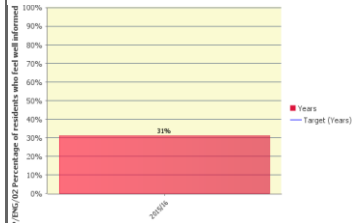
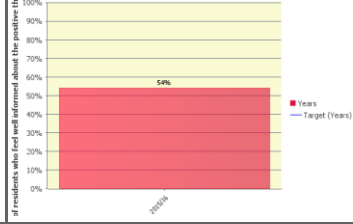
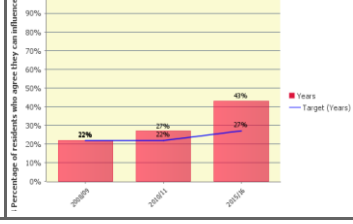


# Corporate Scorecard Performance Report

Generated on: 14 May 2018

## Community and Customer

### Customer Engagement

Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/ENG/01 Success of engagement activity	New PI in development through Organisation Wide Customer Service Review							Q4 2016/17
(ADC)CORP/ENG/02 Percentage of residents who feel well informed about the budget	31% (2015/16)	New PI 2016	New	New	Aim to Maximise		Place Survey Measure - March 2016	2015/16
(ADC)CORP/ENG/03 Percentage of residents who feel well informed about the positive things the Council does for the local area	54% (2015/16)	New PI 2016	New	New	Aim to Maximise		Place Survey Measure - March 2016	2015/16
(ADC)CORP/ENG/04 Percentage of residents who agree they can influence decisions in their local area	43% (2015/16)	27%	🟢	⬆️	Aim to Maximise		Place Survey Measure - March 2016	2015/16

Customer Satisfaction																				
Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update												
(ADC)CORP/STFS/1 Resident satisfaction with the way the Council runs things	76% (2015/16)	35%	🟢	↑	Aim to Maximise	<table border="1"> <caption>(ADC)CORP/STFS/1 Resident satisfaction with the way the Council runs things</caption> <thead> <tr> <th>Year</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>76%</td> <td>35%</td> </tr> </tbody> </table>	Year	Actual (%)	Target (%)	2015/16	76%	35%	Place Survey Measure – March 2016	2015/16						
Year	Actual (%)	Target (%)																		
2015/16	76%	35%																		
(ADC)CORP/STFS/2 Percentage of residents who agree that the council acts on concerns of residents	61% (2015/16)	37%	🟢	↑	Aim to Maximise	<table border="1"> <caption>(ADC)CORP/STFS/2 Percentage of residents who agree that the council acts on concerns of residents</caption> <thead> <tr> <th>Year</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>37%</td> <td>-</td> </tr> <tr> <td>2011/12</td> <td>37%</td> <td>-</td> </tr> <tr> <td>2015/16</td> <td>61%</td> <td>37%</td> </tr> </tbody> </table>	Year	Actual (%)	Target (%)	2009/10	37%	-	2011/12	37%	-	2015/16	61%	37%	Place Survey Measure – March 2016 <i>LGA National Poll June 2015 Benchmark – 59%</i>	2015/16
Year	Actual (%)	Target (%)																		
2009/10	37%	-																		
2011/12	37%	-																		
2015/16	61%	37%																		
(ADC)CORP/STFS/3 Resident satisfaction that the council staff are friendly and polite	84% (2015/16)	New PI 2016	New	New	Aim to Maximise	<table border="1"> <caption>(ADC)CORP/STFS/3 Resident satisfaction that the council staff are friendly and polite</caption> <thead> <tr> <th>Year</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>84%</td> <td>-</td> </tr> </tbody> </table>	Year	Actual (%)	Target (%)	2015/16	84%	-	Place Survey Measure – March 2016	2015/16						
Year	Actual (%)	Target (%)																		
2015/16	84%	-																		
(ADC)CORP/STFS/4 Resident perception that the Council is easy to contact	81% (2015/16)	New PI 2016	New	New	Aim to Maximise	<table border="1"> <caption>(ADC)CORP/STFS/4 Resident perception that the Council is easy to contact</caption> <thead> <tr> <th>Year</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>81%</td> <td>-</td> </tr> </tbody> </table>	Year	Actual (%)	Target (%)	2015/16	81%	-	Place Survey Measure – March 2016	2015/16						
Year	Actual (%)	Target (%)																		
2015/16	81%	-																		
(ADC)CORP/STFS/5 Resident perception the Council responds quickly	64% (2015/16)	New PI 2016	New	New	Aim to Maximise	<table border="1"> <caption>(ADC)CORP/STFS/5 Resident perception the Council responds quickly</caption> <thead> <tr> <th>Year</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>64%</td> <td>-</td> </tr> </tbody> </table>	Year	Actual (%)	Target (%)	2015/16	64%	-	Place Survey Measure – March 2016	2015/16						
Year	Actual (%)	Target (%)																		
2015/16	64%	-																		

Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update									
(ADC)CORP/STFS/6 Percentage of Ombudsman complaints upheld v decisions made	0% (2016/17)	0%	✓	↑	Aim to Minimise	<table border="1"> <caption>Percentage of Ombudsman complaints upheld</caption> <thead> <tr> <th>Year</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>17%</td> <td>0%</td> </tr> <tr> <td>2016/17</td> <td>0%</td> <td>0%</td> </tr> </tbody> </table>	Year	Actual (%)	Target (%)	2015/16	17%	0%	2016/17	0%	0%	0 out of 16 decisions upheld. LGO 2016/17 assessment	2016/17
Year	Actual (%)	Target (%)															
2015/16	17%	0%															
2016/17	0%	0%															

### Service Standards

Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update									
(ADC)CORP/SERV/1 Number of services with customer satisfaction assessments in place	90%	90%	✓	▬	Aim to Maximise	<table border="1"> <caption>Percentage of services with customer satisfaction</caption> <thead> <tr> <th>Year</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2017</td> <td>90%</td> <td>90%</td> </tr> <tr> <td>2018</td> <td>90%</td> <td>90%</td> </tr> </tbody> </table>	Year	Actual (%)	Target (%)	2017	90%	90%	2018	90%	90%		2017/18
Year	Actual (%)	Target (%)															
2017	90%	90%															
2018	90%	90%															
(ADC)CORP/SERV/2 Corporate service standards	New PI in development through Organisation Wide Customer Service Review							Q4 2016/17									

## Funding the Future Perspective

### Better Use of Assets

Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/BUOA/1 Occupancy of ADC commercial property portfolio (excluding Ashfield Business Centre)	91.00%	90.00%	✔	↓	Aim to Maximise			Q4 2017/18

### Productivity

Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/PROD/2 Overall performance improvement	72%	75%	⚠	↓	Aim to Maximise		Analysis shows 72% improved Many Pi's have only slight dip in performance, with just 4 of any significance	Q4 2017/18
(ADC)CORP/PROD/3 Resident perception that the Council provides good Value for Money	57% (2015/16)	23%	✔	↑	Aim to Maximise		Place Survey Measure - March 2016  <i>LGA National Poll June 2015 Benchmark - 51%</i>	2015/16
(ADC)CORP/PROD/4 Overall performance v target	86%	85%	✔	↓	Aim to Maximise		Analysis shows 86% on or above target 4 PI's within 10% of target, only 4 worse than 10% of target	Q4 2017/18

Resources																																			
Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update																											
(ADC)CORP/RSRC/3 Percentage of Council Tax collected in current year	97.25%	97.50%	🟢	↓	Aim to Maximise	<table border="1"> <caption>(ADC)CORP/RSRC/3 Percentage of Council Tax collected in current year</caption> <thead> <tr> <th>Quarter</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2018/18</td><td>29.55%</td><td>30.89%</td></tr> <tr><td>Q2 2018/18</td><td>56.46%</td><td>57.00%</td></tr> <tr><td>Q3 2018/18</td><td>83.60%</td><td>85.00%</td></tr> <tr><td>Q4 2018/18</td><td>97.31%</td><td>97.50%</td></tr> <tr><td>Q1 2019/18</td><td>30.00%</td><td>30.00%</td></tr> <tr><td>Q2 2019/18</td><td>56.18%</td><td>57.00%</td></tr> <tr><td>Q3 2019/18</td><td>83.27%</td><td>85.00%</td></tr> <tr><td>Q4 2019/18</td><td>97.25%</td><td>97.50%</td></tr> </tbody> </table>	Quarter	Actual (%)	Target (%)	Q1 2018/18	29.55%	30.89%	Q2 2018/18	56.46%	57.00%	Q3 2018/18	83.60%	85.00%	Q4 2018/18	97.31%	97.50%	Q1 2019/18	30.00%	30.00%	Q2 2019/18	56.18%	57.00%	Q3 2019/18	83.27%	85.00%	Q4 2019/18	97.25%	97.50%		Q4 2017/18
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Q4 2019/18	97.25%	97.50%																																	
(ADC)CORP/RSRC/4 Percentage of NNDR collected in current year	98.39%	98.50%	🟢	↑	Aim to Maximise	<table border="1"> <caption>(ADC)CORP/RSRC/4 Percentage of NNDR collected in current year</caption> <thead> <tr> <th>Quarter</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2018/18</td><td>32.62%</td><td>31.89%</td></tr> <tr><td>Q2 2018/18</td><td>58.27%</td><td>59.00%</td></tr> <tr><td>Q3 2018/18</td><td>82.97%</td><td>87.00%</td></tr> <tr><td>Q4 2018/18</td><td>97.86%</td><td>97.50%</td></tr> <tr><td>Q1 2019/18</td><td>31.34%</td><td>31.00%</td></tr> <tr><td>Q2 2019/18</td><td>56.67%</td><td>59.00%</td></tr> <tr><td>Q3 2019/18</td><td>83.30%</td><td>87.00%</td></tr> <tr><td>Q4 2019/18</td><td>98.39%</td><td>98.50%</td></tr> </tbody> </table>	Quarter	Actual (%)	Target (%)	Q1 2018/18	32.62%	31.89%	Q2 2018/18	58.27%	59.00%	Q3 2018/18	82.97%	87.00%	Q4 2018/18	97.86%	97.50%	Q1 2019/18	31.34%	31.00%	Q2 2019/18	56.67%	59.00%	Q3 2019/18	83.30%	87.00%	Q4 2019/18	98.39%	98.50%		Q4 2017/18
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Q4 2019/18	98.39%	98.50%																																	
(ADC)CORP/RSRC/5 Percentage of rent collected from total rent due	99.85%	99.00%	🟢	↑	Aim to Maximise			Q4 2017/18																											

## Organisational Effectiveness

Delivery								
Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/DLV/01 Delivery of Corporate plan % of actions implemented or on track	91.5%	90%	✓	↑	Aim to Maximise	<p>(ADC)CORP/DLV/01 Delivery of Corporate plan % of actions implemented or on track</p>		Q4 2017/18

Delivery - Health and Wellbeing Priority								
Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/DLV/32 Number of user attendances at ADC leisure facilities	1,412,701	1,423,180	✓	↓	Aim to Maximise	<p>(ADC)CORP/DLV/32 Number of user attendances at ADC leisure facilities</p>	Actual attendances were expected to be affected by to the closure of Huthwaite leisure centre. Projected figures have been affected by the opening of budget gyms in the area which have attracted some users who are slowly returning or being replaced by new users and maintenance issues with air conditioning unit replacement and pool hydraulics.	Q4 2017/18

Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update																								
(ADC)CORP/DLV/33 Percentage of physically active adults in Ashfield	62.3% (2016/17 data)	57.4%	✓	↑	Aim to Maximise	<table border="1"> <caption>Percentage of physically active adults in Ashfield</caption> <thead> <tr> <th>Year</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>2010/11</td><td>8.00%</td><td>57.4%</td></tr> <tr><td>2011/12</td><td>11.20%</td><td>57.4%</td></tr> <tr><td>2012/13</td><td>12.20%</td><td>57.4%</td></tr> <tr><td>2013/14</td><td>54.20%</td><td>57.4%</td></tr> <tr><td>2014/15</td><td>54.20%</td><td>57.4%</td></tr> <tr><td>2015/16</td><td>55.20%</td><td>57.4%</td></tr> <tr><td>2016/17</td><td>62.3%</td><td>57.4%</td></tr> </tbody> </table>	Year	Actual (%)	Target (%)	2010/11	8.00%	57.4%	2011/12	11.20%	57.4%	2012/13	12.20%	57.4%	2013/14	54.20%	57.4%	2014/15	54.20%	57.4%	2015/16	55.20%	57.4%	2016/17	62.3%	57.4%	Public Health England Health Profile Ashfield 2017 – % adults achieving at least 150 mins physical activity per week in 2016/7 All England benchmarking Mean average 66% = slightly less than average	2017/18
Year	Actual (%)	Target (%)																														
2010/11	8.00%	57.4%																														
2011/12	11.20%	57.4%																														
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2016/17	62.3%	57.4%																														

Delivery - Regeneration Priority																																			
Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update																											
(ADC)CORP/DLV/35 NNDR rateable value	£90,526,874	£81,349,726	✓	↑	Aim to Maximise	<table border="1"> <caption>NNDR rateable value</caption> <thead> <tr> <th>Year</th> <th>Actual (£)</th> <th>Target (£)</th> </tr> </thead> <tbody> <tr><td>2010/11</td><td>£77,311,111</td><td>£81,349,726</td></tr> <tr><td>2011/12</td><td>£77,311,111</td><td>£81,349,726</td></tr> <tr><td>2012/13</td><td>£77,311,111</td><td>£81,349,726</td></tr> <tr><td>2013/14</td><td>£77,311,111</td><td>£81,349,726</td></tr> <tr><td>2014/15</td><td>£77,311,111</td><td>£81,349,726</td></tr> <tr><td>2015/16</td><td>£77,311,111</td><td>£81,349,726</td></tr> <tr><td>2016/17</td><td>£77,311,111</td><td>£81,349,726</td></tr> <tr><td>2017/18</td><td>£90,526,874</td><td>£81,349,726</td></tr> </tbody> </table>	Year	Actual (£)	Target (£)	2010/11	£77,311,111	£81,349,726	2011/12	£77,311,111	£81,349,726	2012/13	£77,311,111	£81,349,726	2013/14	£77,311,111	£81,349,726	2014/15	£77,311,111	£81,349,726	2015/16	£77,311,111	£81,349,726	2016/17	£77,311,111	£81,349,726	2017/18	£90,526,874	£81,349,726		2017/18
Year	Actual (£)	Target (£)																																	
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2017/18	£90,526,874	£81,349,726																																	
(ADC)CORP/DLV/48 Number of market stalls occupied – outdoor only	6,565	6,000	✓	↓	Aim to Maximise	<table border="1"> <caption>Number of market stalls occupied – outdoor only</caption> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q4 2016/17</td><td>1,580</td><td>6,000</td></tr> <tr><td>Q1 2017/18</td><td>3,461</td><td>6,000</td></tr> <tr><td>Q2 2017/18</td><td>5,538</td><td>6,000</td></tr> <tr><td>Q3 2017/18</td><td>6,873</td><td>6,000</td></tr> <tr><td>Q4 2017/18</td><td>6,565</td><td>6,000</td></tr> </tbody> </table>	Quarter	Actual	Target	Q4 2016/17	1,580	6,000	Q1 2017/18	3,461	6,000	Q2 2017/18	5,538	6,000	Q3 2017/18	6,873	6,000	Q4 2017/18	6,565	6,000	Jan to March bad weather lead to a lot of cancelled markets	Q4 2017/18									
Quarter	Actual	Target																																	
Q4 2016/17	1,580	6,000																																	
Q1 2017/18	3,461	6,000																																	
Q2 2017/18	5,538	6,000																																	
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Q4 2017/18	6,565	6,000																																	

Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/DLV/39 Number of value-added market events and supported community events	24	20	🟢	↑	Aim to Maximise			Q4 2017/18
(ADC)CORP/DLV/49 Number of commercial empty properties brought back into use	13	12	🟢	↑	Aim to Maximise			Q4 2017/18
(ADC)CORP/DLV/50 Number of dilapidated buildings visually improved	18	14	🟢	↑	Aim to Maximise			Q4 2017/18
(ADC)CORP/DLV/41 Processing of major planning applications within 13 weeks – by quarter – cumulative year-end data	85.00%	75.00%	🟢	↓	Aim to Maximise			Q4 2017/18
(ADC)CORP/DLV/42 Processing of minor planning applications within eight weeks – by quarter – cumulative year-end data	91.00%	87.00%	🟢	↑	Aim to Maximise			Q4 2017/18



Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update															
(ADC)CORP/DLV/43 Processing of other planning applications within eight weeks – by quarter – cumulative year-end data	99.00%	94.00%	🟢	⬆️	Aim to Maximise	<p>(ADC)CORP/DLV/43 Processing of other planning applications within eight weeks – by quarter – cumulative year-end data</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2018</td><td>94.00%</td><td>94.00%</td></tr> <tr><td>Q2 2018</td><td>94.00%</td><td>94.00%</td></tr> <tr><td>Q3 2018</td><td>94.00%</td><td>94.00%</td></tr> <tr><td>Q4 2018</td><td>99.00%</td><td>94.00%</td></tr> </tbody> </table>	Quarter	Actual (%)	Target (%)	Q1 2018	94.00%	94.00%	Q2 2018	94.00%	94.00%	Q3 2018	94.00%	94.00%	Q4 2018	99.00%	94.00%		Q4 2017/18
Quarter	Actual (%)	Target (%)																					
Q1 2018	94.00%	94.00%																					
Q2 2018	94.00%	94.00%																					
Q3 2018	94.00%	94.00%																					
Q4 2018	99.00%	94.00%																					

**Delivery - Housing Priority**

Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update															
(ADC)CORP/DLV/11 Number of homeless people due to DV	15	40	🟢	⬆️	Aim to Minimise	<p>(ADC)CORP/DLV/11 Number of homeless people due to DV</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q1 2018</td><td>4</td><td>40</td></tr> <tr><td>Q2 2018</td><td>15</td><td>40</td></tr> <tr><td>Q3 2018</td><td>27</td><td>40</td></tr> <tr><td>Q4 2018</td><td>3</td><td>40</td></tr> </tbody> </table>	Quarter	Actual	Target	Q1 2018	4	40	Q2 2018	15	40	Q3 2018	27	40	Q4 2018	3	40	There were only 3 households this quarter where the loss of last settled accommodation was as a result of domestic violence. This represents a reduction on previous quarters.	Q4 2017/18
Quarter	Actual	Target																					
Q1 2018	4	40																					
Q2 2018	15	40																					
Q3 2018	27	40																					
Q4 2018	3	40																					
(ADC)CORP/DLV/19 Number of DV supported housing units available across the district	6	6	🟢	➡️	Aim to Maximise	<p>(ADC)CORP/DLV/19 Number of DV supported housing units available across the district</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>2016</td><td>6</td><td>6</td></tr> <tr><td>2017</td><td>6</td><td>6</td></tr> <tr><td>2018</td><td>6</td><td>6</td></tr> </tbody> </table>	Year	Actual	Target	2016	6	6	2017	6	6	2018	6	6		2017/18			
Year	Actual	Target																					
2016	6	6																					
2017	6	6																					
2018	6	6																					
(ADC)CORP/DLV/47 Number of households prevented from becoming homeless	338	250	🟢	⬆️	Aim to Maximise	<p>(ADC)CORP/DLV/47 Number of households prevented from becoming homeless each quarter</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q1 2018</td><td>32</td><td>250</td></tr> <tr><td>Q2 2018</td><td>58</td><td>250</td></tr> <tr><td>Q3 2018</td><td>51</td><td>250</td></tr> <tr><td>Q4 2018</td><td>197</td><td>250</td></tr> </tbody> </table>	Quarter	Actual	Target	Q1 2018	32	250	Q2 2018	58	250	Q3 2018	51	250	Q4 2018	197	250	Continued improvement over previous quarters. This again demonstrates the hard work and commitment of both the Housing Options Team and internal partners in prevention work reducing homelessness.	Q4 2017/18
Quarter	Actual	Target																					
Q1 2018	32	250																					
Q2 2018	58	250																					
Q3 2018	51	250																					
Q4 2018	197	250																					

Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update																											
(ADC)CORP/DLV/22 Number of long-term empty homes and derelict brought back into use	174	100	🟢	↑	Aim to Maximise	<p>(ADC)CORP/DLV/22 Number of long-term empty homes and derelict brought back into use</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q1 2017</td><td>55</td><td>50</td></tr> <tr><td>Q2 2017</td><td>91</td><td>75</td></tr> <tr><td>Q3 2017</td><td>124</td><td>100</td></tr> <tr><td>Q4 2017</td><td>174</td><td>100</td></tr> <tr><td>Q1 2018</td><td>42</td><td>50</td></tr> <tr><td>Q2 2018</td><td>78</td><td>75</td></tr> <tr><td>Q3 2018</td><td>165</td><td>100</td></tr> <tr><td>Q4 2018</td><td>174</td><td>100</td></tr> </tbody> </table>	Quarter	Actual	Target	Q1 2017	55	50	Q2 2017	91	75	Q3 2017	124	100	Q4 2017	174	100	Q1 2018	42	50	Q2 2018	78	75	Q3 2018	165	100	Q4 2018	174	100		Q4 2017/18
Quarter	Actual	Target																																	
Q1 2017	55	50																																	
Q2 2017	91	75																																	
Q3 2017	124	100																																	
Q4 2017	174	100																																	
Q1 2018	42	50																																	
Q2 2018	78	75																																	
Q3 2018	165	100																																	
Q4 2018	174	100																																	
(ADC)CORP/DLV/03 Number of new affordable homes delivered during the year	30	50	🟠	↓	Aim to Maximise	<p>(ADC)CORP/DLV/03 Number of new affordable homes delivered during the year</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q1 2017</td><td>39</td><td>35</td></tr> <tr><td>Q2 2017</td><td>48</td><td>35</td></tr> <tr><td>Q3 2017</td><td>24</td><td>25</td></tr> <tr><td>Q4 2017</td><td>33</td><td>25</td></tr> <tr><td>Q1 2018</td><td>12</td><td>15</td></tr> <tr><td>Q2 2018</td><td>12</td><td>15</td></tr> <tr><td>Q3 2018</td><td>12</td><td>15</td></tr> <tr><td>Q4 2018</td><td>12</td><td>15</td></tr> </tbody> </table>	Quarter	Actual	Target	Q1 2017	39	35	Q2 2017	48	35	Q3 2017	24	25	Q4 2017	33	25	Q1 2018	12	15	Q2 2018	12	15	Q3 2018	12	15	Q4 2018	12	15	16 completions in this quarter. there were 12 at Cross Row/Brand Lane Stanton Hill and 4 at Watnall Road, Hucknall	Q4 2017/18
Quarter	Actual	Target																																	
Q1 2017	39	35																																	
Q2 2017	48	35																																	
Q3 2017	24	25																																	
Q4 2017	33	25																																	
Q1 2018	12	15																																	
Q2 2018	12	15																																	
Q3 2018	12	15																																	
Q4 2018	12	15																																	
(ADC)CORP/DLV/07 Disabled facility grant - number of grants delivered	105	120	🟠	↓	Aim to Maximise	<p>(ADC)CORP/DLV/07 Disabled facility grant - number of grants delivered</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q1 2017</td><td>27</td><td>25</td></tr> <tr><td>Q2 2017</td><td>42</td><td>32.5</td></tr> <tr><td>Q3 2017</td><td>95</td><td>45.75</td></tr> <tr><td>Q4 2017</td><td>118</td><td>65</td></tr> <tr><td>Q1 2018</td><td>20</td><td>20</td></tr> <tr><td>Q2 2018</td><td>43</td><td>45</td></tr> <tr><td>Q3 2018</td><td>70</td><td>90</td></tr> <tr><td>Q4 2018</td><td>105</td><td>120</td></tr> </tbody> </table>	Quarter	Actual	Target	Q1 2017	27	25	Q2 2017	42	32.5	Q3 2017	95	45.75	Q4 2017	118	65	Q1 2018	20	20	Q2 2018	43	45	Q3 2018	70	90	Q4 2018	105	120	An increase in the number of large scale referrals, that take longer to get on site is the reason for the reduction in the number of completed jobs	Q4 2017/18
Quarter	Actual	Target																																	
Q1 2017	27	25																																	
Q2 2017	42	32.5																																	
Q3 2017	95	45.75																																	
Q4 2017	118	65																																	
Q1 2018	20	20																																	
Q2 2018	43	45																																	
Q3 2018	70	90																																	
Q4 2018	105	120																																	
(ADC)CORP/DLV/18 Average void re-let time of Council Homes (DAYS)	19.3	21.0	🟢	↑	Aim to Minimise	<p>(ADC)CORP/DLV/18 Average void re-let time of Council Homes (DAYS)</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q1 2017</td><td>24.3</td><td>21.0</td></tr> <tr><td>Q2 2017</td><td>23.1</td><td>21.0</td></tr> <tr><td>Q3 2017</td><td>21.6</td><td>21.0</td></tr> <tr><td>Q4 2017</td><td>21.6</td><td>21.0</td></tr> <tr><td>Q1 2018</td><td>19.8</td><td>21.0</td></tr> <tr><td>Q2 2018</td><td>17.8</td><td>21.0</td></tr> <tr><td>Q3 2018</td><td>19.2</td><td>21.0</td></tr> <tr><td>Q4 2018</td><td>19.3</td><td>21.0</td></tr> </tbody> </table>	Quarter	Actual	Target	Q1 2017	24.3	21.0	Q2 2017	23.1	21.0	Q3 2017	21.6	21.0	Q4 2017	21.6	21.0	Q1 2018	19.8	21.0	Q2 2018	17.8	21.0	Q3 2018	19.2	21.0	Q4 2018	19.3	21.0		Q4 2017/18
Quarter	Actual	Target																																	
Q1 2017	24.3	21.0																																	
Q2 2017	23.1	21.0																																	
Q3 2017	21.6	21.0																																	
Q4 2017	21.6	21.0																																	
Q1 2018	19.8	21.0																																	
Q2 2018	17.8	21.0																																	
Q3 2018	19.2	21.0																																	
Q4 2018	19.3	21.0																																	
(ADC)CORP/DLV/20 Percentage of non-decent homes of total council housing stock	0.07%	0.40%	🟢	↑	Aim to Minimise	<p>(ADC)CORP/DLV/20 Percentage of non-decent homes of total council housing stock</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q1 2017</td><td>0.40%</td><td>0.40%</td></tr> <tr><td>Q2 2017</td><td>0.38%</td><td>0.40%</td></tr> <tr><td>Q3 2017</td><td>0.35%</td><td>0.40%</td></tr> <tr><td>Q4 2017</td><td>0.35%</td><td>0.40%</td></tr> <tr><td>Q1 2018</td><td>0.22%</td><td>0.40%</td></tr> <tr><td>Q2 2018</td><td>0.18%</td><td>0.40%</td></tr> <tr><td>Q3 2018</td><td>0.18%</td><td>0.40%</td></tr> <tr><td>Q4 2018</td><td>0.07%</td><td>0.40%</td></tr> </tbody> </table>	Quarter	Actual	Target	Q1 2017	0.40%	0.40%	Q2 2017	0.38%	0.40%	Q3 2017	0.35%	0.40%	Q4 2017	0.35%	0.40%	Q1 2018	0.22%	0.40%	Q2 2018	0.18%	0.40%	Q3 2018	0.18%	0.40%	Q4 2018	0.07%	0.40%		Q4 2017/18
Quarter	Actual	Target																																	
Q1 2017	0.40%	0.40%																																	
Q2 2017	0.38%	0.40%																																	
Q3 2017	0.35%	0.40%																																	
Q4 2017	0.35%	0.40%																																	
Q1 2018	0.22%	0.40%																																	
Q2 2018	0.18%	0.40%																																	
Q3 2018	0.18%	0.40%																																	
Q4 2018	0.07%	0.40%																																	

Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/DLV/09 Number of properties inspected end enforcement action taken to mitigate cold hazards	586	400	🟢	↑	Aim to Maximise		on track despite high volumes	Q4 2017/18
(ADC)CORP/DLV/10 Number of properties inspected and enforcement action taken to mitigate damp and mould	439	200	🟢	↑	Aim to Maximise		exceeded for the quarter and the year	Q4 2017/18
(ADC)CORP/DLV/52 Number of Council properties in receipt of an aid or adaptation	460	496	🟡	↓	Aim to Maximise		This new PI measures the number of aids & adaptations completed to the residential housing stock within the financial year and will be updated biannually. Recognised it will be difficult to set a target as perf will fluctuate annually and the number completed within one year won't have any bearing on the number completed in subsequent years.	Qu4 2017/18 biannual
(ADC)CORP/DLV/53 Proportion of tenants who remain in their tenancy for 6 months or more following the completion of the support package	100%	95%	🟢	↑	Aim to Maximise			March 2018

Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update															
(ADC)CORP/DLV/54 Number of Council Tenants assisted with welfare and money management advice	1,022	450	🟢	↑	Aim to Maximise	<p>(ADC)CORP/DLV/54 Number of Council Tenants assisted with welfare and money management advice</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2017/18</td> <td>114</td> <td>450</td> </tr> <tr> <td>Q2 2017/18</td> <td>477</td> <td>450</td> </tr> <tr> <td>Q3 2017/18</td> <td>746</td> <td>450</td> </tr> <tr> <td>Q4 2017/18</td> <td>1,022</td> <td>450</td> </tr> </tbody> </table>	Quarter	Actual	Target	Q1 2017/18	114	450	Q2 2017/18	477	450	Q3 2017/18	746	450	Q4 2017/18	1,022	450		Q4 2017/18
Quarter	Actual	Target																					
Q1 2017/18	114	450																					
Q2 2017/18	477	450																					
Q3 2017/18	746	450																					
Q4 2017/18	1,022	450																					

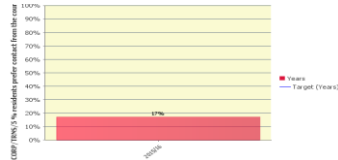
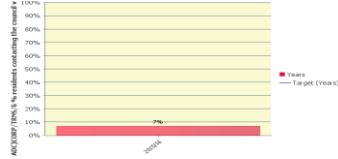
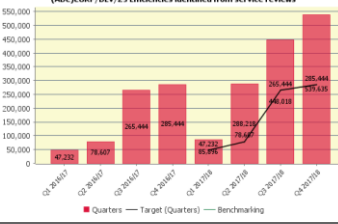
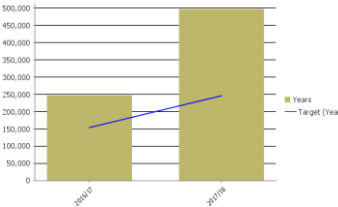
Delivery - Place and Communities Priority																							
Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update															
(ADC)CORP/DLV/14 Number of resident-generated service requests received – litter	527	591	🟢	↑	Aim to Minimise	<p>(ADC)CORP/DLV/14 Number of resident-generated service requests received – litter</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2017/18</td> <td>129</td> <td>591</td> </tr> <tr> <td>Q2 2017/18</td> <td>246</td> <td>591</td> </tr> <tr> <td>Q3 2017/18</td> <td>591</td> <td>591</td> </tr> <tr> <td>Q4 2017/18</td> <td>126</td> <td>591</td> </tr> </tbody> </table>	Quarter	Actual	Target	Q1 2017/18	129	591	Q2 2017/18	246	591	Q3 2017/18	591	591	Q4 2017/18	126	591	10.8% reduction in litter requests year on year	Q4 2017/18
Quarter	Actual	Target																					
Q1 2017/18	129	591																					
Q2 2017/18	246	591																					
Q3 2017/18	591	591																					
Q4 2017/18	126	591																					
(ADC)CORP/DLV/15 Number of resident-generated service requests received – dog fouling	251	370	🟢	↑	Aim to Minimise	<p>(ADC)CORP/DLV/15 Number of resident-generated service requests received – dog fouling</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2017/18</td> <td>52</td> <td>370</td> </tr> <tr> <td>Q2 2017/18</td> <td>113</td> <td>370</td> </tr> <tr> <td>Q3 2017/18</td> <td>370</td> <td>370</td> </tr> <tr> <td>Q4 2017/18</td> <td>25</td> <td>370</td> </tr> </tbody> </table>	Quarter	Actual	Target	Q1 2017/18	52	370	Q2 2017/18	113	370	Q3 2017/18	370	370	Q4 2017/18	25	370	Year on year 32% reduction in dog-fouling service requests received	Q4 2017/18
Quarter	Actual	Target																					
Q1 2017/18	52	370																					
Q2 2017/18	113	370																					
Q3 2017/18	370	370																					
Q4 2017/18	25	370																					

Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update																												
(ADC)CORP/DLV/16 Number of resident-generated service requests received – fly-tipping	892	799	🟡	↓	Aim to Minimise	<p>(ADC)CORP/DLV/16 Number of resident-generated service requests received – fly-tipping</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> <th>Benchmarking</th> </tr> </thead> <tbody> <tr> <td>Q3 2017</td> <td>144</td> <td>150</td> <td>150</td> </tr> <tr> <td>Q4 2017</td> <td>236</td> <td>236</td> <td>236</td> </tr> <tr> <td>Q1 2018</td> <td>454</td> <td>454</td> <td>454</td> </tr> <tr> <td>Q2 2018</td> <td>799</td> <td>799</td> <td>799</td> </tr> <tr> <td>Q3 2018</td> <td>221</td> <td>221</td> <td>221</td> </tr> <tr> <td>Q4 2018</td> <td>892</td> <td>799</td> <td>799</td> </tr> </tbody> </table>	Quarter	Actual	Target	Benchmarking	Q3 2017	144	150	150	Q4 2017	236	236	236	Q1 2018	454	454	454	Q2 2018	799	799	799	Q3 2018	221	221	221	Q4 2018	892	799	799	11.6% increase year on year, Q4 comparative figures will be available in May when Fly-capture data is available. In Q3 there was an increase of 14% in Nottinghamshire and 15% increase in East Midlands	Q4 2017/18
Quarter	Actual	Target	Benchmarking																																	
Q3 2017	144	150	150																																	
Q4 2017	236	236	236																																	
Q1 2018	454	454	454																																	
Q2 2018	799	799	799																																	
Q3 2018	221	221	221																																	
Q4 2018	892	799	799																																	
(ADC)CORP/DLV/17 % resident satisfaction with cleanliness of the district – keeping land clear of litter and refuse	60% (2015/16)	53%	🟢	↑	Aim to Maximise	<p>(ADC)CORP/DLV/17 % resident satisfaction with cleanliness of the district – keeping land clear of litter and refuse</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> <th>Benchmarking</th> </tr> </thead> <tbody> <tr> <td>Q3 2017</td> <td>53</td> <td>53</td> <td>53</td> </tr> <tr> <td>Q4 2017</td> <td>53</td> <td>53</td> <td>53</td> </tr> <tr> <td>Q1 2018</td> <td>53</td> <td>53</td> <td>53</td> </tr> <tr> <td>Q2 2018</td> <td>53</td> <td>53</td> <td>53</td> </tr> <tr> <td>Q3 2018</td> <td>53</td> <td>53</td> <td>53</td> </tr> <tr> <td>Q4 2018</td> <td>60</td> <td>53</td> <td>53</td> </tr> </tbody> </table>	Quarter	Actual	Target	Benchmarking	Q3 2017	53	53	53	Q4 2017	53	53	53	Q1 2018	53	53	53	Q2 2018	53	53	53	Q3 2018	53	53	53	Q4 2018	60	53	53	Place Survey Measure – March 2016	2015/16
Quarter	Actual	Target	Benchmarking																																	
Q3 2017	53	53	53																																	
Q4 2017	53	53	53																																	
Q1 2018	53	53	53																																	
Q2 2018	53	53	53																																	
Q3 2018	53	53	53																																	
Q4 2018	60	53	53																																	
(ADC)CORP/DLV/34 Number of new Environmental Volunteers actively engaged	56	50	🟢	↓	Aim to Maximise	<p>(ADC)CORP/DLV/34 Number of new Environmental Volunteers actively engaged</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> <th>Benchmarking</th> </tr> </thead> <tbody> <tr> <td>Q3 2017</td> <td>10</td> <td>10</td> <td>10</td> </tr> <tr> <td>Q4 2017</td> <td>40</td> <td>40</td> <td>40</td> </tr> <tr> <td>Q1 2018</td> <td>55</td> <td>55</td> <td>55</td> </tr> <tr> <td>Q2 2018</td> <td>95</td> <td>95</td> <td>95</td> </tr> <tr> <td>Q3 2018</td> <td>25</td> <td>25</td> <td>25</td> </tr> <tr> <td>Q4 2018</td> <td>56</td> <td>50</td> <td>50</td> </tr> </tbody> </table>	Quarter	Actual	Target	Benchmarking	Q3 2017	10	10	10	Q4 2017	40	40	40	Q1 2018	55	55	55	Q2 2018	95	95	95	Q3 2018	25	25	25	Q4 2018	56	50	50	The number of new environmental volunteers actively engaged are less than last year, which was the first year of the programme and attracted initially high levels of volunteer take up. The programme continues to be promoted extensively to attract new volunteers, for example through All About Ashfield and through national initiatives such as Keep Britain Tidy's Great British Spring Clean and Volunteers Week.	Q4 2017/18
Quarter	Actual	Target	Benchmarking																																	
Q3 2017	10	10	10																																	
Q4 2017	40	40	40																																	
Q1 2018	55	55	55																																	
Q2 2018	95	95	95																																	
Q3 2018	25	25	25																																	
Q4 2018	56	50	50																																	
(ADC)CORP/DLV/36 Incidents of ASB – police recorded	3,570	3,559	🟡	↓	Aim to Minimise	<p>(ADC)CORP/DLV/36 Incidents of ASB – police recorded</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> <th>Benchmarking</th> </tr> </thead> <tbody> <tr> <td>Q3 2017</td> <td>1,000</td> <td>1,000</td> <td>1,000</td> </tr> <tr> <td>Q4 2017</td> <td>1,200</td> <td>1,200</td> <td>1,200</td> </tr> <tr> <td>Q1 2018</td> <td>1,400</td> <td>1,400</td> <td>1,400</td> </tr> <tr> <td>Q2 2018</td> <td>1,600</td> <td>1,600</td> <td>1,600</td> </tr> <tr> <td>Q3 2018</td> <td>677</td> <td>677</td> <td>677</td> </tr> <tr> <td>Q4 2018</td> <td>3,570</td> <td>3,559</td> <td>3,559</td> </tr> </tbody> </table>	Quarter	Actual	Target	Benchmarking	Q3 2017	1,000	1,000	1,000	Q4 2017	1,200	1,200	1,200	Q1 2018	1,400	1,400	1,400	Q2 2018	1,600	1,600	1,600	Q3 2018	677	677	677	Q4 2018	3,570	3,559	3,559	For 2017–2018 there was 3,570 incidents reported which is an increase of 18 offences against the previous year (0.51%) This is broken down as follows:  ASB Environmental 217 (2017–18) 289 (2016–17) –72 less offences – 24.91%	Q4 2017/18
Quarter	Actual	Target	Benchmarking																																	
Q3 2017	1,000	1,000	1,000																																	
Q4 2017	1,200	1,200	1,200																																	
Q1 2018	1,400	1,400	1,400																																	
Q2 2018	1,600	1,600	1,600																																	
Q3 2018	677	677	677																																	
Q4 2018	3,570	3,559	3,559																																	

Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update																		
							ASB Nuisance 2,753 (2017-18) 2,606 (2016-17) 147 more offences 5.64%  ASB Personal 600 (2017-18) 657 (2016-17) -57 less offences -8.68%																			
(ADC)CORP/DLV/37 Percentage of customers satisfied with the action the Council has taken – ASB & Nuisance	94%	96%	⚠	↓	Aim to Maximise	<table border="1"> <caption>(ADC)CORP/DLV/37 Percentage of customers satisfied with the action the Council has taken - ASB &amp; Nuisance</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>71%</td></tr> <tr><td>Q2 2016/17</td><td>82%</td></tr> <tr><td>Q3 2016/17</td><td>84%</td></tr> <tr><td>Q4 2016/17</td><td>87%</td></tr> <tr><td>Q1 2017/18</td><td>91%</td></tr> <tr><td>Q2 2017/18</td><td>82%</td></tr> <tr><td>Q3 2017/18</td><td>71%</td></tr> <tr><td>Q4 2017/18</td><td>94%</td></tr> </tbody> </table>	Quarter	Percentage	Q1 2016/17	71%	Q2 2016/17	82%	Q3 2016/17	84%	Q4 2016/17	87%	Q1 2017/18	91%	Q2 2017/18	82%	Q3 2017/18	71%	Q4 2017/18	94%	94% of our customers contacted were satisfied with the action the Council has taken. The 6% that were dissatisfied related to their expectations of what action they wanted which after team leader review was not suitable. The improvement relates to only contacting residents that had a case being managed by the Council's Community protection Team; rather than including call backs to residents who were referred to the agency that should have dealt with their complaint.	Q4 2017/18
Quarter	Percentage																									
Q1 2016/17	71%																									
Q2 2016/17	82%																									
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Q4 2017/18	94%																									
(ADC)CORP/DLV/12 Percentage of household waste recycled and composted	40.92%	40.95%	⚠	↑	Aim to Maximise	<table border="1"> <caption>(ADC)CORP/DLV/12 Percentage of household waste recycled and composted</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>31.74%</td></tr> <tr><td>Q2 2016/17</td><td>46.17%</td></tr> <tr><td>Q3 2016/17</td><td>44.32%</td></tr> <tr><td>Q4 2016/17</td><td>41.05%</td></tr> <tr><td>Q1 2017/18</td><td>49.05%</td></tr> <tr><td>Q2 2017/18</td><td>45.67%</td></tr> <tr><td>Q3 2017/18</td><td>44.31%</td></tr> <tr><td>Q4 2017/18</td><td>40.92%</td></tr> </tbody> </table>	Quarter	Percentage	Q1 2016/17	31.74%	Q2 2016/17	46.17%	Q3 2016/17	44.32%	Q4 2016/17	41.05%	Q1 2017/18	49.05%	Q2 2017/18	45.67%	Q3 2017/18	44.31%	Q4 2017/18	40.92%	Indicative figure will likely increase by 0.5-1% once final data is obtained regarding recycling end destinations	Q4 2017/18
Quarter	Percentage																									
Q1 2016/17	31.74%																									
Q2 2016/17	46.17%																									
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Q4 2017/18	40.92%																									
(ADC)CORP/DLV/13 % resident satisfaction with waste and recycling service	78%	77%	✅	↑	Aim to Maximise	<table border="1"> <caption>(ADC)CORP/DLV/13 % resident satisfaction with waste and recycling service</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>78%</td></tr> <tr><td>Q2 2016/17</td><td>78%</td></tr> <tr><td>Q3 2016/17</td><td>78%</td></tr> </tbody> </table>	Quarter	Percentage	Q1 2016/17	78%	Q2 2016/17	78%	Q3 2016/17	78%	Place Survey Measure – March 2016	2015/16										
Quarter	Percentage																									
Q1 2016/17	78%																									
Q2 2016/17	78%																									
Q3 2016/17	78%																									

Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/DLV/51 Average improvement in circumstance – Broomhill & New Cross	132		No target	↑	Aim to Maximise		There was 47 total eligible outcome stars for quarter 4. Of the 42 completed – 41 cases had seen a life improvement over 5 key areas with one case not improving.	Q4 2017/18

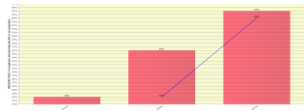

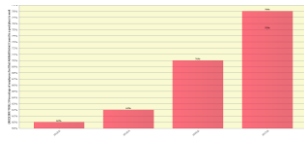
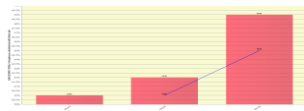
Delivery - Organisational Improvement Priority								
Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/TRNS/2 Number of online payments made	10,185	4,496	✓	↑	Aim to Maximise		6520 – Revenues 3051 – Rents 464 Garden Waste 150 others	Q4 2017/18
(ADC)CORP/TRNS/3 Number of direct debit payments made	360,433	341,042	✓	↑	Aim to Maximise			Q4 2017/18
(ADC)CORP/TRNS/4 Resident perception the Council website is easy to use	52%	New PI 2016	New	New	Aim to Maximise		Place Survey Measure – March 2016	2015/16

Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/TRNS/5 % residents prefer contact from the council via email	17%	New PI 2016	New	New	Aim to Maximise		Place Survey Measure - March 2016	2015/16
(ADC)CORP/TRNS/6 % residents contacting the council via email	7%	New PI 2016	New	New	Aim to Maximise		Place Survey Measure - March 2016	2015/16
(ADC)CORP/DLV/29 Efficiencies identified from service reviews	539,635	285,444	✓	↑	Aim to Maximise		Potential efficiencies identified from reviews of democracy, secretariat, ICT, asset management, community engagement, estates management, community protection hub and localities.	Q4 2017/18
(ADC)CORP/DLV/30 Efficiencies realised from service reviews (decision)	495,689	245,000	✓	↑	Aim to Maximise		Relates to full year efficiencies agreed from service reviews following consultation and final decision GF and HRA. Target of £245k from 2016/17 and 2017/18 savings strategy in respect of service reviews GF savings. £230k GF efficiencies will be delivered against these targets in either 17/18 or into 18/19. A further £136k GF efficiencies will be delivered from April 18/19 against which there is no savings strategy target. Further decisions from localities review has been made in qu1 2018/19.	Q4 2017/18

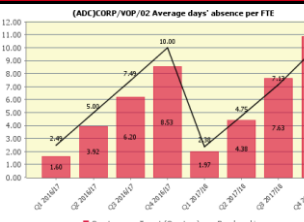


## Our People

### Transforming Our Organisation

Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/TROG/1 % employees who feel valued by ADC as an organisation	57% (2017/18)	55%	🟢	↑	Aim to Maximise			2017/18
(ADC)CORP/TROG/2 employee satisfaction with ADC as an 'employer of choice'	78%	60%	🟢	New	Aim to Maximise			2017/18
(ADC)CORP/TROG/3 Percentage of employees feel that Ashfield District Council is a good place to work	78% (2017/18)	75%	🟢	↑	Aim to Maximise			2017/18
(ADC)CORP/TROG/4 Employee satisfaction with their job	69%	65%	🟢	↑	Aim to Maximise			2017/18

### Valuing Our People

Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/VOP/02 Average days' absence per FTE	10.86	10.00	🟠	↓	Aim to Minimise		2017/18 full year out-turn is average 10.86 days/FTE	Q4 2017/18

Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update												
(ADC)CORP/VOP/03 % of overall workforce which are Young People	5.67%	4.42%	✓	↑	Aim to Maximise	<table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Year</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2016/17</td> <td>2.2%</td> <td>4.42%</td> </tr> <tr> <td>2017/18</td> <td>5.67%</td> <td>4.42%</td> </tr> <tr> <td>2018/19</td> <td>4.52%</td> <td>4.42%</td> </tr> </tbody> </table>	Year	Actual (%)	Target (%)	2016/17	2.2%	4.42%	2017/18	5.67%	4.42%	2018/19	4.52%	4.42%		2017/18
Year	Actual (%)	Target (%)																		
2016/17	2.2%	4.42%																		
2017/18	5.67%	4.42%																		
2018/19	4.52%	4.42%																		