

Key
No change / appropriate target
Target less challenging than current target
Target more challenging than current target
New indicator

Directorate	Business Unit	KPI Code	KPI	3 Year Average 2022/23 - 2024/25	Current Target 2025/26	Proposed Target 2026/27	Community Plan Ambition	Supporting Information
Deputy Chief Exec	Arkwood	ARK002B	Number of homes delivered through our housing development company Arkwood	23	67	82	Ambition 2: Increase the supply of housing, in particular affordable homes, and improve housing standards	
Deputy Chief Exec	Arkwood	ARK003B	Number of plots commenced through our housing development company Arkwood	23	107	102	Ambition 2: Increase the supply of housing, in particular affordable homes, and improve housing standards	
Resources	Corporate Property	COR001	Newark Beacon - % of occupied units	86.0%	83.0%	85.0%	Ambition 1: Breakdown barriers to opportunity to enable residents and businesses to prosper and fulfil their potential	
Resources	Corporate Property	COR052	% Completed Legionella tests (due this quarter)	100.0%	100.0%	100.0%	Compliance Appendix	
Resources	Corporate Property	COR053	% Completed Legionella Risk Assessments (due this quarter)	100.0%	100.0%	100.0%	Compliance Appendix	
Resources	Corporate Property	COR054	% Completed Asbestos Condition Surveys (annual)	100.0%	100.0%	100.0%	Compliance Appendix	
Resources	Corporate Property	COR055	% Completed Asbestos Annual Reviews (due this quarter)	100.0%	100.0%	100.0%	Compliance Appendix	
Resources	Corporate Property	COR056	% Completed Fire Risk Assessments (due this quarter)	100.0%	100.0%	100.0%	Compliance Appendix	
Resources	Corporate Property	COR057	% Completed Gas Boiler Services (due this quarter)	100.0%	100.0%	100.0%	Compliance Appendix	
Resources	Corporate Property	COR058	% Completed Electrical Inspection Reports (due this quarter)	100.0%	100.0%	100.0%	Compliance Appendix	
Resources	Corporate Property	COR059	% Completed Lift Inspections (due this quarter)	100.0%	100.0%	100.0%	Compliance Appendix	
Resources	Corporate Property	COR011	Commercial Property - % occupied units	97.4%	95.0%	96.0%	Ambition 6: Reduce the impact of climate change and protect and enhance green spaces.	
Resources	Corporate Property	COR019	Sherwood Forest Arts and Crafts - % of occupied units	98.3%	95.0%	96.0%	Ambition 1: Breakdown barriers to opportunity to enable residents and businesses to prosper and fulfil their potential	
Customer Services & Organisational Development	Customer Services	CSC002	Contact Centre - telephony - average length of time to answer call (seconds)	*N/A	110.0	100	Ambition 7: Be a top performing, modern and accessible Council, that get its everyday services right for the residents and businesses that it serves	
Planning & Development	Economic Growth & Visitor Economy	ECG007B	Newark town centre footfall count (average visitors per day)	*N/A	7,000	7,300	Ambition 1: Breakdown barriers to opportunity to enable residents and businesses to prosper and fulfil their potential	

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Planning & Development	Economic Growth & Visitor Economy	ECG020	Percentage of town centres total premises vacant across the NSDC District	7.7%	8.0%	8.0%	Ambition 1: Breakdown barriers to opportunity to enable residents and businesses to prosper and fulfil their potential	
Planning & Development	Economic Growth & Visitor Economy	ECG_NE W	% Increase of visitors to Newark town centre during Event Days	New	New	20.0%	Ambition 1: Breakdown barriers to opportunity to enable residents and businesses to prosper and fulfil their potential	Newly created PI.
Communities & Environment	Environmental Services	ENS018B	Number of fixed penalty notices issued for all environmental offences (excluding fly tipping)	833	Demand	Demand	Ambition 6: Reduce the impact of climate change and protect and enhance green spaces.	
Communities & Environment	Environmental Services	ENS001	% fly tipping incidents removed within 72 hours	95.7%	95.0%	95.0%	Ambition 4: Reduce crime and anti-social behaviour, improving community feelings of safety	
Communities & Environment	Environmental Services	ENS004	% of household waste sent for reuse, recycling and composting	37.3%	40.0%	40.0%	Ambition 6: Reduce the impact of climate change and protect and enhance green spaces.	
Communities & Environment	Environmental Services	ENS005B	Number of missed bins (per 100,000 households)	43.1	45	45	Ambition 6: Reduce the impact of climate change and protect and enhance green spaces.	
Communities & Environment	Environmental Services	ENS006	Total number of garden waste subscriptions	20,605	22,000	22,000	Ambition 6: Reduce the impact of climate change and protect and enhance green spaces.	
Communities & Environment	Environmental Services	ENS009	% of failing sites - street and environmental cleanliness - litter	0.8%	1.5%	1.5%	Ambition 6: Reduce the impact of climate change and protect and enhance green spaces.	
Communities & Environment	Environmental Services	ENS010	% of failing sites - street and environmental cleanliness - detritus	1.0%	1.2%	1.2%	Ambition 6: Reduce the impact of climate change and protect and enhance green spaces.	
Communities & Environment	Environmental Services	ENS021	Number of events held in NSDC parks	349	400	500	Ambition 6: Reduce the impact of climate change and protect and enhance green spaces.	
Communities & Environment	Environmental Services	ENS026	Number of trees planted on Council land or partner land	1,012	34,000	600	Ambition 6: Reduce the impact of climate change and protect and enhance green spaces.	This reflects the return to business as usual, as planting 34,000 in 2025/26 trees was a one off due to the funding which was secured.
Communities & Environment	Environmental Services	ENS027	Number of trees given away to residents	1,378	1,000	1,000	Ambition 6: Reduce the impact of climate change and protect and enhance green spaces.	
Communities & Environment	Environmental Services	ENS028	Number of targeted focus weeks	6	8	6	Ambition 6: Reduce the impact of climate change and protect and enhance green spaces.	The Business Manager is satisfied that the target is realistic in line with recent performance.
Communities & Environment	Environmental Services	ENS033	% Completed Play Park Inspections HRA Land (due this quarter)	100.0%	100.0%	100.0%	No change	
Communities & Environment	Environmental Services	ENS034	% Completed Play Park Inspections GF Land (due this quarter)	100.0%	100.0%	100.0%	No change	
Communities & Environment	Environmental Services	ENS042	Number of children reached via environmental education visits including river health and 'Motion for the Ocean'	3,210	2,000	2,000	Ambition 6: Reduce the impact of climate change and protect and enhance green spaces.	
Communities & Environment	Environmental Services	ENS043	% of incidents resulting in an FPN or prosecution	New for 2025/26	17.0%	13.0%	Ambition 4: Reduce crime and anti-social behaviour, improving community feelings of safety	The Business Manager is satisfied that the target is realistic in line with recent performance.
Resources	Financial Services	FIN001	% invoices paid within 30 days - whole Council	96.9%	98.5%	98.8%	Ambition 7: Be a top performing, modern and accessible Council, that get its everyday services right for the residents and businesses that it serves	

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Resources	Financial Services	FIN_NEW	Arkwood cumulative return on equity	New	21.9%	50.0%	Ambition 7: Be a top performing, modern and accessible Council, that get its everyday services right for the residents and businesses that it serves	Newly created PI - this PI will provide data on the cumulative receipts from Arkwood as a proportion of the equity in the company.
Housing, Health & Wellbeing	Healthy Places	RHS004	Number of new council houses built	22	75	28	Ambition 2: Increase the supply of housing, in particular affordable homes, and improve housing standards	This target is reflective of the Council House build programme and the volume of properties due to be built during 2026/27.
Housing, Health & Wellbeing	Healthy Places	RHS012A	Leisure Services - based on your experience; how likely are you to recommend us to a friend, family member, or colleague?	60.0%	60.0%	60.0%	Ambition 3: Improve health and wellbeing, with an emphasis on communities with low levels of life expectancy	
Housing, Health & Wellbeing	Healthy Places	RHS012B	Customer satisfaction with all Active4Today leisure centres	78.9%	85.0%	85.0%	Ambition 3: Improve health and wellbeing, with an emphasis on communities with low levels of life expectancy	
Housing, Health & Wellbeing	Healthy Places	RHS007	Number of User Visits - Active 4 Today (all)	1,071,081	1,100,000	870,000	Ambition 3: Improve health and wellbeing, with an emphasis on communities with low levels of life expectancy	The reduced target relates to the impact of the withdrawal of Southwell Leisure Centre from the performance figures.
Housing, Health & Wellbeing	Healthy Places	RHS008	Live Leisure Centre membership base (all)	11,656	11,500	9,750	Ambition 3: Improve health and wellbeing, with an emphasis on communities with low levels of life expectancy	The reduced target relates to the impact of the withdrawal of Southwell Leisure Centre from the performance figures.
Housing, Health & Wellbeing	Healthy Places	RHS014	Number of new Active4Today leisure members	New for 2025/26	3,750	2,800	Ambition 3: Improve health and wellbeing, with an emphasis on communities with low levels of life expectancy	The reduced target relates to the impact of the withdrawal of Southwell Leisure Centre from the performance figures.
Communities & Environment	Heritage & Culture	HCV001	Total number of admissions - National Civil War Centre	15,626	17,000	17,000	Ambition 5: Promote and maximise the districts heritage, culture and community spirit	
Communities & Environment	Heritage & Culture	HCV002	Total number of admissions - Palace Theatre	59,539	55,000	60,000	Ambition 5: Promote and maximise the districts heritage, culture and community spirit	
Communities & Environment	Heritage & Culture	HCV011	% of visitors from schools – National Civil War Centre	23.0%	25.0%	25.0%	Ambition 5: Promote and maximise the districts heritage, culture and community spirit	
Communities & Environment	Heritage & Culture	HCV012	% of visitors from schools – Palace Theatre	11.5%	12.0%	12.0%	Ambition 5: Promote and maximise the districts heritage, culture and community spirit	
Communities & Environment	Heritage & Culture	HCV014	Total footfall across all heritage and culture services and sites	111,641	105,000	125,000	Ambition 5: Promote and maximise the districts heritage, culture and community spirit	
Communities & Environment	Heritage & Culture	HCV013	Number of people reached through direct participation and outreach	13,223	12,500	15,000	Ambition 5: Promote and maximise the districts heritage, culture and community spirit	

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Housing, Health & Wellbeing	Housing Income & Leaseholder management	HLM006	Amount of current arrears as a % of annual rent debit	1.6%	2.3%	2.9%	Ambition 7: Be a top performing, modern and accessible Council, that get its everyday services right for the residents and businesses that it serves	The Business Manager has shared the key drivers relating to the amount of current arrears on a quarterly basis throughout 2025/26. This includes the impact of tenants making the transition to Universal Credit, as well as some challenges during the transition to the new Housing Management System. There is an action plan in place to stabilise the position and during the latest update in Q3, the Business Manager estimated that performance should begin to show improvement in the second half of 2026/27.
Housing, Health & Wellbeing	Housing Repairs & Assets	HRA009	% of Council homes with an energy efficiency (SAP) rating of C or above	60.2%	75.0%	60.0%	Ambition 2: Improve health and wellbeing, with an emphasis on communities with low levels of life expectancy	The target selected is a stretching target. Full review of EPCs is underway, with 45% properties rated C or above and ~30% rated D currently. The remaining properties are rated E, F, and G's and which will be targeted first. This approach % wise may appear lower numerically, but it will have a greater impact on those living in the worst rated properties and will support with the associated fuel costs.
Housing, Health & Wellbeing	Housing Repairs & Assets	HRA010B	% of homes with a valid gas certificate	98.9%	100.0%	100.0%	Ambition 2: Increase the supply of housing, in particular affordable homes, and improve housing standards	
Housing, Health & Wellbeing	Housing Repairs & Assets	HRA001	Average "End to End" time for all reactive repairs (calendar days)	*N/A	16	12	Ambition 2: Increase the supply of housing, in particular affordable homes, and improve housing standards	
Housing, Health & Wellbeing	Housing Repairs & Assets	HRA084	% of homes with Electrical Installation Condition Report (EICR) certificates up to five years old	99.2%	100.0%	100.0%	Ambition 2: Increase the supply of housing, in particular affordable homes, and improve housing standards	
Housing, Health & Wellbeing	Housing Repairs & Assets	HRA089	% Completed Legionella tests (communal areas due this quarter)	100.0%	100.0%	100.0%	Ambition 7: Be a top performing, modern and accessible Council, that get its everyday services right for the residents and businesses that it serves	
Housing, Health & Wellbeing	Housing Repairs & Assets	HRA090	% Completed Legionella Risk Assessments (communal areas due this quarter)	100.0%	100.0%	100.0%	Ambition 7: Be a top performing, modern and accessible Council, that get its everyday services right for the residents and businesses that it serves	
Housing, Health & Wellbeing	Housing Repairs & Assets	HRA091	% Completed Asbestos Condition Surveys (annual)	100.0%	100.0%	100.0%	Ambition 2: Increase the supply of housing, in particular affordable homes, and improve housing standards	
Housing, Health & Wellbeing	Housing Repairs & Assets	HRA092	% Completed Asbestos Annual Reviews (due this quarter)	100.0%	100.0%	100.0%	Ambition 7: Be a top performing, modern and accessible Council, that get its everyday services right for the residents and businesses that it serves	

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Housing, Health & Wellbeing	Housing Repairs & Assets	HRA093	% Completed Fire Risk Assessments (due this quarter)	100.0%	100.0%	100.0%	Ambition 7: Be a top performing, modern and accessible Council, that get its everyday services right for the residents and businesses that it serves	
Housing, Health & Wellbeing	Housing Repairs & Assets	HRA094	Number of overdue RED Fire Risk Assessment actions	159	Demand	Demand	Ambition 2: Increase the supply of housing, in particular affordable homes, and improve housing standards	
Housing, Health & Wellbeing	Housing Repairs & Assets	HRA095	Number of overdue AMBER Fire Risk Assessment actions	58.5	Demand	Demand	Ambition 7: Be a top performing, modern and accessible Council, that get its everyday services right for the residents and businesses that it serves	
Housing, Health & Wellbeing	Housing Repairs & Assets	HRA098	% Completed Lift Inspections (due this quarter)	100.0%	100.0%	100.0%	Ambition 2: Increase the supply of housing, in particular affordable homes, and improve housing standards	
Housing, Health & Wellbeing	Housing Repairs & Assets	HRA002	% of repairs completed at first visit	89.3%	93.0%	90.0%	Ambition 2: Increase the supply of housing, in particular affordable homes, and improve housing standards	This PI is being redefined to ensure that the target improves the customer experience, and is consistent in its definition.
Housing, Health & Wellbeing	Housing Repairs & Assets	HRA081	Responsive Repairs - telephony - average length of time to answer call (seconds)	*N/A	60	100	Ambition 7: Be a top performing, modern and accessible Council, that get its everyday services right for the residents and businesses that it serves	Aligning the target to match the Customer Services target, to keep consistent expectations and standards corporately. This is also reflective of the increase in demand within Housing Repairs and Asset Investment
Housing, Health & Wellbeing	Housing Repairs & Assets	HRA105	BS01 Proportion of homes for which all required gas safety checks have been carried out (%)	99.9%	100.0%	100.0%	Ambition 2: Increase the supply of housing, in particular affordable homes, and improve housing standards	
Housing, Health & Wellbeing	Housing Repairs & Assets	HRA106	BS02 Proportion of homes for which all required fire risk assessments have been carried out (%)	100.0%	100.0%	100.0%	Ambition 2: Increase the supply of housing, in particular affordable homes, and improve housing standards	
Housing, Health & Wellbeing	Housing Repairs & Assets	HRA107	BS03 Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out (%)	100.0%	100.0%	100.0%	Ambition 2: Increase the supply of housing, in particular affordable homes, and improve housing standards	
Housing, Health & Wellbeing	Housing Repairs & Assets	HRA110	Warm Homes Social Housing Fund - Number of Council homes with retrofitted energy efficiency measures	New programme for 2026/27	Demand	Demand	Ambition 2: Increase the supply of housing, in particular affordable homes, and improve housing standards	The programme is currently being developed and the target will be set once the programme has been finalised.
Housing, Health & Wellbeing	Housing Repairs & Assets	HRA108	BS04 Proportion of homes for which all required legionella risk assessments have been carried out (%) 100%	100.0%	100.0%	100.0%	Ambition 2: Increase the supply of housing, in particular affordable homes, and improve housing standards	
Housing, Health & Wellbeing	Housing Repairs & Assets	HRA109	Proportion of homes for which all required communal passenger lift safety checks have been carried out (BS05)	100%	100.0%	100%	Ambition 7: Be a top performing, modern and accessible Council, that get its everyday services right for the residents and businesses that it serves	
Housing, Health & Wellbeing	Housing Services	HEM001C	Time spent in temporary accommodation for people we owe a duty to	New for 2025/26	13	12	Ambition 2: Increase the supply of housing, in particular affordable homes, and improve housing standards	

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Housing, Health & Wellbeing	Housing Services	HEM030	Satisfaction with lettings service	93.0%	95.0%	95.0%	Ambition 2: Increase the supply of housing, in particular affordable homes, and improve housing standards	
Housing, Health & Wellbeing	Housing Services	HEM069	Overall Satisfaction with Housing Services (TP01)	77.50%	79.00%	80%	Ambition 2: Increase the supply of housing, in particular affordable homes, and improve housing standards	
Housing, Health & Wellbeing	Housing Services	HEM003	Average time to re-let Council properties (days)	*N/A	28.0	35.0	Ambition 2: Increase the supply of housing, in particular affordable homes, and improve housing standards	The proposed target is a stretching target based upon recent performance, whilst being more realistic and achievable for operational teams to work towards.
Customer Services & Organisational Development	HR & Training	HTR001	Average number of sick days per employee (FTE) per year lost through sickness absence	*N/A	6.5	7.5	Ambition 7: Be a top performing, modern and accessible Council, that get its everyday services right for the residents and businesses that it serves	The higher target recognises ongoing sickness levels and time needed for the new framework to embed.
Customer Services & Organisational Development	HR & Training	HTR002B	% of staff turnover	13.5%	13.0%	12.0%	Ambition 7: Be a top performing, modern and accessible Council, that get its everyday services right for the residents and businesses that it serves	
Customer Services & Organisational Development	HR & Training	HTR012	Number of work experience placements offered at differing levels of education	28	25	25	Ambition 7: Be a top performing, modern and accessible Council, that get its everyday services right for the residents and businesses that it serves	
Customer Services & Organisational Development	HR & Training	HTR013A	Number of apprenticeships on programme at any one time at all educational levels within NSDC – not including internal programmes such as Multiverse AI and Digital Programs.	4	12	12	Ambition 7: Be a top performing, modern and accessible Council, that get its everyday services right for the residents and businesses that it serves	
Customer Services & Organisational Development	HR & Training	HTR013B	% of eligible apprenticeships completed, at all educational levels, that result in further employment	New for 2025/26	80.0%	80.0%	Ambition 7: Be a top performing, modern and accessible Council, that get its everyday services right for the residents and businesses that it serves	
Planning & Development	Planning & Development	PDV008	% of planning applications (major) determined within statutory timelines	86.6%	90.0%	90.0%	Ambition 7: Be a top performing, modern and accessible Council, that get its everyday services right for the residents and businesses that it serves	
Planning & Development	Planning & Development	PDV009	% of planning applications (non-major) determined within statutory timelines	93.8%	90.0%	93.0%	Ambition 7: Be a top performing, modern and accessible Council, that get its everyday services right for the residents and businesses that it serves	
Communities & Environment	Public Protection	PPR001	% reduction in anti-social behaviour - Newark & Sherwood District compared against County area	11.7%	County Average	County Average	Ambition 4: Reduce crime and anti-social behaviour, improving community feelings of safety	The use of county average is due to the data being extracted from the Community Safety Partnership report.
Communities & Environment	Public Protection	PPR002	% reduction in all crime - Newark & Sherwood District compared against County area	-3.7%	County Average	County Average	Ambition 4: Reduce crime and anti-social behaviour, improving community feelings of safety	The use of county average is due to the data being extracted from the Community Safety Partnership report.
Communities & Environment	Public Protection	PPR020	% of businesses in the District with a food hygiene rating of 3 or higher (generally satisfactory or above)	96.1%	98.0%	98.0%	Ambition 4: Reduce crime and anti-social behaviour, improving community feelings of safety	

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Communities & Environment	Public Protection	PPR029	Number of positive outcomes resulting from CCTV intervention	176	Demand	Demand	Ambition 4: Reduce crime and anti-social behaviour, improving community feelings of safety	In light of CCTV Control Room launch on 1 April 2026, the suite of performance indicators will be reviewed in August and a list of possible PIs shared with PPIC and Cabinet in September 2026.
Resources	Revenues & Benefits	REV002	% business rate collection	97.7%	98.2%	98.0%	Ambition 7: Be a top performing, modern and accessible Council, that get its everyday services right for the residents and businesses that it serves	
Resources	Revenues & Benefits	REV003	% council tax collection	97.2%	97.4%	97.4%	Ambition 7: Be a top performing, modern and accessible Council, that get its everyday services right for the residents and businesses that it serves	
Resources	Revenues & Benefits	REV006	Average no of calendar days to process housing benefit change in circumstances	*N/A	4	4	Ambition 3: Improve health and wellbeing, with an emphasis on communities with low levels of life expectancy	
Resources	Revenues & Benefits	REV004	Average number of calendar days to process new council tax support applications	*N/A	14	14	Ambition 3: Improve health and wellbeing, with an emphasis on communities with low levels of life expectancy	
Resources	Revenues & Benefits	REV005	Average no of calendar days to process council tax support change in circumstances	*N/A	7	12	Ambition 3: Improve health and wellbeing, with an emphasis on communities with low levels of life expectancy	The target has been adjusted to be more realistic and achievable in line with performance levels recorded in 2025/26
Resources	Revenues & Benefits	REV007	Average no of calendar days to process new housing benefit claims	*N/A	14	18	Ambition 3: Improve health and wellbeing, with an emphasis on communities with low levels of life expectancy	The target has been adjusted to be more realistic and achievable in line with performance levels recorded in 2025/26
				<p><i>*N/A indicates where the PI calculates the average and so it has not been possible to provide a 3 year average.</i></p>				