

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: Jo Froggatt

Generated on: 25 January 2023

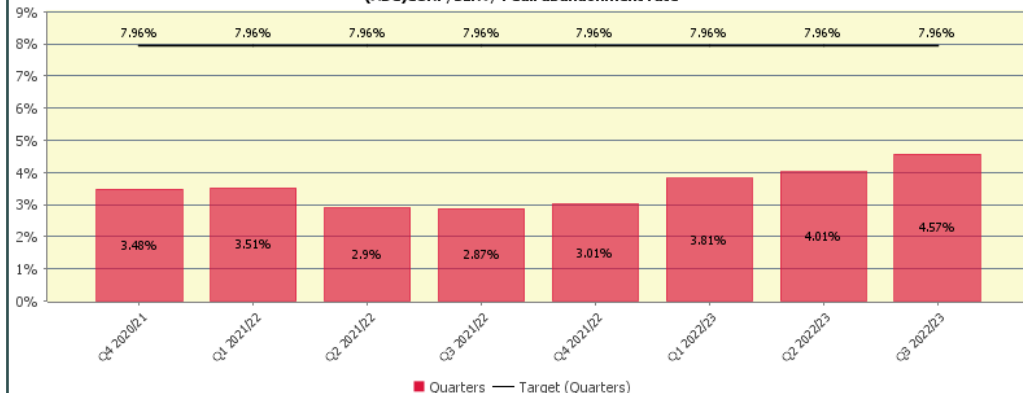




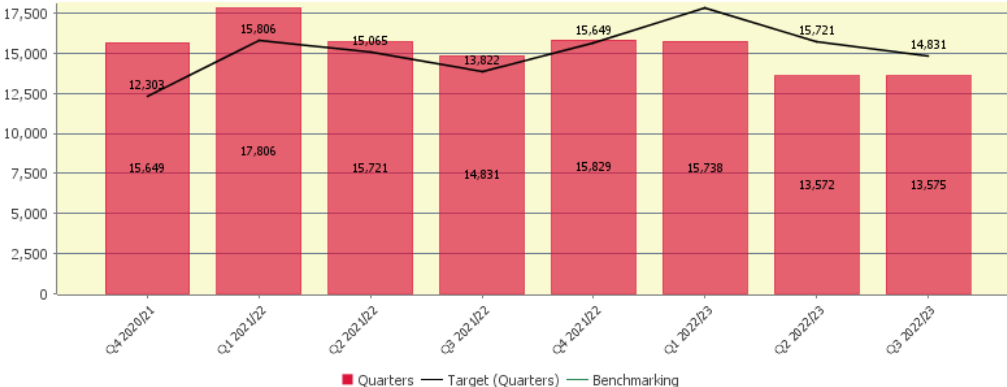
Performance Data Short Trend: Improving 8 No Change 1 Getting Worse 16 No Value 2

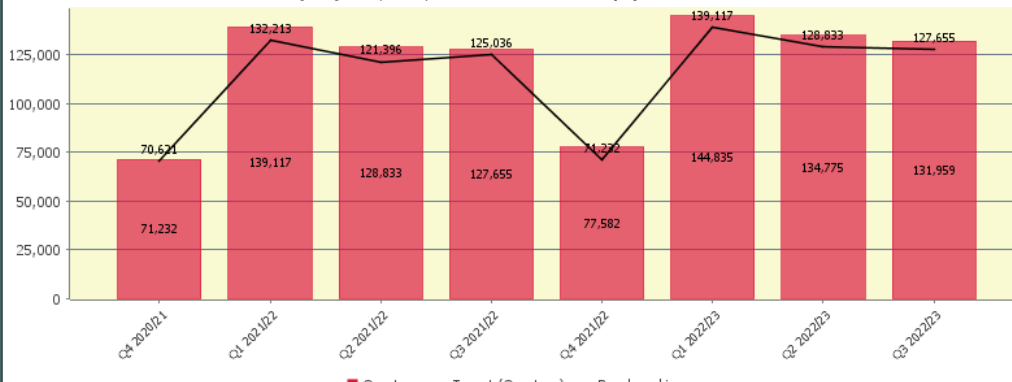


PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

Community and Customer (ADC) Service Standards

Performance Indicator		Data Type	Officer(s) Responsible																										
Average Call waiting time		Duration	Cathy Sands																										
<div>The average amount of time a customer waits in a queue on the telephone for the call to be answered expressed in minutes and seconds</div>		<div><div>(ADC)CORP/SERV/3 Average Call waiting time</div><table><caption>Quarterly Average Call Waiting Time Data</caption><thead><tr><th>Quarter</th><th>Value</th></tr></thead><tbody><tr><td>Q4 2019/20</td><td>0h 00m 33s</td></tr><tr><td>Q1 2020/21</td><td>0h 00m 49s</td></tr><tr><td>Q2 2020/21</td><td>0h 00m 37s</td></tr><tr><td>Q3 2020/21</td><td>0h 00m 34s</td></tr><tr><td>Q4 2020/21</td><td>0h 00m 34s</td></tr><tr><td>Q1 2021/22</td><td>0h 00m 44s</td></tr><tr><td>Q2 2021/22</td><td>0h 00m 45s</td></tr><tr><td>Q3 2021/22</td><td>0h 00m 43s</td></tr><tr><td>Q4 2021/22</td><td>0h 00m 43s</td></tr><tr><td>Q1 2022/23</td><td>0h 00m 57s</td></tr><tr><td>Q2 2022/23</td><td>0h 01m 06s</td></tr><tr><td>Q3 2022/23</td><td>0h 01m 09s</td></tr></tbody></table><div>■ Quarters — Target (Quarters)</div></div>		Quarter	Value	Q4 2019/20	0h 00m 33s	Q1 2020/21	0h 00m 49s	Q2 2020/21	0h 00m 37s	Q3 2020/21	0h 00m 34s	Q4 2020/21	0h 00m 34s	Q1 2021/22	0h 00m 44s	Q2 2021/22	0h 00m 45s	Q3 2021/22	0h 00m 43s	Q4 2021/22	0h 00m 43s	Q1 2022/23	0h 00m 57s	Q2 2022/23	0h 01m 06s	Q3 2022/23	0h 01m 09s
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Q3 2022/23	0h 01m 09s																												
Current Value	Current Target	Current Value vs Target	RAG Status																										
0h 01m 09s	0h 01m 44s	-0h 00m 35s	<div>✔</div>																										
Previous Year Value	Previous Year Target	Trend																											
0h 00m 43s	0h 01m 06s	<div>⬇</div>																											
Latest Note, date and author																													
03-Jan-2023		Rosie Taylor-Caddy																											
<div>Prior to the implementation of Phase One of the Customer Service Review, the Waste and Environment team were running under capacity and a transitional period at the end of September, during the transition into Customer Services, also had an effect during this period.</div> <div>The Housing Repairs team have also been running under capacity during the period, along with increased demand due to CO2 installations, which has impacted on performance.</div>																													

Performance Indicator		Data Type	Officer(s) Responsible																											
Call abandonment rate		Percentage	Cathy Sands																											
The number of calls where the customer hangs up before the call is answered by an agent in the telephone system (Netcall Liberty Converse) expressed as a percentage of all calls received		<div>(ADC)CORP/SERV/4 Call abandonment rate</div>  <table><caption>Call abandonment rate data</caption><thead><tr><th>Quarter</th><th>Actual Rate (%)</th><th>Target Rate (%)</th></tr></thead><tbody><tr><td>Q4 2020/21</td><td>3.48%</td><td>7.96%</td></tr><tr><td>Q1 2021/22</td><td>3.51%</td><td>7.96%</td></tr><tr><td>Q2 2021/22</td><td>2.9%</td><td>7.96%</td></tr><tr><td>Q3 2021/22</td><td>2.87%</td><td>7.96%</td></tr><tr><td>Q4 2021/22</td><td>3.01%</td><td>7.96%</td></tr><tr><td>Q1 2022/23</td><td>3.81%</td><td>7.96%</td></tr><tr><td>Q2 2022/23</td><td>4.01%</td><td>7.96%</td></tr><tr><td>Q3 2022/23</td><td>4.57%</td><td>7.96%</td></tr></tbody></table>		Quarter	Actual Rate (%)	Target Rate (%)	Q4 2020/21	3.48%	7.96%	Q1 2021/22	3.51%	7.96%	Q2 2021/22	2.9%	7.96%	Q3 2021/22	2.87%	7.96%	Q4 2021/22	3.01%	7.96%	Q1 2022/23	3.81%	7.96%	Q2 2022/23	4.01%	7.96%	Q3 2022/23	4.57%	7.96%
		Quarter	Actual Rate (%)	Target Rate (%)																										
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Current Value	Current Target	Current Value vs Target	RAG Status																											
4.57%	7.96%	-3.39%																												
Previous Year Value	Previous Year Target	Trend																												
2.87%	7.96%																													
Latest Note, date and author																														
03-Jan-2023		Rosie Taylor-Caddy																												
Prior to the implementation of Phase One of the Customer Service Review, the Waste and Environment team were running under capacity due to resignations.																														
A transitional period at the end of September during the transition into Customer Services also had an effect during this period.																														
The Housing Repairs team have also been running under capacity during the period, along with increased demand due to CO2 installations, which has impacted on performance.																														

Performance Indicator		Data Type	Officer(s) Responsible			
Number of online payments made		Number	Cathy Sands; Rosie Taylor-Caddy			
The number of successful payment transactions where customers have used one of our online payment methods (WebPay Public and Estore) Target is the value of the same quarter in the previous year.		<div>(ADC)CORP/TRNS/2 Number of online payments made</div> 				
Current Value	Current Target	Current Value vs Target	RAG Status			
42,885	48,358	-5,473	<div></div>			
Previous Year Value	Previous Year Target	Trend				
48,358	44,693	<div></div>				
Latest Note, date and author						
03-Jan-2023		Jo Froggatt				
Overall 11% reduction in online payments, significantly across council tax and bulky waste (latter potentially due to free bulky waste rolling scheme, overall 39% reduction in bulky waste payments across all channels)						
Comparative detailed data for key payment types made via estore						
	Qu3 cumulative 2021/22	Qu 3 cumulative 2022/23	change	Compared to auto tel change	Compared to PP/PO change	Compared to Assisted tel change
Council Tax	28,307	22,756	-20%	-19%	-13%	Same (only 1)
Rents	11,770	12,110	+3%	+9%	-13%	-50%
Garden waste	2,829	3,055	+8%	n/a	same	-9%
Bulky waste	1,652	991	-40%	n/a	-58%	-36%

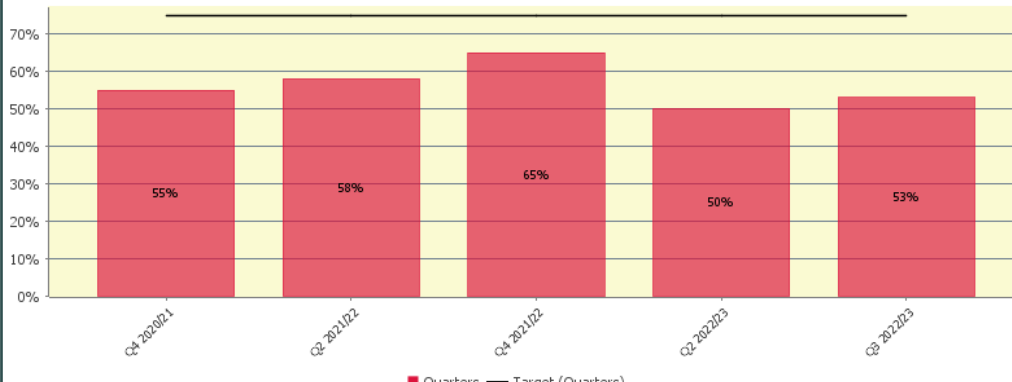
Performance Indicator		Data Type	Officer(s) Responsible																																				
Number of direct debit payments made		Number	Cathy Sands; Rosie Taylor-Caddy																																				
Target is the value of the same quarter in the previous year.		<div>(ADC)CORP/TRNS/3 Number of direct debit payments made</div>  <table><caption>Direct Debit Payments Data (Values from Chart)</caption><thead><tr><th>Quarter</th><th>Quarters (Actual)</th><th>Target (Quarters)</th><th>Benchmarking</th></tr></thead><tbody><tr><td>Q4 2020/21</td><td>70,621</td><td>71,232</td><td></td></tr><tr><td>Q1 2021/22</td><td>132,213</td><td>139,117</td><td></td></tr><tr><td>Q2 2021/22</td><td>121,396</td><td>128,833</td><td></td></tr><tr><td>Q3 2021/22</td><td>125,036</td><td>127,655</td><td></td></tr><tr><td>Q4 2021/22</td><td>71,232</td><td>77,582</td><td></td></tr><tr><td>Q1 2022/23</td><td>139,117</td><td>144,835</td><td></td></tr><tr><td>Q2 2022/23</td><td>128,833</td><td>134,775</td><td></td></tr><tr><td>Q3 2022/23</td><td>127,655</td><td>131,959</td><td></td></tr></tbody></table>		Quarter	Quarters (Actual)	Target (Quarters)	Benchmarking	Q4 2020/21	70,621	71,232		Q1 2021/22	132,213	139,117		Q2 2021/22	121,396	128,833		Q3 2021/22	125,036	127,655		Q4 2021/22	71,232	77,582		Q1 2022/23	139,117	144,835		Q2 2022/23	128,833	134,775		Q3 2022/23	127,655	131,959	
Quarter	Quarters (Actual)	Target (Quarters)	Benchmarking																																				
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Q3 2022/23	127,655	131,959																																					
Current Value	Current Target	Current Value vs Target	RAG Status																																				
411,569	395,605	15,964																																					
Previous Year Value	Previous Year Target	Trend																																					
395,605	373,726																																						
Latest Note, date and author																																							
		Jo Froggatt																																					
Overall 4% increase in direct debit payments mostly council tax. 3.4% reduction across all channels for garden waste, 4% reduction across all channels for rents																																							
Comparative detailed data for key payment types made via direct debit																																							
	Qu3 cumulative 2021/22	Qu 3 cumulative 2022/23	change	Compared to auto tel change	Compared to PP/PO change	Compared to Assisted tel change																																	
Council Tax	314,735	331,163	+5%	-19%	-13%	Same (only 1)																																	
Rents	46,854	46,401	-1%	+9%	-13%	-50%																																	
Garden waste	13,861	13,144	-5%	n/a	same	-9%																																	
Call monitoring	10,382	9,562	-8%	n/a	+100% (53 compared to zero)	same																																	

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

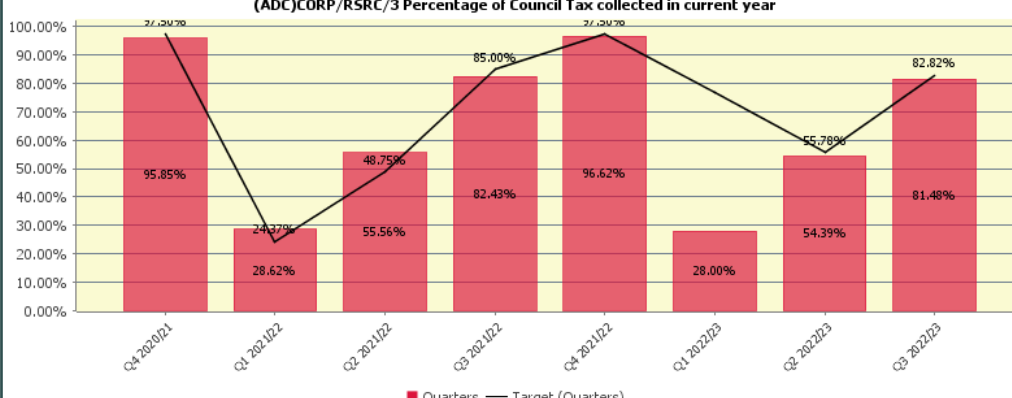


Performance Indicator		Data Type	Officer(s) Responsible																					
Occupancy of ADC commercial property portfolio		Number	Matthew Kirk																					
		<div>(ADC)CORP/BUOA/1 Occupancy of ADC commercial property portfolio</div> <table><caption>Occupancy Data from Chart</caption><thead><tr><th>Quarter</th><th>Actual Occupancy (%)</th><th>Target (%)</th></tr></thead><tbody><tr><td>Q2 2021/22</td><td>93.00%</td><td>90.00%</td></tr><tr><td>Q3 2021/22</td><td>93.00%</td><td>90.00%</td></tr><tr><td>Q4 2021/22</td><td>93.00%</td><td>90.00%</td></tr><tr><td>Q1 2022/23</td><td>92.00%</td><td>90.00%</td></tr><tr><td>Q2 2022/23</td><td>92.00%</td><td>90.00%</td></tr><tr><td>Q3 2022/23</td><td>90.00%</td><td>90.00%</td></tr></tbody></table>		Quarter	Actual Occupancy (%)	Target (%)	Q2 2021/22	93.00%	90.00%	Q3 2021/22	93.00%	90.00%	Q4 2021/22	93.00%	90.00%	Q1 2022/23	92.00%	90.00%	Q2 2022/23	92.00%	90.00%	Q3 2022/23	90.00%	90.00%
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90.00%	90.00%	.00%																						
Previous Year Value	Previous Year Target	Trend																						
93.00%	90.00%																							
Latest Note, date and author																								
13-Jan-2023		Matthew Kirk																						
Several units have been taken possession from the tenants following the ending of Covid protection, due to rent arrears. However, demand for industrial units is currently strong so we expect them to be relet in Quarter 4.																								

Funding the Future (ADC) Productivity

Performance Indicator		Data Type	Officer(s) Responsible
Overall performance improvement		Percentage	Jo Froggatt
		<div><div>(ADC)CORP/PROD/2 Overall performance improvement</div><div></div></div>	
Current Value	Current Target	Current Value vs Target	RAG Status
33%	50%	-18%	<div></div>
Previous Year Value	Previous Year Target	Trend	
55%	50%	<div></div>	
Latest Note, date and author			
08-Feb-2023		Jo Froggatt	
<div>overall, of the 18 measures in the corporate scorecard</div> <div>6 measures have improved in out-turn compared to Qu3 2021/22 (33%)</div> <div>1 measure has remained constant (6%)</div> <div>11 measures have not reached the same out-turn position</div> <div>however, of these 11, the qu3 out-turn of 6 of them is only within 5% difference of the previous year. Therefore, 72% of measures have improved, stayed the same or are within 5% of performance achieved in qu3 last year</div>			

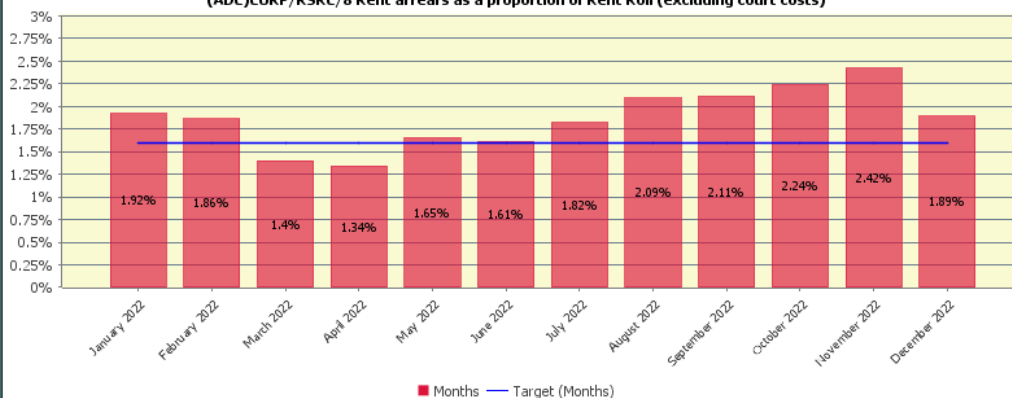


Performance Indicator		Data Type	Officer(s) Responsible
Overall performance v target		Percentage	Jo Froggatt
		<div><div>(ADC)CORP/PROD/4 Overall performance v target</div></div>	
Current Value	Current Target	Current Value vs Target	RAG Status
53%	75%	-22%	<div></div>
Previous Year Value	Previous Year Target	Trend	
58%	75%	<div></div>	
Latest Note, date and author			
08-Feb-2023		Jo Froggatt	
overall, of the 18 performance indicators: - 10 have achieved or exceeded target (56%) 2 have performed within 10% of target (11%) the remaining 6 have performed more than 10% away from target therefore, 67% of performance for qu3 has either achieved or within 10% of target			

**Funding the Future
(ADC) Resources**

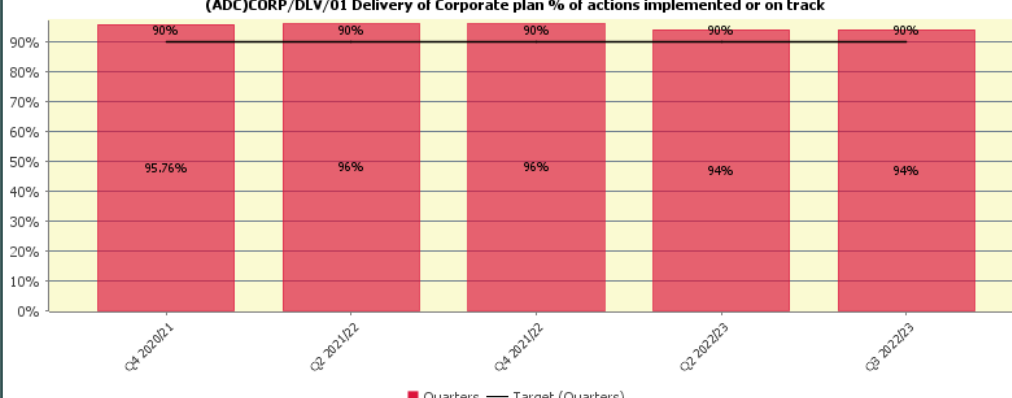

Performance Indicator		Data Type	Officer(s) Responsible																											
Percentage of Council Tax collected in current year		Percentage	Diane Mitchell																											
<p>This performance indicator shows the percentage of of total tax collected as a percentage of what is expected to be collected over the year, thus this performance indicator will rise throughout the fiscal year.</p>		<p>(ADC)CORP/RSRC/3 Percentage of Council Tax collected in current year</p>  <table><caption>Quarterly Performance Data</caption><thead><tr><th>Quarter</th><th>Quarters (%)</th><th>Target (Quarters) (%)</th></tr></thead><tbody><tr><td>Q4 2020/21</td><td>95.85%</td><td>97.12%</td></tr><tr><td>Q1 2021/22</td><td>28.62%</td><td>24.37%</td></tr><tr><td>Q2 2021/22</td><td>55.56%</td><td>48.75%</td></tr><tr><td>Q3 2021/22</td><td>82.43%</td><td>85.00%</td></tr><tr><td>Q4 2021/22</td><td>96.62%</td><td>97.12%</td></tr><tr><td>Q1 2022/23</td><td>28.00%</td><td>-</td></tr><tr><td>Q2 2022/23</td><td>54.39%</td><td>55.78%</td></tr><tr><td>Q3 2022/23</td><td>81.48%</td><td>82.82%</td></tr></tbody></table>		Quarter	Quarters (%)	Target (Quarters) (%)	Q4 2020/21	95.85%	97.12%	Q1 2021/22	28.62%	24.37%	Q2 2021/22	55.56%	48.75%	Q3 2021/22	82.43%	85.00%	Q4 2021/22	96.62%	97.12%	Q1 2022/23	28.00%	-	Q2 2022/23	54.39%	55.78%	Q3 2022/23	81.48%	82.82%
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Previous Year Value	Previous Year Target	Trend																												
82.43%	85.00%																													
Latest Note, date and author																														
05-Jan-2023		Diane Mitchell																												
<p>The collection rate as is 1.34% below target. This is attributed to no recovery action being taken for current years collection, until 10 October 2022, due to dealing with the Energy Rebate payments.</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><caption>Percentage of NNDR collected in current year by Quarter</caption><thead><tr><th>Quarter</th><th>Quarters (%)</th><th>Target (Quarters) (%)</th></tr></thead><tbody><tr><td>Q4 2020/21</td><td>95.40%</td><td>70.00%</td></tr><tr><td>Q1 2021/22</td><td>26.13%</td><td>31.00%</td></tr><tr><td>Q2 2021/22</td><td>49.06%</td><td>48.75%</td></tr><tr><td>Q3 2021/22</td><td>75.22%</td><td>87.00%</td></tr><tr><td>Q4 2021/22</td><td>96.55%</td><td>70.00%</td></tr><tr><td>Q1 2022/23</td><td>28.70%</td><td>49.80%</td></tr><tr><td>Q2 2022/23</td><td>59.63%</td><td>49.80%</td></tr><tr><td>Q3 2022/23</td><td>81.63%</td><td>76.35%</td></tr></tbody></table>		Quarter	Quarters (%)	Target (Quarters) (%)	Q4 2020/21	95.40%	70.00%	Q1 2021/22	26.13%	31.00%	Q2 2021/22	49.06%	48.75%	Q3 2021/22	75.22%	87.00%	Q4 2021/22	96.55%	70.00%	Q1 2022/23	28.70%	49.80%	Q2 2022/23	59.63%	49.80%	Q3 2022/23	81.63%	76.35%
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81.63%	76.35%	5.28%																												
Previous Year Value	Previous Year Target	Trend																												
75.22%	87.00%																													
Latest Note, date and author																														
05-Jan-2023		Diane Mitchell																												
<p>The collection rate is 5.28% above target. This increase could be because of the COVID-19 Additional Relief Fund (CARF) awarded to accounts for the financial year 2021/22 with any credits created, transferred to reduce 2022/23 charges.</p>																														

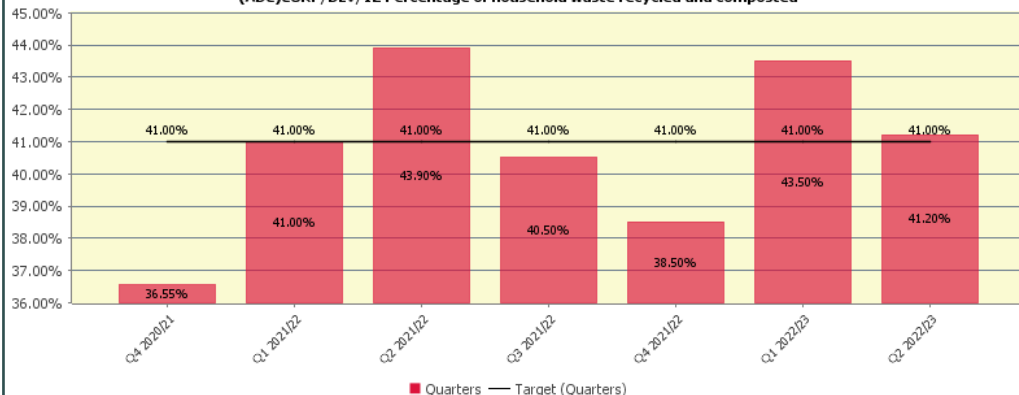

Performance Indicator		Data Type	Officer(s) Responsible																											
Percentage of rent collected from total rent due		Percentage	Chantelle Miller																											
<p>This is a Housemark indicator – definition – Rent arrears of current tenants as a proportion of the authority’s rental income. Arrears as a proportion of rent roll is calculated from the total amount of tenants HRA rent outstanding at the end of the financial year and the total HRA rent roll. Rent roll is the total amount of potential rent collectable for the financial year for all dwellings owned by the authority, whether occupied or not. The total amount of rent arrears is the amount of arrears of both former and current tenants at the end of the financial year.</p>		<p>(ADC)CORP/RSRC/5 Percentage of rent collected from total rent due</p> <table><caption>Quarterly Percentage of Rent Collected</caption><thead><tr><th>Quarter</th><th>Current Value (%)</th><th>Target (%)</th></tr></thead><tbody><tr><td>Q4 2020/21</td><td>98.25%</td><td>97.00%</td></tr><tr><td>Q1 2021/22</td><td>93.15%</td><td>97.00%</td></tr><tr><td>Q2 2021/22</td><td>94.91%</td><td>97.00%</td></tr><tr><td>Q3 2021/22</td><td>96.60%</td><td>97.00%</td></tr><tr><td>Q4 2021/22</td><td>98.22%</td><td>97.00%</td></tr><tr><td>Q1 2022/23</td><td>97.15%</td><td>97.00%</td></tr><tr><td>Q2 2022/23</td><td>95.38%</td><td>97.00%</td></tr><tr><td>Q3 2022/23</td><td>95.62%</td><td>97.00%</td></tr></tbody></table>		Quarter	Current Value (%)	Target (%)	Q4 2020/21	98.25%	97.00%	Q1 2021/22	93.15%	97.00%	Q2 2021/22	94.91%	97.00%	Q3 2021/22	96.60%	97.00%	Q4 2021/22	98.22%	97.00%	Q1 2022/23	97.15%	97.00%	Q2 2022/23	95.38%	97.00%	Q3 2022/23	95.62%	97.00%
		Quarter	Current Value (%)	Target (%)																										
		Q4 2020/21	98.25%	97.00%																										
		Q1 2021/22	93.15%	97.00%																										
		Q2 2021/22	94.91%	97.00%																										
Q3 2021/22	96.60%	97.00%																												
Q4 2021/22	98.22%	97.00%																												
Q1 2022/23	97.15%	97.00%																												
Q2 2022/23	95.38%	97.00%																												
Q3 2022/23	95.62%	97.00%																												
Current Value	Current Target	Current Value vs Target	RAG Status																											
95.62%	97.00%	-1.38%																												
Previous Year Value	Previous Year Target	Trend																												
96.6%	97.00%																													
Latest Note, date and author																														
16-Jan-2023		Chantelle Miller																												
<p>Performance in this area is impacted by a number of factors including; delays to court processes, the increasing number of tenants claiming Universal Credit and the significant financial pressure caused by the hugely increased cost of living.</p> <p>We continue to concentrate on our early intervention work, have increased contact with tenants in arrears, provide money management support where required and take enforcement action within the timescales of our procedures, where there continues to be a lack of engagement or payment.</p>																														

Performance Indicator		Data Type	Officer(s) Responsible																										
Rent arrears as a proportion of Rent Roll (excluding court costs)		Percentage	Chantelle Miller																										
<p>This is a Housemark indicator – definition – Rent arrears of current tenants as a proportion of the authority’s rental income. Arrears as a proportion of rent roll is calculated from the total amount of tenants HRA rent outstanding at the end of the financial year and the total HRA rent roll. Rent roll is the total amount of potential rent collectable for the financial year for all dwellings owned by the authority, whether occupied or not. The total amount of rent arrears is the amount of arrears of both former and current tenants at the end of the financial year.</p>		<p>(ADC)CORP/RSRC/8 Rent arrears as a proportion of Rent Roll (excluding court costs)</p>  <table><caption>Monthly Rent Arrears Data (2022)</caption><thead><tr><th>Month</th><th>Arrears (%)</th></tr></thead><tbody><tr><td>January 2022</td><td>1.92%</td></tr><tr><td>February 2022</td><td>1.86%</td></tr><tr><td>March 2022</td><td>1.4%</td></tr><tr><td>April 2022</td><td>1.34%</td></tr><tr><td>May 2022</td><td>1.65%</td></tr><tr><td>June 2022</td><td>1.61%</td></tr><tr><td>July 2022</td><td>1.82%</td></tr><tr><td>August 2022</td><td>2.09%</td></tr><tr><td>September 2022</td><td>2.11%</td></tr><tr><td>October 2022</td><td>2.24%</td></tr><tr><td>November 2022</td><td>2.42%</td></tr><tr><td>December 2022</td><td>1.89%</td></tr></tbody></table>		Month	Arrears (%)	January 2022	1.92%	February 2022	1.86%	March 2022	1.4%	April 2022	1.34%	May 2022	1.65%	June 2022	1.61%	July 2022	1.82%	August 2022	2.09%	September 2022	2.11%	October 2022	2.24%	November 2022	2.42%	December 2022	1.89%
		Month	Arrears (%)																										
		January 2022	1.92%																										
		February 2022	1.86%																										
		March 2022	1.4%																										
April 2022	1.34%																												
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July 2022	1.82%																												
August 2022	2.09%																												
September 2022	2.11%																												
October 2022	2.24%																												
November 2022	2.42%																												
December 2022	1.89%																												
Current Value	Current Target	Current Value vs Target	RAG Status																										
1.89%	1.6%	0.29%																											
Previous Year Value	Previous Year Target	Trend																											
1.87%	1.6%																												
Latest Note, date and author																													
16-Jan-2023		Chantelle Miller																											
<p>We are currently performing below target in this area.</p> <p>The service has experienced some disruption this financial year. This is due to staff sickness and our inability to the recruit and retain of key members of staff.</p> <p>Our current focus is to embed consistency in our approach to arrears collection and to ensure that staff are progressing cases swiftly and in line with the arrears principles.</p> <p>We are offering overtime to the team in an attempt to improve performance in this area..</p> <p>We have successfully recruited to the vacant Income Team Leader post. This candidate will start with us on 14th February 2023.</p>																													

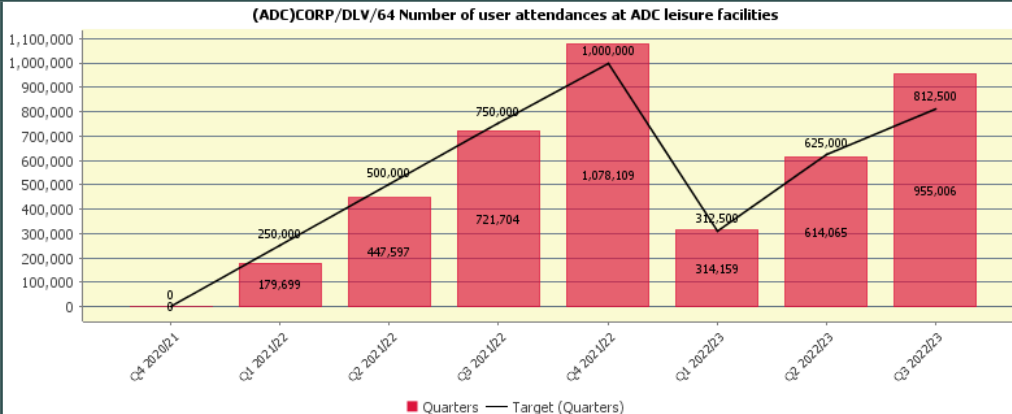


Organisational Effectiveness (ADC) Delivery

Performance Indicator		Data Type	Officer(s) Responsible																		
Delivery of Corporate plan % of actions implemented or on track		Percentage	Jo Froggatt																		
		<div>(ADC)CORP/DLV/01 Delivery of Corporate plan % of actions implemented or on track</div>  <table><tr><th>Quarter</th><th>Quarters (%)</th><th>Target (Quarters) (%)</th></tr><tr><td>Q4 2020/21</td><td>95.76%</td><td>90%</td></tr><tr><td>Q2 2021/22</td><td>96%</td><td>90%</td></tr><tr><td>Q4 2021/22</td><td>96%</td><td>90%</td></tr><tr><td>Q2 2022/23</td><td>94%</td><td>90%</td></tr><tr><td>Q3 2022/23</td><td>94%</td><td>90%</td></tr></table>		Quarter	Quarters (%)	Target (Quarters) (%)	Q4 2020/21	95.76%	90%	Q2 2021/22	96%	90%	Q4 2021/22	96%	90%	Q2 2022/23	94%	90%	Q3 2022/23	94%	90%
		Quarter	Quarters (%)	Target (Quarters) (%)																	
		Q4 2020/21	95.76%	90%																	
		Q2 2021/22	96%	90%																	
		Q4 2021/22	96%	90%																	
Q2 2022/23	94%	90%																			
Q3 2022/23	94%	90%																			
Current Value	Current Target	Current Value vs Target	RAG Status																		
94%	90%	4%																			
Previous Year Value	Previous Year Target	Trend																			
94%	90%	same																			
Latest Note, date and author																					
30-Jan-2023		Jo Froggatt																			
just 15 tasks/projects off track out of 235 across the corporate plan																					

Organisational Effectiveness
(ADC) Delivery - Cleaner Greener Priority

Performance Indicator		Data Type	Officer(s) Responsible																								
Percentage of household waste recycled and composted		Percentage	Alastair Blunkett; David Marriott																								
<p>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.</p>		<p>(ADC)CORP/DLV/12 Percentage of household waste recycled and composted</p>  <table><caption>Percentage of household waste recycled and composted (Quarters)</caption><thead><tr><th>Quarter</th><th>Actual Value</th><th>Target (Quarters)</th></tr></thead><tbody><tr><td>Q4 2020/21</td><td>36.55%</td><td>41.00%</td></tr><tr><td>Q1 2021/22</td><td>41.00%</td><td>41.00%</td></tr><tr><td>Q2 2021/22</td><td>43.90%</td><td>41.00%</td></tr><tr><td>Q3 2021/22</td><td>40.50%</td><td>41.00%</td></tr><tr><td>Q4 2021/22</td><td>38.50%</td><td>41.00%</td></tr><tr><td>Q1 2022/23</td><td>43.50%</td><td>41.00%</td></tr><tr><td>Q2 2022/23</td><td>41.20%</td><td>41.00%</td></tr></tbody></table>		Quarter	Actual Value	Target (Quarters)	Q4 2020/21	36.55%	41.00%	Q1 2021/22	41.00%	41.00%	Q2 2021/22	43.90%	41.00%	Q3 2021/22	40.50%	41.00%	Q4 2021/22	38.50%	41.00%	Q1 2022/23	43.50%	41.00%	Q2 2022/23	41.20%	41.00%
		Quarter	Actual Value	Target (Quarters)																							
		Q4 2020/21	36.55%	41.00%																							
		Q1 2021/22	41.00%	41.00%																							
		Q2 2021/22	43.90%	41.00%																							
Q3 2021/22	40.50%	41.00%																									
Q4 2021/22	38.50%	41.00%																									
Q1 2022/23	43.50%	41.00%																									
Q2 2022/23	41.20%	41.00%																									
Current Value	Current Target	Current Value vs Target	RAG Status																								
Qu3 data not available until mid feb	41.00%																										
Previous Year Value	Previous Year Target	Trend																									
40.5%	41.00%																										
Latest Note, date and author																											
19-Dec-2022		Jo Froggatt																									
<p>While general waste volumes continue to fall, the high temperatures in the summer meant that less garden waste was collected than in Q1. The amount of recycling collected from the green lid bin and the blue lidded bin remain consistent</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																											
<p>Data collected from the following leisure centres, presented cumulatively:</p> <p>Kirkby: Festival Hall</p> <p>Sutton: Lammas</p> <p>Hucknall: Hucknall</p>		<p>(ADC)CORP/DLV/64 Number of user attendances at ADC leisure facilities</p>  <table><thead><tr><th>Quarter</th><th>Quarters</th><th>Target (Quarters)</th></tr></thead><tbody><tr><td>Q4 2020/21</td><td>0</td><td>0</td></tr><tr><td>Q1 2021/22</td><td>179,699</td><td>250,000</td></tr><tr><td>Q2 2021/22</td><td>447,597</td><td>500,000</td></tr><tr><td>Q3 2021/22</td><td>721,704</td><td>750,000</td></tr><tr><td>Q4 2021/22</td><td>1,078,109</td><td>1,000,000</td></tr><tr><td>Q1 2022/23</td><td>314,159</td><td>312,500</td></tr><tr><td>Q2 2022/23</td><td>614,065</td><td>625,000</td></tr><tr><td>Q3 2022/23</td><td>955,006</td><td>812,500</td></tr></tbody></table>		Quarter	Quarters	Target (Quarters)	Q4 2020/21	0	0	Q1 2021/22	179,699	250,000	Q2 2021/22	447,597	500,000	Q3 2021/22	721,704	750,000	Q4 2021/22	1,078,109	1,000,000	Q1 2022/23	314,159	312,500	Q2 2022/23	614,065	625,000	Q3 2022/23	955,006	812,500
		Quarter	Quarters	Target (Quarters)																										
		Q4 2020/21	0	0																										
		Q1 2021/22	179,699	250,000																										
		Q2 2021/22	447,597	500,000																										
Q3 2021/22	721,704	750,000																												
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Q3 2022/23	955,006	812,500																												
Current Value	Current Target	Current Value vs Target	RAG Status																											
955,006	812,500	142,506																												
Previous Year Value	Previous Year Target	Trend																												
721,704	750,000																													
Latest Note, date and author																														
By end December 2022 there were over 955,000 attendances at our leisure centres (a 33% increase compared to April to December 2021), returning to pre-pandemic levels, with 8,536 fitness members and 3,498 children and young people accessing swimming lessons. The opening of the new Kirkby Leisure Centre saw attendances rise to around 7,000 per month																														

Performance Indicator		Data Type	Officer(s) Responsible																											
Average void re-let time of Council Homes (DAYS)		Number	Caroline Greasley																											
<p>Formerly SPI027, SI174 - "Average time to re-let (days)" and BV212 (AHL-EC5)C1 Housemark Annual 15/16 F01 Pi#12 All standard re-lets carried out in the reporting period. Include transfers but do not include first lets, mutual exchanges or successions. The total number of re-lets should be the sum of the standard re-lets. This is the sum of the total number of calendar days properties were empty. It is measured in calendar days, between the date of termination of a previous tenancy or repossession (ie the first day from which rent loss is charged to voids), and the start date of a new tenancy (ie the last date from which the rent loss is charged to voids); subject to the exclusions listed below: Exclude periods where the property was empty due to: •An insurance claim because of fire or flood damage; awaiting or undergoing major repairs / structural work (ie modernisation) during which period it would be unsafe for them to be occupied •A governing body/sub-committee/council decision that they are not to be let because they are to be transferred •Reconfigured or disposed of/demolished or are surplus to long-term requirements Ensure you include: •Following completion of major repair work any subsequent period when the property is empty until the date it is re-let •Only properties that were re-let during the year to the end of the reporting year •The total number of days empty where a re-let period spans two reporting years.</p>		<p>(ADC)CORP/DLV/18 Average void re-let time of Council Homes (DAYS)</p> <table><thead><tr><th>Quarters</th><th>Target (Quarters)</th><th>Benchmarking</th></tr></thead><tbody><tr><td>Q4 2020/21</td><td>21.0</td><td>26.9</td></tr><tr><td>Q1 2021/22</td><td>21.0</td><td>30.3</td></tr><tr><td>Q2 2021/22</td><td>21.0</td><td>28.0</td></tr><tr><td>Q3 2021/22</td><td>21.0</td><td>27.2</td></tr><tr><td>Q4 2021/22</td><td>21.0</td><td>29.8</td></tr><tr><td>Q1 2022/23</td><td>21.0</td><td>27.0</td></tr><tr><td>Q2 2022/23</td><td>21.0</td><td>23.3</td></tr><tr><td>Q3 2022/23</td><td>21.0</td><td>23.7</td></tr></tbody></table>		Quarters	Target (Quarters)	Benchmarking	Q4 2020/21	21.0	26.9	Q1 2021/22	21.0	30.3	Q2 2021/22	21.0	28.0	Q3 2021/22	21.0	27.2	Q4 2021/22	21.0	29.8	Q1 2022/23	21.0	27.0	Q2 2022/23	21.0	23.3	Q3 2022/23	21.0	23.7
Quarters	Target (Quarters)	Benchmarking																												
Q4 2020/21	21.0	26.9																												
Q1 2021/22	21.0	30.3																												
Q2 2021/22	21.0	28.0																												
Q3 2021/22	21.0	27.2																												
Q4 2021/22	21.0	29.8																												
Q1 2022/23	21.0	27.0																												
Q2 2022/23	21.0	23.3																												
Q3 2022/23	21.0	23.7																												
Current Value	Current Target	Current Value vs Target	RAG Status																											
23.7	21.0	2.7																												
Previous Year Value	Previous Year Target	Trend																												
27.2	21.0																													
Latest Note, date and author																														
18-Nov-2022		Phil Warrington																												
Performance continues to improve but remains above target. Issue continues to be difficult to let bedsits in sheltered courts. Remove these from the figures and average days to let is significantly lower, well within target. Attempts are being made to promote and improve attractiveness of bedsits but they remain a property type of last resort.																														

Performance Indicator		Data Type	Officer(s) Responsible												
Percentage of non-decent homes of total council housing stock		Percentage	Neil Rowley												
<div>(Formerly KPI017a and NI158a) - to measure progress in ensuring all council homes meet the decent homes standard</div> <div>Annual Benchmarking Schedule- E04 Pi#08</div>		<div>(ADC)CORP/DLV/20 Percentage of non-decent homes of total council housing stock</div> <table><thead><tr><th>Quarter</th><th>Value</th></tr></thead><tbody><tr><td>Q4 2020/21</td><td>0.18%</td></tr><tr><td>Q1 2021/22</td><td>0.26%</td></tr><tr><td>Q2 2021/22</td><td>0.23%</td></tr><tr><td>Q3 2021/22</td><td>0.23%</td></tr><tr><td>Q4 2021/22</td><td>0.21%</td></tr></tbody></table>		Quarter	Value	Q4 2020/21	0.18%	Q1 2021/22	0.26%	Q2 2021/22	0.23%	Q3 2021/22	0.23%	Q4 2021/22	0.21%
		Quarter	Value												
		Q4 2020/21	0.18%												
		Q1 2021/22	0.26%												
		Q2 2021/22	0.23%												
Q3 2021/22	0.23%														
Q4 2021/22	0.21%														
Current Value vs Target		RAG Status													
No Qu3 data yet	0.30%														
Trend															
0.23%	0.30%														
Latest Note, date and author															

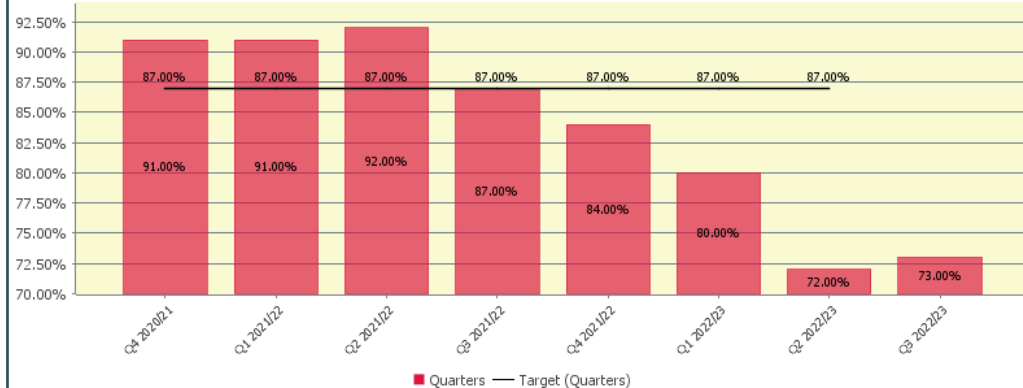
Performance Indicator		Data Type	Officer(s) Responsible																																				
Number of applicants prevented from becoming homeless		Number	Ian Scholes																																				
		<div>(ADC)CORP/DLV/47 Number of applicants prevented from becoming homeless</div> <table><caption>Quarterly Data for Applicants Prevented from Becoming Homeless</caption><thead><tr><th>Quarter</th><th>Quarters (Actual)</th><th>Target (Quarters)</th><th>Benchmarking</th></tr></thead><tbody><tr><td>Q4 2020/21</td><td>103</td><td>75</td><td></td></tr><tr><td>Q1 2021/22</td><td>74</td><td>75</td><td></td></tr><tr><td>Q2 2021/22</td><td>65</td><td>75</td><td></td></tr><tr><td>Q3 2021/22</td><td>90</td><td>75</td><td></td></tr><tr><td>Q4 2021/22</td><td>123</td><td>75</td><td></td></tr><tr><td>Q1 2022/23</td><td>97</td><td>75</td><td></td></tr><tr><td>Q2 2022/23</td><td>90</td><td>75</td><td></td></tr><tr><td>Q3 2022/23</td><td>96</td><td>75</td><td></td></tr></tbody></table>		Quarter	Quarters (Actual)	Target (Quarters)	Benchmarking	Q4 2020/21	103	75		Q1 2021/22	74	75		Q2 2021/22	65	75		Q3 2021/22	90	75		Q4 2021/22	123	75		Q1 2022/23	97	75		Q2 2022/23	90	75		Q3 2022/23	96	75	
		Quarter	Quarters (Actual)	Target (Quarters)	Benchmarking																																		
		Q4 2020/21	103	75																																			
		Q1 2021/22	74	75																																			
		Q2 2021/22	65	75																																			
Q3 2021/22	90	75																																					
Q4 2021/22	123	75																																					
Q1 2022/23	97	75																																					
Q2 2022/23	90	75																																					
Q3 2022/23	96	75																																					
Current Value	Current Target	Current Value vs Target	RAG Status																																				
283	225	58																																					
Previous Year Value	Previous Year Target	Trend																																					
229	225																																						
Latest Note, date and author																																							
24-Jan-2023		Ian Scholes																																					
Positive and proactive work has seen the number of preventions increase albeit slightly on the previous quarter and compared to the same quarter last year.																																							
This is set against a backdrop of a very challenging housing market. Circa 40% of assessments completed by the Housing Options Team were due to the ending of an assured shorthold tenancy. Options to assist these households back into alternative privately rented accommodation are limited. This is due to increasing rents (market forces and landlords passing on their additional costs) which outstrip the Local Housing Allowance meaning that properties are seldom affordable to households in receipt of benefits. The team have access to funds to assist customers with deposits or rent in advance but are unable to assist where properties are unaffordable. It is also noted that a number of approaches due to the ending of a tenancy happened because the landlord was selling up. Approaches to the Housing Options Team due to domestic abuse remain stubbornly high and it is not likely that homelessness under these circumstances can be prevented. There is also a shortage of council properties that are available which has a further impact on alternative housing options. Figures from tenancy sustainment remain high contributing to the total amount of preventions where residents are able to remain in their (council) properties. Figures from the Complex Case Team are stable reflecting the customer base.																																							




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	Beverly Abbott; Chantelle Miller																											
The proportion of our tenants as a % of the total number of tenants who remain in their tenancy over 6 months or more following targeted support provided by either our Tenancy Sustainment Officers.		<div>(ADC)CORP/DLV/53 Proportion of tenants who remain in their tenancy for 6 months or more following the completion of the support package</div>  <table><caption>Data for Tenancy Sustainment Performance Chart</caption><thead><tr><th>Quarter</th><th>Current Value (%)</th><th>Target (%)</th></tr></thead><tbody><tr><td>Q4 2020/21</td><td>100%</td><td>95%</td></tr><tr><td>Q1 2021/22</td><td>100%</td><td>95%</td></tr><tr><td>Q2 2021/22</td><td>100%</td><td>95%</td></tr><tr><td>Q3 2021/22</td><td>100%</td><td>95%</td></tr><tr><td>Q4 2021/22</td><td>100%</td><td>95%</td></tr><tr><td>Q1 2022/23</td><td>100%</td><td>95%</td></tr><tr><td>Q2 2022/23</td><td>100%</td><td>95%</td></tr><tr><td>Q3 2022/23</td><td>100%</td><td>95%</td></tr></tbody></table>		Quarter	Current Value (%)	Target (%)	Q4 2020/21	100%	95%	Q1 2021/22	100%	95%	Q2 2021/22	100%	95%	Q3 2021/22	100%	95%	Q4 2021/22	100%	95%	Q1 2022/23	100%	95%	Q2 2022/23	100%	95%	Q3 2022/23	100%	95%
Quarter	Current Value (%)	Target (%)																												
Q4 2020/21	100%	95%																												
Q1 2021/22	100%	95%																												
Q2 2021/22	100%	95%																												
Q3 2021/22	100%	95%																												
Q4 2021/22	100%	95%																												
Q1 2022/23	100%	95%																												
Q2 2022/23	100%	95%																												
Q3 2022/23	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																														
06-Jan-2023		Beverly Abbott																												
In June 2022 there were 14 cases where Tenancy Sustainment support ended. Of these,13 tenants still remain in their tenancy. One tenant terminated their tenancy as they were ill so went to live with relatives. This case has been excluded from the figures as the Tenancy Sustainment Team could not have prevented this from happening.																														
There are no unsuccessful tenancies to report.																														

Performance Indicator		Data Type	Officer(s) Responsible																																				
Number of Council Tenants assisted with welfare and money management advice		Number	Chantelle Miller																																				
<p>The number of ADC tenants that have been provided with targeted support through either our Tenancy Sustainment Officers or Money Management Advisers.</p>		<p>(ADC)CORP/DLV/54 Number of Council Tenants assisted with welfare and money management advice</p> <table><thead><tr><th>Quarter</th><th>Quarters</th><th>Target (Quarters)</th><th>Benchmarking</th></tr></thead><tbody><tr><td>Q4 2020/21</td><td>574</td><td>900</td><td>900</td></tr><tr><td>Q1 2021/22</td><td>180</td><td>225</td><td>225</td></tr><tr><td>Q2 2021/22</td><td>390</td><td>450</td><td>450</td></tr><tr><td>Q3 2021/22</td><td>743</td><td>675</td><td>675</td></tr><tr><td>Q4 2021/22</td><td>970</td><td>900</td><td>900</td></tr><tr><td>Q1 2022/23</td><td>218</td><td>237</td><td>237</td></tr><tr><td>Q2 2022/23</td><td>412</td><td>475</td><td>475</td></tr><tr><td>Q3 2022/23</td><td>637</td><td>713</td><td>713</td></tr></tbody></table>		Quarter	Quarters	Target (Quarters)	Benchmarking	Q4 2020/21	574	900	900	Q1 2021/22	180	225	225	Q2 2021/22	390	450	450	Q3 2021/22	743	675	675	Q4 2021/22	970	900	900	Q1 2022/23	218	237	237	Q2 2022/23	412	475	475	Q3 2022/23	637	713	713
		Quarter	Quarters	Target (Quarters)	Benchmarking																																		
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Q3 2022/23	637	713	713																																				
Current Value	Current Target	Current Value vs Target	RAG Status																																				
637	713	-76																																					
Previous Year Value	Previous Year Target	Trend																																					
743	675																																						
Latest Note, date and author																																							
09-Jan-2023		Peter Curry																																					
<p>The pre-tenancy process now provided by the Money Management Advice Team has been reviewed to strengthen affordability checks and encourage a ‘rent first’ culture. 637 tenants, between April and December 2022, have been assisted with welfare and money management advice, and all tenancy support cases have been able to successfully remain in their tenancy following targeted support. Support is promoted through the Tenant Magazine and in correspondence, conversations, and home visits.</p> <p>Tenancy sustainment - 264</p> <p>Money management advice - 373</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	Melanie Berry; Jo Jones																		
<p>Formerly NI157a - To ensure local planning authorities determine planning applications in a timely manner.</p> <p>This indicator measures the percentage of planning applications dealt with in a timely manner. Averaging out performance across very different types of application would render any target as meaningless. Therefore we have broken them down into four broad categories: major, minor, other, and a measure for all county matter applications. The fourth category only applies to county councils and those authorities who determine predominantly county level minerals and waste applications.</p>		<p>(ADC)CORP/DLV/41 Processing of major planning applications within 13 weeks - by quarter - cumulative year-end data</p> <table><thead><tr><th>Quarters</th><th>Target (Quarters)</th></tr></thead><tbody><tr><td>Q4 2020/21</td><td>75.00%</td></tr><tr><td>Q1 2021/22</td><td>75.00%</td></tr><tr><td>Q2 2021/22</td><td>75.00%</td></tr><tr><td>Q3 2021/22</td><td>75.00%</td></tr><tr><td>Q4 2021/22</td><td>75.00%</td></tr><tr><td>Q1 2022/23</td><td>75.00%</td></tr><tr><td>Q2 2022/23</td><td>75.00%</td></tr><tr><td>Q3 2022/23</td><td>75.00%</td></tr></tbody></table>		Quarters	Target (Quarters)	Q4 2020/21	75.00%	Q1 2021/22	75.00%	Q2 2021/22	75.00%	Q3 2021/22	75.00%	Q4 2021/22	75.00%	Q1 2022/23	75.00%	Q2 2022/23	75.00%	Q3 2022/23	75.00%
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Q3 2022/23	75.00%																				
Current Value	Current Target	Current Value vs Target	RAG Status																		
95.00%	75.00%	+20%																			
Previous Year Value	Previous Year Target	Trend																			
96.00%	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	Melanie Berry; 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><caption>Quarterly Performance Data (Estimated from Chart)</caption><thead><tr><th>Quarter</th><th>Current Value (%)</th><th>Target (%)</th></tr></thead><tbody><tr><td>Q4 2020/21</td><td>91.00%</td><td>87.00%</td></tr><tr><td>Q1 2021/22</td><td>91.00%</td><td>87.00%</td></tr><tr><td>Q2 2021/22</td><td>92.00%</td><td>87.00%</td></tr><tr><td>Q3 2021/22</td><td>87.00%</td><td>87.00%</td></tr><tr><td>Q4 2021/22</td><td>84.00%</td><td>87.00%</td></tr><tr><td>Q1 2022/23</td><td>80.00%</td><td>87.00%</td></tr><tr><td>Q2 2022/23</td><td>72.00%</td><td>87.00%</td></tr><tr><td>Q3 2022/23</td><td>73.00%</td><td>87.00%</td></tr></tbody></table>		Quarter	Current Value (%)	Target (%)	Q4 2020/21	91.00%	87.00%	Q1 2021/22	91.00%	87.00%	Q2 2021/22	92.00%	87.00%	Q3 2021/22	87.00%	87.00%	Q4 2021/22	84.00%	87.00%	Q1 2022/23	80.00%	87.00%	Q2 2022/23	72.00%	87.00%	Q3 2022/23	73.00%	87.00%
Quarter	Current Value (%)	Target (%)																												
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Q3 2022/23	73.00%	87.00%																												
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73.00%	87.00%	-14%	<div></div>																											
Previous Year Value	Previous Year Target	Trend																												
87.00%	87.00%	<div></div>																												
Latest Note, date and author																														
Planning performance has slipped due to shortage of resource, increased numbers, and backlog. The team has done remarkably well to minimise the impacts on performance considering resource issues which have included vacant posts. Officers have reported that the handheld devices have made a real difference to them. The section is keen to press for further digitalisation particularly in the policy area and work has now commenced, led by the Digital Team, to identify technical business requirements																														

Performance Indicator		Data Type	Officer(s) Responsible																											
Processing of other planning applications within eight weeks - by quarter - cumulative year-end data		Percentage	Melanie Berry; 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><caption>Quarterly Performance Data</caption><thead><tr><th>Quarter</th><th>Current Value (%)</th><th>Target (%)</th></tr></thead><tbody><tr><td>Q4 2020/21</td><td>86.00%</td><td>94.00%</td></tr><tr><td>Q1 2021/22</td><td>89.00%</td><td>94.00%</td></tr><tr><td>Q2 2021/22</td><td>90.00%</td><td>94.00%</td></tr><tr><td>Q3 2021/22</td><td>88.00%</td><td>94.00%</td></tr><tr><td>Q4 2021/22</td><td>81.00%</td><td>94.00%</td></tr><tr><td>Q1 2022/23</td><td>73.00%</td><td>94.00%</td></tr><tr><td>Q2 2022/23</td><td>71.00%</td><td>94.00%</td></tr><tr><td>Q3 2022/23</td><td>73.00%</td><td>94.00%</td></tr></tbody></table>		Quarter	Current Value (%)	Target (%)	Q4 2020/21	86.00%	94.00%	Q1 2021/22	89.00%	94.00%	Q2 2021/22	90.00%	94.00%	Q3 2021/22	88.00%	94.00%	Q4 2021/22	81.00%	94.00%	Q1 2022/23	73.00%	94.00%	Q2 2022/23	71.00%	94.00%	Q3 2022/23	73.00%	94.00%
		Quarter	Current Value (%)	Target (%)																										
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**Our People
(ADC) Valuing Our People**

Performance Indicator		Data Type	Officer(s) Responsible																											
Average days' absence per FTE		Number	Kate Hill; Nikki Morris																											
Formerly CI004, then SPI071 then KPI039b - "Levels of sickness - number of days sick per FTE"		<div>(ADC)CORP/VOP/02 Average days' absence per FTE</div> <table><caption>Average days' absence per FTE Data</caption><thead><tr><th>Quarter</th><th>Quarters (Actual)</th><th>Target (Quarters)</th></tr></thead><tbody><tr><td>Q4 2020/21</td><td>8.02</td><td>9.50</td></tr><tr><td>Q1 2021/22</td><td>2.08</td><td>4.37</td></tr><tr><td>Q2 2021/22</td><td>5.00</td><td>4.75</td></tr><tr><td>Q3 2021/22</td><td>6.97</td><td>6.33</td></tr><tr><td>Q4 2021/22</td><td>11.44</td><td>9.50</td></tr><tr><td>Q1 2022/23</td><td>1.68</td><td>3.63</td></tr><tr><td>Q2 2022/23</td><td>4.41</td><td>4.38</td></tr><tr><td>Q3 2022/23</td><td>7.29</td><td>7.00</td></tr></tbody></table>		Quarter	Quarters (Actual)	Target (Quarters)	Q4 2020/21	8.02	9.50	Q1 2021/22	2.08	4.37	Q2 2021/22	5.00	4.75	Q3 2021/22	6.97	6.33	Q4 2021/22	11.44	9.50	Q1 2022/23	1.68	3.63	Q2 2022/23	4.41	4.38	Q3 2022/23	7.29	7.00
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Previous Year Value	Previous Year Target	Trend																												
6.97	6.33																													
Latest Note, date and author																														
19-Jan-2023		Nikki Morris																												
Q3 data is reporting October and November data only. December data not currently available.																														
5.09 FTE due to long term absence and 2.2 FTE due to short term absence																														

