







































Key Performance Measures

All Key Performance Indicators

		31/03/2023	30/04/2023	31/05/2023	30/06/2023	31/07/2023	31/08/2023	30/09/2023
EC 001 Council carbon footprint (tCO2e)	Actual		n/r	n/r	n/r	n/r	n/r	n/r
	Target		n/r	n/r	n/r	n/r	n/r	n/r
	Performance	?!	n/r	n/r	n/r	n/r	n/r	n/r
	Direction of Change	?	n/r	n/r	n/r	n/r	n/r	n/r
> EC 002 Number of trees planted	Actual	43,961	n/r	n/r	n/r	n/r	n/r	n/r
	Target	20,000	n/r	n/r	n/r	n/r	n/r	n/r
	Performance	★	n/r	n/r	n/r	n/r	n/r	n/r
	Direction of Change	✖	n/r	n/r	n/r	n/r	n/r	n/r
CE 001 Number of very long term empty homes (2 years or more)	Actual	142	142	142	148	150	149	154
	Target							
	Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	Direction of Change	✔	➡	➡	✖	✖	✔	✖
CE 002 Number of long term empty homes (6 months or more as at October each year)	Actual	483	n/r	n/r	n/r	n/r	n/r	n/r
	Target		n/r	n/r	n/r	n/r	n/r	n/r
	Performance	n/a	n/r	n/r	n/r	n/r	n/r	n/r
	Direction of Change	✖	n/r	n/r	n/r	n/r	n/r	n/r
CE 003 Number of long term empty homes (6 months or more)	Actual	628	613	642	608	592	554	528
	Target							
	Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	Direction of Change	✖	✔	✖	✔	✔	✔	✔
CS 001 Number of complaints	Actual	4	9	15	5	5		
	Target	30	30	30	30	30	30	30
	Performance	★	★	★	★	★	?	?
	Direction of Change	✔	✖	✖	✔	➡	?	?
CS 002 Number of compliments	Actual	2	4	4	3	4	4	3
	Target	3	3	3	3	3	3	3
	Performance	▲	★	★	★	★	★	★
	Direction of Change	✖	✔	➡	✖	✔	➡	✖

		31/03/2023	30/04/2023	31/05/2023	30/06/2023	31/07/2023	31/08/2023	30/09/2023
EG 011 Number of businesses supported	Actual	66	n/r	n/r	48	n/r	n/r	39
	Target	30	n/r	n/r	30	n/r	n/r	30
	Performance	★	n/r	n/r	★	n/r	n/r	★
	Direction of Change	✖	n/r	n/r	✖	n/r	n/r	✖
AC 001 Council Tax Band D (NNDC element) (£)	Actual	158.67	n/r	n/r	n/r	n/r	n/r	n/r
	Target		n/r	n/r	n/r	n/r	n/r	n/r
	Performance	n/a	n/r	n/r	n/r	n/r	n/r	n/r
	Direction of Change	✖	n/r	n/r	n/r	n/r	n/r	n/r
HO 007 Numbers on the Housing Register	Actual	557	580	588	574	590	577	600
	Target							
	Performance	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	Direction of Change	✖	✖	✖	✔	✖	✔	✖
LE 004 Participation at Council Sporting Facilities	Actual	48,955	49,467	48,081	46,027	50,396	46,330	44,102
	Target	48,955	46,797	47,448	46,615	46,739	48,636	41,972
	Performance	★	★	★	●	★	●	★
	Direction of Change	✔	✔	✖	✖	✔	✖	✖
LE 015 Number of Blue Flag beaches	Actual	3	n/r	n/r	n/r	n/r	n/r	n/r
	Target	6	n/r	n/r	n/r	n/r	n/r	n/r
	Performance	●	n/r	n/r	n/r	n/r	n/r	n/r
	Direction of Change	✖	n/r	n/r	n/r	n/r	n/r	n/r
LE 016 Number of Green Flag open spaces	Actual	3	n/r	n/r	n/r	n/r	n/r	n/r
	Target	3	n/r	n/r	n/r	n/r	n/r	n/r
	Performance	★	n/r	n/r	n/r	n/r	n/r	n/r
	Direction of Change	➡	n/r	n/r	n/r	n/r	n/r	n/r
PP 001 Number of additional homes built of all tenures (without losses)	Actual	315	n/r	n/r	n/r	n/r	n/r	n/r
	Target	520	n/r	n/r	n/r	n/r	n/r	n/r
	Performance	▲	n/r	n/r	n/r	n/r	n/r	n/r
	Direction of Change	✖	n/r	n/r	n/r	n/r	n/r	n/r
AP 001 Level of investment made in upgrading public conveniences (£)	Actual	791,825.88	n/r	n/r	n/r	n/r	n/r	n/r
	Target	1,260,873.00	n/r	n/r	n/r	n/r	n/r	n/r
	Performance	▲	n/r	n/r	n/r	n/r	n/r	n/r
	Direction of Change	n/a	n/r	n/r	n/r	n/r	n/r	n/r
	Actual	2	n/r	n/r	n/r	n/r	n/r	n/r

		31/03/2023	30/04/2023	31/05/2023	30/06/2023	31/07/2023	31/08/2023	30/09/2023
AP 002 Number of changing places facilities provided	Target	4	n/r	n/r	n/r	n/r	n/r	n/r
	Performance		n/r	n/r	n/r	n/r	n/r	n/r
	Direction of Change		n/r	n/r	n/r	n/r	n/r	n/r
> HS 001 Number of affordable homes built	Actual	0	0	0	0	0	0	0
	Target	25	0	0	25	0	0	25
	Performance							
	Direction of Change							
NN 001 Affordability indicator - ratio of median house price to median gross annual earnings	Actual	10.43	n/r	n/r	n/r	n/r	n/r	n/r
	Target		n/r	n/r	n/r	n/r	n/r	n/r
	Performance	n/a	n/r	n/r	n/r	n/r	n/r	n/r
	Direction of Change		n/r	n/r	n/r	n/r	n/r	n/r
CL 002 Number of Ombudsman referral decisions	Actual	1	0	3	1	0	0	0
	Target	3	3	3	3	3	3	3
	Performance							
	Direction of Change							
CL 003 Number of Ombudsman referral decisions successful outcomes for the Council	Actual	0	0	3	1	0	0	0
	Target	0	0	0	0	0	0	0
	Performance							
	Direction of Change	