



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

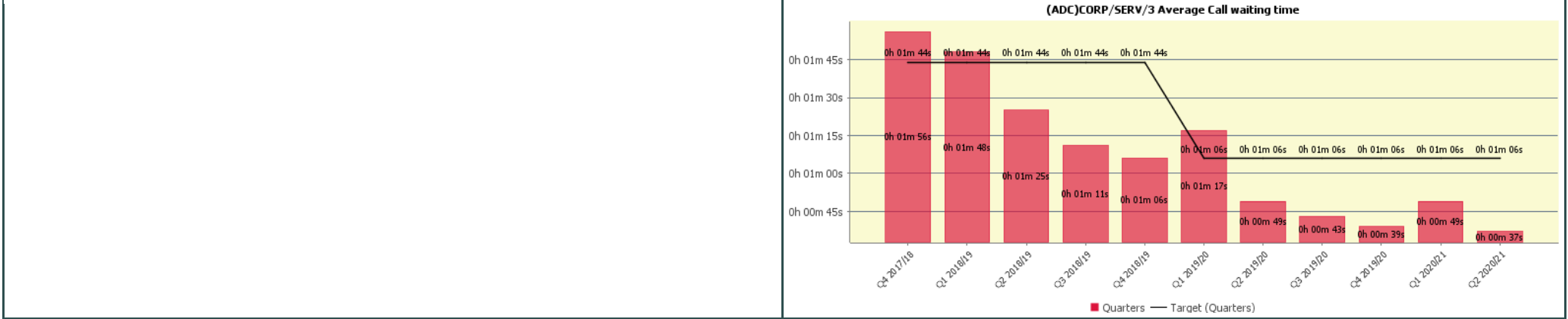
Generated on: 27 November 2020

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	
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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 style="text-align: center;">(ADC)CORP/SERV/4 Call abandonment rate</p> <table border="1"> <caption>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 (%)																												
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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"> <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></td> </tr> <tr> <td>Q4 2018/19</td> <td>11,833</td> <td>10,694</td> <td></td> </tr> <tr> <td>Q1 2019/20</td> <td>14,330</td> <td>12,961</td> <td></td> </tr> <tr> <td>Q2 2019/20</td> <td>13,778</td> <td>12,207</td> <td></td> </tr> <tr> <td>Q3 2019/20</td> <td>12,422</td> <td>11,316</td> <td></td> </tr> <tr> <td>Q4 2019/20</td> <td>12,303</td> <td>11,833</td> <td></td> </tr> <tr> <td>Q1 2020/21</td> <td>15,806</td> <td></td> <td></td> </tr> <tr> <td>Q2 2020/21</td> <td>14,522</td> <td></td> <td></td> </tr> </tbody> </table>		Quarter	Quarters	Target (Quarters)	Benchmarking	Q3 2018/19	11,316	11,477		Q4 2018/19	11,833	10,694		Q1 2019/20	14,330	12,961		Q2 2019/20	13,778	12,207		Q3 2019/20	12,422	11,316		Q4 2019/20	12,303	11,833		Q1 2020/21	15,806			Q2 2020/21	14,522		
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Q1 2020/21	15,806																																						
Q2 2020/21	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 (Previous Year)</th> </tr> </thead> <tbody> <tr> <td>Q3 2018/19</td> <td>101,909</td> <td>104,645</td> </tr> <tr> <td>Q4 2018/19</td> <td>56,873</td> <td>56,930</td> </tr> <tr> <td>Q1 2019/20</td> <td>113,549</td> <td>113,549</td> </tr> <tr> <td>Q2 2019/20</td> <td>105,173</td> <td>109,293</td> </tr> <tr> <td>Q3 2019/20</td> <td>104,645</td> <td>105,948</td> </tr> <tr> <td>Q4 2019/20</td> <td>56,930</td> <td>54,899</td> </tr> <tr> <td>Q1 2020/21</td> <td>103,220</td> <td>103,220</td> </tr> <tr> <td>Q2 2020/21</td> <td>105,133</td> <td>105,133</td> </tr> </tbody> </table>		Quarter	Actual Value	Target (Previous Year)	Q3 2018/19	101,909	104,645	Q4 2018/19	56,873	56,930	Q1 2019/20	113,549	113,549	Q2 2019/20	105,173	109,293	Q3 2019/20	104,645	105,948	Q4 2019/20	56,930	54,899	Q1 2020/21	103,220	103,220	Q2 2020/21	105,133	105,133
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Q2 2020/21	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																														

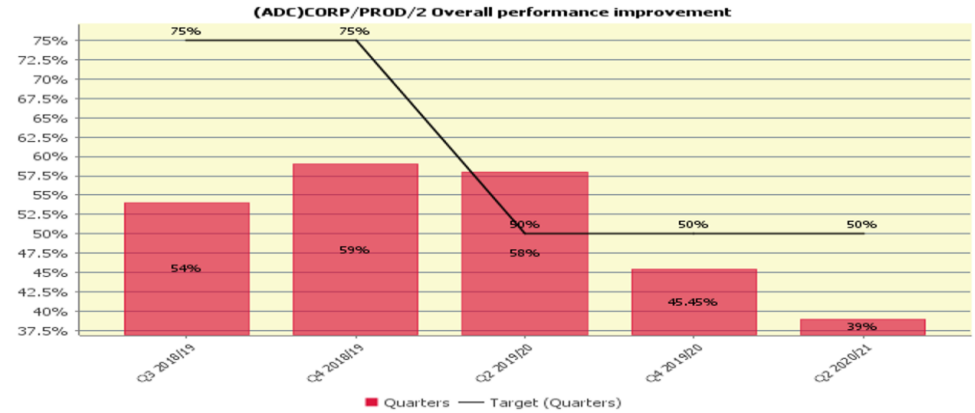
**Funding the Future
(ADC) Better Use of Assets**

Performance Indicator		Data Type	Officer(s) Responsible																											
Occupancy of ADC commercial property portfolio (excluding Ashfield Business Centre)		Number	Matthew Kirk																											
		<p align="center">(ADC)CORP/BUQA/1 Occupancy of ADC commercial property portfolio (excluding Ashfield Business Centre)</p> <table border="1"> <caption>Occupancy Data from Chart</caption> <thead> <tr> <th>Quarter</th> <th>Actual Occupancy (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q3 2018/19</td> <td>91.00%</td> <td>90.00%</td> </tr> <tr> <td>Q4 2018/19</td> <td>92.00%</td> <td>90.00%</td> </tr> <tr> <td>Q1 2019/20</td> <td>93.00%</td> <td>90.00%</td> </tr> <tr> <td>Q2 2019/20</td> <td>94.30%</td> <td>90.00%</td> </tr> <tr> <td>Q3 2019/20</td> <td>93.00%</td> <td>90.00%</td> </tr> <tr> <td>Q4 2019/20</td> <td>90.00%</td> <td>90.00%</td> </tr> <tr> <td>Q1 2020/21</td> <td>90.50%</td> <td>90.00%</td> </tr> <tr> <td>Q2 2020/21</td> <td>93.00%</td> <td>90.00%</td> </tr> </tbody> </table>		Quarter	Actual Occupancy (%)	Target (%)	Q3 2018/19	91.00%	90.00%	Q4 2018/19	92.00%	90.00%	Q1 2019/20	93.00%	90.00%	Q2 2019/20	94.30%	90.00%	Q3 2019/20	93.00%	90.00%	Q4 2019/20	90.00%	90.00%	Q1 2020/21	90.50%	90.00%	Q2 2020/21	93.00%	90.00%
Quarter	Actual Occupancy (%)	Target (%)																												
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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																														

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 PI's.



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																		
		<p style="text-align: center;">(ADC)CORP/PROD/4 Overall performance v target</p> <table border="1"> <caption>Quarterly Performance vs Target Data</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 (%)																			
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%																			
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

Performance Indicator		Data Type	Officer(s) Responsible
Percentage of Council Tax collected in current year		Percentage	Diane Mitchell
<p>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.</p>			
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	
<p>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.</p>			

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>		<p>(ADC)CORP/RSRC/4 Percentage of NNDR collected in current year</p> <table border="1"> <caption>Quarterly NNDR Collection Data</caption> <thead> <tr> <th>Quarter</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q3 2019/19</td> <td>82.02%</td> <td>87.00%</td> </tr> <tr> <td>Q4 2019/19</td> <td>97.68%</td> <td>98.50%</td> </tr> <tr> <td>Q1 2019/20</td> <td>27.90%</td> <td>24.50%</td> </tr> <tr> <td>Q2 2019/20</td> <td>53.77%</td> <td>49.00%</td> </tr> <tr> <td>Q3 2019/20</td> <td>79.65%</td> <td>87.00%</td> </tr> <tr> <td>Q4 2019/20</td> <td>97.95%</td> <td>98.50%</td> </tr> <tr> <td>Q1 2020/21</td> <td>23.07%</td> <td>-</td> </tr> <tr> <td>Q2 2020/21</td> <td>46.41%</td> <td>-</td> </tr> </tbody> </table>		Quarter	Actual (%)	Target (%)	Q3 2019/19	82.02%	87.00%	Q4 2019/19	97.68%	98.50%	Q1 2019/20	27.90%	24.50%	Q2 2019/20	53.77%	49.00%	Q3 2019/20	79.65%	87.00%	Q4 2019/20	97.95%	98.50%	Q1 2020/21	23.07%	-	Q2 2020/21	46.41%	-
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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 Performance 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%
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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																										
<p>Housemark Quarterly Benchmarking Q4 16/17</p> <p>Housemark definition - (current tenant arrears as a percentage of the annual rent debit)</p>		<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>Percentage</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	Percentage	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	Percentage																												
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June 2020	1.8%																												
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October 2020	2.32%																												
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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>																													

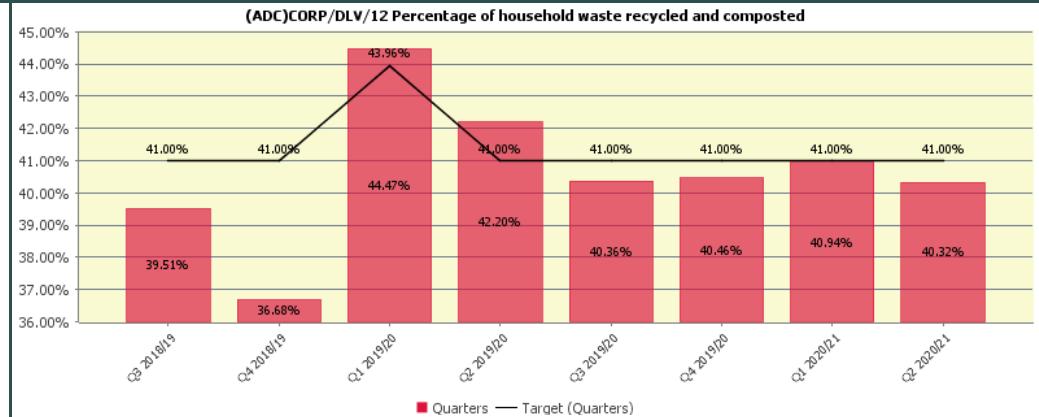
**Organisational Effectiveness
(ADC) Delivery**

Performance Indicator		Data Type	Officer(s) Responsible																		
Delivery of Corporate plan % of actions implemented or on track		Percentage	Jo Froggatt																		
<p>Calculated by generating report "(ADC) Corporate Plan - Status Checker". Calculation as follows Overdue Action (A), Total number of actions excluding 'Cancelled' category (B), calculation $A/B*100=C$. $100-C = X$</p>		<table border="1"> <caption>(ADC)CORP/DLV/01 Delivery of Corporate plan % of actions implemented or on track</caption> <thead> <tr> <th>Quarter</th> <th>Actual Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q3 2018/19</td> <td>93.66%</td> <td>92%</td> </tr> <tr> <td>Q4 2018/19</td> <td>91%</td> <td>92%</td> </tr> <tr> <td>Q3 2019/20</td> <td>99%</td> <td>90%</td> </tr> <tr> <td>Q4 2019/20</td> <td>96.69%</td> <td>90%</td> </tr> <tr> <td>Q2 2020/21</td> <td>99.19%</td> <td>90%</td> </tr> </tbody> </table>		Quarter	Actual Value (%)	Target (%)	Q3 2018/19	93.66%	92%	Q4 2018/19	91%	92%	Q3 2019/20	99%	90%	Q4 2019/20	96.69%	90%	Q2 2020/21	99.19%	90%
Quarter	Actual Value (%)	Target (%)																			
Q3 2018/19	93.66%	92%																			
Q4 2018/19	91%	92%																			
Q3 2019/20	99%	90%																			
Q4 2019/20	96.69%	90%																			
Q2 2020/21	99.19%	90%																			
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>Current Value</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q2 2019/20</td> <td>2.65</td> <td>2</td> </tr> <tr> <td>Q3 2019/20</td> <td>2.92</td> <td>2</td> </tr> <tr> <td>Q4 2019/20</td> <td>2.75</td> <td>2</td> </tr> <tr> <td>Q1 2020/21</td> <td>1.91</td> <td>2</td> </tr> <tr> <td>Q2 2020/21</td> <td>2.7</td> <td>2</td> </tr> </tbody> </table>		Quarter	Current Value	Target (Quarters)	Q2 2019/20	2.65	2	Q3 2019/20	2.92	2	Q4 2019/20	2.75	2	Q1 2020/21	1.91	2	Q2 2020/21	2.7	2
Quarter	Current Value	Target (Quarters)																			
Q2 2019/20	2.65	2																			
Q3 2019/20	2.92	2																			
Q4 2019/20	2.75	2																			
Q1 2020/21	1.91	2																			
Q2 2020/21	2.7	2																			
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)CGRP/DLV/58 Street Cleanliness-Detritus</caption> <thead> <tr> <th>Quarter</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td>Q2-2019/20</td> <td>1.8</td> </tr> <tr> <td>Q3-2019/20</td> <td>1.9</td> </tr> <tr> <td>Q4-2019/20</td> <td>3.04</td> </tr> <tr> <td>Q1-2020/21</td> <td>2.38</td> </tr> <tr> <td>Q2-2020/21</td> <td>2.84</td> </tr> </tbody> </table>		Quarter	Score	Q2-2019/20	1.8	Q3-2019/20	1.9	Q4-2019/20	3.04	Q1-2020/21	2.38	Q2-2020/21	2.84
Quarter	Score														
Q2-2019/20	1.8														
Q3-2019/20	1.9														
Q4-2019/20	3.04														
Q1-2020/21	2.38														
Q2-2020/21	2.84														
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>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	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	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 Average Scores for Fly Posting</caption> <thead> <tr> <th>Quarter</th> <th>Average Score</th> </tr> </thead> <tbody> <tr> <td>Q2 2019/20</td> <td>1.0</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	Average Score	Q2 2019/20	1.0	Q3 2019/20	1.11	Q4 2019/20	1.18	Q1 2020/21	1.15	Q2 2020/21	1.27
Quarter	Average Score														
Q2 2019/20	1.0														
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>		<table border="1"> <caption>(ADC)CORP/DLV/62 Street Cleanliness-Kirkby</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>																					

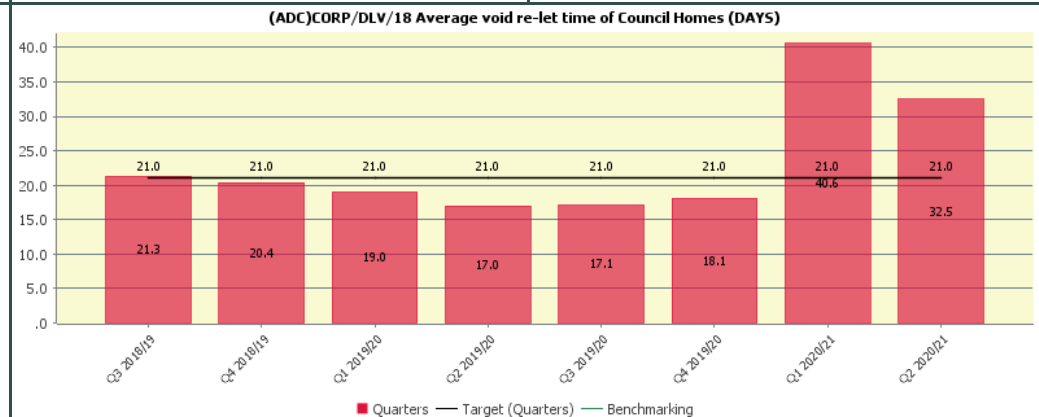
**Organisational Effectiveness
(ADC) Delivery - Health & Happiness Priority**

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>948,750</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	948,750	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	948,750	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																												
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



Current Value	Current Target	Current Value vs Target	RAG Status
32.5	21.0	11.5	🔴
Previous Year Value	Previous Year Target	Trend	
17.0	21.0	↓	

Latest Note, date and author

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.

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>Data for Percentage of non-decent homes of total council housing stock</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%
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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 (Actual)</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 (Actual)	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 (Actual)	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																												
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>Data for Tenancy Proportion Chart</caption> <thead> <tr> <th>Quarter</th> <th>Current 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	Current 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%
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Q2 2020/21	100%	95%																															
Q3 2020/21	100%	95%																															
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																																	

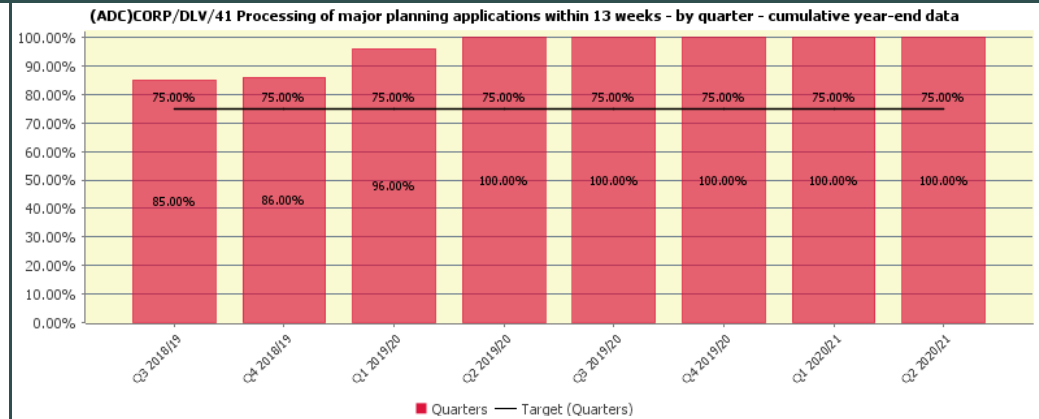
Performance Indicator		Data Type	Officer(s) Responsible																																				
Number of Council Tenants assisted with welfare and money management advice		Number	Kate Berry; Pete Curry																																				
		<p>(ADC)CORP/DLV/54 Number of Council Tenants assisted with welfare and money management advice</p> <table border="1"> <caption>Quarterly Data for Council Tenants Assisted</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>867</td> <td>675</td> <td></td> </tr> <tr> <td>Q4 2019/20</td> <td>1,177</td> <td>900</td> <td></td> </tr> <tr> <td>Q1 2020/20</td> <td>266</td> <td>225</td> <td></td> </tr> <tr> <td>Q2 2020/20</td> <td>462</td> <td>450</td> <td></td> </tr> <tr> <td>Q3 2020/20</td> <td>705</td> <td>675</td> <td></td> </tr> <tr> <td>Q4 2020/20</td> <td>921</td> <td>900</td> <td></td> </tr> <tr> <td>Q1 2021/21</td> <td>105</td> <td>225</td> <td></td> </tr> <tr> <td>Q2 2021/21</td> <td>333</td> <td>450</td> <td></td> </tr> </tbody> </table>		Quarter	Quarters (Actual)	Target (Quarters)	Benchmarking	Q3 2019/20	867	675		Q4 2019/20	1,177	900		Q1 2020/20	266	225		Q2 2020/20	462	450		Q3 2020/20	705	675		Q4 2020/20	921	900		Q1 2021/21	105	225		Q2 2021/21	333	450	
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Current Value	Current Target	Current Value vs Target	RAG Status																																				
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

Formerly NI157a - To ensure local planning authorities determine planning applications in a timely manner.

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.



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>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	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	Value (%)	Target (%)																												
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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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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																														

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>Data for Dilapidated Buildings Chart</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																												
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																												
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"			
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	