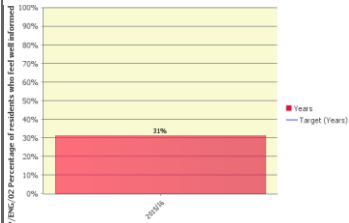
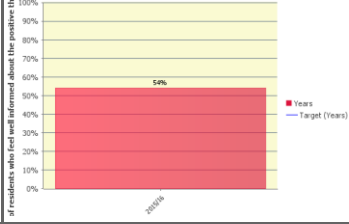
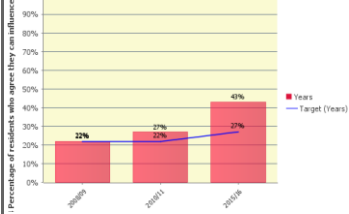


# Corporate Scorecard Performance Report

Generated on: 17<sup>th</sup> November 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	<table border="1"> <caption>(ADC)CORP/STFS/1 Resident satisfaction with the way the Council runs things</caption> <thead> <tr> <th>Year</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>76%</td> <td>35%</td> </tr> </tbody> </table>	Year	Actual (%)	Target (%)	2015/16	76%	35%	Place Survey Measure – March 2016	2015/16
Year	Actual (%)	Target (%)												
2015/16	76%	35%												
(ADC)CORP/STFS/2 Percentage of residents who agree that the council acts on concerns of residents	61% (2015/16)	37%	🟢	↑	Aim to Maximise	<table border="1"> <caption>(ADC)CORP/STFS/2 Percentage of residents who agree that the council acts on concerns of residents</caption> <thead> <tr> <th>Year</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>61%</td> <td>37%</td> </tr> </tbody> </table>	Year	Actual (%)	Target (%)	2015/16	61%	37%	Place Survey Measure – March 2016  <i>LGA National Poll June 2015 Benchmark – 59%</i>	2015/16
Year	Actual (%)	Target (%)												
2015/16	61%	37%												
(ADC)CORP/STFS/3 Resident satisfaction that the council staff are friendly and polite	84% (2015/16)	New PI 2016	New	New	Aim to Maximise	<table border="1"> <caption>(ADC)CORP/STFS/3 Resident satisfaction that the council staff are friendly and polite</caption> <thead> <tr> <th>Year</th> <th>Actual (%)</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>84%</td> </tr> </tbody> </table>	Year	Actual (%)	2015/16	84%	Place Survey Measure – March 2016	2015/16		
Year	Actual (%)													
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> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>81%</td> </tr> </tbody> </table>	Year	Actual (%)	2015/16	81%	Place Survey Measure – March 2016	2015/16		
Year	Actual (%)													
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> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>64%</td> </tr> </tbody> </table>	Year	Actual (%)	2015/16	64%	Place Survey Measure – March 2016	2015/16		
Year	Actual (%)													
2015/16	64%													

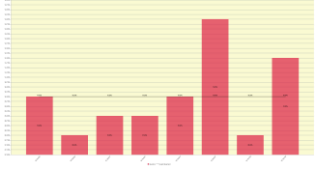
Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update									
(ADC)CORP/STFS/6 Percentage of Ombudsman complaints upheld v decisions made	0% (2016/17)	0%	✓	↑	Aim to Minimise	<table border="1"> <caption>Percentage of Ombudsman complaints upheld</caption> <thead> <tr> <th>Year</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>42%</td> <td>42%</td> </tr> <tr> <td>2016/17</td> <td>0%</td> <td>0%</td> </tr> </tbody> </table>	Year	Actual (%)	Target (%)	2015/16	42%	42%	2016/17	0%	0%	0 out of 16 decisions upheld. LGO 2016/17 assessment	2016/17
Year	Actual (%)	Target (%)															
2015/16	42%	42%															
2016/17	0%	0%															

### Service Standards

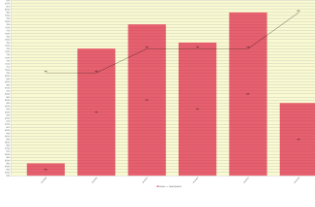
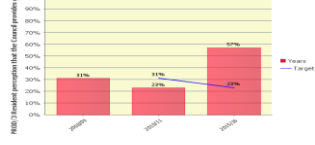
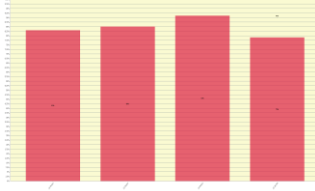
Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update												
(ADC)CORP/SERV/1 Number of services with customer satisfaction assessments in place	90%	70%	✓	↑	Aim to Maximise	<table border="1"> <caption>Percentage of services with customer satisfaction assessments</caption> <thead> <tr> <th>Year</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2016</td> <td>52%</td> <td>52%</td> </tr> <tr> <td>2017</td> <td>70%</td> <td>70%</td> </tr> <tr> <td>2018</td> <td>-</td> <td>-</td> </tr> </tbody> </table>	Year	Actual (%)	Target (%)	2016	52%	52%	2017	70%	70%	2018	-	-		2016/17
Year	Actual (%)	Target (%)																		
2016	52%	52%																		
2017	70%	70%																		
2018	-	-																		
(ADC)CORP/SERV/2 Corporate service standards	New PI in development through Organisation Wide Customer Service Review							Q4 2016/17												


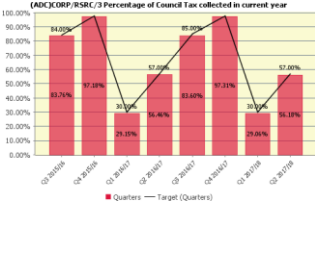

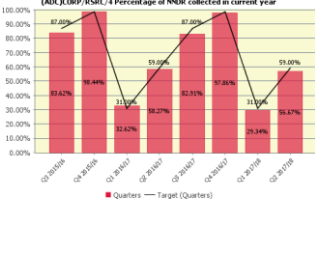
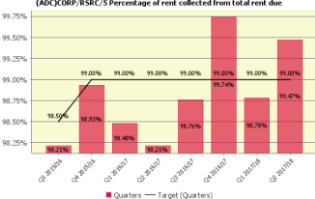
# Funding the Future Perspective

## Better Use of Assets

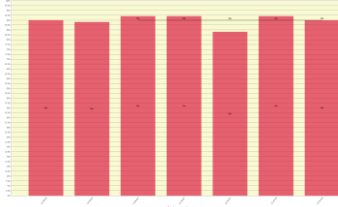
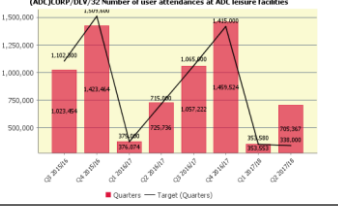
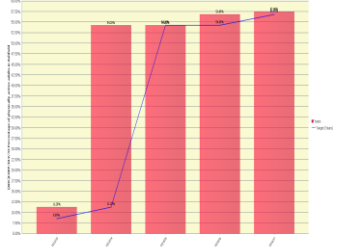
Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/BUOA/1 Occupancy of ADC commercial property portfolio (excluding Ashfield Business Centre)	92.00%	90.00%	✔	↑	Aim to Maximise			Q2 2017/18

## Productivity

Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/PROD/2 Overall performance improvement	65%	80%	⬢	↓	Aim to Maximise		Quarter 2 position is usually lower than performance achieved by year end. Still 2 PI's with data outstanding. Many PI's have only slight dip in performance, with just 5 of any significance	Q2 2017/18
(ADC)CORP/PROD/3 Resident perception that the Council provides good Value for Money	57% (2015/16)	23%	✔	↑	Aim to Maximise		Place Survey Measure - March 2016 <i>LGA National Poll June 2015 Benchmark - 51%</i>	2015/16
(ADC)CORP/PROD/4 Overall performance v target	79%	90%	⚠	↓	Aim to Maximise		Awaiting missing data for 2 PI's. 7 PI's within 10% of target, only 4 worse than 10% of target	Q2 2017/18

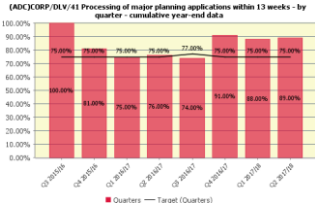
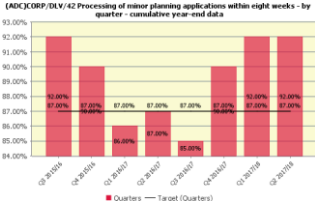
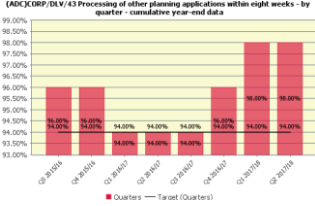
Resources								
Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/RSRC/1 Collection of council tax – summary of recent completed years	97.88%	98.56%	⚠	↓	Aim to Maximise		Because of the size of the overall council tax debit (£60m) it can take up to four years to collect the tax for any given year	2016/17
(ADC)CORP/RSRC/3 Percentage of Council Tax collected in current year	56.18%	57.00%	⚠	↓	Aim to Maximise		Council Tax collection is fractionally under target. The shortfall is 0.82% which falls well within normal variance. Recovery activity is fully up to date therefore the shortfall is most likely due to the collection target profile figure being incorrect	Q2 2017/18
(ADC)CORP/RSRC/2 Collection of NNDR – summary of recent completed years	98.42%	98.7%	⚠	↓	Aim to Maximise			2016/17
(ADC)CORP/RSRC/4 Percentage of NNDR collected in current year	56.67%	59.00%	⚠	↓	Aim to Maximise		The collection target profile is incorrect and needs to be amended to reflect the fact that a very large business paid in full in April last year, but this year have chosen to pay by instalments, immediately changing the collection profile for this year.	Q2 2017/18
(ADC)CORP/RSRC/5 Percentage of rent collected from total rent due	99.47%	99.00%	✅	↑	Aim to Maximise		Does not include arrears brought forward from 2016/17.  If these were to be included the figure would be 97.31%. This percentage will gradually increase throughout the year as the amount of rent collected increases.	Q2 2017/18

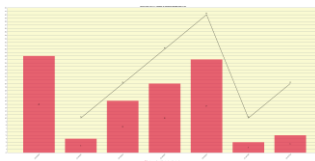
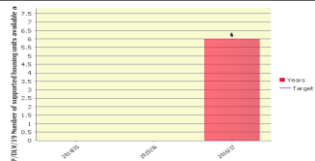
## Organisational Effectiveness

Delivery								
Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/DLV/01 Delivery of Corporate plan % of actions implemented or on track	90%	90%	🟢	↓	Aim to Maximise		62% of projects are now completed with a further 28% on track, only 8% across the whole Corporate Plan are off track	Q2 2017/18
Delivery - Health and Wellbeing Priority								
Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/DLV/32 Number of user attendances at ADC leisure facilities	705,367	691,580	🟢	↓	Aim to Maximise		Current performance continues to improve despite the closure of Huthwaite leisure centre in July 2017	Q2 2017/18
(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

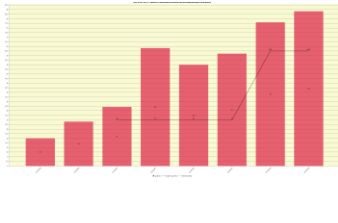

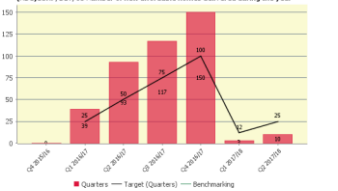
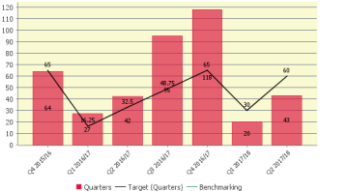
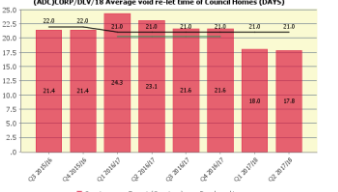
**Delivery - Regeneration Priority**

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	<p>Bar chart showing rateable value in £. Y-axis ranges from £77,000,000 to £83,500,000. X-axis shows years from 2016/17 to 2017/18. A blue line represents the target. Values are: 2016/17: £77,311,427; 2017/18: £83,243,263.</p>		2017/18
(ADC)CORP/DLV/48 Number of market stalls occupied – outdoor only	3,459	1,500	🟢	↓	Aim to Maximise	<p>Bar chart showing number of market stalls. Y-axis ranges from 0 to 7,000. X-axis shows quarters from Q2 2017/18 to Q2 2018/18. A blue line represents the target. Values are: Q2 2017/18: 5,622; Q2 2018/18: 3,459.</p>	1742 for Q2 Issues mainly in Sutton with loss of 16 stalls over 4 days and drop in footfall levels in the town centre, some due to movement of stores further out of town and ASB increases on Portland Square	Q2 2017/18
(ADC)CORP/DLV/39 Number of value-added market events and supported community events	10	5	🟢	↓	Aim to Maximise	<p>Bar chart showing number of value-added market events. Y-axis ranges from 0 to 33. X-axis shows quarters from Q2 2017/18 to Q2 2018/18. A blue line represents the target. Values are: Q2 2017/18: 10; Q2 2018/18: 5.</p>	5 for Q2	Q2 2017/18
(ADC)CORP/DLV/49 Number of commercial empty properties brought back into use	2	New PI	🟢	New	Aim to Maximise	<p>Bar chart showing number of commercial empty properties brought back into use. Y-axis ranges from 0 to 10. X-axis shows quarters from Q2 2017/18 to Q2 2018/18. A single bar is shown for Q2 2017/18 with a value of 2.</p>	2017/18 data still awaited	Q4 2016/17
(ADC)CORP/DLV/50 Number of dilapidated buildings visually improved	14	New PI	🟢	New	Aim to Maximise	<p>Bar chart showing number of dilapidated buildings visually improved. Y-axis ranges from 0 to 15. X-axis shows quarters from Q2 2017/18 to Q2 2018/18. A single bar is shown for Q2 2017/18 with a value of 14.</p>	2017/18 data still awaited	Q4 2016/17

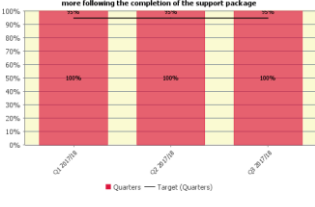
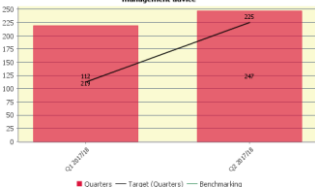
Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/DLV/41 Processing of major planning applications within 13 weeks – by quarter – cumulative year-end data	89.00%	75.00%	🟢	↑	Aim to Maximise			Q2 2017/18
(ADC)CORP/DLV/42 Processing of minor planning applications within eight weeks – by quarter – cumulative year-end data	92.00%	87.00%	🟢	↑	Aim to Maximise			Q2 2017/18
(ADC)CORP/DLV/43 Processing of other planning applications within eight weeks – by quarter – cumulative year-end data	98.00%	94.00%	🟢	↑	Aim to Maximise			Q2 2017/18

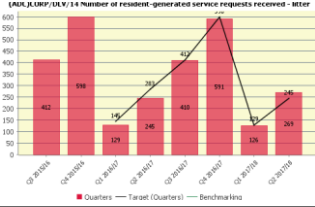
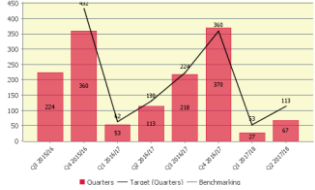
Delivery - Housing Priority								
Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/DLV/11 Number of homeless people due to DV	5	20	🟢	↑	Aim to Minimise		Within target but largely the number of approaches due to domestic violence is outside the team's control.	Q2 2017/18
(ADC)CORP/DLV/19 Number of DV supported housing units available across the district	6	6	🟢	New	Aim to Maximise			2016/17





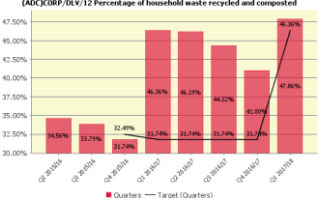


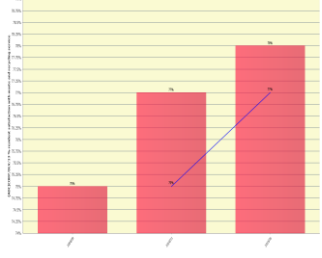



Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/DLV/47 Number of households prevented from becoming homeless	84	62.5	🟢	↑	Aim to Maximise		Target exceeded. Excellent work by the team to ensure that the number of households prevented from being homeless is increasing and exceeds the number of actual homeless households.	Q2 2017/18
(ADC)CORP/DLV/22 Number of long-term empty homes and derelict brought back into use	78	50	🟢	↓	Aim to Maximise			Q2 2017/18
(ADC)CORP/DLV/03 Number of new affordable homes delivered during the year	10	25	🔴	↓	Aim to Maximise		Further chase to RPS for information. Awaiting end of 1/4 returns from RP's. Aware an further 7 social rented properties advertised through Homefinder but possibility of other units, in which case the end of 1/4 figure will be revised.	Q2 2017/18
(ADC)CORP/DLV/07 Disabled facility grant - number of grants delivered	43	60	🔴	↑	Aim to Maximise			Q2 2017/18
(ADC)CORP/DLV/18 Average void re-let time of Council Homes (DAYS)	17.8	21.0	🟢	↑	Aim to Minimise			Q2 2017/18



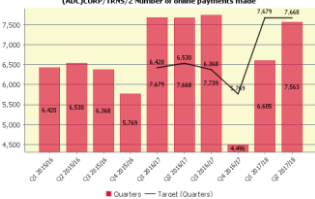


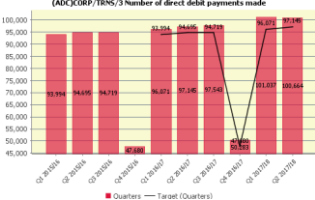
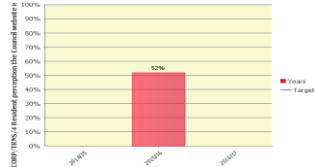
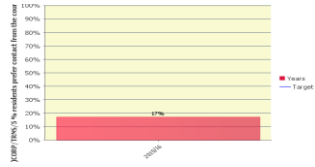
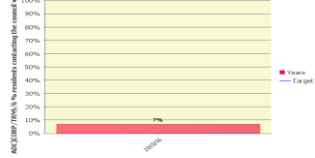
Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update																								
(ADC)CORP/DLV/20 Percentage of non-decent homes of total council housing stock	0.19%	0.40%	🟢	↑	Aim to Minimise	<p>(ADC)CORP/DLV/20 Percentage of non-decent homes of total council housing stock</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>Q2 2016/17</td><td>0.60%</td><td>0.60%</td></tr> <tr><td>Q3 2016/17</td><td>0.75%</td><td>0.75%</td></tr> <tr><td>Q4 2016/17</td><td>0.57%</td><td>0.57%</td></tr> <tr><td>Q1 2017/18</td><td>0.50%</td><td>0.50%</td></tr> <tr><td>Q2 2017/18</td><td>0.19%</td><td>0.40%</td></tr> </tbody> </table>	Quarter	Actual (%)	Target (%)	Q2 2016/17	0.60%	0.60%	Q3 2016/17	0.75%	0.75%	Q4 2016/17	0.57%	0.57%	Q1 2017/18	0.50%	0.50%	Q2 2017/18	0.19%	0.40%		Q2 2017/18						
Quarter	Actual (%)	Target (%)																														
Q2 2016/17	0.60%	0.60%																														
Q3 2016/17	0.75%	0.75%																														
Q4 2016/17	0.57%	0.57%																														
Q1 2017/18	0.50%	0.50%																														
Q2 2017/18	0.19%	0.40%																														
(ADC)CORP/DLV/09 Number of properties inspected and enforcement action taken to mitigate cold hazards	212	200	🟢	↑	Aim to Maximise	<p>(ADC)CORP/DLV/09 Number of properties inspected and enforcement action taken to mitigate cold hazards</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> <th>Benchmark</th> </tr> </thead> <tbody> <tr><td>Q2 2016/17</td><td>75</td><td>75</td><td>75</td></tr> <tr><td>Q3 2016/17</td><td>102</td><td>102</td><td>102</td></tr> <tr><td>Q4 2016/17</td><td>111</td><td>111</td><td>111</td></tr> <tr><td>Q1 2017/18</td><td>199</td><td>199</td><td>199</td></tr> <tr><td>Q2 2017/18</td><td>212</td><td>200</td><td>200</td></tr> </tbody> </table>	Quarter	Actual	Target	Benchmark	Q2 2016/17	75	75	75	Q3 2016/17	102	102	102	Q4 2016/17	111	111	111	Q1 2017/18	199	199	199	Q2 2017/18	212	200	200		Q2 2017/18
Quarter	Actual	Target	Benchmark																													
Q2 2016/17	75	75	75																													
Q3 2016/17	102	102	102																													
Q4 2016/17	111	111	111																													
Q1 2017/18	199	199	199																													
Q2 2017/18	212	200	200																													
(ADC)CORP/DLV/10 Number of properties inspected and enforcement action taken to mitigate damp and mould	247	100	🟢	↑	Aim to Maximise	<p>(ADC)CORP/DLV/10 Number of properties inspected and enforcement action taken to mitigate damp and mould</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> <th>Benchmark</th> </tr> </thead> <tbody> <tr><td>Q2 2016/17</td><td>89</td><td>89</td><td>89</td></tr> <tr><td>Q3 2016/17</td><td>102</td><td>102</td><td>102</td></tr> <tr><td>Q4 2016/17</td><td>121</td><td>121</td><td>121</td></tr> <tr><td>Q1 2017/18</td><td>199</td><td>199</td><td>199</td></tr> <tr><td>Q2 2017/18</td><td>247</td><td>100</td><td>100</td></tr> </tbody> </table>	Quarter	Actual	Target	Benchmark	Q2 2016/17	89	89	89	Q3 2016/17	102	102	102	Q4 2016/17	121	121	121	Q1 2017/18	199	199	199	Q2 2017/18	247	100	100		Q2 2017/18
Quarter	Actual	Target	Benchmark																													
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Q3 2016/17	102	102	102																													
Q4 2016/17	121	121	121																													
Q1 2017/18	199	199	199																													
Q2 2017/18	247	100	100																													
(ADC)CORP/DLV/52 Number of Council properties in receipt of an aid or adaptation	298	248 (based on last years outturn)	🟢	↑	Aim to Maximise	<p>(ADC)CORP/DLV/52 Number of Council properties in receipt of an aid or adaptation</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>298</td><td>298</td></tr> <tr><td>Q2 2017/18</td><td>298</td><td>248</td></tr> </tbody> </table>	Quarter	Actual	Target	Q2 2016/17	298	298	Q2 2017/18	298	248	This new PI measures the number of aids & adaptations completed to the residential housing stock within the financial year and will be updated biannually. Recognised it will be difficult to set a target as perf will fluctuate annually and the number completed within one year won't have any bearing on the number completed in subsequent years.	Qu2 2017/18															
Quarter	Actual	Target																														
Q2 2016/17	298	298																														
Q2 2017/18	298	248																														

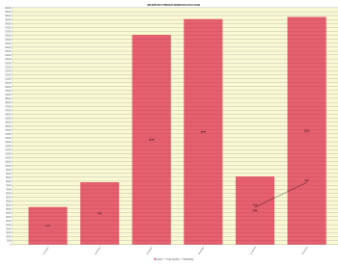
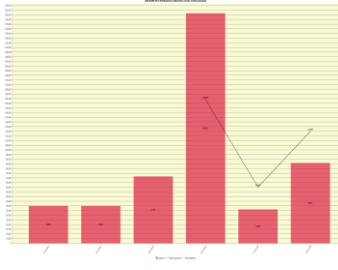
Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/DLV/53 Proportion of tenants who remain in their tenancy for 6 months or more following the completion of the support package	100%	95%	✓	➡	Aim to Maximise			October 2017
(ADC)CORP/DLV/54 Number of Council Tenants assisted with welfare and money management advice	247	225	✓	⬆	Aim to Maximise			Q2 2017/18

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	269	245	⚠	⬇	Aim to Minimise			Q2 2017/18
(ADC)CORP/DLV/15 Number of resident-generated service requests received – dog fouling	67	113	✓	⬆	Aim to Minimise		Number of requests for dog fouling significantly down year on year, with 46 fewer requests (40% lower)	Q2 2017/18

Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/DLV/16 Number of resident-generated service requests received – fly-tipping	444	336	🔴	↓	Aim to Minimise		Increase in fly-tipping requests year on year, pro-active work regarding surveillance in hot-spot areas will be taking place in the coming weeks in a bid to tackle this increase	Q2 2017/18
(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	2015/16
(ADC)CORP/DLV/34 Number of new Environmental Volunteers actively engaged	38	20	🟢	↓	Aim to Maximise		16 for Q2	Q2 2017/18
(ADC)CORP/DLV/36 Incidents of ASB – police recorded	1,891	2,093	🟢	↑	Aim to Minimise			Q2 2017/18
(ADC)CORP/DLV/37 Percentage of customers satisfied with the action the Council has taken – ASB & Nuisance	81%	82%	🟢	↓	Aim to Maximise		In comparison to the same quarter last year the figures reflect ongoing consistent performance however there needs to be acknowledgment that performance figures may continue to fluctuate due to the review within the process that are being implemented. Specifically the duty cover that was put into place this quarter – allowing officers to close cases at first point of contact due to sound advice being shared. It needs to be noted that customers feel that this may not be as	Q2 2017/18

Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update																		
							personal in relation to the service once provided by community protection.																			
(ADC)CORP/DLV/12 Percentage of household waste recycled and composted	45.67%	46.25%			Aim to Maximise	 <p>ADC)CORP/DLV/12 Percentage of household waste recycled and composted</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Q2 2017/18</td><td>34.56%</td></tr> <tr><td>Q3 2017/18</td><td>33.71%</td></tr> <tr><td>Q4 2017/18</td><td>32.69%</td></tr> <tr><td>Q1 2018/19</td><td>46.36%</td></tr> <tr><td>Q2 2018/19</td><td>46.31%</td></tr> <tr><td>Q3 2018/19</td><td>44.32%</td></tr> <tr><td>Q4 2018/19</td><td>41.00%</td></tr> <tr><td>Q1 2019/20</td><td>46.36%</td></tr> </tbody> </table>	Quarter	Percentage	Q2 2017/18	34.56%	Q3 2017/18	33.71%	Q4 2017/18	32.69%	Q1 2018/19	46.36%	Q2 2018/19	46.31%	Q3 2018/19	44.32%	Q4 2018/19	41.00%	Q1 2019/20	46.36%	45.55% is an indicative figure and will likely go up by approx 1% when final information around MRF rejects recycled has been received from Veolia	Q2 2017/18
Quarter	Percentage																									
Q2 2017/18	34.56%																									
Q3 2017/18	33.71%																									
Q4 2017/18	32.69%																									
Q1 2018/19	46.36%																									
Q2 2018/19	46.31%																									
Q3 2018/19	44.32%																									
Q4 2018/19	41.00%																									
Q1 2019/20	46.36%																									
(ADC)CORP/DLV/13 % resident satisfaction with waste and recycling service	78%	77%			Aim to Maximise		Place Survey Measure - March 2016	2015/16																		
(ADC)CORP/DLV/51 Average improvement in circumstance – Broomhill & New Cross	87				Aim to Maximise		Of 66 eligible outcome stars completed in the quarter, 57 reported an improvement in their circumstance across the 5 'key areas' of health, community, finance, employment and housing throughout the life of the intervention.	Q2 2017/18																		

Delivery - Organisational Improvement Priority																																									
Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update																																	
(ADC)CORP/TRNS/2 Number of online payments made	7,563	7,668			Aim to Maximise	 <p>(ADC)CORP/TRNS/2 Number of online payments made</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q1 2016</td><td>6,420</td><td>6,420</td></tr> <tr><td>Q2 2016</td><td>6,537</td><td>6,537</td></tr> <tr><td>Q3 2016</td><td>6,368</td><td>6,368</td></tr> <tr><td>Q4 2016</td><td>5,798</td><td>5,798</td></tr> <tr><td>Q1 2017</td><td>7,679</td><td>7,679</td></tr> <tr><td>Q2 2017</td><td>7,668</td><td>7,668</td></tr> <tr><td>Q3 2017</td><td>6,920</td><td>6,920</td></tr> <tr><td>Q4 2017</td><td>7,238</td><td>7,238</td></tr> <tr><td>Q1 2018</td><td>6,400</td><td>6,400</td></tr> <tr><td>Q2 2018</td><td>7,563</td><td>7,668</td></tr> </tbody> </table>	Quarter	Actual	Target	Q1 2016	6,420	6,420	Q2 2016	6,537	6,537	Q3 2016	6,368	6,368	Q4 2016	5,798	5,798	Q1 2017	7,679	7,679	Q2 2017	7,668	7,668	Q3 2017	6,920	6,920	Q4 2017	7,238	7,238	Q1 2018	6,400	6,400	Q2 2018	7,563	7,668		Q2 2017/18
Quarter	Actual	Target																																							
Q1 2016	6,420	6,420																																							
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(ADC)CORP/TRNS/3 Number of direct debit payments made	100,664	97,145			Aim to Maximise	 <p>(ADC)CORP/TRNS/3 Number of direct debit payments made</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q1 2016</td><td>93,914</td><td>93,914</td></tr> <tr><td>Q2 2016</td><td>94,495</td><td>94,495</td></tr> <tr><td>Q3 2016</td><td>94,719</td><td>94,719</td></tr> <tr><td>Q4 2016</td><td>97,000</td><td>97,000</td></tr> <tr><td>Q1 2017</td><td>96,872</td><td>96,872</td></tr> <tr><td>Q2 2017</td><td>97,196</td><td>97,196</td></tr> <tr><td>Q3 2017</td><td>97,548</td><td>97,548</td></tr> <tr><td>Q4 2017</td><td>97,500</td><td>97,500</td></tr> <tr><td>Q1 2018</td><td>91,000</td><td>91,000</td></tr> <tr><td>Q2 2018</td><td>100,664</td><td>97,145</td></tr> </tbody> </table>	Quarter	Actual	Target	Q1 2016	93,914	93,914	Q2 2016	94,495	94,495	Q3 2016	94,719	94,719	Q4 2016	97,000	97,000	Q1 2017	96,872	96,872	Q2 2017	97,196	97,196	Q3 2017	97,548	97,548	Q4 2017	97,500	97,500	Q1 2018	91,000	91,000	Q2 2018	100,664	97,145		Q2 2017/18
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(ADC)CORP/TRNS/4 Resident perception the Council website is easy to use	52%	New PI 2016	New	New	Aim to Maximise	 <p>(ADC)CORP/TRNS/4 Resident perception the Council website is easy to use</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>2016/17</td><td>52%</td><td>52%</td></tr> <tr><td>2017/18</td><td>52%</td><td>52%</td></tr> </tbody> </table>	Year	Actual	Target	2016/17	52%	52%	2017/18	52%	52%	Place Survey Measure - March 2016	2015/16																								
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(ADC)CORP/TRNS/5 % residents prefer contact from the council via email	17%	New PI 2016	New	New	Aim to Maximise	 <p>(ADC)CORP/TRNS/5 % residents prefer contact from the council via email</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>2016/17</td><td>17%</td><td>17%</td></tr> <tr><td>2017/18</td><td>17%</td><td>17%</td></tr> </tbody> </table>	Year	Actual	Target	2016/17	17%	17%	2017/18	17%	17%	Place Survey Measure - March 2016	2015/16																								
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(ADC)CORP/TRNS/6 % residents contacting the council via email	7%	New PI 2016	New	New	Aim to Maximise	 <p>(ADC)CORP/TRNS/6 % residents contacting the council via email</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>2016/17</td><td>7%</td><td>7%</td></tr> <tr><td>2017/18</td><td>7%</td><td>7%</td></tr> </tbody> </table>	Year	Actual	Target	2016/17	7%	7%	2017/18	7%	7%	Place Survey Measure - March 2016	2015/16																								
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2016/17	7%	7%																																							
2017/18	7%	7%																																							

Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/DLV/29 level of efficiencies identified through service reviews	£288,218	£78,607	🟢	↑	Aim to Maximise		Potential efficiencies identified from reviews of democracy, secretariat, ICT, asset management, community engagement and estates management. Further reviews ongoing with recommendations expected before year end include community protection hub, place and localities, and housing repairs.	Q2 2017/18
(ADC)CORP/DLV/30 level of efficiencies from service reviews realised	£85,891	£245,000 by year end	🟠	↑	Aim to Maximise		Relates to full year efficiencies agreed from service reviews following consultation and final decision. Target of £145k left from 2016/17 savings strategy and £100k 2017/18 savings strategy. Further decisions from Democracy and Asset Mgt review expected in qu 3.	Q2 2017/18
(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

### Transforming Our Organisation

Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/TROG/1 % employees who feel valued by ADC as an organisation	57% (2017/18)	55%	✓	↑	Aim to Maximise			2017/18
(ADC)CORP/TROG/2 employee satisfaction with ADC as an 'employer of choice	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	78% (2017/18)	75%	✓	↑	Aim to Maximise			2017/18
(ADC)CORP/TROG/4 Employee satisfaction with their job	69%	65%	✓	↑	Aim to Maximise			2017/18



Valuing Our People								
Measure	YTD Actual	YTD Target	RAG Status	Trend	Desired Direction of Travel	Trend Chart	Comments	Last Update
(ADC)CORP/VOP/02 Average days' absence per FTE	4.38	4.75	✓	↓	Aim to Minimise	<p>The chart displays quarterly absence rates. The y-axis ranges from 0 to 10. A red line represents the target at 4.75. Quarterly bars show values approximately: Q1 (4.5), Q2 (5.5), Q3 (3.5), Q4 (4.5), Q1 (5.5), Q2 (3.5), Q3 (4.5). The current value is 4.38.</p>	Absence is currently under target, target 4.75, however the trend is showing an increase therefore close monitoring is continuing to be undertaken and recent report to CLT.	Q2 2017/18
(ADC)CORP/VOP/03 % of overall workforce which are Young People	4.42%	2.8%	✓	↑	Aim to Maximise	<p>The chart displays quarterly percentages of young people in the workforce. The y-axis ranges from 0% to 10%. A red line represents the target at 2.8%. Quarterly bars show values approximately: Q1 (2.5%), Q2 (2.5%), Q3 (2.5%), Q4 (2.5%), Q1 (2.5%), Q2 (2.5%), Q3 (2.5%). The current value is 4.42%.</p>		2016/17