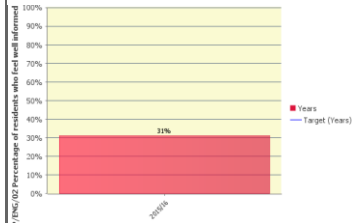
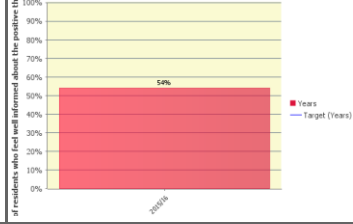
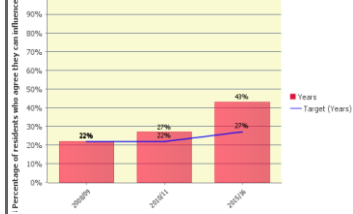


Appendix A Corporate Scorecard Performance Report

Generated on: 31 May 2017

Community and Customer

Customer Engagement

Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/ENG/01 Success of engagement activity	New PI in development through Organisation Wide Customer Service Review							Q4 2016/17
(ADC)CORP/ENG/02 Percentage of residents who feel well informed about the budget	31% (2015/16)	New PI 2016	New	New	Aim to Maximise	 <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	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	<p>100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0%</p> <p>2015/16</p> <p>76% 35%</p> <p>Years Target (Years)</p>	Place Survey Measure – March 2016	2015/16
(ADC)CORP/STFS/2 Percentage of residents who agree that the council acts on concerns of residents	61% (2015/16)	37%	🟢	↑	Aim to Maximise	<p>100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0%</p> <p>2015/16</p> <p>61% 37%</p> <p>Years Target (Years)</p>	Place Survey Measure – March 2016 <i>LGA National Poll June 2015 Benchmark – 59%</i>	2015/16
(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	<p>100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0%</p> <p>2015/16</p> <p>84%</p> <p>Years Target (Years)</p>	Place Survey Measure – March 2016	2015/16
(ADC)CORP/STFS/4 Resident perception that the Council is easy to contact	81% (2015/16)	New PI 2016	New	New	Aim to Maximise	<p>100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0%</p> <p>2015/16</p> <p>81%</p> <p>Years Target (Years)</p>	Place Survey Measure – March 2016	2015/16
(ADC)CORP/STFS/5 Resident perception the Council responds quickly	64% (2015/16)	New PI 2016	New	New	Aim to Maximise	<p>100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0%</p> <p>2015/16</p> <p>64%</p> <p>Years Target (Years)</p>	Place Survey Measure – March 2016	2015/16

Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/STFS/6 Percentage of Ombudsman complaints upheld v decisions made	0% (2015/16)	4.8%	✓	↑	Aim to Minimise		0 out of 17 decisions upheld 2016/17 Report due June / July	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	90%	70%	✓	↑	Aim to Maximise			2016/17
(ADC)CORP/SERV/2 Corporate service standards	New PI in development through Organisation Wide Customer Service Review							Q4 2016/17


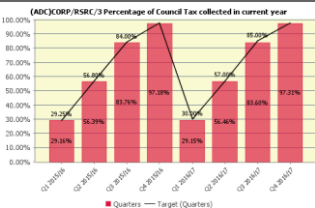
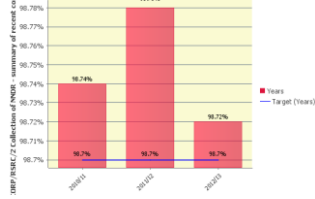
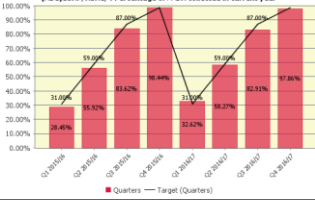
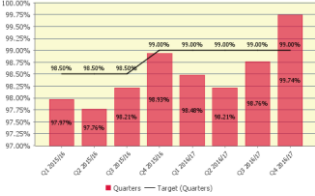
Funding the Future Perspective

Better Use of Assets

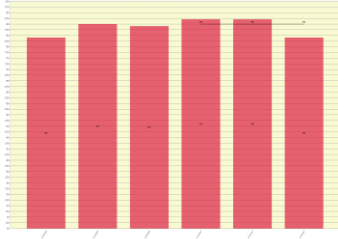
Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/BUOA/1 Occupancy of ADC commercial property portfolio (excluding Ashfield Business Centre)	94.00%	90.00%	🟢	⬆️	Aim to Maximise	<p>(ADC)CORP/BUOA/1 Occupancy of ADC commercial property portfolio (excluding Ashfield Business Centre)</p>	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.	Q4 2016/17

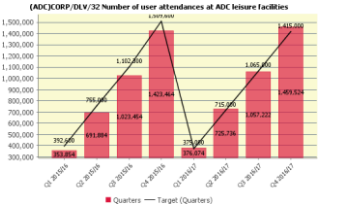
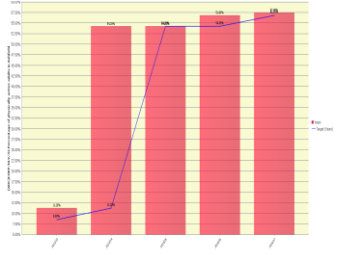
Productivity

Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/PROD/2 Overall performance improvement	80%	74%	🟢	⬆️	Aim to Maximise			Q4 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 <i>LGA National Poll June 2015 Benchmark - 51%</i>	2015/16
(ADC)CORP/PROD/4 Overall performance v target	91%	New PI	New	New	Aim to Maximise		91% met or above target, further 7% within 10% of target.	Q4 2016/17


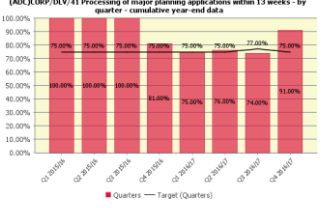
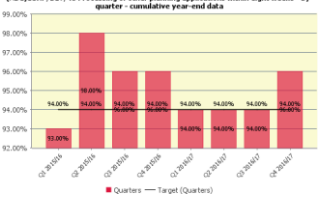
Resources								
Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/RSRC/1 Collection of council tax - summary of recent completed years	99.21% (2012/13)	99.2%	🟢	↓	Aim to Maximise		Because of the size of the overall council tax debit (£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	97.31%	97.50%	🟢	↑	Aim to Maximise			Q4 2016/17
(ADC)CORP/RSRC/2 Collection of NNDR - summary of recent completed years	98.72%	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	97.86%	98.50%	🟡	↓	Aim to Maximise			Q4 2016/17
(ADC)CORP/RSRC/5 Percentage of rent collected from total rent due	99.74%	99.00%	🟢	↑	Aim to Maximise			Q4 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	84%	90%	🟢	⬆️	Aim to Maximise		62% of projects are now completed with a further 22% on track, only 16% across the whole Corporate Plan are off track and reviewed for 17/18	Q4 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	1,459,524	1,415,000	🟢	⬆️	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	Q4 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 All England benchmarking Mean average 57% = same as average	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	£83,243,263	£80,151,729	🟢	⬆️	Aim to Maximise	<table border="1"> <caption>(ADC)CORP/DLV/35 NNDR rateable value</caption> <thead> <tr> <th>Year</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr><td>2012/12</td><td>77,311,447</td></tr> <tr><td>2013/13</td><td>77,546,373</td></tr> <tr><td>2014/14</td><td>78,712,111</td></tr> <tr><td>2015/15</td><td>80,064,884</td></tr> <tr><td>2016/16</td><td>81,149,726</td></tr> <tr><td>2017/17</td><td>83,243,263</td></tr> <tr><td>2017/18</td><td>83,243,263</td></tr> </tbody> </table>	Year	Value (£)	2012/12	77,311,447	2013/13	77,546,373	2014/14	78,712,111	2015/15	80,064,884	2016/16	81,149,726	2017/17	83,243,263	2017/18	83,243,263		2017/18		
Year	Value (£)																									
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2017/18	83,243,263																									
(ADC)CORP/DLV/48 Number of market stalls occupied – outdoor only	6,873	7,159	🟡	⬇️	Aim to Maximise	<table border="1"> <caption>(ADC)CORP/DLV/48 Number of market stalls occupied – outdoor only</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2016</td><td>1,881</td></tr> <tr><td>Q2 2016</td><td>1,944</td></tr> <tr><td>Q3 2016</td><td>1,944</td></tr> <tr><td>Q4 2016</td><td>1,988</td></tr> <tr><td>Q1 2017</td><td>1,988</td></tr> <tr><td>Q2 2017</td><td>1,988</td></tr> <tr><td>Q3 2017</td><td>1,988</td></tr> <tr><td>Q4 2017</td><td>1,988</td></tr> </tbody> </table>	Quarter	Value	Q1 2016	1,881	Q2 2016	1,944	Q3 2016	1,944	Q4 2016	1,988	Q1 2017	1,988	Q2 2017	1,988	Q3 2017	1,988	Q4 2017	1,988	April – June 1880; July – Sept – 1811; Oct – Dec 1847 , 1335 Jan to March	Q4 2016/17
Quarter	Value																									
Q1 2016	1,881																									
Q2 2016	1,944																									
Q3 2016	1,944																									
Q4 2016	1,988																									
Q1 2017	1,988																									
Q2 2017	1,988																									
Q3 2017	1,988																									
Q4 2017	1,988																									
(ADC)CORP/DLV/39 Number of value-added market events and supported community events	22	20	🟢	⬆️	Aim to Maximise	<table border="1"> <caption>(ADC)CORP/DLV/39 Number of value-added market events and supported community events</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2016</td><td>5</td></tr> <tr><td>Q2 2016</td><td>10</td></tr> <tr><td>Q3 2016</td><td>15</td></tr> <tr><td>Q4 2016</td><td>17</td></tr> <tr><td>Q1 2017</td><td>10</td></tr> <tr><td>Q2 2017</td><td>15</td></tr> <tr><td>Q3 2017</td><td>21</td></tr> <tr><td>Q4 2017</td><td>22</td></tr> </tbody> </table>	Quarter	Value	Q1 2016	5	Q2 2016	10	Q3 2016	15	Q4 2016	17	Q1 2017	10	Q2 2017	15	Q3 2017	21	Q4 2017	22		Q4 2016/17
Quarter	Value																									
Q1 2016	5																									
Q2 2016	10																									
Q3 2016	15																									
Q4 2016	17																									
Q1 2017	10																									
Q2 2017	15																									
Q3 2017	21																									
Q4 2017	22																									
(ADC)CORP/DLV/49 Number of commercial empty properties brought back into use	2	New PI	🟢	New	Aim to Maximise	<table border="1"> <caption>(ADC)CORP/DLV/49 Number of commercial empty properties brought back into use</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q4 2017</td><td>2</td></tr> </tbody> </table>	Quarter	Value	Q4 2017	2	Includes a workshop premises and a take-away establishment. A further premises has been visually improved but has yet to re-open (but is likely to open this quarter)	Q4 2016/17														
Quarter	Value																									
Q4 2017	2																									

Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/DLV/50 Number of dilapidated buildings visually improved	14	New PI	🟢	New	Aim to Maximise		A more focussed approach and a targeted month of action has resulted in visual improvement in a significant number of properties. This has included improvements such as clearing land of accumulations of waste, renovation of buildings prior to occupation and redecoration. Whilst significant progress has been made with informal approaches to building owners, formal action has been instigated in a number of case which will facilitate enforced sale of the premises. Remedial works contained in a 215 notice for one premises have commenced resulting in a visual improvement in quarter 1 of the 17/18 financial year.	Q4 2016/17
(ADC)CORP/DLV/41 Processing of major planning applications within 13 weeks – by quarter – cumulative year-end data	91.00%	75.00%	🟢	⬆️	Aim to Maximise	 <p>(ADC)CORP/DLV/41 Processing of major planning applications within 13 weeks - by quarter - cumulative year-end data</p>	<p><i>CIPFA Family Group benchmarking Qu 3 2016/17</i></p> <p><i>Within 13 weeks or agreed time</i></p> <p><i>ADC 80%</i></p> <p><i>Family group average 90% = 3rd quartile</i></p> <p><i>Year-end position estimate 2nd quartile</i></p>	Q4 2016/17
(ADC)CORP/DLV/42 Processing of minor planning applications within eight weeks – by quarter – cumulative year-end data	90.00%	87.00%	🟢	▬	Aim to Maximise	 <p>(ADC)CORP/DLV/42 Processing of other planning applications within eight weeks - by quarter - cumulative year-end data</p>	<p><i>CIPFA Family Group benchmarking Qu 3 2016/17</i></p> <p><i>Within 8 weeks or agreed time</i></p> <p><i>ADC 89%</i></p> <p><i>Family group average 91% = 3rd quartile</i></p> <p><i>Year-end position estimate 3rd quartile</i></p>	Q4 2016/17

Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update															
(ADC)CORP/DLV/43 Processing of other planning applications within eight weeks – by quarter – cumulative year-end data	96.00%	94.00%	🟢	➡	Aim to Maximise	<p>(ADC)CORP/DLV/43 Processing of other planning applications within eight weeks - by quarter - cumulative year-end data</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>93.00%</td><td>94.00%</td></tr> <tr><td>Q2 2016/17</td><td>94.00%</td><td>94.00%</td></tr> <tr><td>Q3 2016/17</td><td>96.00%</td><td>94.00%</td></tr> <tr><td>Q4 2016/17</td><td>98.00%</td><td>94.00%</td></tr> </tbody> </table>	Quarter	Actual (%)	Target (%)	Q1 2016/17	93.00%	94.00%	Q2 2016/17	94.00%	94.00%	Q3 2016/17	96.00%	94.00%	Q4 2016/17	98.00%	94.00%	<p>CIPFA Family Group benchmarking Qu 3 2016/17 Within 8 weeks or agreed time ADC 97% Family group average 92% = top quartile Year-end position estimate 2nd quartile</p>	Q4 2016/17
Quarter	Actual (%)	Target (%)																					
Q1 2016/17	93.00%	94.00%																					
Q2 2016/17	94.00%	94.00%																					
Q3 2016/17	96.00%	94.00%																					
Q4 2016/17	98.00%	94.00%																					

Delivery - Housing Priority																							
Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update															
(ADC)CORP/DLV/11 Number of homeless people due to DV	27	40	🟢	⬇️	Aim to Minimise	<p>(ADC)CORP/DLV/11 Number of homeless people due to DV</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>28</td><td>40</td></tr> <tr><td>Q2 2016/17</td><td>4</td><td>40</td></tr> <tr><td>Q3 2016/17</td><td>15</td><td>40</td></tr> <tr><td>Q4 2016/17</td><td>27</td><td>40</td></tr> </tbody> </table>	Quarter	Actual	Target	Q1 2016/17	28	40	Q2 2016/17	4	40	Q3 2016/17	15	40	Q4 2016/17	27	40		Q4 2016/17
Quarter	Actual	Target																					
Q1 2016/17	28	40																					
Q2 2016/17	4	40																					
Q3 2016/17	15	40																					
Q4 2016/17	27	40																					
(ADC)CORP/DLV/19 Number of supported housing units available across the district	6	6	🟢	New	Aim to Maximise	<p>(ADC)CORP/DLV/19 Number of supported housing units available across the district</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>2016</td><td>0</td><td>6</td></tr> <tr><td>2017</td><td>6</td><td>6</td></tr> </tbody> </table>	Year	Actual	Target	2016	0	6	2017	6	6	New PI 2016/17	2016/17						
Year	Actual	Target																					
2016	0	6																					
2017	6	6																					
(ADC)CORP/DLV/47 Number of households prevented from becoming homeless	61	25	🟢	⬆️	Aim to Maximise	<p>(ADC)CORP/DLV/47 Number of households prevented from becoming homeless</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>10</td><td>25</td></tr> <tr><td>Q2 2016/17</td><td>15</td><td>25</td></tr> <tr><td>Q3 2016/17</td><td>25</td><td>25</td></tr> <tr><td>Q4 2016/17</td><td>61</td><td>25</td></tr> </tbody> </table>	Quarter	Actual	Target	Q1 2016/17	10	25	Q2 2016/17	15	25	Q3 2016/17	25	25	Q4 2016/17	61	25	Improvement target of 100 set for 2017/18 in order to increase prevention activity in line with new requirements of Homelessness Reduction Act	Q4 2016/17
Quarter	Actual	Target																					
Q1 2016/17	10	25																					
Q2 2016/17	15	25																					
Q3 2016/17	25	25																					
Q4 2016/17	61	25																					

Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/DLV/22 Number of long-term empty homes and derelict brought back into use	170	100	🟢	↓	Aim to Maximise		New officer in post after loss of officer, expected to exceed q3&q4	Q4 2016/17
(ADC)CORP/DLV/02 Number of social housing tenants downsizing to release family homes (housed through Relocation Plus Service)	68	65	🟢	↑	Aim to Maximise			Q4 2016/17
(ADC)CORP/DLV/03 Number of new affordable homes delivered during the year	147	100	🟢	↑	Aim to Maximise		<p><i>CIPFA Family Group benchmarking 2015/16</i></p> <p><i>No of affordable homes delivered (gross)</i></p> <p><i>Family group average 47, top quartile 60 +</i></p> <p><i>Year-end estimate top quartile</i></p>	Q4 2016/17
(ADC)CORP/DLV/04 Number of Women supported and housed through the Refuge units (that had positive outcome)	14	12	🟢	↑	Aim to Maximise			Q4 2016/17
(ADC)CORP/DLV/05 Regeneration on Warwick Close - bring x 9 derelict homes back into use	9	9	🟢	↑	Aim to Maximise			Q4 2016/17

Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/DLV/07 Disabled facility grant - number of grants delivered	118	65	🟢	⬆️	Aim to Maximise		this figure is accumulative	Q4 2016/17
(ADC)CORP/DLV/18 Average void re-let time (DAYS)	21.6	21.0	🟡	⬇️	Aim to Minimise		The end of year performance was slightly above target due to a number of difficult to let studio flats within sheltered housing courts taking a disproportionate amount of time to let.	Q4 2016/17
(ADC)CORP/DLV/20 Percentage of non-decent homes of total housing stock	0.44%	0.50%	🟢	⬆️	Aim to Minimise			Q4 2016/17
(ADC)CORP/DLV/09 Number of properties inspected end enforcement action taken to mitigate cold hazards	512	400	🟢	⬆️	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).	Q4 2016/17
(ADC)CORP/DLV/10 Number of properties inspected and enforcement action taken to mitigate damp and mould	314	200	🟢	⬆️	Aim to Maximise			Q4 2016/17

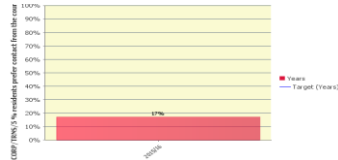
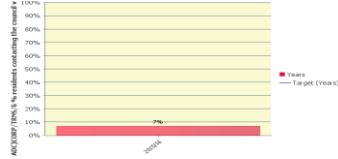
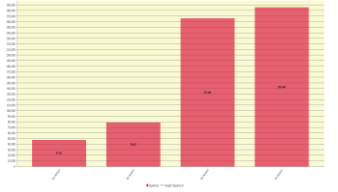

Delivery - Place and Communities Priority																										
Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update																		
(ADC)CORP/DLV/14 Number of resident-generated service requests received – litter	591	598	🟢	⬆️	Aim to Minimise	<table border="1"> <caption>(ADC)CORP/DLV/14 Number of resident-generated service requests received – litter</caption> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>146</td> <td>-</td> </tr> <tr> <td>Q1 2016/17</td> <td>281</td> <td>-</td> </tr> <tr> <td>Q2 2016/17</td> <td>412</td> <td>-</td> </tr> <tr> <td>Q3 2016/17</td> <td>518</td> <td>-</td> </tr> <tr> <td>Q4 2016/17</td> <td>591</td> <td>598</td> </tr> </tbody> </table>	Quarter	Actual	Target	Q4 2015/16	146	-	Q1 2016/17	281	-	Q2 2016/17	412	-	Q3 2016/17	518	-	Q4 2016/17	591	598	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.	Q4 2016/17
Quarter	Actual	Target																								
Q4 2015/16	146	-																								
Q1 2016/17	281	-																								
Q2 2016/17	412	-																								
Q3 2016/17	518	-																								
Q4 2016/17	591	598																								
(ADC)CORP/DLV/15 Number of resident-generated service requests received – dog fouling	370	360	🟡	⬆️	Aim to Minimise	<table border="1"> <caption>(ADC)CORP/DLV/15 Number of resident-generated service requests received – dog fouling</caption> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>42</td> <td>-</td> </tr> <tr> <td>Q1 2016/17</td> <td>119</td> <td>-</td> </tr> <tr> <td>Q2 2016/17</td> <td>224</td> <td>-</td> </tr> <tr> <td>Q3 2016/17</td> <td>348</td> <td>-</td> </tr> <tr> <td>Q4 2016/17</td> <td>370</td> <td>360</td> </tr> </tbody> </table>	Quarter	Actual	Target	Q4 2015/16	42	-	Q1 2016/17	119	-	Q2 2016/17	224	-	Q3 2016/17	348	-	Q4 2016/17	370	360	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.	Q4 2016/17
Quarter	Actual	Target																								
Q4 2015/16	42	-																								
Q1 2016/17	119	-																								
Q2 2016/17	224	-																								
Q3 2016/17	348	-																								
Q4 2016/17	370	360																								
(ADC)CORP/DLV/16 Number of resident-generated service requests received – fly-tipping	799	575	🔴	⬆️	Aim to Minimise	<table border="1"> <caption>(ADC)CORP/DLV/16 Number of resident-generated service requests received – fly-tipping</caption> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4 2015/16</td> <td>146</td> <td>-</td> </tr> <tr> <td>Q1 2016/17</td> <td>216</td> <td>-</td> </tr> <tr> <td>Q2 2016/17</td> <td>424</td> <td>-</td> </tr> <tr> <td>Q3 2016/17</td> <td>528</td> <td>-</td> </tr> <tr> <td>Q4 2016/17</td> <td>799</td> <td>575</td> </tr> </tbody> </table>	Quarter	Actual	Target	Q4 2015/16	146	-	Q1 2016/17	216	-	Q2 2016/17	424	-	Q3 2016/17	528	-	Q4 2016/17	799	575	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	Q4 2016/17
Quarter	Actual	Target																								
Q4 2015/16	146	-																								
Q1 2016/17	216	-																								
Q2 2016/17	424	-																								
Q3 2016/17	528	-																								
Q4 2016/17	799	575																								

Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update										
							<p>for the majority of incidents, officers are trying different tactics to address the issue.</p> <p>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 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.</p>											
(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	<table border="1"> <caption>Resident Satisfaction Data</caption> <thead> <tr> <th>Quarter</th> <th>Satisfaction %</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>58</td> </tr> <tr> <td>Q2 2016/17</td> <td>60</td> </tr> <tr> <td>Q3 2016/17</td> <td>62</td> </tr> </tbody> </table>	Quarter	Satisfaction %	Q1 2016/17	58	Q2 2016/17	60	Q3 2016/17	62	Place Survey Measure - March 2016	2015/16		
Quarter	Satisfaction %																	
Q1 2016/17	58																	
Q2 2016/17	60																	
Q3 2016/17	62																	
(ADC)CORP/DLV/34 Number of new Environmental Volunteers actively engaged	99	50	🟢	⬆️	Aim to Maximise	<table border="1"> <caption>Number of New Environmental Volunteers Data</caption> <thead> <tr> <th>Quarter</th> <th>Number of Volunteers</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>12</td> </tr> <tr> <td>Q2 2016/17</td> <td>25</td> </tr> <tr> <td>Q3 2016/17</td> <td>37</td> </tr> <tr> <td>Q4 2016/17</td> <td>99</td> </tr> </tbody> </table>	Quarter	Number of Volunteers	Q1 2016/17	12	Q2 2016/17	25	Q3 2016/17	37	Q4 2016/17	99		Q4 2016/17
Quarter	Number of Volunteers																	
Q1 2016/17	12																	
Q2 2016/17	25																	
Q3 2016/17	37																	
Q4 2016/17	99																	

Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update																											
(ADC)CORP/DLV/36 Incidents of ASB – police recorded	3,559	3,581	🟢	↑	Aim to Minimise	<table border="1"> <caption>(ADC)CORP/DLV/36 Incidents of ASB - police recorded</caption> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4 2016/17</td> <td>716</td> <td>716</td> </tr> <tr> <td>Q1 2017/18</td> <td>1,654</td> <td>1,654</td> </tr> <tr> <td>Q2 2017/18</td> <td>2,791</td> <td>2,791</td> </tr> <tr> <td>Q3 2017/18</td> <td>3,081</td> <td>3,081</td> </tr> <tr> <td>Q4 2017/18</td> <td>994</td> <td>994</td> </tr> <tr> <td>Q1 2018/19</td> <td>2,093</td> <td>2,093</td> </tr> <tr> <td>Q2 2018/19</td> <td>2,829</td> <td>2,829</td> </tr> <tr> <td>Q3 2018/19</td> <td>3,091</td> <td>3,091</td> </tr> </tbody> </table>	Quarter	Actual	Target	Q4 2016/17	716	716	Q1 2017/18	1,654	1,654	Q2 2017/18	2,791	2,791	Q3 2017/18	3,081	3,081	Q4 2017/18	994	994	Q1 2018/19	2,093	2,093	Q2 2018/19	2,829	2,829	Q3 2018/19	3,091	3,091		Q4 2016/17
Quarter	Actual	Target																																	
Q4 2016/17	716	716																																	
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Q2 2018/19	2,829	2,829																																	
Q3 2018/19	3,091	3,091																																	
(ADC)CORP/DLV/37 Percentage of customers satisfied with the action the Council has taken – ASB & Nuisance	96%	86%	🟢	↑	Aim to Maximise	<table border="1"> <caption>(ADC)CORP/DLV/37 Percentage of customers satisfied with the action the Council has taken - ASB & Nuisance</caption> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4 2016/17</td> <td>73.37%</td> <td>73.37%</td> </tr> <tr> <td>Q1 2017/18</td> <td>85%</td> <td>85%</td> </tr> <tr> <td>Q2 2017/18</td> <td>90%</td> <td>90%</td> </tr> <tr> <td>Q3 2017/18</td> <td>82%</td> <td>82%</td> </tr> <tr> <td>Q4 2017/18</td> <td>96%</td> <td>96%</td> </tr> </tbody> </table>	Quarter	Actual	Target	Q4 2016/17	73.37%	73.37%	Q1 2017/18	85%	85%	Q2 2017/18	90%	90%	Q3 2017/18	82%	82%	Q4 2017/18	96%	96%		Q4 2016/17									
Quarter	Actual	Target																																	
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Q2 2017/18	90%	90%																																	
Q3 2017/18	82%	82%																																	
Q4 2017/18	96%	96%																																	
(ADC)CORP/DLV/12 Percentage of household waste recycled and composted	41.11%	31.74%	🟢	↑	Aim to Maximise	<table border="1"> <caption>(ADC)CORP/DLV/12 Percentage of household waste recycled and composted</caption> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4 2016/17</td> <td>31.74%</td> <td>31.74%</td> </tr> <tr> <td>Q1 2017/18</td> <td>31.74%</td> <td>31.74%</td> </tr> <tr> <td>Q2 2017/18</td> <td>31.74%</td> <td>31.74%</td> </tr> <tr> <td>Q3 2017/18</td> <td>31.74%</td> <td>31.74%</td> </tr> <tr> <td>Q4 2017/18</td> <td>41.11%</td> <td>41.11%</td> </tr> </tbody> </table>	Quarter	Actual	Target	Q4 2016/17	31.74%	31.74%	Q1 2017/18	31.74%	31.74%	Q2 2017/18	31.74%	31.74%	Q3 2017/18	31.74%	31.74%	Q4 2017/18	41.11%	41.11%	<p>This is the final figure for 2016/17. An expected dip from Quarter 3 due to the Garden Waste service not running during the winter months. However there is a significant increase of 9.37% year on year</p> <p><i>CIPFA Family Group benchmarking 2015/16</i> <i>ADC 31.82%</i> <i>Family group average 39.58%</i> <i>= bottom quartile</i> <i>Year-end estimate 2nd (40.72-45.63%)</i></p>	Q4 2016/17									
Quarter	Actual	Target																																	
Q4 2016/17	31.74%	31.74%																																	
Q1 2017/18	31.74%	31.74%																																	
Q2 2017/18	31.74%	31.74%																																	
Q3 2017/18	31.74%	31.74%																																	
Q4 2017/18	41.11%	41.11%																																	
(ADC)CORP/DLV/13 % resident satisfaction with waste and recycling service	78%	77%	🟢	↑	Aim to Maximise	<table border="1"> <caption>(ADC)CORP/DLV/13 % resident satisfaction with waste and recycling service</caption> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q4 2016/17</td> <td>77%</td> <td>77%</td> </tr> <tr> <td>Q1 2017/18</td> <td>77%</td> <td>77%</td> </tr> <tr> <td>Q2 2017/18</td> <td>77%</td> <td>77%</td> </tr> <tr> <td>Q3 2017/18</td> <td>77%</td> <td>77%</td> </tr> <tr> <td>Q4 2017/18</td> <td>78%</td> <td>78%</td> </tr> </tbody> </table>	Quarter	Actual	Target	Q4 2016/17	77%	77%	Q1 2017/18	77%	77%	Q2 2017/18	77%	77%	Q3 2017/18	77%	77%	Q4 2017/18	78%	78%	Place Survey Measure – March 2016	2015/16									
Quarter	Actual	Target																																	
Q4 2016/17	77%	77%																																	
Q1 2017/18	77%	77%																																	
Q2 2017/18	77%	77%																																	
Q3 2017/18	77%	77%																																	
Q4 2017/18	78%	78%																																	

Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(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.	Q4 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	27,582	25,087	🟢	⬆️	Aim to Maximise			Q4 2016/17
(ADC)CORP/TRNS/3 Number of direct debit payments made	341,042	331,088	🟢	⬆️	Aim to Maximise			Q4 2016/17
(ADC)CORP/TRNS/4 Resident perception the Council website is easy to use	52%	New PI 2016	New	New	Aim to Maximise		Place Survey Measure - March 2016	2015/16

Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/TRNS/5 % residents prefer contact from the council via email	17%	New PI 2016	New	New	Aim to Maximise		Place Survey Measure - March 2016	2015/16
(ADC)CORP/TRNS/6 % residents contacting the council via email	7%	New PI 2016	New	New	Aim to Maximise		Place Survey Measure - March 2016	2015/16
(ADC)CORP/DLV/29 level of efficiencies identified through service reviews	£285,444	New PI 2016	New	↑	Aim to Maximise		Relates to maximum efficiencies identified from service reviews prior to consultation and final decision	Q4 2016/17
(ADC)CORP/DLV/30 level of efficiencies from service reviews realised	£246,552	£154,000	✔	↑	Aim to Maximise		Relates to efficiencies agreed from service reviews following consultation and final decision. Target of £154k in 2016/17 savings strategy. Although this has been achieved, most of the reductions to budget were made from April 2017/18	Q4 2016/17
(ADC)CORP/DLV/31 return on investment from transformation projects	47%	New PI 2016/17	New	New	Aim to maximise		Initial transformation projects have been legal case mgt system and replacement LLPG, realising a total of £18k net efficiency per annum against an upfront investment of £38k	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	<p>(ADC)CORP/DOP/01 Achieve Silver Standard of the Nottinghamshire Workplace Health Award Scheme</p>		2016/17

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
(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	<p>(ADC)CORP/VOP/01 Self-assess as meeting 'Achieving' level of Equalities Framework for Local Government.</p>		2015/16
(ADC)CORP/VOP/02 Average days' absence per FTE	8.53	10.00	🟢	⬆️	Aim to Minimise	<p>(ADC)CORP/VOP/02 Average days' absence per FTE</p>	<p><i>CIPFA Family Group benchmarking 2014/15</i> <i>ADC 14 days</i> <i>Family group average 9.6 days = bottom quartile</i> <i>Now moving towards 2nd</i></p>	Q4 2016/17
(ADC)CORP/VOP/03 % of overall workforce which are Young People	4.42%	2.8%	🟢	⬆️	Aim to Maximise	<p>(ADC)CORP/VOP/03 % of overall workforce which are Young People</p>		2016/17