any baseline data regarding the number of children (and age ranges) within Ashfield experiencing any form of physical or learning disability;
- b) suitable officers and/or charity representatives who could contribute to the review and be in attendance at a future meeting to answer questions and offer insight as required;
- c) to ascertain from the Leader his agreement for an Overview and Scrutiny Committee representative to attend the Cabinet meeting on 1 December 2020, to introduce the Play Park Accessibility review as part of the Green Space Investment Programme report deliberations.

OS.12 Scrutiny Workplan

The Scrutiny Research Officer advised Members that he had been asked to include a new topic onto the 2020/21 Scrutiny Workplan with regard to Homelessness and in particular the Council's current eviction procedures.

Many tenants were experiencing extreme stress at being served with an Eviction Notice with only minimal time being given to enable them to move out and find another place to live. It was felt that an intermediate process could be examined to give vulnerable tenants more time and notice to secure alternative accommodation and avoid being made homeless.

RESOLVED

that the Homelessness review be added to the Scrutiny Workplan for 2020/21 with draft terms of reference being presented to the next meeting of the Committee for consideration.

The meeting closed at 7.40 pm

Chairman.

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Report To:	OVERVIEW AND SCRUTINY COMMITTEE	Date:	11 FEBRUARY 2021
Heading:	CORPORATE PLAN PERFORMANCE – APRIL TO SEPTEMBER 2020 UPDATE		
Portfolio Holder:	COUNCILLOR JASON ZADROZNY, LEADER OF THE COUNCIL		
Ward/s:	ALL		
Key Decision:	YES		
Subject to Call-In:	YES		

Purpose of Report

This report presents to Overview and Scrutiny Committee the Quarter 2, April to September 2020 update for the corporate performance scorecard and progress against the Corporate Plan priorities. The report also provides, where relevant, updates regarding the impact of the pandemic and the Council's continued provision of services.

Recommendation(s)

1. For Overview and Scrutiny Committee to consider and proactively review the levels of performance achieved against the Corporate Plan and Corporate Scorecard, as at Quarter 2 2020/21.
2. For Overview and Scrutiny Committee to note the significant levels of continued service provision to date, despite the impacts of the pandemic.

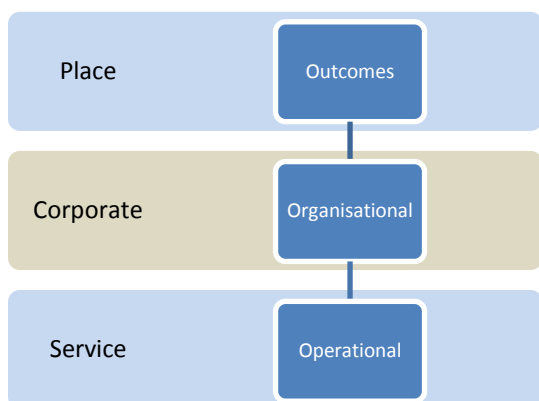
Reasons for Recommendation(s)

The Council's ambitions for the period 2019 – 2023 are clearly identified in a set of revised and updated Corporate Priorities which are presented in our Corporate Plan. These were developed by Cabinet last year and have since been reviewed and updated, with particular consideration of the impact of the pandemic and our intended recovery activity.

Our priorities for the future and the key projects and initiatives we intend to deliver, are then translated and cascaded, through our Performance and Strategic Planning Framework, into specific Service Plans to facilitate focussed delivery.

The Corporate Plan sits above a wider strategic context which includes the Corporate Project Management Framework, Corporate Performance Indicators and a range of strategic documents relating to the organisation and its services.

Our performance framework incorporates balanced performance scorecards on three separate levels as indicated below.



Our Corporate Scorecard measures organisational performance, and as such typical perspectives of a balanced scorecard have been adopted including Community and Customer, Funding the Future, Organisational Effectiveness and Our People. The Corporate Scorecard is aligned to our Corporate Priorities and key initiatives identified in the refreshed Corporate Plan 2019-2023.

Every four years we also undertake a Peer Challenge Review, engaging peers from across the sector through the Local Government Association sector led improvement offer, with an independent evaluation of the organisation which is mostly focussed on leadership, governance, corporate capacity and financial resilience. The outcome of the most recent Peer Challenge Review, on 29th to 31st January, 2020, is also reflected in our updated Corporate Plan and Scorecard.

We are a Values based organisation whose purpose is to create a future where everyone has the chance of a better quality of life, as such we are currently developing our approach to measuring and understanding social value which will be incorporated into our Performance Management and Project Management framework. A Social Value Policy has recently been developed and approved by Cabinet.

Alternative Options Considered

None

Detailed Information

The Council's Corporate Plan 2019 – 2023 was approved by Cabinet and endorsed by Full Council in September 2019. The Corporate Plan sets out our revised priorities for the future and the key projects and initiatives we intend to deliver.

The Corporate Plan sits above a wider strategic context which includes the Corporate Project Management Framework, Corporate Performance Framework and a range of strategic documents relating to the organisation and its services.

In March 2016, Cabinet agreed the use of a balanced scorecard methodology to enhance the organisation's performance framework and ability to understand how successfully the Corporate

Priorities are being delivered, the approach providing a more rounded view on performance with a greater emphasis on customer satisfaction and quality.

The Corporate Plan has been reviewed in light of the first year progress and performance outturn, and also significant factors impacting upon the organisation such as the COVID pandemic. The plan has been refreshed to ensure alignment to the Council's future ambitions and Corporate Priorities for the four year period of the plan (2019-2023) and were presented to Cabinet in September 2020 for approval.

Corporate Plan progress is monitored through both the successful delivery of key projects and initiatives and performance achieved against the Corporate Scorecard.

This report details progress against delivery of the Corporate Plan, for the period April to September 2020, as measured through our Corporate Scorecard and Corporate Performance Framework. The report also details any relevant quarter 3 updates (October to December) which relate to the continued delivery of services through the pandemic and our support to residents and businesses in Ashfield.

It should be noted that Ashfield is the only local authority in Nottinghamshire that has delivered all tier 1 and 2 critical services without interruption during the pandemic to date. The whole organisation has worked effectively together as one council, re-deploying staff into important roles outside of their normal duties to ensure continuance of service, whilst also delivering humanitarian services across the District.

It should also be noted that, despite the pandemic, the organisation has also delivered additional services, above and beyond standard service levels, continuing to support residents and businesses in Ashfield.

Despite the impacts of the pandemic, overall, the corporate scorecard position for April 2020 to September 2020 indicates the following positive position:-

- 71% of measures achieving or exceeding target, or within 10% variance of target.
- 61% of measures indicating an improved position compared to the same period in the previous year, or within 5% of previous year's performance levels.

We are pleased with Corporate Plan key successes delivered within the year to date:-

Health and Happiness Priority

- Leisure Centres - Festival Hall, Lammas and Hucknall Leisure Centres reopened on 1st August. The mix of activities available is increasing with health and fitness, group exercise, lane swimming, swimming lessons, gymnastics and some sports and ice activities now available. Everyone Active are following strict guidance to ensure they are Covid secure and have received positive feedback from customers. The Council meets with Everyone Active weekly to review memberships, attendance, class sizes and income & expenditure.
- Leisure Operator Contract - within quarter 3 the Council awarded the contract to the existing provider Everyone Active. The Council and Everyone Active are now working through the mobilisation plan with the new contract coming into operation as of the 1st April 2021. Further updates will be provided in the year end performance report.
- Kirkby Leisure Centre – the tender process progressed through quarter 2 and was concluded in quarter 3. The Council has appointed Kier as the preferred contractor. Works are due to commence onsite on the 18th January 2021 with works completing to phase one in late March

2022. The Sport England bid has now been developed and will be submitted during W/C 4th January 2021. The final business case will also now be submitted to D2N2 following the conclusion of the tender process.

- Ashfield Community Fund opened from mid-August to October for the second round this year with £10,000 available for community groups to apply. The fund has been awarded to 12 voluntary organisations across Ashfield. For example, the grant to Lets All Eat funded four weeks' worth of food which went to 278 homes.
- Volunteering activities for individual volunteers have begun to be reintroduced with additional measures put in place.
- Officers have responded to 48 community support requests since April.
- Ashfield Health and Wellbeing partnership is developing its new strategy for 2021 – 2025. A stakeholder survey will be circulated to ensure local partners have the opportunity to input and commit to the aims of the partnership moving forward.
- During the summer Feel Good Families provided an extensive programme of community based and online activities. This included a daily activity promoted via the Facebook page, superhero and princess online craft and bootcamp sessions, themed trails and pebble hunts on local parks. Nearly 500 people engaged in these activities that we are aware of and 400 activity packs were distributed to children whose family was accessing support through foodbanks.
- Since Covid-19 our Feel Good Food project has a greater focus on reducing food poverty and a district food group has been created, led by the Council in partnership with three local foodbanks. Foodbanks have been awarded c.£16k to support food supply, delivery, equipment and building improvements as well as to support families during the Christmas period.
- On 5th September First Art in partnership with the Council and Leamington school delivered a Secret Picnic event for families which was attended by over 100 residents throughout the day. Feedback was collected to understand what people like and don't like about where they live and ideas for future opportunities.
- Ashfield and Mansfield Dementia Partnership continues to support local people and their carers, we are trialling telephone counselling support for carers as part of the Lammas working age dementia hub in partnership with Carers Federation. If successful we will roll this out to other local carers. We are working in partnership with local dementia support groups and care settings to enable them to start to offer face to face group support sessions. An application has been submitted to NCC Community Covid fund to support the extra costs associated with social distancing. We also worked in partnership with Kingfisher Court Dementia Care Home over the summer, whose residents knitted props for the Feel Good Families sea life trail.

Homes and Housing Priority

- Non-decent housing stock has remained at 0.18% for the year. This is well within the target of <0.40%.
- From April to September, 35% more households have been prevented from becoming homeless, due to the hard work of the Housing Options, Complex Case and Tenancy Sustainment Teams. This work with the vulnerably housed is applauded given the ongoing public health issues and the volume of demand. COVID 19 has inevitably affected the ways of working but sometimes has given the teams longer to work with applicants, for example, with the increased length of Notice periods.
- During the 1st COVID 19 lockdown all households who were rough sleeping or threatened with rough sleeping were made an offer of accommodation, circa 40 households, the majority of whom were then assisted into suitable long term accommodation.

- We have continued throughout the year to consistently support 100% of Council tenants to remain in their tenancy for 6 months or more following completion of their support package. This is through the work of the Tenancy Sustainment Officers, both by carrying out pre-tenancy work and by providing comprehensive support during the first few months of their tenancy to vulnerable tenants. This includes proactive partnership working with other external agencies and charities etc.
- Ashfield acquired 32 new social housing properties as at 12th May with a further purchase agreed of 8 S106 properties in 20/21 and 21/22. There is also planned during the same timescales 22 new build affordable homes.
- Ashfield were one of the first councils to resume major works programmes to tenants' homes, in early June 2020, adapting to the new guidelines and restrictions.
- The Council has a statutory duty to undertake a gas safety check to all its social housing properties that have a live gas supply, and this has continued despite the impact of Covid restrictions, with no easement of the requirements to complete a gas safety check every 12 months. We have continued to visit tenants' homes and conduct gas safety checks prior to the 12 month anniversary date to meet the regulatory requirement. From April 2020 to date, 99.66% of the 5,056 properties requiring a gas check, have been completed, with just 17 properties that have not been able to provide access due to issues such as self-isolating or shielding, with an average non-compliance rate of just 22 days over the 17 properties.
- In addition the Repairs and Maintenance section continued to complete emergency repairs during the first lockdown before gradually reverting back to a full repairs service as the restrictions eased. From April to September 99.44% all repairs appointments made were kept (9264 appointments out of 9316), and 99.85% of emergencies repairs were attended to in government timeframes (2019 repairs out of 2022)
- We also successfully concluded the first enforced sale of a private property in serious disrepair. The property was a disused off-licence that had been left neglected as the owner had failed to complete essential repairs.

Economic Growth and Place Priority

- The Kirkby and Sutton Towns Funding – work is nearing completion on the Town Investment Plan for Kirkby and Sutton which will be submitted by 29th January to the Towns Fund. The Future High Streets bid for Sutton was successful (within Q3) and over £6.2m has been secured to deliver projects to revitalise the town centre. More detail will be provided in the next update.
- To help support high street businesses through the pandemic we have employed Covid Information Officers, since early October they have made almost 800 visits, offering advice and guidance to retailers.
- We have installed hand-sanitising units in town centre car parks to help give confidence and reassurance to shoppers.
- The markets team are working closely with the market retailers, ensuring that traders selling essential goods and services have the opportunity to serve our community in a safe environment. The traders continued with their initiative in working to serve the local community with click and collect and home deliveries
- Employment opportunities in the Idlewells Indoor Market are restricted due to the pandemic and are unchanged at 47. However, the market has retained 97% occupancy with only one stall vacant.
- The Heritage Lottery Fund (HLF) funded project for Kings Mill Reservoir progresses; the dredging, silt management contract and café reconfiguration have been completed and significant progress to improving access and connectivity has been made with new and upgraded footpaths and increasing parking provision. The restoration of Kings Mill Viaduct

has been completed protecting the structure for the future and enhancing the pedestrian access gateway between Ashfield and Mansfield.

- Planning applications continue to be processed well above nationally prescribed standard targets, with 100% of major applications being processed within 13 weeks.
- All dilapidated commercial buildings on the Dilapidated and Empty Buildings Priority list have received some form of intervention over the year. The group has dealt with 10 long standing empty properties this year with a range of outcomes, being either demolition, redevelopment or significant improvement. There are currently 11 long standing empty properties being worked on. The Council has undertaken a number of very positive actions which has resulted in 13 premises being taken off the dilapidated buildings list. A further five premises have had active intervention over the last quarter and have made sufficient progress. It is of note that the roof structure is now in place for Annesley Hall ready to receive a formal roof covering. The demolition of Stoneyford Road is also underway which will resolve long term issues of anti-social behaviour. Enforcement work is being progressed on Albert Street
- An Economic Recovery Plan post Covid has been developed and is being implemented.
- Officers have offered a range of business support to residents and have dealt with over 1270 business support enquiries by December 2020.

Cleaner and Greener Priority

- The national pandemic is the backdrop to all performance reports, with increasing numbers of people using public spaces such as Parks and more people working from home, generating more household waste. The Council's Environmental Services team has been outstanding in keeping the District clean and tidy and responding to these changing patterns of demand and will continue to be fleet of foot as we moving into 2021/22:
 - The levels of resident reported dog fouling incidents has seen a year on year decrease over the past 5 years, with a further 9% reduction in reported incidents compared to the previous year. The areas where most incidents occur are located in public parks and jitties and Ashfield residents increasingly view owners who allow dogs to foul as irresponsible. Using digital and mapping solutions the Council has been able to identify hotspot areas and deploy staffing resources. The Council also collaborates with Keep Britain Tidy in campaigns like 'Love Parks' and the 'Responsible Dog Owner' scoreboard.
 - The number of fly tipping incidents reported dropped slightly in the first quarter of the year, however there was a 5% increase in reported incidents in the second quarter of the year. The closure of the County Council's Household Waste and Recycling Centres during lockdown, coupled with people being at home more often, has impacted upon this. The District Council has been swift in removing fly tips and investigating fly tips where evidence permits. The number of fly tipping investigations from enforcement saw an increase of 234 investigations from 86 investigations last year. This is a staggering 172% increase when compared to last quarter's number of investigation. Similarly, Q2 has seen a 44% increase of fly tipping investigations, from 92 to 133 over this period. The number of fines and warnings have also seen increased.
 - A successful Bag It! campaign was run in November, whereby the Council accepts additional side waste and this gives residents the opportunity to dispose of their waste safely and legally.
 - Resident reported incidents of littering have also reduced compared to the previous year, with nearly half of the reporting levels compared to the same period last year.

- Street cleanliness in our town centres continue to meet excellent standards with Kirkby and Hucknall town centres maintaining a B+ grade in street cleanliness whilst Sutton has seen a minor decrease to a B grade. Inevitably during this period, the focus for operational resources has been neighbourhoods rather than town centres.
- The Council has switched to the provision of 'clean' electricity for its larger buildings (half hourly metered electricity) under a new CCS framework, and the remainder (non-half hourly metered electricity) will transition in April 2021 when the current non-half hourly framework ends and the new framework comes into force.
- By the end of the financial year, the Council will have set a carbon emissions baseline for its activities, which can be used to track progress in the reduction of such emissions in future.
- The Council is working with Nottingham City Council to develop a carbon reduction strategy and action plan, including options to reduce energy usage and carbon emissions across its built assets.
- The Council set up an Officer Working Group in relation to Climate Change, bringing together key officers from different departments to work collaboratively to reduce carbon emissions across its activities and the wider community through policy and promotion. This includes considering investment in 'green' projects as part of the commercial investment strategy.

Safer and Stronger Priority

- The Council has responded to 2,574 reports of anti-social and nuisance behaviour between April-September 2020, a 34% increase compared to the previous year, coinciding with the first period of lockdown: people working from home, schools closed and linked with good weather, which found a lot of people living outdoors and less tolerant of noise/bonfires/bbqs from neighbours. However, work undertaken by the Community Safety Section has resulted in a high volume of enforcement outputs over the same period, with 7 prosecutions, 5 injunctions, and 169 other enforcement actions.
- In September 2020, the Section headed up a Sutton Town Centre Taskforce to tackle on street anti-social behaviour (ASB), environmental crime and rough sleeping. The initiative resulted in a formal action being taken against a number of repeat offenders as well as providing support and accommodation to rough sleepers and vulnerable persons.
- Partnership Risk Management Panels take place bi-weekly between the Council and Police to identify victims and vulnerable persons, and increase identification and co-ordinate active targeting of offenders and hotspot locations.
- An early intervention joint Halloween and Bonfire initiative named Operation Safekeep was co-ordinated between Council, Police and partners in October 2020, to create awareness and tackle on street ASB and Covid-breaches across the District. The Operation was highly successful with over 50 Shops and Off-Licences visited and 30 incidents being responded to.
- CCTV is supporting the continued identification of ASB and crime and disorder across the district with the use of cameras deployed in hotspot locations to tackle both ASB and environmental crime.
- Complex case and safeguarding – Complex Case Panels take place on a bi-weekly basis in order to discuss escalating safeguarding scenarios. Through the development of risk management action plans, targeted interventions are undertaken to assist those who are vulnerable or considered at significant risk. April-September 2020, resulted in the Complex Case Team providing intensive support to 56 highly complex residents across 5 key life areas (Health, Housing, Community, Finances and Employment).
- Community Protection Officers have provided pivotal support to vulnerable persons throughout the pandemic having delivered 82 food parcels and undertaken 112 welfare checks. We have successfully recruited new officers and now have a full team.

- E-Learning Training Packages have been devised for Council Staff which includes; Modern Slavery (incorporating Human Trafficking), Hate Crime Training, Prevent (Counter Terrorism/Extremism) in order to increase awareness, risk identification and support pathways.
- Domestic abuse remains a high priority, the Council has appointed a new Domestic Abuse and Vulnerability Officer in October 2020. The officer acts as the Council lead for MARAC (a multi-agency risk assessment conference) and provides key support for survivors across the district. 25th November - 10th December (within Q3), the Complex Case Team delivered the White Ribbon Campaign and 16 days of activism, aimed at ending violence against women and girls, creating awareness and empowering survivors of domestic abuse to reach out and get support. This year, the campaign was seen as more important than ever with suspected increases in domestic abuse connected to the pandemic and lockdown provisions.

Innovate and Improve Priority

- We have successfully acquired £61.77m of commercial investment property to date, delivering much needed annual (gross) income of circa £4.27m to support the delivery of key services in our 2020/21 budget and MTFs.
- The continued review and implementation of changes to call handling has seen average call waiting time continue to successfully decrease over the year, despite the impacts of the pandemic with a further 25% reduction at 37 seconds (timed after the welcome message and from when a customer actually connects or joins a queue) which is well below our current target. There has also been a further significant 35% reduction in the level of abandoned calls for the period April to September 2020, compared to the previous year.
- Online payments continue to show a significant increase, 8% higher compared to last year, in line with our channel shift predictions. Our online payment e-store offers customers the choice of online payment for over 160 of the Council's paid for services. We have realised a 9% reduction in paypoint and post office payments from April to October 2020 (nearly 11,000 transactions), saving the Council a further £8,000 in transaction costs.
- Nearly half of businesses across the District are now signed up for e-billing, a 30% increase on last year.
- Over 1,700 Businesses were paid grants in excess of £19m by the end of September. This grant processing continued into Q3 and Q4, providing much needed support to businesses throughout the further phases of the pandemic, through the administration of a variety of business grants. A total of 2,565 grants have been paid to businesses, as at end December 2020, at a total value of over £21m, comprising of :-
 - 1st Lockdown – 1,646 Grants paid @ value of £18,440,000
 - 2nd Lockdown – 619 Grants paid @ value of £2.23 million
 - November New Tier 3 Grants – 146 Grants Paid @ value of £203,000
 - December Tier 3 (open and closed and wet led pub) Grants – 154 grants, with payments made from 2nd December totalling a value of £211,252
- Online Benefit and Test & Trace applications received since 1st April 2020 - Our digital transformation programme has seen the expedient implementation of online forms enabling residents and business to be able to apply for benefits, 24/7. For example we have to date received online 508 new benefits claim applications, 112 changes of circumstances, and 603 test and trace claims
- At the end of September, 2020, we launched a brand new, modern, user friendly website, which was accredited by the Shaw Trust as fully meeting accessibility standards. Over the last three months, since launch, website usage statistics are indicating significant improvements, particularly regarding the customer journey and easier access to information. Compared to the same period last year, views of our website pages have increased by 13%, and average time spent on a page has increased by 31%. Use of the search engine is down by 37% suggesting that many more users are getting to where they want to be via the improved navigation and signposting, designed around customer needs and common tasks.

Searches for the previously most searched for content (planning) are down by at least 90% and suggests the signposting and journey work for this particular priority journey is working much more effectively.

Traffic to the contact us page(s) has reduced by 50% which equates to around 3,300 less contacts per month (potentially around 10,000 less telephone calls over the 3 month period). Attempted web searches resorting in visits to the Contact Us page are down by 66%, suggesting that significantly more of our website visitors are able to self-serve without the need to contact us further.

- As of 30 September, 2020, sickness absence out-turn has seen a 20% reduction compared to the previous year, with quarter 2 average absence levels at 3.73 full time equivalents (FTE) against a target of 4.75 FTE. Most of this, 2.89 FTE, is due to long term sickness and 0.84 FTE due to short term sickness. This is a reduction in short term absence compared to the same period last year (overall average 4.66 FTE; 1.3 FTE due to short term and 3.36 due to long term sickness). The reduction in short term absence has been correlated to employees working from home and has been replicated across other Authorities.

As of September the main causes of absence was due to;

- Anxiety
- Stress Depression Fatigue
- Muscular Skeletal

Isolation due to COVID is not recorded as sickness and is only included in the figures if an employee is formally diagnosed with COVID-19 or they are still absent after an isolation period has ended. As of September 2020 61 FTE days had been reported as absence due to Covid-19 related absence

The Administration is keen to see appropriately high levels of performance across all Council services, whilst taking into consideration the impact the pandemic continues to have on service delivery. Of the measures which have unfortunately not shown improvement compared to the performance out-turn for the same period last year, only 5 of these relate to critical functions:-

- Business rates collection - The collection rate for Business Rates at the end of September was 46.41% against a target of 53.8%. This is to be expected at this time as the current collection rate mirrors the national picture and clearly demonstrates the serious impact that the Covid Pandemic restrictions have had on Businesses, either forced to close or significantly affected by the restrictions imposed under the various Tiers. Recovery has resumed. It is anticipated that recovery rates will continue to be impacted during the next 2-3 years due to the ongoing collection of arrears.
- The level of current tenant rent arrears has increased considerably, since the roll out of full service Universal Credit within the district and has been further impacted by the ongoing Coronavirus pandemic. During the pandemic, some tenants have faced considerable changes to financial circumstances, which has impacted on their ability to pay their rent. A suspension on possession proceedings, due to rent arrears, between the end of March and 21/09/2020, has prevented the ability to take enforcement action through the county courts. The notice period for seeking possession has also been increased during the pandemic, initially to 3 months and subsequently to 6 months, which further impacts on our ability to move arrears cases on where legal action is likely to be the only resolution for the case. Hearings of possession cases have now re-commenced, but the courts are working through a backlog of cases and have increased steps to the process, which are likely to result in longer delays in cases being heard/resolved. All of which has negatively impacted on the team's ability to collect rental income.

Welfare and money management advice/support has continued to be offered to Council tenants throughout the financial year. The Housing Team who provide this advice/support have assisted with supporting residents (non-tenants) within the District, as part of the humanitarian work during the pandemic and with income recovery work (housing rents), therefore the target for Q1 and Q2 have not been met.

- The overall time taken to re-let a void property consists of both time to complete the actual repair works and the time taken to advertise and let the property. Inevitably void re-let performance suffered during the first quarter this year as the pandemic put a stop on properties being let, with only essential lets being completed, typically to people who were homeless or fleeing violence. During this period performance fell to an average 50 working days to let each property, well below the target of 21 days. However, our performance remained upper quartile compared to our peers.

The time taken to complete required repairs within a standard void property has remained consistent throughout this challenging period, averaging just 12 days to complete all essential works and return the property to the Lettings team. Void properties that require major works were more difficult during the early part of the year, as these rely more on contractors to complete the specialist required works, the first national lockdown allowing emergency works only in the initial period as contractors went into furlough. Works did resume as soon as they were able to, but this has impacted upon performance with the current number of days for major voids repair work being 52 days compared with last year's outturn performance of 45 days.

From July onwards performance has improved, with quarter 2 out-turn indicating an overall average re-let time of 32 days, which has further reduced to an average of 29 days by the end of December 2020.

Implications

Corporate Plan:

The report relates to the delivery of the Corporate Plan Priorities. The Corporate Plan sets out the Council's proposed priorities for the period 2019 to 2023, and intended deliverables which will be monitored and managed through the Corporate Performance Framework.

It covers performance for the period April 2020 to September 2020. The Corporate Scorecard has been reviewed and refreshed to align with the refresh of the Corporate Plan and associated Corporate Priorities as a means of identifying their successful delivery.

Legal:

The Council's new Corporate Priorities and strategic plans have been developed in consideration of current and forthcoming legislative requirements.

Finance:

Budget Area	Implication
General Fund – Revenue Budget	The Corporate Plan has been developed in alignment with the Medium Term Financial Strategy and the financial sustainability of the organisation. The

General Fund – Capital Programme	‘Innovate and Improve’ Priority proposes key programmes and projects which will be focussed on identifying and delivering efficiencies and more effective working practices to support financial sustainability, whilst concurrently delivering improved customer focussed services. Financial performance is included within a detailed Corporate Scorecard reported to CLT and Scrutiny. Financial PI’s form a key element of the balanced scorecard approach, reviewed to reflect future priorities in alignment with the new Corporate Plan 2019-2023.
Housing Revenue Account – Revenue Budget	
Housing Revenue Account – Capital Programme	

Risk:

Risk	Mitigation
Absence of a Corporate Plan would result in a lack of prioritisation and focus on delivering what matters	Agreed Corporate Plan every four years which is delivered via the organisation’s project management framework.
Poor performance would potentially result in inability to deliver the Corporate Priorities as specified in the Corporate Plan	Regular monitoring of performance and robust performance management through the authority’s performance management framework.

Human Resources:

The ‘Innovate and Improve’ Priority proposes key programmes and projects which will be focussed on delivering the People Strategy and developing employees.

High levels of performance can have a positive impact upon employee engagement and retention which in turn can enhance performance further.

Environmental/Sustainability

The ‘Cleaner and Greener’ Priority proposes key programmes and projects which will be focussed on delivering environmental improvement.

Equalities:

There are no direct implications on equality and diversity as a consequence of the proposals and recommendations outlined in this report.

Other Implications:

(if applicable)

Reason(s) for Urgency

(if applicable)

Reason(s) for Exemption

(if applicable)

Background Papers

(if applicable)

Report Author and Contact Officer

Jo Froggatt

ASSISTANT DIRECTOR – CORPORATE SERVICES AND TRANSFORMATION

j.froggatt@ashfield.gov.uk

01623 457328

Corporate Scorecard

This report highlights the quarterly performance position of the council. The performance indicators in this report were chosen to reflect the progress made against the objectives set out in the corporate plan for 2019-2023. Data in the report is validated by the council's corporate performance team.



Report Author: Kane Lee

Generated on: 27 November 2020

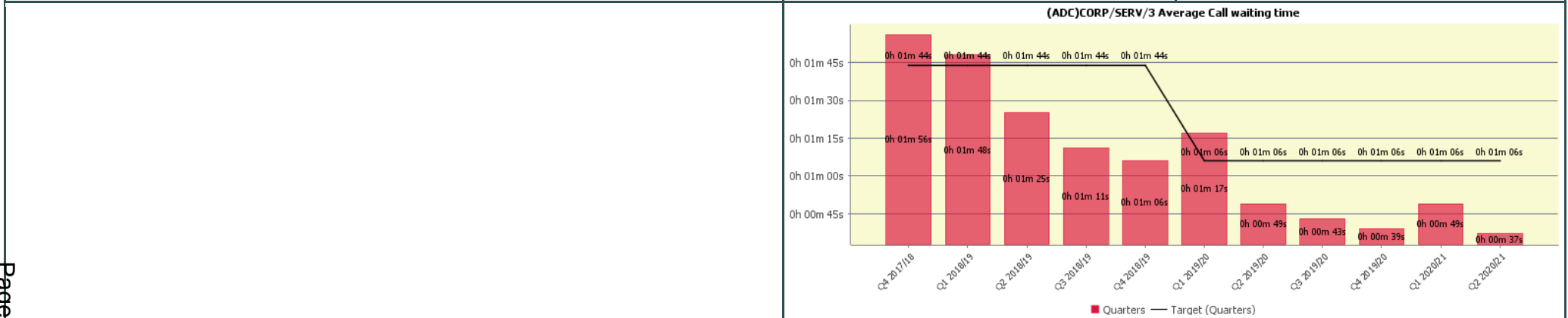
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PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

**Community and Customer
(ADC) Service Standards**

Performance Indicator	Data Type	Officer(s) Responsible
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Average Call waiting time	Duration	Diane Mitchell
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Current Value	Current Target	Current Value vs Target	RAG Status
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0h 00m 37s	0h 01m 06s	-0h 00m 29s	
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Previous Year Value	Previous Year Target	Trend	RAG Status
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0h 00m 49s	0h 01m 06s		
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Latest Note, date and author			
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12-Oct-2020		Diane Mitchell	
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The average waiting time across all areas is 00:00:37

Revenues 00:00:27
 Environment 00:01:11
 Housing 00:00:29
 The Hub 00:00:34

Performance Indicator		Data Type	Officer(s) Responsible																											
Call abandonment rate		Percentage	Diane Mitchell																											
		<p align="center">(ADC)CORP/SERV/4 Call abandonment rate</p> <table border="1"> <caption>(ADC)CORP/SERV/4 Call abandonment rate Data</caption> <thead> <tr> <th>Quarter</th> <th>Actual Rate (%)</th> <th>Target Rate (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 2018/19</td> <td>8.34%</td> <td>7.96%</td> </tr> <tr> <td>Q4 2018/19</td> <td>7.96%</td> <td>7.96%</td> </tr> <tr> <td>Q1 2019/20</td> <td>3.02%</td> <td>7.96%</td> </tr> <tr> <td>Q2 2019/20</td> <td>5.73%</td> <td>7.96%</td> </tr> <tr> <td>Q3 2019/20</td> <td>4.72%</td> <td>7.96%</td> </tr> <tr> <td>Q4 2019/20</td> <td>4.26%</td> <td>7.96%</td> </tr> <tr> <td>Q1 2020/21</td> <td>4.21%</td> <td>7.96%</td> </tr> <tr> <td>Q2 2020/21</td> <td>3.71%</td> <td>7.96%</td> </tr> </tbody> </table>		Quarter	Actual Rate (%)	Target Rate (%)	Q2 2018/19	8.34%	7.96%	Q4 2018/19	7.96%	7.96%	Q1 2019/20	3.02%	7.96%	Q2 2019/20	5.73%	7.96%	Q3 2019/20	4.72%	7.96%	Q4 2019/20	4.26%	7.96%	Q1 2020/21	4.21%	7.96%	Q2 2020/21	3.71%	7.96%
Quarter	Actual Rate (%)	Target Rate (%)																												
Q2 2018/19	8.34%	7.96%																												
Q4 2018/19	7.96%	7.96%																												
Q1 2019/20	3.02%	7.96%																												
Q2 2019/20	5.73%	7.96%																												
Q3 2019/20	4.72%	7.96%																												
Q4 2019/20	4.26%	7.96%																												
Q1 2020/21	4.21%	7.96%																												
Q2 2020/21	3.71%	7.96%																												
Current Value	Current Target	Current Value vs Target	RAG Status																											
3.71%	7.96%	-4.25%																												
Previous Year Value	Previous Year Target	Trend																												
5.73%	7.96%																													
Latest Note, date and author																														
12-Oct-2020		Diane Mitchell																												
<p>The call abandonment rate across all areas is 3.71%</p> <p>Revenues 1.96%</p> <p>Environment 4.74%</p> <p>Housing 3.19%</p> <p>The Hub 8.30%</p>																														

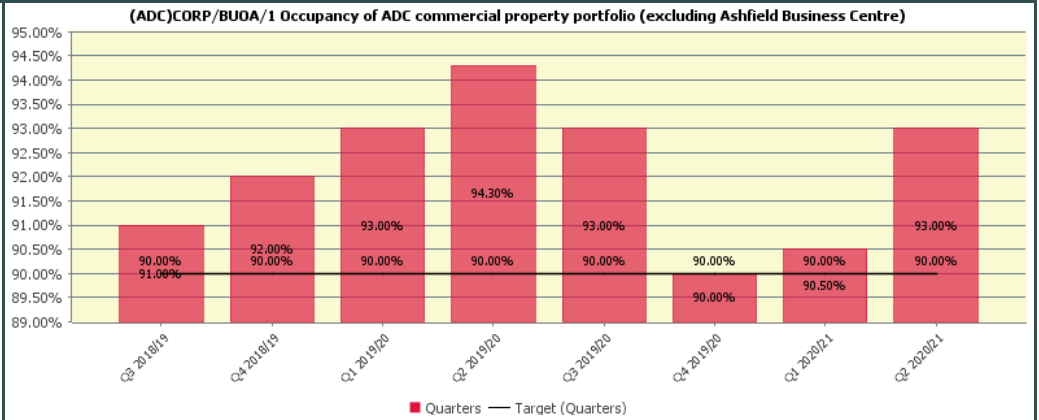
Performance Indicator		Data Type	Officer(s) Responsible																																				
Number of online payments made		Number	Diane Mitchell																																				
Target is the value of the same quarter in the previous year.		<p>(ADC)CORP/TRNS/2 Number of online payments made</p> <table border="1"> <caption>Quarterly Online Payments Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> <th>Benchmarking</th> </tr> </thead> <tbody> <tr> <td>Q3 2018/19</td> <td>11,316</td> <td>11,477</td> <td>11,477</td> </tr> <tr> <td>Q4 2018/19</td> <td>11,833</td> <td>10,694</td> <td>11,833</td> </tr> <tr> <td>Q1 2019/20</td> <td>14,330</td> <td>12,961</td> <td>12,961</td> </tr> <tr> <td>Q2 2019/20</td> <td>13,778</td> <td>12,207</td> <td>12,207</td> </tr> <tr> <td>Q3 2019/20</td> <td>12,422</td> <td>11,316</td> <td>12,422</td> </tr> <tr> <td>Q4 2019/20</td> <td>12,303</td> <td>11,833</td> <td>11,833</td> </tr> <tr> <td>Q1 2020/21</td> <td>15,806</td> <td>15,806</td> <td>15,806</td> </tr> <tr> <td>Q2 2020/21</td> <td>14,522</td> <td>14,522</td> <td>14,522</td> </tr> </tbody> </table>		Quarter	Quarters	Target (Quarters)	Benchmarking	Q3 2018/19	11,316	11,477	11,477	Q4 2018/19	11,833	10,694	11,833	Q1 2019/20	14,330	12,961	12,961	Q2 2019/20	13,778	12,207	12,207	Q3 2019/20	12,422	11,316	12,422	Q4 2019/20	12,303	11,833	11,833	Q1 2020/21	15,806	15,806	15,806	Q2 2020/21	14,522	14,522	14,522
Quarter	Quarters	Target (Quarters)	Benchmarking																																				
Q3 2018/19	11,316	11,477	11,477																																				
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Q1 2020/21	15,806	15,806	15,806																																				
Q2 2020/21	14,522	14,522	14,522																																				
Current Value	Current Target	Current Value vs Target	RAG Status																																				
30,328 (cum)	28,108 (cum)	+8%																																					
Previous Year Value	Previous Year Target	Long Term Trend																																					
28,108 (cum)	25,168 (cum)																																						
Latest Note, date and author																																							
12-Oct-2020		Diane Mitchell																																					
The bulk of the payments are for Council Tax, 9071 payments, followed by rents at 3563 payments																																							

Performance Indicator		Data Type	Officer(s) Responsible																																				
Number of direct debit payments made		Number	Diane Mitchell																																				
Target is the value of the same quarter in the previous year.		<table border="1"> <caption>(ADC)CORP/TRNS/3 Number of direct debit payments made</caption> <thead> <tr> <th>Quarter</th> <th>Actual Value</th> <th>Target Value</th> <th>Benchmarking Value</th> </tr> </thead> <tbody> <tr> <td>Q3 2018/19</td> <td>101,909</td> <td>104,645</td> <td>104,645</td> </tr> <tr> <td>Q4 2018/19</td> <td>56,873</td> <td>56,930</td> <td>56,930</td> </tr> <tr> <td>Q1 2019/20</td> <td>113,549</td> <td>113,549</td> <td>113,549</td> </tr> <tr> <td>Q2 2019/20</td> <td>105,173</td> <td>109,293</td> <td>109,293</td> </tr> <tr> <td>Q3 2019/20</td> <td>104,645</td> <td>105,948</td> <td>105,948</td> </tr> <tr> <td>Q4 2019/20</td> <td>54,899</td> <td>56,930</td> <td>56,930</td> </tr> <tr> <td>Q1 2020/21</td> <td>103,220</td> <td>103,220</td> <td>103,220</td> </tr> <tr> <td>Q2 2020/21</td> <td>105,133</td> <td>105,133</td> <td>105,133</td> </tr> </tbody> </table>		Quarter	Actual Value	Target Value	Benchmarking Value	Q3 2018/19	101,909	104,645	104,645	Q4 2018/19	56,873	56,930	56,930	Q1 2019/20	113,549	113,549	113,549	Q2 2019/20	105,173	109,293	109,293	Q3 2019/20	104,645	105,948	105,948	Q4 2019/20	54,899	56,930	56,930	Q1 2020/21	103,220	103,220	103,220	Q2 2020/21	105,133	105,133	105,133
Quarter	Actual Value	Target Value	Benchmarking Value																																				
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Q1 2020/21	103,220	103,220	103,220																																				
Q2 2020/21	105,133	105,133	105,133																																				
Current Value	Current Target	Current Value vs Target	RAG Status																																				
208,353 (cum)	222,887 (cum)	-6.5%																																					
Previous Year Value	Previous Year Target	Trend																																					
222,842 (cum)	216,990 (cum)																																						
Latest Note, date and author																																							

**Funding the Future
(ADC) Better Use of Assets**

Performance Indicator	Data Type	Officer(s) Responsible
Occupancy of ADC commercial property portfolio (excluding Ashfield Business Centre)	Number	Matthew Kirk

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Current Value	Current Target	Current Value vs Target	RAG Status
93.00%	90.00%	3.00%	
Previous Year Value	Previous Year Target	Trend	
94.30%	90.00%		

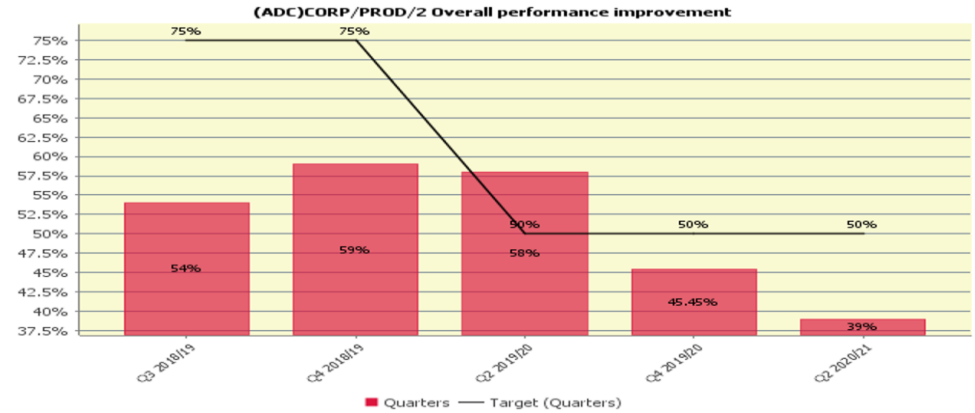
Latest Note, date and author

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Funding the Future
(ADC) Productivity

Performance Indicator	Data Type	Officer(s) Responsible
Overall performance improvement	Percentage	Jo Froggatt

Calculated by running Corporate Scorecard Report and totalling improved in the "Trend" column. Then % over all PIs.



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Current Value	Current Target	Current Value vs Target	RAG Status
39%	50%	-11%	🟡
Previous Year Value	Previous Year Target	Long Term Trend	
58%	50%		

Latest Note, date and author

11 measures improved = **39%**
17 measures not improved

6 within 5% of last year outturn = 61% improved or within 5%

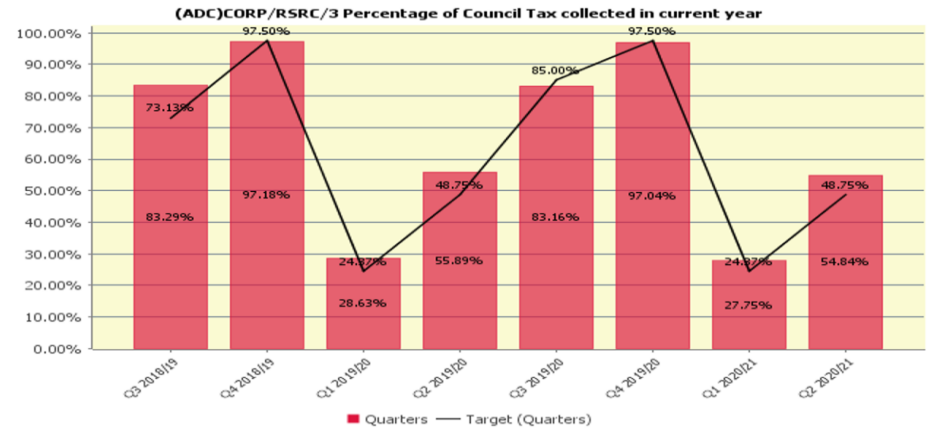
Performance Indicator		Data Type	Officer(s) Responsible																		
Overall performance v target		Percentage	Jo Froggatt																		
		<table border="1"> <caption>(ADC)CORP/PROD/4 Overall performance v target</caption> <thead> <tr> <th>Quarter</th> <th>Actual Performance (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q3 2019/19</td> <td>66%</td> <td>85%</td> </tr> <tr> <td>Q4 2019/19</td> <td>68%</td> <td>85%</td> </tr> <tr> <td>Q1 2020/20</td> <td>79%</td> <td>75%</td> </tr> <tr> <td>Q2 2020/20</td> <td>87.88%</td> <td>75%</td> </tr> <tr> <td>Q3 2020/21</td> <td>56%</td> <td>75%</td> </tr> </tbody> </table>		Quarter	Actual Performance (%)	Target (%)	Q3 2019/19	66%	85%	Q4 2019/19	68%	85%	Q1 2020/20	79%	75%	Q2 2020/20	87.88%	75%	Q3 2020/21	56%	75%
Quarter	Actual Performance (%)	Target (%)																			
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Q4 2019/19	68%	85%																			
Q1 2020/20	79%	75%																			
Q2 2020/20	87.88%	75%																			
Q3 2020/21	56%	75%																			
Current Value	Current Target	Current Value vs Target	RAG Status																		
56%	75%	19%	🟢																		
Previous Year Value	Previous Year Target	Trend																			
71%	75%																				
Latest Note, date and author																					
<p>15 measures met or exceeded target = 56% 4 measures within 10% of target 8 Measures more than 10% below target</p> <p>Met or exceeded or within 10% of target = 71%</p>																					

Funding the Future
(ADC) Resources

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Performance Indicator	Data Type	Officer(s) Responsible
Percentage of Council Tax collected in current year	Percentage	Diane Mitchell

This performance indicator shows the percentage of of total tax collected as a percentage of what is expected to be collected over the year, thus this performance indicator will rise throughout the fiscal year.



Current Value	Current Target	Current Value vs Target	RAG Status
54.84%	48.75%		🟢
Previous Year Value	Previous Year Target	Trend	
55.89%	48.75%	↓	
Latest Note, date and author			
12-Oct-2020		Diane Mitchell	

The collection rate for Council Tax at the end of September is 54.84% against a target of 56.16%, which is 1.32% below target; this is to be expected based on the current situation. However, Reminder action has resumed and Summons action is imminent so we should see some improvement in collection over the next few months.

Performance Indicator		Data Type	Officer(s) Responsible
Percentage of NNDR collected in current year		Percentage	Diane Mitchell
<p>This performance indicator shows the percentage of non domestic rates collected as a percentage of what is expected to be collected over the year, thus this performance indicator will rise throughout the fiscal year.</p>			
Current Value	Current Target	Current Value vs Target	RAG Status
46.41%	48.75%		
Previous Year Value	Previous Year Target	Trend	
53.77%	49.00%		
Latest Note, date and author			
12-Oct-2020		Diane Mitchell	
<p>The collection rate for Business Rates at the end of September is 46.41% against a target of 53.8% this is 7.39% below target. This is too be expected at this time. Recovery action will resume imminently.</p>			

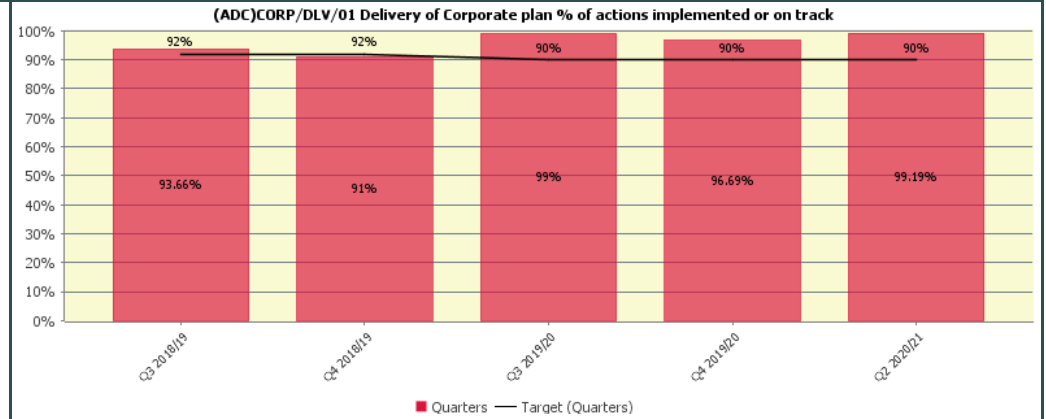
Performance Indicator		Data Type	Officer(s) Responsible																											
Percentage of rent collected from total rent due		Percentage	Kate Berry; Pete Curry																											
This is a Housemark indicator – (rent collected from current and former tenants as a percentage of the rent due including arrears brought forward)		<p style="text-align: center;">(ADC)CORP/RSRC/5 Percentage of rent collected from total rent due</p> <table border="1"> <caption>Quarterly Rent Collection Data</caption> <thead> <tr> <th>Quarter</th> <th>Actual Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q3 2018/19</td> <td>96.93%</td> <td>99.00%</td> </tr> <tr> <td>Q4 2018/19</td> <td>97.72%</td> <td>99.00%</td> </tr> <tr> <td>Q1 2019/20</td> <td>93.13%</td> <td>99.00%</td> </tr> <tr> <td>Q2 2019/20</td> <td>95.00%</td> <td>99.00%</td> </tr> <tr> <td>Q3 2019/20</td> <td>97.14%</td> <td>99.00%</td> </tr> <tr> <td>Q4 2019/20</td> <td>98.03%</td> <td>99.00%</td> </tr> <tr> <td>Q1 2020/21</td> <td>92.22%</td> <td>97.00%</td> </tr> <tr> <td>Q2 2020/21</td> <td>94.77%</td> <td>97.00%</td> </tr> </tbody> </table>		Quarter	Actual Value (%)	Target (%)	Q3 2018/19	96.93%	99.00%	Q4 2018/19	97.72%	99.00%	Q1 2019/20	93.13%	99.00%	Q2 2019/20	95.00%	99.00%	Q3 2019/20	97.14%	99.00%	Q4 2019/20	98.03%	99.00%	Q1 2020/21	92.22%	97.00%	Q2 2020/21	94.77%	97.00%
Quarter	Actual Value (%)	Target (%)																												
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Q2 2020/21	94.77%	97.00%																												
Current Value	Current Target	Current Value vs Target	RAG Status																											
94.77%	97.00%	-2.23%	▲																											
Previous Year Value	Previous Year Target	Trend																												
95.00%	99.00%	↓																												
Latest Note, date and author																														
07-Oct-2020		Pete Curry																												
<p>The level of current tenant rent arrears has increased considerably, since the roll out of full service Universal Credit within the district and has been further impacted by the ongoing Coronavirus pandemic. During the pandemic, some tenants have faced considerable changes to financial circumstances, which has impacted on their ability to pay their rent. Some tenants have chosen not to pay their rent during the pandemic, despite having the means to and a suspension on possession proceedings, due to rent arrears, between the end of March and 21/09/2020, has prevented the ability to take enforcement action through the county courts. The notice period for seeking possession has also been increased during the pandemic, initially to 3 months and subsequently to 6 months, which further impacts on our ability to move arrears cases on, where legal action is likely to be the on resolution for the case. Hearings of possession cases has now re-commenced, but the courts are working through a backlog of cases and have increased steps to the process, which are likely to result in longer delays in cases being heard/resolved. All of which has negatively impacted on the team's ability to collect current tenant rents.</p>																														

Performance Indicator		Data Type	Officer(s) Responsible																										
Rent arrears as a proportion of Rent Roll (excluding court costs)		Percentage	Kate Berry; Pete Curry																										
Housemark Quarterly Benchmarking Q4 16/17 Housemark definition - (current tenant arrears as a percentage of the annual rent debit)		<p>(ADC)CORP/RSRC/8 Rent arrears as a proportion of Rent Roll (excluding court costs)</p> <table border="1"> <caption>Monthly Rent Arrears Data</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>November 2019</td><td>1.93%</td></tr> <tr><td>December 2019</td><td>1.32%</td></tr> <tr><td>January 2020</td><td>1.4%</td></tr> <tr><td>February 2020</td><td>1.51%</td></tr> <tr><td>March 2020</td><td>1.47%</td></tr> <tr><td>April 2020</td><td>1.46%</td></tr> <tr><td>May 2020</td><td>1.67%</td></tr> <tr><td>June 2020</td><td>1.8%</td></tr> <tr><td>July 2020</td><td>1.8%</td></tr> <tr><td>August 2020</td><td>2.01%</td></tr> <tr><td>September 2020</td><td>2.16%</td></tr> <tr><td>October 2020</td><td>2.32%</td></tr> </tbody> </table>		Month	Value (%)	November 2019	1.93%	December 2019	1.32%	January 2020	1.4%	February 2020	1.51%	March 2020	1.47%	April 2020	1.46%	May 2020	1.67%	June 2020	1.8%	July 2020	1.8%	August 2020	2.01%	September 2020	2.16%	October 2020	2.32%
Month	Value (%)																												
November 2019	1.93%																												
December 2019	1.32%																												
January 2020	1.4%																												
February 2020	1.51%																												
March 2020	1.47%																												
April 2020	1.46%																												
May 2020	1.67%																												
June 2020	1.8%																												
July 2020	1.8%																												
August 2020	2.01%																												
September 2020	2.16%																												
October 2020	2.32%																												
Current Value	Current Target	Current Value vs Target	RAG Status																										
2.32%	1.6%	0.72%	🟡																										
Previous Year Value	Previous Year Target	Trend																											
1.70%	1.30%	↓																											
Latest Note, date and author																													
05-Nov-2020		Pete Curry																											
<p>The ongoing Coronavirus pandemic, along with the increased number of Universal Credit claiming tenants within the district, is having a considerable impact on the collection of rent, which is in turn impacting on the level of current tenant rent arrears. Many tenants are facing uncertainty in their financial circumstances, in these circumstances support is being offered to assist them. However, some tenants are using the pandemic as an excuse not to pay their rent. The suspension of enforcement action throughout the majority of the financial year, has prevented cases being moved on as quickly as usual, resulting in a further increase in arrears. County Courts are now processing stayed and new claims for possession, however, there are delays to the process due to additional stages in the process and backlogs of cases to process. The County Court bailiffs have advised that enforcement of eviction warrants (where the tenant remains in occupation) will continue to be suspended, whilst ever the district is subject to tier 2 or higher restrictions.</p>																													

**Organisational Effectiveness
(ADC) Delivery**

Performance Indicator	Data Type	Officer(s) Responsible
Delivery of Corporate plan % of actions implemented or on track	Percentage	Jo Froggatt

Calculated by generating report "(ADC) Corporate Plan - Status Checker". Calculation as follows Overdue Action (A), Total number of actions excluding 'Cancelled' category (B), calculation A/B*100=C. 100-C = X



Current Value	Current Target	Current Value vs Target	RAG Status
99.19%	90%	9.19%	🟢
Previous Year Value	Previous Year Target	Trend	
99%	90%	↑	

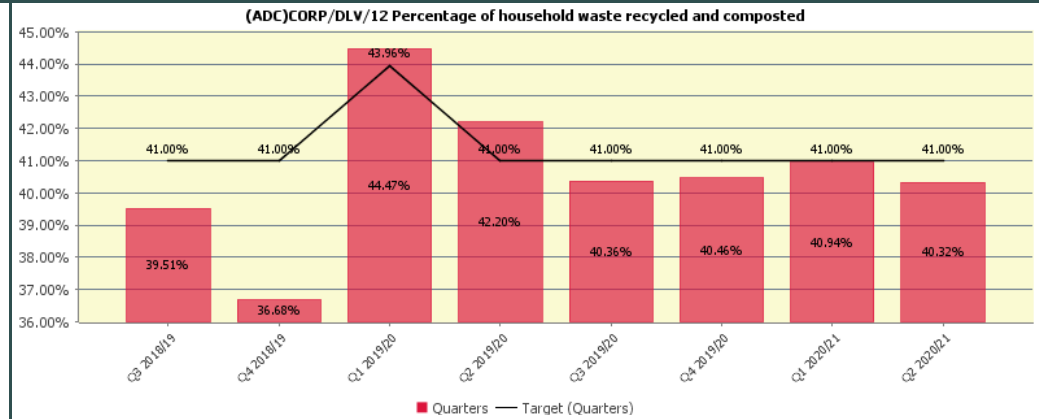
Latest Note, date and author	
17-Nov-2020	Vicky Green

Of the 123 actions 18 actions have been completed, 1 actions is overdue an update and 104 are progressing as expected.

**Organisational Effectiveness
(ADC) Delivery - Cleaner Greener Priority**

Performance Indicator	Data Type	Officer(s) Responsible
Percentage of household waste recycled and composted	Percentage	Sam Dennis; Paul Rowbotham; George Ward; Christos Zannettou

Formerly NI192 - the indicator measures percentage of household waste arisings which have been sent by the Authority for reuse, recycling, composting or anaerobic digestion. This is a key measure of local authorities' progress in moving management of household waste up the hierarchy, consistent with the Government's national strategy for waste management. The Government expects local authorities to maximise the percentage of waste reused, recycled and composted.



Current Value	Current Target	Current Value vs Target	RAG Status
40.32%	41.00%	-0.68%	⚠️
Previous Year Value	Previous Year Target	Long Term Trend	
42.20%	41.00%	↓	

Latest Note, date and author	
19-Oct-2020	George Ward

Intake of Residual Waste up by 14%.
 Intake of Recycled Waste is down by a minor 0.8%.
 Intake of Garden Waste is up by 5%.
 Intake of Glass Waste is up 19%

Potential data lag – current value could increase

Performance Indicator		Data Type	Officer(s) Responsible												
Street Cleanliness-Litter		Number	George Ward												
<p>Environmental quality assessments will be carried throughout the year measuring a minimum of 50 streets per quarter with varying land uses. Streets will be scored against 4 environmental quality criteria, which are: Litter, Detritus, Graffiti and Fly-posting. The streets will be measured using a grading system, which is based on DEFRA's Code of Practice for Litter and refuse. Average grades are calculated by assigning each grade a numerical equivalent and then working out an average grade from that. The smaller the number the better the score, 1 = A, 2 = B+ and so on.</p> <p>This measure relates to the headline criteria of litter, average score across the whole district</p>		<table border="1"> <caption>(ADC)CORP/DLV/57 Street Cleanliness-Litter</caption> <thead> <tr> <th>Quarter</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td>Q2 2019/20</td> <td>2.65</td> </tr> <tr> <td>Q3 2019/20</td> <td>2.92</td> </tr> <tr> <td>Q4 2019/20</td> <td>2.75</td> </tr> <tr> <td>Q1 2020/21</td> <td>1.91</td> </tr> <tr> <td>Q2 2020/21</td> <td>2.7</td> </tr> </tbody> </table>		Quarter	Score	Q2 2019/20	2.65	Q3 2019/20	2.92	Q4 2019/20	2.75	Q1 2020/21	1.91	Q2 2020/21	2.7
Quarter	Score														
Q2 2019/20	2.65														
Q3 2019/20	2.92														
Q4 2019/20	2.75														
Q1 2020/21	1.91														
Q2 2020/21	2.7														
Current Value	Current Target	Current Value vs Target	RAG Status												
2.7	2	0.7													
Previous Year Value	Previous Year Target	Trend													
2.65	2														
Latest Note, date and author															
02-Oct-2020		George Ward													
<p>Primary issues with litter are primarily located within High Housing Areas where teams are unable to get sweeper access due to parked vehicles along the kerbside.</p> <p>Additionally, verges and lay bys of main roads also have issues with building up waste due to irresponsible motorists and late driving truckers.</p> <p>Litter is more likely to accue more during this period due to the summer weather, which sees an increase in footfall across public open spaces and communal areas.</p>															

Performance Indicator		Data Type	Officer(s) Responsible																		
Street Cleanliness-Detritus		Number	George Ward																		
<p>Environmental quality assessments will be carried throughout the year measuring a minimum of 50 streets per quarter with varying land uses. Streets will be scored against 4 environmental quality criteria, which are: Litter, Detritus, Graffiti and Fly-posting. The streets will be measured using a grading system, which is based on DEFRA's Code of Practice for Litter and refuse. Average grades are calculated by assigning each grade a numerical equivalent and then working out an average grade from that. The smaller the number the better the score, 1 = A, 2 = B+ and so on.</p> <p>This measure relates to the headline criteria of detritus, average score across the whole district</p>		<table border="1"> <caption>(ADC)CORP/DLV/58 Street Cleanliness-Detritus</caption> <thead> <tr> <th>Quarter</th> <th>Current Value</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q2-2019/20</td> <td>1.8</td> <td>2</td> </tr> <tr> <td>Q3-2019/20</td> <td>1.9</td> <td>2</td> </tr> <tr> <td>Q4-2019/20</td> <td>3.04</td> <td>2</td> </tr> <tr> <td>Q1-2020/21</td> <td>2.38</td> <td>2</td> </tr> <tr> <td>Q2-2020/21</td> <td>2.84</td> <td>2</td> </tr> </tbody> </table>		Quarter	Current Value	Target (Quarters)	Q2-2019/20	1.8	2	Q3-2019/20	1.9	2	Q4-2019/20	3.04	2	Q1-2020/21	2.38	2	Q2-2020/21	2.84	2
Quarter	Current Value	Target (Quarters)																			
Q2-2019/20	1.8	2																			
Q3-2019/20	1.9	2																			
Q4-2019/20	3.04	2																			
Q1-2020/21	2.38	2																			
Q2-2020/21	2.84	2																			
Current Value	Current Target	Current Value vs Target	RAG Status																		
2.84	2	0.84																			
Previous Year Value	Previous Year Target	Trend																			
1.8	2																				
Latest Note, date and author																					
02-Oct-2020		George Ward																			
<p>Similarly to litter, the streets with worse conditions of detritus has access issues due to parked cars or are located within the periphery of town or commercial centres.</p> <p>Issues with potholes also contributes to this as concrete is dug up from having vehicles run over them. periphery</p>																					

Performance Indicator		Data Type	Officer(s) Responsible												
Street Cleanliness-Graffiti		Number	George Ward												
<p>Environmental quality assessments will be carried throughout the year measuring a minimum of 50 streets per quarter with varying land uses. Streets will be scored against 4 environmental quality criteria, which are: Litter, Detritus, Graffiti and Fly-posting. The streets will be measured using a grading system, which is based on DEFRA's Code of Practice for Litter and refuse. Average grades are calculated by assigning each grade a numerical equivalent and then working out an average grade from that. The smaller the number the better the score, 1 = A, 2 = B+ and so on.</p> <p>This measure relates to the headline criteria of graffiti, average score across the whole district</p>		<table border="1"> <caption>(ADC)CORP/DLV/59 Street Cleanliness-Graffiti</caption> <thead> <tr> <th>Quarter</th> <th>Average Score</th> </tr> </thead> <tbody> <tr> <td>Q2 2019/20</td> <td>1.21</td> </tr> <tr> <td>Q3 2019/20</td> <td>1.2</td> </tr> <tr> <td>Q4 2019/20</td> <td>1.56</td> </tr> <tr> <td>Q1 2020/21</td> <td>1.25</td> </tr> <tr> <td>Q2 2020/21</td> <td>1.37</td> </tr> </tbody> </table>		Quarter	Average Score	Q2 2019/20	1.21	Q3 2019/20	1.2	Q4 2019/20	1.56	Q1 2020/21	1.25	Q2 2020/21	1.37
Quarter	Average Score														
Q2 2019/20	1.21														
Q3 2019/20	1.2														
Q4 2019/20	1.56														
Q1 2020/21	1.25														
Q2 2020/21	1.37														
Current Value	Current Target	Current Value vs Target	RAG Status												
1.37	2	-0.63	✓												
Previous Year Value	Previous Year Target	Trend													
1.21	2	↓													
Latest Note, date and author															
02-Oct-2020		George Ward													
<p>Out of the 59 streets, 20 streets were affected by instances of graffiti.</p> <p>These usually consist of drawings and scrawlings on litter bins and phone boxes, only a few minor instances of graffiti on walls or homes, and these were near the town centres.</p>															

Performance Indicator		Data Type	Officer(s) Responsible												
Street Cleanliness-Fly Posting		Number	George Ward												
<p>Environmental quality assessments will be carried throughout the year measuring a minimum of 50 streets per quarter with varying land uses. Streets will be scored against 4 environmental quality criteria, which are: Litter, Detritus, Graffiti and Fly-posting. The streets will be measured using a grading system, which is based on DEFRA's Code of Practice for Litter and refuse. Average grades are calculated by assigning each grade a numerical equivalent and then working out an average grade from that. The smaller the number the better the score, 1 = A, 2 = B+ and so on.</p> <p>This measure relates to the headline criteria of fly posting, average score across the whole district</p>		<p>(ADC)CORP/DLV/60 Street Cleanliness-Fly Posting</p> <table border="1"> <caption>Quarterly Scores for Street Cleanliness-Fly Posting</caption> <thead> <tr> <th>Quarter</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td>Q2 2019/20</td> <td>1</td> </tr> <tr> <td>Q3 2019/20</td> <td>1.11</td> </tr> <tr> <td>Q4 2019/20</td> <td>1.18</td> </tr> <tr> <td>Q1 2020/21</td> <td>1.15</td> </tr> <tr> <td>Q2 2020/21</td> <td>1.27</td> </tr> </tbody> </table>		Quarter	Score	Q2 2019/20	1	Q3 2019/20	1.11	Q4 2019/20	1.18	Q1 2020/21	1.15	Q2 2020/21	1.27
Quarter	Score														
Q2 2019/20	1														
Q3 2019/20	1.11														
Q4 2019/20	1.18														
Q1 2020/21	1.15														
Q2 2020/21	1.27														
Current Value	Current Target	Current Value vs Target	RAG Status												
1.27	2	-0.73	✓												
Previous Year Value	Previous Year Target	Trend													
1	2	↓													
Latest Note, date and author															
02-Oct-2020		George Ward													
<p>Out of the 59 streets assessed, 12 had minor instances of fly posting and 2 had moderate instances of fly posting.</p> <p>These were mainly advertisements for shops and or public events (mostly pre covid).</p>															

Performance Indicator		Data Type	Officer(s) Responsible																		
Street Cleanliness-Sutton		Number	George Ward																		
<p>Environmental quality assessments will be carried throughout the year measuring a minimum of 50 streets per quarter with varying land uses. Streets will be scored against 4 environmental quality criteria, which are: Litter, Detritus, Graffiti and Fly-posting. The streets will be measured using a grading system, which is based on DEFRA's Code of Practice for Litter and refuse. Average grades are calculated by assigning each grade a numerical equivalent and then working out an average grade from that. The smaller the number the better the score, 1 = A, 2 = B+ and so on.</p> <p>This measure relates to the average score of all four headline criteria for the Sutton Town Centre area</p>		<table border="1"> <caption>(ADC)CORP/DLV/61 Street Cleanliness-Sutton</caption> <thead> <tr> <th>Quarter</th> <th>Current Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q2-2019/20</td> <td>2.12</td> <td>1</td> </tr> <tr> <td>Q3-2019/20</td> <td>2.07</td> <td>1</td> </tr> <tr> <td>Q4-2019/20</td> <td>2.28</td> <td>1</td> </tr> <tr> <td>Q1-2020/21</td> <td>2.12</td> <td>1</td> </tr> <tr> <td>Q2-2020/21</td> <td>3</td> <td>1</td> </tr> </tbody> </table>		Quarter	Current Value	Target	Q2-2019/20	2.12	1	Q3-2019/20	2.07	1	Q4-2019/20	2.28	1	Q1-2020/21	2.12	1	Q2-2020/21	3	1
Quarter	Current Value	Target																			
Q2-2019/20	2.12	1																			
Q3-2019/20	2.07	1																			
Q4-2019/20	2.28	1																			
Q1-2020/21	2.12	1																			
Q2-2020/21	3	1																			
Current Value	Current Target	Current Value vs Target	RAG Status																		
3	1	2																			
Previous Year Value	Previous Year Target	Trend																			
2.12	1																				
Latest Note, date and author																					
02-Oct-2020		George Ward																			
<p>This grade has turned from a B+ to a B grade. Litter: 3 (B) Detritus: 3.33 (B) Graffiti: 1.5 (A) Fly Posting: 1.44 (A) Recent Leaf Fall: 3.38 (B) Weed Growth: 2.16 (B+)</p> <p>Issues with cleanliness persist in High obstruction housing areas, where cars are parked across the street and not on driveways which accrues litter and detritus. It is worth noting that the majority of the weeds persisting on streets are dead, but they are still present on the street. Areas of concern are: Chesterfield Road Lay By, Percival Crescent.</p>																					

Performance Indicator		Data Type	Officer(s) Responsible																		
Street Cleanliness-Kirkby		Number	George Ward																		
<p>Environmental quality assessments will be carried throughout the year measuring a minimum of 50 streets per quarter with varying land uses. Streets will be scored against 4 environmental quality criteria, which are: Litter, Detritus, Graffiti and Fly-posting. The streets will be measured using a grading system, which is based on DEFRA's Code of Practice for Litter and refuse. Average grades are calculated by assigning each grade a numerical equivalent and then working out an average grade from that. The smaller the number the better the score, 1 = A, 2 = B+ and so on.</p> <p>This measure relates to the average score of all four headline criteria for the Kirkby Town Centre area</p>		<p>(ADC)CORP/DLV/62 Street Cleanliness-Kirkby</p> <table border="1"> <caption>Street Cleanliness-Kirkby Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Current Value</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q2 2019/20</td> <td>2.08</td> <td>2</td> </tr> <tr> <td>Q3 2019/20</td> <td>2.77</td> <td>2</td> </tr> <tr> <td>Q4 2019/20</td> <td>2.67</td> <td>2</td> </tr> <tr> <td>Q1 2020/21</td> <td>2.04</td> <td>2</td> </tr> <tr> <td>Q2 2020/21</td> <td>2.59</td> <td>2</td> </tr> </tbody> </table>		Quarter	Current Value	Target (Quarters)	Q2 2019/20	2.08	2	Q3 2019/20	2.77	2	Q4 2019/20	2.67	2	Q1 2020/21	2.04	2	Q2 2020/21	2.59	2
Quarter	Current Value	Target (Quarters)																			
Q2 2019/20	2.08	2																			
Q3 2019/20	2.77	2																			
Q4 2019/20	2.67	2																			
Q1 2020/21	2.04	2																			
Q2 2020/21	2.59	2																			
Current Value	Current Target	Current Value vs Target	RAG Status																		
2.59	2	0.59																			
Previous Year Value	Previous Year Target	Trend																			
2.08	2																				
Latest Note, date and author																					
02-Oct-2020		George Ward																			
<p>Kirkby has still maintained a B+ Litter: 2.59 (B+) Detritus: 2.66 (B+) Graffiti: 1.25 (A) Fly Posting: 1.22 (A) Recent Leaf Fall: 3.18 (B) Weed Growth 3.51 (B)</p> <p>Similarly to Sutton, Litter and Detritus mainly amass round Medium and High obstruction housing areas, which means that sweepers are having access issues. Weed Growth is primarily up during this time anyway due to the summer months, whilst the majority of the weeds are dead due to treatment, the weeds are still present on the street.</p>																					

Performance Indicator		Data Type	Officer(s) Responsible																		
Street Cleanliness-Hucknall		Number	George Ward																		
<p>Environmental quality assessments will be carried throughout the year measuring a minimum of 50 streets per quarter with varying land uses. Streets will be scored against 4 environmental quality criteria, which are: Litter, Detritus, Graffiti and Fly-posting. The streets will be measured using a grading system, which is based on DEFRA's Code of Practice for Litter and refuse. Average grades are calculated by assigning each grade a numerical equivalent and then working out an average grade from that. The smaller the number the better the score, 1 = A, 2 = B+ and so on.</p> <p>This measure relates to the average score of all four headline criteria for the Hucknall Town Centre area</p>		<p>(ADC)CORP/DLV/63 Street Cleanliness-Hucknall</p> <table border="1"> <caption>Street Cleanliness-Hucknall Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Current Value</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q2 2019/20</td> <td>2.81</td> <td>2</td> </tr> <tr> <td>Q3 2019/20</td> <td>2.35</td> <td>2</td> </tr> <tr> <td>Q4 2019/20</td> <td>2.55</td> <td>2</td> </tr> <tr> <td>Q1 2020/21</td> <td>2.08</td> <td>2</td> </tr> <tr> <td>Q2 2020/21</td> <td>2.38</td> <td>2</td> </tr> </tbody> </table>		Quarter	Current Value	Target (Quarters)	Q2 2019/20	2.81	2	Q3 2019/20	2.35	2	Q4 2019/20	2.55	2	Q1 2020/21	2.08	2	Q2 2020/21	2.38	2
Quarter	Current Value	Target (Quarters)																			
Q2 2019/20	2.81	2																			
Q3 2019/20	2.35	2																			
Q4 2019/20	2.55	2																			
Q1 2020/21	2.08	2																			
Q2 2020/21	2.38	2																			
Current Value	Current Target	Current Value vs Target	RAG Status																		
2.38	2	0.38																			
Previous Year Value	Previous Year Target	Long Term Trend																			
2.81	2																				
Latest Note, date and author																					
02-Oct-2020		George Ward																			
<p>Overall grade for Hucknall stands at B+</p> <p>Litter: 2.53 (B+)</p> <p>Detritus: 2.53 (B+)</p> <p>Graffiti: 1.46 (A)</p> <p>Fly Posting: 1.15 (A)</p> <p>Recent Leaf Fall 3.15 (B)</p> <p>Weed Growth: 3.2 (B)</p>																					

**Organisational Effectiveness
(ADC) Delivery - Health & Happiness Priority**

Performance Indicator		Data Type	Officer(s) Responsible																											
Number of user attendances at ADC leisure facilities		Number	Andrea Stone																											
Data collected from the following leisure centres, presented cumulatively: Kirkby: Festival Hall Sutton: Lammas Hucknall: Hucknall		<table border="1"> <caption>(ADC)CORP/DLV/64 Number of user attendances at ADC leisure facilities</caption> <thead> <tr> <th>Quarter</th> <th>Actual Value</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q2 2018/19</td> <td>907,339</td> <td>948,750</td> </tr> <tr> <td>Q4 2018/19</td> <td>1,219,018</td> <td>1,265,000</td> </tr> <tr> <td>Q1 2019/20</td> <td>285,633</td> <td>316,250</td> </tr> <tr> <td>Q2 2019/20</td> <td>576,110</td> <td>632,500</td> </tr> <tr> <td>Q3 2019/20</td> <td>855,511</td> <td>948,750</td> </tr> <tr> <td>Q4 2019/20</td> <td>1,144,045</td> <td>1,265,000</td> </tr> <tr> <td>Q1 2020/21</td> <td>0</td> <td>0</td> </tr> <tr> <td>Q2 2020/21</td> <td>55,964</td> <td>0</td> </tr> </tbody> </table>		Quarter	Actual Value	Target (Quarters)	Q2 2018/19	907,339	948,750	Q4 2018/19	1,219,018	1,265,000	Q1 2019/20	285,633	316,250	Q2 2019/20	576,110	632,500	Q3 2019/20	855,511	948,750	Q4 2019/20	1,144,045	1,265,000	Q1 2020/21	0	0	Q2 2020/21	55,964	0
Quarter	Actual Value	Target (Quarters)																												
Q2 2018/19	907,339	948,750																												
Q4 2018/19	1,219,018	1,265,000																												
Q1 2019/20	285,633	316,250																												
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Q4 2019/20	1,144,045	1,265,000																												
Q1 2020/21	0	0																												
Q2 2020/21	55,964	0																												
Current Value	Current Target	Current Value vs Target	RAG Status																											
55,964	1265000(annual target)																													
Previous Year Value	Previous Year Target	Long Term Trend																												
576,110	632,500	↓																												
Latest Note, date and author																														
07-Oct-2020		Andrea Stone																												
These figures are for August and September and include instructor led exercise classes, virtual exercise classes, gym attendance, bookable lane swimming and ice. They don't include attendances at sports clubs or swimming lessons. At the end of September 2020, swimming lessons were at 90% (953) at Hucknall LC and 73% (1479) at Lammas LC.																														

Organisational Effectiveness
(ADC) Delivery - Housing Priority

Performance Indicator		Data Type	Officer(s) Responsible																											
Average void re-let time of Council Homes (DAYS)		Number	Caroline Greasley																											
Formerly SPI027, SI174 - "Average time to re-let (days)" and BV212 (AHL-EC5)C1 Housemark Annual 15/16 F01 Pi#12		<p>(ADC)CORP/DLV/18 Average void re-let time of Council Homes (DAYS)</p> <table border="1"> <caption>Chart Data: Average void re-let time of Council Homes (DAYS)</caption> <thead> <tr> <th>Quarter</th> <th>Actual Value (Days)</th> <th>Target (Days)</th> </tr> </thead> <tbody> <tr><td>Q3 2018/19</td><td>21.3</td><td>21.0</td></tr> <tr><td>Q4 2018/19</td><td>20.4</td><td>21.0</td></tr> <tr><td>Q1 2019/20</td><td>19.0</td><td>21.0</td></tr> <tr><td>Q2 2019/20</td><td>17.0</td><td>21.0</td></tr> <tr><td>Q3 2019/20</td><td>17.1</td><td>21.0</td></tr> <tr><td>Q4 2019/20</td><td>18.1</td><td>21.0</td></tr> <tr><td>Q1 2020/21</td><td>40.6</td><td>21.0</td></tr> <tr><td>Q2 2020/21</td><td>32.5</td><td>21.0</td></tr> </tbody> </table>		Quarter	Actual Value (Days)	Target (Days)	Q3 2018/19	21.3	21.0	Q4 2018/19	20.4	21.0	Q1 2019/20	19.0	21.0	Q2 2019/20	17.0	21.0	Q3 2019/20	17.1	21.0	Q4 2019/20	18.1	21.0	Q1 2020/21	40.6	21.0	Q2 2020/21	32.5	21.0
Quarter	Actual Value (Days)	Target (Days)																												
Q3 2018/19	21.3	21.0																												
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32.5	21.0	11.5	●																											
Previous Year Value	Previous Year Target	Trend																												
17.0	21.0	↓																												
Latest Note, date and author																														
<p>During the first lockdown only essential lets could be completed, typically to people who are homeless or fleeing violence. During quarters 2 and 3 we have been playing catch up, resulting in a marked improvement in performance. However, the lettings process still remains challenging as applicants are reluctant to engage and continued delays are being encountered as applicants and the people helping them to move isolate.</p>																														

Performance Indicator		Data Type	Officer(s) Responsible																					
Percentage of non-decent homes of total council housing stock		Percentage	Dan Clover; Neil Rowley; Richard Webster																					
(Formerly KPI017a and NI158a) - to measure progress in ensuring all council homes meet the decent homes standard Annual Benchmarking Schedule- E04 Pi#08		<p>(ADC)CORP/DLV/20 Percentage of non-decent homes of total council housing stock</p> <table border="1"> <caption>Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q3 2018/19</td> <td>0.15%</td> <td>0.40%</td> </tr> <tr> <td>Q4 2018/19</td> <td>0.14%</td> <td>0.40%</td> </tr> <tr> <td>Q1 2019/20</td> <td>0.18%</td> <td>0.40%</td> </tr> <tr> <td>Q2 2019/20</td> <td>0.18%</td> <td>0.40%</td> </tr> <tr> <td>Q3 2019/20</td> <td>0.18%</td> <td>0.40%</td> </tr> <tr> <td>Q4 2019/20</td> <td>0.18%</td> <td>0.40%</td> </tr> </tbody> </table>		Quarter	Value (%)	Target (%)	Q3 2018/19	0.15%	0.40%	Q4 2018/19	0.14%	0.40%	Q1 2019/20	0.18%	0.40%	Q2 2019/20	0.18%	0.40%	Q3 2019/20	0.18%	0.40%	Q4 2019/20	0.18%	0.40%
Quarter	Value (%)	Target (%)																						
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Q4 2019/20	0.18%	0.40%																						
Current Value	Current Target	Current Value vs Target	RAG Status																					
0.18%	0.40%	-0.22%	🟢																					
Previous Year Value	Previous Year Target	Trend																						
0.18%	0.40%	⬆️																						
Latest Note, date and author																								

Performance Indicator		Data Type	Officer(s) Responsible																											
Number of applicants prevented from becoming homeless		Number	Ian Scholes																											
		<p>(ADC)CORP/DLV/47 Number of applicants prevented from becoming homeless</p> <table border="1"> <caption>Quarterly Data from Chart</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q3 2018/19</td> <td>122</td> <td>75</td> </tr> <tr> <td>Q4 2018/19</td> <td>135</td> <td>75</td> </tr> <tr> <td>Q1 2019/20</td> <td>124</td> <td>75</td> </tr> <tr> <td>Q2 2019/20</td> <td>105</td> <td>75</td> </tr> <tr> <td>Q3 2019/20</td> <td>96</td> <td>75</td> </tr> <tr> <td>Q4 2019/20</td> <td>86</td> <td>75</td> </tr> <tr> <td>Q1 2020/21</td> <td>76</td> <td>75</td> </tr> <tr> <td>Q2 2020/21</td> <td>142</td> <td>75</td> </tr> </tbody> </table>		Quarter	Quarters	Target (Quarters)	Q3 2018/19	122	75	Q4 2018/19	135	75	Q1 2019/20	124	75	Q2 2019/20	105	75	Q3 2019/20	96	75	Q4 2019/20	86	75	Q1 2020/21	76	75	Q2 2020/21	142	75
Quarter	Quarters	Target (Quarters)																												
Q3 2018/19	122	75																												
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Q1 2019/20	124	75																												
Q2 2019/20	105	75																												
Q3 2019/20	96	75																												
Q4 2019/20	86	75																												
Q1 2020/21	76	75																												
Q2 2020/21	142	75																												
Current Value	Current Target	Current Value vs Target	RAG Status																											
142	75	67	🟢																											
Previous Year Value	Previous Year Target	Trend																												
105	75	⬆️																												
Latest Note, date and author																														
05-Nov-2020		Ian Scholes																												
<p>The target for this quarter has been well exceeded due to the hard work of the Housing Options, Complex Case and Tenancy Sustainment Teams. This work with the vulnerably housed should be applauded given the ongoing public health issues and the volume of demand. COVID 19 has inevitably affected the ways of working but sometimes has given the teams longer to work with applicants, for example, with the increased length of Notice periods.</p>																														

Performance Indicator		Data Type	Officer(s) Responsible																														
Proportion of tenants who remain in their tenancy for 6 months or more following the completion of the support package		Percentage	Kate Berry; Pete Curry																														
Previously AH/100 and (ADC)TN/CUST/1 made into corporate action August 2017		<p>(ADC)CORP/DLV/53 Proportion of tenants who remain in their tenancy for 6 months or more following the completion of the support package</p> <table border="1"> <caption>Retention Data from Chart</caption> <thead> <tr> <th>Quarter</th> <th>Actual Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>Q3 2018/19</td><td>100%</td><td>95%</td></tr> <tr><td>Q4 2018/19</td><td>100%</td><td>95%</td></tr> <tr><td>Q1 2019/20</td><td>100%</td><td>95%</td></tr> <tr><td>Q2 2019/20</td><td>100%</td><td>95%</td></tr> <tr><td>Q3 2019/20</td><td>100%</td><td>95%</td></tr> <tr><td>Q4 2019/20</td><td>100%</td><td>95%</td></tr> <tr><td>Q1 2020/21</td><td>100%</td><td>95%</td></tr> <tr><td>Q2 2020/21</td><td>100%</td><td>95%</td></tr> <tr><td>Q3 2020/21</td><td>100%</td><td>95%</td></tr> </tbody> </table>		Quarter	Actual Value (%)	Target (%)	Q3 2018/19	100%	95%	Q4 2018/19	100%	95%	Q1 2019/20	100%	95%	Q2 2019/20	100%	95%	Q3 2019/20	100%	95%	Q4 2019/20	100%	95%	Q1 2020/21	100%	95%	Q2 2020/21	100%	95%	Q3 2020/21	100%	95%
Quarter	Actual Value (%)	Target (%)																															
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Q2 2020/21	100%	95%																															
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Current Value	Current Target	Current Value vs Target	RAG Status																														
100%	95%	5%																															
Previous Year Value	Previous Year Target	Trend																															
100%	95%																																
Latest Note, date and author																																	

Performance Indicator		Data Type	Officer(s) Responsible																																				
Number of Council Tenants assisted with welfare and money management advice		Number	Kate Berry; Pete Curry																																				
		<p>(ADC)CORP/DLV/54 Number of Council Tenants assisted with welfare and money management advice</p> <table border="1"> <caption>Quarterly Data from Chart</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (Actual)</th> <th>Target (Quarters)</th> <th>Benchmarking</th> </tr> </thead> <tbody> <tr> <td>Q3 2019/20</td> <td>675</td> <td>867</td> <td></td> </tr> <tr> <td>Q4 2019/20</td> <td>900</td> <td>1,177</td> <td></td> </tr> <tr> <td>Q1 2020/21</td> <td>266</td> <td>325</td> <td></td> </tr> <tr> <td>Q2 2020/21</td> <td>450</td> <td>462</td> <td></td> </tr> <tr> <td>Q3 2020/21</td> <td>675</td> <td>705</td> <td></td> </tr> <tr> <td>Q4 2020/21</td> <td>900</td> <td>921</td> <td></td> </tr> <tr> <td>Q1 2021/22</td> <td>105</td> <td>225</td> <td></td> </tr> <tr> <td>Q2 2021/22</td> <td>333</td> <td>450</td> <td></td> </tr> </tbody> </table>		Quarter	Quarters (Actual)	Target (Quarters)	Benchmarking	Q3 2019/20	675	867		Q4 2019/20	900	1,177		Q1 2020/21	266	325		Q2 2020/21	450	462		Q3 2020/21	675	705		Q4 2020/21	900	921		Q1 2021/22	105	225		Q2 2021/22	333	450	
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333	450	-117																																					
Previous Year Value	Previous Year Target	Trend																																					
462	450																																						
Latest Note, date and author																																							
14-Oct-2020		Pete Curry																																					
<p>Support has continued to be offered to tenants and residents throughout the financial year. Officers within these teams have also assisted with supporting residents within the district, as part of the humanitarian hub work. There has been a number of the TSO team absent for a period of time, due to sickness, which has impacted on capacity in this area. A member of the MMA team has also been assisting with recovery work on current tenant rent arrears.</p>																																							

**Organisational Effectiveness
(ADC) Delivery - Regeneration & Place Priority**

Performance Indicator		Data Type	Officer(s) Responsible																											
Processing of major planning applications within 13 weeks - by quarter - cumulative year-end data		Percentage	Jo Jones																											
<p>Formerly NI157a - To ensure local planning authorities determine planning applications in a timely manner.</p> <p>This indicator measures the percentage of planning applications dealt with in a timely manner. Averaging out performance across very different types of application would render any target as meaningless. Therefore we have broken them down into four broad categories: major, minor, other, and a measure for all county matter applications. The fourth category only applies to county councils and those authorities who determine predominantly county level minerals and waste applications.</p>		<p>(ADC)CGRP/DLV/41 Processing of major planning applications within 13 weeks - by quarter - cumulative year-end data</p> <table border="1"> <caption>Chart Data: Processing of major planning applications within 13 weeks - by quarter - cumulative year-end data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr><td>Q3 2018/19</td><td>85.00%</td><td>75.00%</td></tr> <tr><td>Q4 2018/19</td><td>86.00%</td><td>75.00%</td></tr> <tr><td>Q1 2019/20</td><td>96.00%</td><td>75.00%</td></tr> <tr><td>Q2 2019/20</td><td>100.00%</td><td>75.00%</td></tr> <tr><td>Q3 2019/20</td><td>100.00%</td><td>75.00%</td></tr> <tr><td>Q4 2019/20</td><td>100.00%</td><td>75.00%</td></tr> <tr><td>Q1 2020/21</td><td>100.00%</td><td>75.00%</td></tr> <tr><td>Q2 2020/21</td><td>100.00%</td><td>75.00%</td></tr> </tbody> </table>		Quarter	Quarters (%)	Target (Quarters) (%)	Q3 2018/19	85.00%	75.00%	Q4 2018/19	86.00%	75.00%	Q1 2019/20	96.00%	75.00%	Q2 2019/20	100.00%	75.00%	Q3 2019/20	100.00%	75.00%	Q4 2019/20	100.00%	75.00%	Q1 2020/21	100.00%	75.00%	Q2 2020/21	100.00%	75.00%
Quarter	Quarters (%)	Target (Quarters) (%)																												
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Q1 2019/20	96.00%	75.00%																												
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Q2 2020/21	100.00%	75.00%																												
Current Value	Current Target	Current Value vs Target	RAG Status																											
100.00%	75.00%	25.00%	🟢																											
Previous Year Value	Previous Year Target	Trend																												
100.00%	75.00%	↑																												
Latest Note, date and author																														

Performance Indicator		Data Type	Officer(s) Responsible																											
Processing of minor planning applications within eight weeks - by quarter - cumulative year-end data		Percentage	Jo Jones																											
<p>Formerly NI157b - To ensure local planning authorities determine planning applications in a timely manner.</p> <p>This indicator measures the percentage of planning applications dealt with in a timely manner. Averaging out performance across very different types of application would render any target as meaningless. Therefore we have broken them down into four broad categories: major, minor, other, and a measure for all county matter applications. The fourth category only applies to county councils and those authorities who determine predominantly county level minerals and waste applications.</p>		<p>(ADC)CORP/DLV/42 Processing of minor planning applications within eight weeks - by quarter - cumulative year-end data</p> <table border="1"> <caption>Quarterly Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Current Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q3 2018/19</td> <td>94.00%</td> <td>87.00%</td> </tr> <tr> <td>Q4 2018/19</td> <td>93.00%</td> <td>87.00%</td> </tr> <tr> <td>Q1 2019/20</td> <td>87.00%</td> <td>87.00%</td> </tr> <tr> <td>Q2 2019/20</td> <td>85.00%</td> <td>87.00%</td> </tr> <tr> <td>Q3 2019/20</td> <td>84.00%</td> <td>87.00%</td> </tr> <tr> <td>Q4 2019/20</td> <td>88.00%</td> <td>87.00%</td> </tr> <tr> <td>Q1 2020/21</td> <td>91.00%</td> <td>87.00%</td> </tr> <tr> <td>Q2 2020/21</td> <td>93.00%</td> <td>87.00%</td> </tr> </tbody> </table>		Quarter	Current Value (%)	Target (%)	Q3 2018/19	94.00%	87.00%	Q4 2018/19	93.00%	87.00%	Q1 2019/20	87.00%	87.00%	Q2 2019/20	85.00%	87.00%	Q3 2019/20	84.00%	87.00%	Q4 2019/20	88.00%	87.00%	Q1 2020/21	91.00%	87.00%	Q2 2020/21	93.00%	87.00%
Quarter	Current Value (%)	Target (%)																												
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Q2 2019/20	85.00%	87.00%																												
Q3 2019/20	84.00%	87.00%																												
Q4 2019/20	88.00%	87.00%																												
Q1 2020/21	91.00%	87.00%																												
Q2 2020/21	93.00%	87.00%																												
Current Value	Current Target	Current Value vs Target	RAG Status																											
93.00%	87.00%	6.00%	🟢																											
Previous Year Value	Previous Year Target	Trend																												
85.00%	87.00%	⬆️																												
Latest Note, date and author																														

Performance Indicator		Data Type	Officer(s) Responsible																											
Processing of other planning applications within eight weeks - by quarter - cumulative year-end data		Percentage	Jo Jones																											
<p>Formerly NI157c - To ensure local planning authorities determine planning applications in a timely manner.</p> <p>This indicator measures the percentage of planning applications dealt with in a timely manner. Averaging out performance across very different types of application would render any target as meaningless. Therefore we have broken them down into four broad categories: major, minor, other, and a measure for all county matter applications. The fourth category only applies to county councils and those authorities who determine predominantly county level minerals and waste applications.</p>		<p>(ADC)CORP/DLV/43 Processing of other planning applications within eight weeks - by quarter - cumulative year-end data</p> <table border="1"> <caption>Quarterly Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q3 2018/19</td> <td>97.00%</td> <td>94.00%</td> </tr> <tr> <td>Q4 2018/19</td> <td>96.00%</td> <td>94.00%</td> </tr> <tr> <td>Q1 2019/20</td> <td>97.00%</td> <td>94.00%</td> </tr> <tr> <td>Q2 2019/20</td> <td>96.00%</td> <td>94.00%</td> </tr> <tr> <td>Q3 2019/20</td> <td>96.00%</td> <td>94.00%</td> </tr> <tr> <td>Q4 2019/20</td> <td>96.00%</td> <td>94.00%</td> </tr> <tr> <td>Q1 2020/21</td> <td>95.00%</td> <td>94.00%</td> </tr> <tr> <td>Q2 2020/21</td> <td>90.00%</td> <td>94.00%</td> </tr> </tbody> </table>		Quarter	Value (%)	Target (%)	Q3 2018/19	97.00%	94.00%	Q4 2018/19	96.00%	94.00%	Q1 2019/20	97.00%	94.00%	Q2 2019/20	96.00%	94.00%	Q3 2019/20	96.00%	94.00%	Q4 2019/20	96.00%	94.00%	Q1 2020/21	95.00%	94.00%	Q2 2020/21	90.00%	94.00%
Quarter	Value (%)	Target (%)																												
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Q1 2020/21	95.00%	94.00%																												
Q2 2020/21	90.00%	94.00%																												
Current Value	Current Target	Current Value vs Target	RAG Status																											
90.00%	94.00%	-4.00%	⚠																											
Previous Year Value	Previous Year Target	Trend																												
96.00%	94.00%	↓																												
Latest Note, date and author																														

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Performance Indicator		Data Type	Officer(s) Responsible																												
Number of dilapidated commercial buildings where action is being taken to progress works		Number	Christine Sarris																												
Formerly named: Number of dilapidated buildings visually improved		<p>(ADC)CORP/DLV/50 Number of dilapidated commercial buildings where action is being taken to progress works</p> <table border="1"> <caption>Quarterly Data for Dilapidated Commercial Buildings</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (Actual)</th> <th>Target (Quarters)</th> <th>Benchmarking</th> </tr> </thead> <tbody> <tr> <td>Q3 2018/19</td> <td>12</td> <td>6</td> <td>6</td> </tr> <tr> <td>Q4 2018/19</td> <td>13</td> <td>6</td> <td>6</td> </tr> <tr> <td>Q1 2019/20</td> <td>8</td> <td>6</td> <td>6</td> </tr> <tr> <td>Q2 2019/20</td> <td>18</td> <td>6</td> <td>6</td> </tr> <tr> <td>Q3 2019/20</td> <td>18</td> <td>6</td> <td>6</td> </tr> <tr> <td>Q4 2019/20</td> <td>11</td> <td>6</td> <td>6</td> </tr> </tbody> </table>		Quarter	Quarters (Actual)	Target (Quarters)	Benchmarking	Q3 2018/19	12	6	6	Q4 2018/19	13	6	6	Q1 2019/20	8	6	6	Q2 2019/20	18	6	6	Q3 2019/20	18	6	6	Q4 2019/20	11	6	6
Quarter	Quarters (Actual)	Target (Quarters)	Benchmarking																												
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Q4 2018/19	13	6	6																												
Q1 2019/20	8	6	6																												
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Q3 2019/20	18	6	6																												
Q4 2019/20	11	6	6																												
Current Value	Current Target	Current Value vs Target	RAG Status																												
11	6	5																													
Previous Year Value	Previous Year Target	Trend																													
18	6																														
Latest Note, date and author																															
22-Apr-2020		Christine Sarris																													
<p>All dilapidated commercial buildings on the Dilapidated and Empty Buildings Priority list have received some form of intervention over the year. The group has dealt with 10 long standing empty properties this year with a range of outcomes, being either demolition, redevelopment or significant improvement. There are currently 11 long standing empty properties being worked on. The Council has undertaken a number of very positive actions which has resulted in 13 premises being taken off the dilapidated buildings list. A further five premises have had active intervention over the last quarter and have made sufficient progress</p>																															

**Our People
(ADC) Valuing Our People**

Performance Indicator		Data Type	Officer(s) Responsible																																				
Average days' absence per FTE		Number	Kate Hill																																				
Formerly CI004, then SPI071 then KPI039b - "Levels of sickness - number of days sick per FTE"		<p>(ADC)CORP/VOP/02 Average days' absence per FTE</p> <table border="1"> <caption>Chart Data: Average days' absence per FTE</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (Actual)</th> <th>Target (Quarters)</th> <th>Benchmarking</th> </tr> </thead> <tbody> <tr> <td>Q2 2018/19</td> <td>8.30</td> <td>7.13</td> <td>7.13</td> </tr> <tr> <td>Q2 2019/20</td> <td>10.80</td> <td>9.50</td> <td>9.50</td> </tr> <tr> <td>Q1 2019/20</td> <td>2.55</td> <td>1.78</td> <td>1.78</td> </tr> <tr> <td>Q2 2019/20</td> <td>4.66</td> <td>4.75</td> <td>4.75</td> </tr> <tr> <td>Q3 2019/20</td> <td>7.44</td> <td>7.13</td> <td>7.13</td> </tr> <tr> <td>Q4 2019/20</td> <td>10.24</td> <td>9.50</td> <td>9.50</td> </tr> <tr> <td>Q1 2020/21</td> <td>1.94</td> <td>1.78</td> <td>1.78</td> </tr> <tr> <td>Q2 2020/21</td> <td>3.95</td> <td>4.75</td> <td>4.75</td> </tr> </tbody> </table>		Quarter	Quarters (Actual)	Target (Quarters)	Benchmarking	Q2 2018/19	8.30	7.13	7.13	Q2 2019/20	10.80	9.50	9.50	Q1 2019/20	2.55	1.78	1.78	Q2 2019/20	4.66	4.75	4.75	Q3 2019/20	7.44	7.13	7.13	Q4 2019/20	10.24	9.50	9.50	Q1 2020/21	1.94	1.78	1.78	Q2 2020/21	3.95	4.75	4.75
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Current Value	Current Target	Current Value vs Target	RAG Status																																				
3.75	4.75		✔																																				
Previous Year Value	Previous Year Target	Trend																																					
4.66	4.75	↑																																					
Latest Note, date and author																																							
16-Oct-2020		Karen Barke																																					