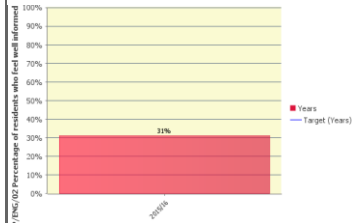
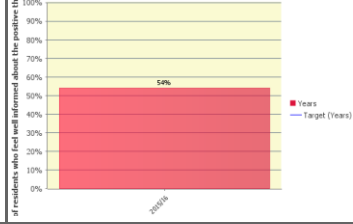
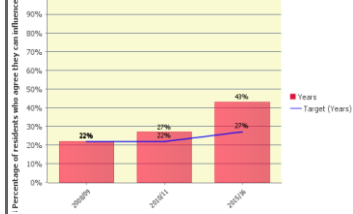


Corporate Scorecard Performance Report

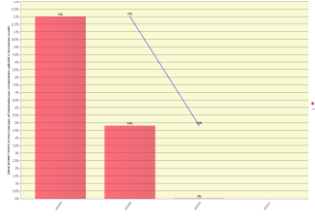
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Community and Customer

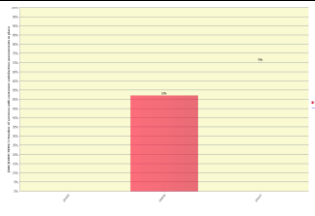
Customer Engagement

Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/ENG/01 Success of engagement activity	New PI in development through Organisation Wide Customer Service Review							Q2 2016/17
(ADC)CORP/ENG/02 Percentage of residents who feel well informed about the budget	31% (2015/16)	New PI 2016	New	New	Aim to Maximise	 <p>Percentage of residents who feel well informed about the budget</p>	Place Survey Measure - March 2016	2015/16
(ADC)CORP/ENG/03 Percentage of residents who feel well informed about the positive things the Council does for the local area	54% (2015/16)	New PI 2016	New	New	Aim to Maximise	 <p>Percentage of residents who feel well informed about the positive things the Council does for the local area</p>	Place Survey Measure - March 2016	2015/16
(ADC)CORP/ENG/04 Percentage of residents who agree they can influence decisions in their local area	43% (2015/16)	27%	✔	↑	Aim to Maximise	 <p>Percentage of residents who agree they can influence decisions in their local area</p>	Place Survey Measure - March 2016. Target based on improving performance from previous survey in 2010/11	2015/16



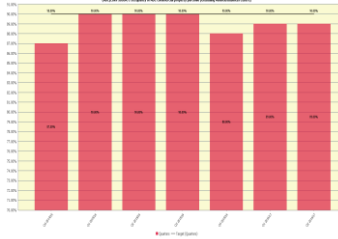
Customer Satisfaction																	
Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update									
(ADC)CORP/STFS/1 Resident satisfaction with the way the Council runs things	76% (2015/16)	35%	🟢	↑	Aim to Maximise	<table border="1"> <caption>(ADC)CORP/STFS/1 Resident satisfaction with the way the Council runs things</caption> <thead> <tr> <th>Year</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2010/11</td> <td>-</td> <td>35%</td> </tr> <tr> <td>2015/16</td> <td>76%</td> <td>-</td> </tr> </tbody> </table>	Year	Actual (%)	Target (%)	2010/11	-	35%	2015/16	76%	-	Place Survey Measure – March 2016. Target based on improving performance from previous survey in 2010/11	2015/16
Year	Actual (%)	Target (%)															
2010/11	-	35%															
2015/16	76%	-															
(ADC)CORP/STFS/2 Percentage of residents who agree that the council acts on concerns of residents	61% (2015/16)	37%	🟢	↑	Aim to Maximise	<table border="1"> <caption>(ADC)CORP/STFS/2 Percentage of residents who agree that the council acts on concerns of residents</caption> <thead> <tr> <th>Year</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2010/11</td> <td>-</td> <td>37%</td> </tr> <tr> <td>2015/16</td> <td>61%</td> <td>-</td> </tr> </tbody> </table>	Year	Actual (%)	Target (%)	2010/11	-	37%	2015/16	61%	-	Place Survey Measure – March 2016. Target based on improving performance from previous survey in 2010/11	2015/16
Year	Actual (%)	Target (%)															
2010/11	-	37%															
2015/16	61%	-															
(ADC)CORP/STFS/3 Resident satisfaction that the council staff are friendly and polite	84% (2015/16)	New PI 2016	New	New	Aim to Maximise	<table border="1"> <caption>(ADC)CORP/STFS/3 Resident satisfaction that the council staff are friendly and polite</caption> <thead> <tr> <th>Year</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>84%</td> <td>-</td> </tr> </tbody> </table>	Year	Actual (%)	Target (%)	2015/16	84%	-	Place Survey Measure – March 2016	2015/16			
Year	Actual (%)	Target (%)															
2015/16	84%	-															
(ADC)CORP/STFS/4 Resident perception that the Council is easy to contact	81% (2015/16)	New PI 2016	New	New	Aim to Maximise	<table border="1"> <caption>(ADC)CORP/STFS/4 Resident perception that the Council is easy to contact</caption> <thead> <tr> <th>Year</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>81%</td> <td>-</td> </tr> </tbody> </table>	Year	Actual (%)	Target (%)	2015/16	81%	-	Place Survey Measure – March 2016	2015/16			
Year	Actual (%)	Target (%)															
2015/16	81%	-															
(ADC)CORP/STFS/5 Resident perception the Council responds quickly	64% (2015/16)	New PI 2016	New	New	Aim to Maximise	<table border="1"> <caption>(ADC)CORP/STFS/5 Resident perception the Council responds quickly</caption> <thead> <tr> <th>Year</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>64%</td> <td>-</td> </tr> </tbody> </table>	Year	Actual (%)	Target (%)	2015/16	64%	-	Place Survey Measure – March 2016	2015/16			
Year	Actual (%)	Target (%)															
2015/16	64%	-															



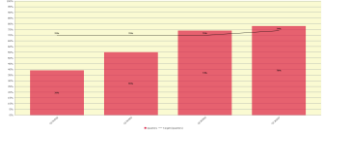


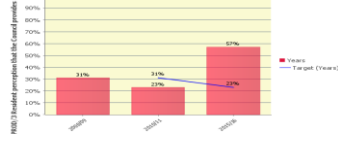
Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/STFS/6 Percentage of Ombudsman complaints upheld v decisions made	0% (2015/16)	4.8%	🟢	⬆️	Aim to Minimise		0 out of 17 decisions upheld	2015/16


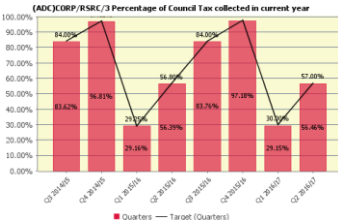
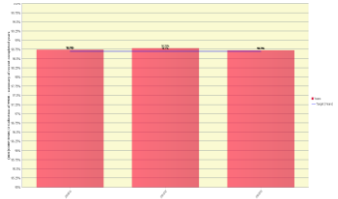
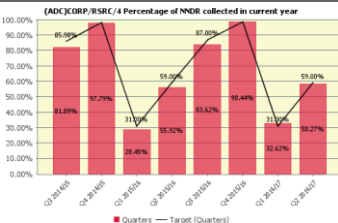
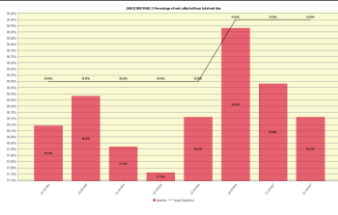
Service Standards

Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/SERV/1 Number of services with customer satisfaction assessments in place	52% (2015/16)	New PI - no target set 2015/16	New	New	Aim to Maximise		6 services are planning to undertake new customer satisfaction measuring in 2016/17. This will increase perf to over 80% Target 70% 2016/17	2015/16
(ADC)CORP/SERV/2 Corporate service standards	New PI in development through Organisation Wide Customer Service Review							Q2 2016/17

Funding the Future Perspective

Better Use of Assets								
Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/BUOA/1 Occupancy of ADC commercial property portfolio (excluding Ashfield Business Centre)	89.00%	90.00%			Aim to Maximise		The occupation of Council commercial property is close to the target of 90%, and we have been able to replace vacating tenants with new tenants insuring the percentage occupancy remains stable whilst actively seeking additional tenants to increase the overall occupancy in future quarters.	Q2 2016/17
(ADC)CORP/BUOA/2 rate of return for existing assets	Definition currently being agreed by Commercial and Finance Teams, to enable baseline to be measured for 2016/17							Q2 2016/17
(ADC)CORP/BUOA/3 return on investment for new assets	Definition currently being agreed by Commercial and Finance Teams, to enable baseline to be measured for 2016/17							Q2 2016/17

Productivity								
Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/PROD/2 Overall performance improvement	78%	74%			Aim to Maximise			Q2 2016/17
(ADC)CORP/PROD/3 Resident perception that the Council provides good Value for Money	57% (2015/16)	23%			Aim to Maximise		Place Survey Measure - March 2016. Target based on improving performance from previous survey in 2010/11	2015/16
(ADC)CORP/PROD/4 Overall performance v target	83%	New PI	New	New	Aim to Maximise		83% met or above target, further 8% within 10% of target	Q2 2016/17

Resources								
Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/RSRC/1 Collection of council tax – summary of recent completed years	99.21% (2012/13)	99.2%	🟢	⬇️	Aim to Maximise		Because of the size of the overall council tax debit (£60m) it can take up to four years to collect the tax for any given year	2012/13 updated in 2016/17
(ADC)CORP/RSRC/3 Percentage of Council Tax collected in current year	56.46%	57.00%	🟡	⬆️	Aim to Maximise		The 0.54% variance is within a reasonable tolerance	Q2 2016/17
(ADC)CORP/RSRC/2 Collection of NNDR – summary of recent completed years	98.69%	98.7%	🟢	⬇️	Aim to Maximise		Because of the size of the overall council tax debit (£33m) it can take up to four years to collect the tax for any given year	2012/13 updated in 2016/17
(ADC)CORP/RSRC/4 Percentage of NNDR collected in current year	58.27%	59.00%	🟡	⬆️	Aim to Maximise		The 0.73% variance is within a reasonable tolerance	Q2 2016/17
(ADC)CORP/RSRC/5 Percentage of rent collected from total rent due	98.21%	99.00%	🟢	⬆️	Aim to Maximise		Performance remains high though slightly under target, Various additional actions have been planned in over the coming months including changes to rents ICT system which will assist with income recovery.	Q2 2016/17

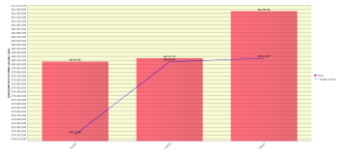
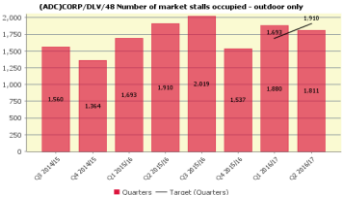
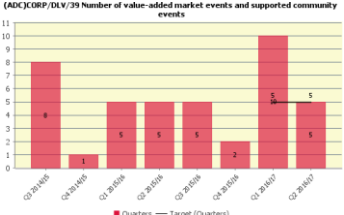

Organisational Effectiveness

Delivery

Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/DLV/01 Delivery of Corporate plan % of actions implemented or on track	92%	90%	✔	↑	Aim to Maximise		Much as there are still many projects to complete, only 8% across the whole Corporate Plan are off track	2016/17

Delivery - Health and Wellbeing Priority

Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/DLV/32 Number of user attendances at ADC leisure facilities	725,376	715,000	✔	↑	Aim to Maximise		Despite uncertainties surrounding the leisure centre review, attendance continues to gain ground and further enhanced by the inclusion of community based activity attendances organised by the leisure operator	Q2 2016/17
(ADC)CORP/DLV/33 Percentage of physically active adults in Ashfield	57.4% (2015 data)	56.8%	✔	↑	Aim to Maximise		Public Health England Health Profile Ashfield 2016 – % adults achieving at least 150 mins physical activity per week in 2015	2016/17

Delivery - Regeneration Priority								
Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/DLV/35 NNDR rateable value	£81,349,726	£80,151,729	✓	↑	Aim to Maximise			2016/17 (qu2)
(ADC)CORP/DLV/48 Number of market stalls occupied – outdoor only	3,691	3,603	✓	↑	Aim to Maximise		Graphical data shown is quarter by quarter. Cumulative position qu2 compared to same period last year indicates improved occupation levels (3,603 qu 2 2015/16)	Qu 2 2016/17
(ADC)CORP/DLV/39 Number of value-added market events and supported community events	15	10	✓	↑	Aim to Maximise		Graphical data shown is quarter by quarter. Cumulative position qu2 compared to same period last year indicates improvement (10 qu 2 2015/16)	Q2 2016/17
(ADC)CORP/DLV/40 Vacancy rate of town centre units	10.75%	<16%	✓	↑	Aim to Minimise		Data from Ashfield Retail Study undertaken in January 2016. This data will now be updated every 6 months	2015/16
(ADC)CORP/DLV/49 Number of commercial empty properties brought back into use	New measure, definition currently being finalised to enable 2016/17 position to be reported							Q2 2016/17
(ADC)CORP/DLV/50 Number of dilapidated buildings visually improved	New measure, definition currently being finalised to enable 2016/17 position to be reported							Q2 2016/17

Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/DLV/41 Processing of major planning applications within 13 weeks – by quarter – cumulative year-end data	76.00%	75.00%	🟢	↓	Aim to Maximise		This is 1% higher than the Government target. This is an acceptable level for performance. Trends will always fluctuate up and down. This is particular the case when you are dealing with small numbers of major applications. There were 7 majors determined in this period. There are occasional delays as majors are more likely to be pushed back from committee to look again for further contributions even with viability assessment. However, the figures show that we are on track when we are able to use Extension of Time agreements and is an excellent return on the basis of the staffing difficulties we have with major projects as we still do not have a permanent member of staff in place despite recruitment attempts.	Q2 2016/17
(ADC)CORP/DLV/42 Processing of minor planning applications within eight weeks – by quarter – cumulative year-end data	87.00%	87.00%	🟢	↓	Aim to Maximise		This is on Government target for the New Year. We've had new staff join us who are bedding in extremely well into the section and have worked extremely hard to determine more applications received than in the previous year for this quarter level this year than in previous years. There is no need to maximise the figure but we choose to determine applications quickly to provide good service	Q2 2016/17

Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
							delivery to our residents and customers.	
(ADC)CORP/DLV/43 Processing of other planning applications within eight weeks – by quarter – cumulative year-end data	94.00%	94.00%	🟢	↓	Aim to Maximise		Again this is on target and shows that we have applied resources evenly to ensure Government targets are met. Again there is an upswing in the numbers determined overall for this quarter which again demonstrates a good response from the team.	Q2 2016/17

Delivery - Housing Priority								
Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/DLV/11 Number of homeless people due to DV	11	50	🟢	↑	Aim to Minimise			Q2 2016/17
(ADC)CORP/DLV/19 Number of supported housing units available across the district	6	3	🟢	New	Aim to Maximise		New PI 2016/17	2016/17

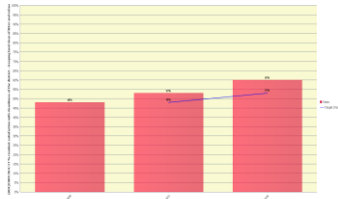
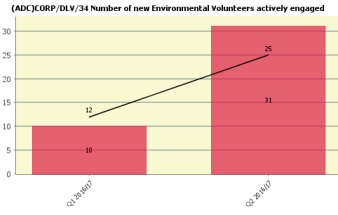
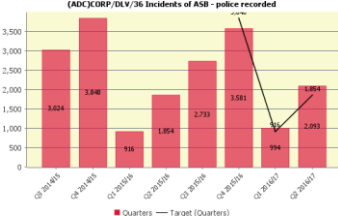
Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update																											
(ADC)CORP/DLV/47 Number of households prevented from becoming homeless each quarter	64	25	🟢	↑	Aim to Maximise	<p>(ADC)CORP/DLV/47 Number of households prevented from becoming homeless each quarter</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q2-2016/17</td><td>14</td><td>25</td></tr> <tr><td>Q3-2016/17</td><td>13</td><td>25</td></tr> <tr><td>Q4-2016/17</td><td>19</td><td>25</td></tr> <tr><td>Q1-2017/18</td><td>15</td><td>25</td></tr> <tr><td>Q2-2017/18</td><td>24</td><td>25</td></tr> <tr><td>Q3-2017/18</td><td>32</td><td>25</td></tr> <tr><td>Q4-2017/18</td><td>44</td><td>25</td></tr> <tr><td>Q1-2018/19</td><td>25</td><td>25</td></tr> </tbody> </table>	Quarter	Actual	Target	Q2-2016/17	14	25	Q3-2016/17	13	25	Q4-2016/17	19	25	Q1-2017/18	15	25	Q2-2017/18	24	25	Q3-2017/18	32	25	Q4-2017/18	44	25	Q1-2018/19	25	25		Q2 2016/17
Quarter	Actual	Target																																	
Q2-2016/17	14	25																																	
Q3-2016/17	13	25																																	
Q4-2016/17	19	25																																	
Q1-2017/18	15	25																																	
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Q3-2017/18	32	25																																	
Q4-2017/18	44	25																																	
Q1-2018/19	25	25																																	
(ADC)CORP/DLV/22 Number of long-term empty homes and derelict brought back into use	91	50	🟢	↓	Aim to Maximise	<p>(ADC)CORP/DLV/22 Number of long-term empty homes and derelict brought back into use</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q2-2016/17</td><td>41</td><td>50</td></tr> <tr><td>Q3-2016/17</td><td>45</td><td>50</td></tr> <tr><td>Q4-2016/17</td><td>45</td><td>50</td></tr> <tr><td>Q1-2017/18</td><td>45</td><td>50</td></tr> <tr><td>Q2-2017/18</td><td>48</td><td>50</td></tr> <tr><td>Q3-2017/18</td><td>42</td><td>50</td></tr> <tr><td>Q4-2017/18</td><td>63</td><td>50</td></tr> <tr><td>Q1-2018/19</td><td>91</td><td>50</td></tr> </tbody> </table>	Quarter	Actual	Target	Q2-2016/17	41	50	Q3-2016/17	45	50	Q4-2016/17	45	50	Q1-2017/18	45	50	Q2-2017/18	48	50	Q3-2017/18	42	50	Q4-2017/18	63	50	Q1-2018/19	91	50	New officer in post after loss of officer, expected to exceed q3&q4. Measures are currently being determined to understand progress against tackling all dilapidated building tenures	Q2 2016/17
Quarter	Actual	Target																																	
Q2-2016/17	41	50																																	
Q3-2016/17	45	50																																	
Q4-2016/17	45	50																																	
Q1-2017/18	45	50																																	
Q2-2017/18	48	50																																	
Q3-2017/18	42	50																																	
Q4-2017/18	63	50																																	
Q1-2018/19	91	50																																	
(ADC)CORP/DLV/02 Number of social housing tenants downsizing to release family homes (housed through Relocation Plus Service)	39	30	🟢	↑	Aim to Maximise	<p>(ADC)CORP/DLV/02 Number of social housing tenants downsizing to release family homes (housed through Relocation Plus Service)</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q2-2016/17</td><td>15</td><td>30</td></tr> <tr><td>Q2-2017/18</td><td>39</td><td>30</td></tr> </tbody> </table>	Quarter	Actual	Target	Q2-2016/17	15	30	Q2-2017/18	39	30	This figure is cumulative – at the end of September 39 households had downsized and released family homes. To date (November) 50 households have now downsized under the Relocation Plus scheme exceeding the target. The service has been extended until the end of March 2017 with a revised target of 65 by this date.	Q2 2016/17																		
Quarter	Actual	Target																																	
Q2-2016/17	15	30																																	
Q2-2017/18	39	30																																	
(ADC)CORP/DLV/03 Number of new affordable homes delivered during the year	54	50	🟢	↑	Aim to Maximise	<p>(ADC)CORP/DLV/03 Number of new affordable homes delivered during the year</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q2-2016/17</td><td>14</td><td>50</td></tr> <tr><td>Q3-2016/17</td><td>40</td><td>50</td></tr> <tr><td>Q2-2017/18</td><td>54</td><td>50</td></tr> </tbody> </table>	Quarter	Actual	Target	Q2-2016/17	14	50	Q3-2016/17	40	50	Q2-2017/18	54	50	54 new affordable units delivered in Sutton during quarter 2 – 6 x 1 bed flats, 20 x 2 bed houses, 26 x 3 bed houses and x 2 2 bed bungalows – built by East Midlands Housing Association and 100% let though the Councils housing register	Q2 2016/17															
Quarter	Actual	Target																																	
Q2-2016/17	14	50																																	
Q3-2016/17	40	50																																	
Q2-2017/18	54	50																																	

Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/DLV/04 Number of Women supported and housed through the Refuge units (that had positive outcome)	4	12	🔴	↑	Aim to Maximise	<p>(ADC)CORP/DLV/04 Number of Women supported and housed through the Refuge units (that had positive outcome)</p>	There were 5 moves during the second quarter, 4 were positive planned moves and one woman abandoned the property. A 'positive' outcome is moved on to safe and secure alternative accommodation.	Q2 2016/17
(ADC)CORP/DLV/05 Regeneration on Warwick Close – bring x 9 derelict homes back into use	0	0	🟢	New	Aim to Maximise	<p>(ADC)CORP/DLV/05 Regeneration on Warwick Close – bring x 9 derelict homes back into use during year</p>	This is an annual figure – target to bring the 9 empty homes back into use and let through a local lettings policy by the end of March 2017	Q2 2016/17
(ADC)CORP/DLV/07 Disabled facility grant – number of grants delivered	42	32.5	🟢	↑	Aim to Maximise	<p>(ADC)CORP/DLV/07 Disabled facility grant – number of grants delivered</p>		Q2 2016/17
(ADC)CORP/DLV/18 Average void re-let time (DAYS)	23.1	21.0	🔴	▬	Aim to Minimise	<p>(ADC)CORP/DLV/18 Average void re-let time (DAYS)</p>	Performance, although slightly down, remains well in target. A small number of difficult to let studio flats affected the performance figure during the month. Expect performance to improve by year end	Q2 2016/17
(ADC)CORP/DLV/20 Percentage of non-decent homes of total housing stock	0.55%	0.50%	🔴	↓	Aim to Minimise	<p>(ADC)CORP/DLV/20 Percentage of non-decent homes of total housing stock</p>	Performance has recently improved with quarter 3 data indicating only 0.35% non-decency (24 properties). This includes 4 properties which cannot be worked on at present comprising 3 bedsits at Sherwood Court (adjacent to tenanted bedsits such that the conversion works to	Q2 2016/17

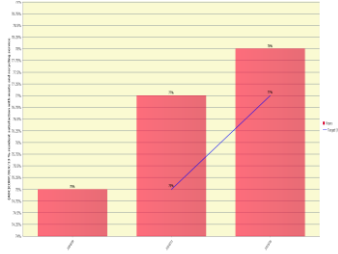
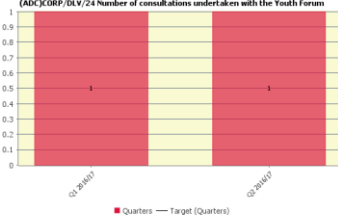
Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
							make a pair of bedsit into a one bedroom flat cannot take place until the adjacent bedsit becomes void), and Lawn House which requires a decision making regarding its future.	
(ADC)CORP/DLV/09 Number of properties inspected end enforcement action taken to mitigate cold hazards	205	100	🟢	↑	Aim to Maximise		Officers working at high levels with targeted enforcement which yields greater results in Q2/Q3/Q4 due to seasonality issues (Spring is often much lower Q1).	Q2 2016/17
(ADC)CORP/DLV/10 Number of properties inspected end enforcement action taken to mitigate damp and mould	129	50	🟢	↑	Aim to Maximise		Officers continue to target disrepair at a high level – figure shows cases identified and eliminated within the quarter	Q2 2016/17

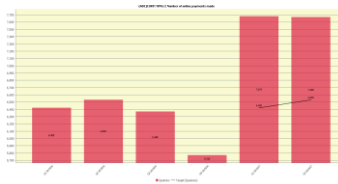

Delivery - Place and Communities Priority								
Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/DLV/14 Number of resident-generated service requests received – litter	245	283	🟢	↑	Aim to Minimise		In partnership with Keep Britain Tidy a campaign against vehicle litter has been underway in Ashfield which has seen a 45% reduction in litter in the targeted areas. This approach will be rolled out across the district to target hot spot areas where fast food litter is often found.	Q2 2016/17

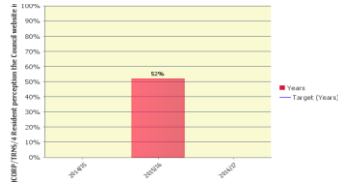


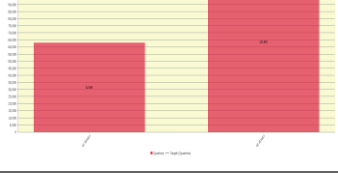
Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update																											
(ADC)CORP/DLV/15 Number of resident-generated service requests received – dog fouling	113	130	🟢	⬆️	Aim to Minimise	<p>(ADC)CORP/DLV/15 Number of resident-generated service requests received – dog fouling</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q2 2016/17</td><td>263</td><td>130</td></tr> <tr><td>Q3 2016/17</td><td>40</td><td>130</td></tr> <tr><td>Q4 2016/17</td><td>42</td><td>130</td></tr> <tr><td>Q1 2017/17</td><td>136</td><td>130</td></tr> <tr><td>Q2 2017/17</td><td>204</td><td>130</td></tr> <tr><td>Q3 2017/17</td><td>160</td><td>130</td></tr> <tr><td>Q4 2017/17</td><td>63</td><td>130</td></tr> <tr><td>Q1 2018/17</td><td>113</td><td>130</td></tr> </tbody> </table>	Quarter	Actual	Target	Q2 2016/17	263	130	Q3 2016/17	40	130	Q4 2016/17	42	130	Q1 2017/17	136	130	Q2 2017/17	204	130	Q3 2017/17	160	130	Q4 2017/17	63	130	Q1 2018/17	113	130	Hard hitting imagery that highlights the impact dog fouling has on the area and citizens has helped to support a reduction in instances of dog fouling in the district, however the anticipated seasonal increase in dog fouling due to the dark nights is anticipated and the 'we're watching you' glow in the dark campaign signs are being moved into hot spot areas to continue to tackle the issue.	Q2 2016/17
Quarter	Actual	Target																																	
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(ADC)CORP/DLV/16 Number of resident-generated service requests received – fly-tipping	336	286	🔴	⬇️	Aim to Minimise	<p>(ADC)CORP/DLV/16 Number of resident-generated service requests received – fly-tipping</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q2 2016/17</td><td>439</td><td>286</td></tr> <tr><td>Q3 2016/17</td><td>560</td><td>286</td></tr> <tr><td>Q4 2016/17</td><td>145</td><td>286</td></tr> <tr><td>Q1 2017/17</td><td>296</td><td>286</td></tr> <tr><td>Q2 2017/17</td><td>424</td><td>286</td></tr> <tr><td>Q3 2017/17</td><td>575</td><td>286</td></tr> <tr><td>Q4 2017/17</td><td>164</td><td>286</td></tr> <tr><td>Q1 2018/17</td><td>336</td><td>286</td></tr> </tbody> </table>	Quarter	Actual	Target	Q2 2016/17	439	286	Q3 2016/17	560	286	Q4 2016/17	145	286	Q1 2017/17	296	286	Q2 2017/17	424	286	Q3 2017/17	575	286	Q4 2017/17	164	286	Q1 2018/17	336	286	Nationally there was downward trend in instances of fly tipping until 2013/14 when an increase was starting to be seen. This trend has continued through 15/16 with 852,000 instances across the country which equates to a 5.2% national increase. In Ashfield targeted action is being taken to reduce the impact of fly tipping on the district, with the building and contractor waste and household furniture still accounting for the majority of incidents, officers are trying different tactics to address the issue. The Even Cleaners Streets campaign is working on creating some hard hitting imagery and work around hot spot mapping, and signage trials are under way. A recent change in legislation means that FPNs can be used with an instant fine of up to £400 when evidence is found in small fly tips. The	Q2 2016/17
Quarter	Actual	Target																																	
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Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
							latest campaign is working on gathering crucial evidence for the repeat offenders to progress to large prosecutions. An Enforcement Officer is now working with Environmental Services in this area of focus.	
(ADC)CORP/DLV/17 % resident satisfaction with cleanliness of the district - keeping land clear of litter and refuse	60% (2015/16)	53%	🟢	⬆️	Aim to Maximise		Place Survey Measure - March 2016. Target based on improving performance from previous survey in 2010/11	2015/16
(ADC)CORP/DLV/34 Number of new Environmental Volunteers actively engaged	31	25	🟢	⬆️	Aim to Maximise			Q2 2016/17
(ADC)CORP/DLV/36 Incidents of ASB - police recorded	2,093	1,854	🔴	⬆️	Aim to Minimise		Whilst Q2 performance presented an increase recent data to Nov 2016 shows a sharp reduction in Q3 with Nov 16 showing 3rd lowest ASB month since Dec 2011. Further information regarding incident recording standards for ASB has been requested from CSP analyst. Enviro ASB has seen the greatest increase which would include the off road motorbike complaints more associated with summer months.	Q2 2016/17

Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/DLV/37 Percentage of customers satisfied with the action the Council has taken – ASB & Nuisance	82%	86%	⚠	↑	Aim to Maximise		Out of the people contacted within the data set 82% were satisfied with the service they directly received from Community Protection. The 18% that were recorded as not satisfied comments were mainly around interaction with complainant such as more visits, more contact and less phone calls. The 18% of customers generally wanted more face to face personal service.	Q2 2016/17
(ADC)CORP/DLV/12 Percentage of household waste recycled and composted	46.19%	31.74%	✅	↑	Aim to Maximise		The implementation of the Waste and Recycling programme, which saw a free garden waste collection for the first time in Ashfield, has generated a shift to composting and an overall improvement in recycling. Throughout the summer this has enabled the Council to achieve over 50% recycling in 3 consecutive months which will support achievement of an overall projected 10% increase in recycling in Ashfield by year end. Work is continuing to promote and encourage recycling with a Waste Advisor providing education and support to resident's to enable their continued engagement with the scheme.	Q2 2016/17


Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/DLV/13 % resident satisfaction with waste and recycling service	78%	77%	🟢	⬆️	Aim to Maximise		Place Survey Measure – March 2016. Target based on improving performance from previous survey in 2010/11	2015/16
(ADC)CORP/DLV/24 Number of consultations undertaken with the Youth Forum	1	New PI 2016/17	New	New	Aim to Maximise		December and January meetings not going ahead. Contribution received in relation to social media input.	Q2 2016/17

Delivery - Organisational Improvement Priority								
Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/TRNS/2 Number of online payments made	7,668	6,530	🟢	⬆️	Aim to Maximise			Q2 2016/17
(ADC)CORP/TRNS/3 Number of direct debit payments made	97,145	94,695	🟢	⬆️	Aim to Maximise			Q2 2016/17

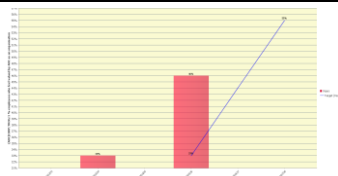
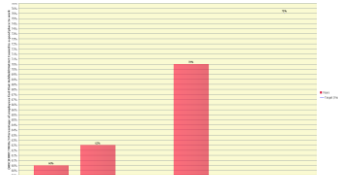
Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/TRNS/4 Resident perception the Council website is easy to use	52%	New PI 2016	New	New	Aim to Maximise		Place Survey Measure – March 2016	2015/16
(ADC)CORP/TRNS/5 % residents prefer contact from the council via email	17%	New PI 2016	New	New	Aim to Maximise		Place Survey Measure – March 2016	2015/16
(ADC)CORP/TRNS/6 % residents contacting the council via email	7%	New PI 2016	New	New	Aim to Maximise		Place Survey Measure – March 2016	2015/16
(ADC)CORP/DLV/29 level of efficiencies identified through service reviews	127,095	New PI 2016	New	New	Aim to Maximise		Relates to efficiencies identified from service reviews that will benefit ADC	Q2 2016/17
(ADC)CORP/DLV/30 level of efficiencies from service reviews realised	annual	New PI 2016	New	New			Position will be determined at year end once budgets finalised	Q2 2016/17
(ADC)CORP/DLV/31 return on investment from transformation projects	The transformation programme is currently being reviewed as part of the Organisation Wide Customer Service Review. This new indicator will measure a cumulative total of the return on investment from forthcoming transformation projects and will be reported from qu3							Q2 2016/17

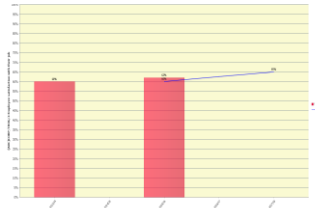
Our People

Developing Our People

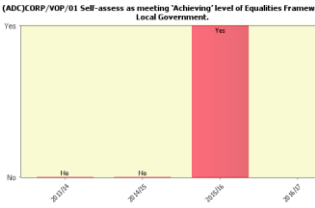
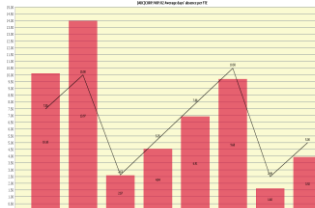
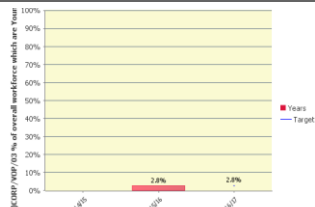
Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/DOP/01 Achieve Silver Standard of the Nottinghamshire Workplace Health Award Scheme	Yes	Yes	✓	↑	Aim to Meet			2016/17
(ADC)CORP/DOP/02 Achieve timewise objectives		New PI	New		Aim to Maximise		Timewise project workshops have been completed. This project is progressing	annual

Transforming Our Organisation

Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/TROG/1 % employees who feel valued by ADC as an organisation	46% (2015/16)	33%	✓	↑	Aim to Maximise		Next survey 2017, target 55%	2015/16
(ADC)CORP/TROG/2 employee satisfaction with ADC as an 'employer of choice'	New	New	New	New	Aim to Maximise		New measure for next survey in 2017, target 60%	new
(ADC)CORP/TROG/3 Percentage of employees feel that Ashfield District Council is a good place to work	70%	62%	✓	↑	Aim to Maximise		This is dependent upon the employee survey which is run every two years. Next survey 2017	2015/16

Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/TROG/4 Employee satisfaction with their job	62%	60%	🟢	↑	Aim to Maximise		This is dependent upon the employee survey which is run every two years. Next survey 2017	2015/16

Valuing Our People

Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/VOP/01 Self-assess as meeting 'Achieving' level of Equalities Framework for Local Government.	Yes	Yes	🟢	↑	Aim to Maximise			2015/16
(ADC)CORP/VOP/02 Average days' absence per FTE	3.92	4.99	🟢	↑	Aim to Minimise			Q2 2016/17
(ADC)CORP/VOP/03 % of overall workforce which are Young People	2.8% (2015/16)	New PI	New	New	Aim to Maximise		Annual measure. Target to increase from 2015/16 position	2015/16