

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	2022/23	2023/24	2024/25	3 Year Average 2022/23 - 2024/25	Current Target 2025/26	Proposed Target 2026/27	Supporting Information
Deputy Chief Exec	Arkwood	ARK002B	Number of homes delivered through our housing development company Arkwood	35	24	10	23	67	82	
Deputy Chief Exec	Arkwood	ARK003B	Number of plots commenced through our housing development company Arkwood	8	0	62	23	107	102	
Resources	Corporate Property	COR001	Newark Beacon - % of occupied units	99.1%	80.0%	79.0%	86.0%	83.0%	85.0%	
Resources	Corporate Property	COR011	Commercial Property - % occupied units	98.0%	98.0%	96.3%	97.4%	95.0%	96.0%	
Resources	Corporate Property	COR019	Sherwood Forest Arts and Crafts - % of occupied units	100.0%	100.0%	95.0%	98.3%	95.0%	96.0%	
Resources	Corporate Property	COR052	% Completed Legionella tests (due this quarter)	New	New	100.0%	100.0%	100.0%	100.0%	
Resources	Corporate Property	COR053	% Completed Legionella Risk Assessments (due this quarter)	New	New	100.0%	100.0%	100.0%	100.0%	
Resources	Corporate Property	COR054	% Completed Asbestos Condition Surveys (annual)	New	New	100.0%	100.0%	100.0%	100.0%	
Resources	Corporate Property	COR055	% Completed Asbestos Annual Reviews (due this quarter)	New	New	100.0%	100.0%	100.0%	100.0%	
Resources	Corporate Property	COR056	% Completed Fire Risk Assessments (due this quarter)	New	New	100.0%	100.0%	100.0%	100.0%	
Resources	Corporate Property	COR057	% Completed Gas Boiler Services (due this quarter)	New	New	100.0%	100.0%	100.0%	100.0%	
Resources	Corporate Property	COR058	% Completed Electrical Inspection Reports (due this quarter)	New	New	100.0%	100.0%	100.0%	100.0%	
Resources	Corporate Property	COR059	% Completed Lift Inspections (due this quarter)	New	New	100.0%	100.0%	100.0%	100.0%	
Customer Services & Organisational	Customer Services	CSC002	Contact Centre - telephony - average length of time to answer call (seconds)	84.0	156.0	91.0	*N/A	110.0	100	
Planning & Devlopment	Economic Growth &	ECG007B	Newark town centre footfall count (average visitors per day)	New	6,497	6,596	*N/A	7,000	7,300	
Planning & Devlopment	Economic Growth &	ECG020	Percentage of town centres total premises vacant across the NSDC District	6.8%	7.2%	9.2%	7.7%	8.0%	8.0%	
Planning & Devlopment	Economic Growth &	ECG054	% Increase of visitors to Newark town centre during Event Days	New	New	New	New	New	20.0%	Newly created PI.
Planning & Devlopment	Economic Growth &	New	Southwell town centre centre footfall count (average visitors per day)	New	New	New	New	New	2,200	Newly created PI.

Planning & Devlopment	Economic Growth &	New	Edwinstowe town centre footfall count (average visitors per day)	New	New	New	New	New	2,000	Newly created PI.
Planning & Devlopment	Economic Growth &	New	Ollerton town centre footfall count (average visitors per day)	New	New	New	New	New	2,400	Newly created PI.
Communities & Environment	Environmental Services	ENS001	% fly tipping incidents removed within 72 hours	95.8%	93.6%	97.8%	95.7%	95.0%	95.0%	
Communities & Environment	Environmental Services	ENS004B	% of household waste sent for reuse, recycling and composting	36.0%	38.1%	37.7%	37.3%	40.0%	40.0%	
Communities & Environment	Environmental Services	ENS005B	Number of missed bins (per 100,000 households)	44.4	52.5	32.5	43.1	45	45	
Communities & Environment	Environmental Services	ENS006	Total number of garden waste subscriptions	19,188	20,949	21,678	20,605	22,000	22,000	
Communities & Environment	Environmental Services	ENS009	% of failing sites - street and environmental cleanliness - litter	0.8%	0.6%	0.9%	0.8%	1.5%	1.5%	
Communities & Environment	Environmental Services	ENS010	% of failing sites - street and environmental cleanliness - detritus	1.1%	1.0%	0.8%	1.0%	1.2%	1.2%	
Communities & Environment	Environmental Services	ENS018B	Number of fixed penalty notices issued for all environmental offences (excluding fly tipping)	New	New	833	833	Demand	Demand	
Communities & Environment	Environmental Services	ENS021	Number of events held in NSDC parks	270	326	451	349	400	500	
Communities & Environment	Environmental Services	ENS026	Number of trees planted on Council land or partner land	New	867	1,156	1,012	34,000	600	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	New	1,305	1,450	1,378	1,000	1,000	
Communities & Environment	Environmental Services	ENS028	Number of targeted focus weeks	New	5	7	6	8	6	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)	New	100.0%	100.0%	100.0%	100.0%	100.0%	
Communities & Environment	Environmental Services	ENS034	% Completed Play Park Inspections GF Land (due this quarter)	New	100.0%	100.0%	100.0%	100.0%	100.0%	
Communities & Environment	Environmental Services	ENS042	Number of children reached via environmental education visits including river health and	New	New	3,210	3,210	2,000	2,000	
Communities & Environment	Environmental Services	ENS043	% of incidents resulting in an FPN or prosecution	New	New	New	New for 2025/26	17.0%	13.0%	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	98.0%	98.0%	94.7%	96.9%	98.5%	98.8%	
Resources	Financial Services	FIN020	Arkwood cumulative return on equity	5.0%	6.7%	10.0%	New	21.9%	50.0%	Newly created PI - this PI will provide data on the cumulative receipts from Arkwood as a proportion of the equity in the company.
Communities & Environment	Heritage & Culture	HCV001	Total number of admissions - National Civil War Centre	13,234	16,800	16,844	15,626	17,000	17,000	
Communities & Environment	Heritage & Culture	HCV002	Total number of admissions - Palace Theatre	59,877	52,619	66,122	59,539	55,000	60,000	
Communities & Environment	Heritage & Culture	HCV011	% of visitors from schools – National Civil War Centre	New	24.0%	22.0%	23.0%	25.0%	25.0%	
Communities & Environment	Heritage & Culture	HCV012	% of visitors from schools – Palace Theatre	New	12.0%	11.0%	11.5%	12.0%	12.0%	
Communities & Environment	Heritage & Culture	HCV013	Number of people reached through direct participation and outreach	New	12,060	14,385	13,223	12,500	15,000	
Communities & Environment	Heritage & Culture	HCV014	Total footfall across all heritage and culture services and sites	New	99,651	123,630	111,641	105,000	125,000	

Housing, Health & Wellbeing	Housing Services	HEM001C	Time spent in temporary accommodation for people we owe a duty to	New	New	New	New for 2025/26	13	12	
Housing, Health & Wellbeing	Housing Services	HEM003	Average time to re-let Council properties (days)	28.0	30.9	44.3	*N/A	28.0	35.0	The proposed target is a stretching target based upon recent performance, whilst being more realistic and achievable for operational teams to work towards.
Housing, Health & Wellbeing	Housing Services	HEM030	Satisfaction with lettings service	94.0%	92.0%	93.0%	93.0%	95.0%	95.0%	
Housing, Health & Wellbeing	Housing Services	HEM069	Overall Satisfaction with Housing Services (TP01)	New	77.90%	77.00%	77.50%	79.00%	80%	
Housing, Health & Wellbeing	Housing Income & Leaseholder management	HLM006	Amount of current arrears as a % of annual rent debit	1.3%	1.5%	2.1%	1.6%	2.3%	2.9%	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 &	HRA001	Average "End to End" time for all reactive repairs (calendar days)	21.2	16.6	29.5	*N/A	16	12	
Housing, Health & Wellbeing	Housing Repairs & Assets	HRA002	% of repairs completed at first visit	88.4%	91.1%	88.4%	89.3%	93.0%	90.0%	The methodology for this PI is being reviewed to ensure the target supports an improved customer experience and that the calculation is applied consistently, based on a clear definition of a repair completed at the first visit.
Housing, Health & Wellbeing	Housing Repairs & Assets	HRA009	% of Council homes with an energy efficiency (SAP) rating of C or above	68.0%	52.3%	N/A	60.2%	75.0%	60.0%	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 lower rated properties and will support with the associated fuel costs.
Housing, Health & Wellbeing	Housing Repairs &	HRA010B	% of homes with a valid gas certificate	98.8%	99.7%	98.3%	98.9%	100.0%	100.0%	
Housing, Health & Wellbeing	Housing Repairs & Assets	HRA081	Responsive Repairs - telephony - average length of time to answer call (seconds)	New	90.3	161.4	*N/A	60	100	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 &	HRA084	% of homes with Electrical Installation Condition Report (EICR) certificates up to five	99.0%	99.3%	99.3%	99.2%	100.0%	100.0%	
Housing, Health & Wellbeing	Housing Repairs &	HRA089	% Completed Legionella tests (communal areas due this quarter)	New	100.0%	100.0%	100.0%	100.0%	100.0%	
Housing, Health & Wellbeing	Housing Repairs &	HRA090	% Completed Legionella Risk Assessments (communal areas due this quarter)	New	100.0%	100.0%	100.0%	100.0%	100.0%	
Housing, Health & Wellbeing	Housing Repairs &	HRA091	% Completed Asbestos Condition Surveys (annual)	New	100.0%	100.0%	100.0%	100.0%	100.0%	
Housing, Health & Wellbeing	Housing Repairs &	HRA092	% Completed Asbestos Annual Reviews (due this quarter)	New	100.0%	100.0%	100.0%	100.0%	100.0%	
Housing, Health & Wellbeing	Housing Repairs &	HRA093	% Completed Fire Risk Assessments (due this quarter)	New	100.0%	100.0%	100.0%	100.0%	100.0%	
Housing, Health & Wellbeing	Housing Repairs &	HRA094	Number of overdue RED Fire Risk Assessment actions	New	0	318	159	Demand	Demand	

Housing, Health & Wellbeing	Housing Repairs &	HRA095	Number of overdue AMBER Fire Risk Assessment actions	New	2	115	58.5	Demand	Demand	
Housing, Health & Wellbeing	Housing Repairs &	HRA098	% Completed Lift Inspections (due this quarter)	New	100.0%	100.0%	100.0%	100.0%	100.0%	
Housing, Health & Wellbeing	Housing Repairs &	HRA105	BS01 Proportion of homes for which all required gas safety checks have been carried	New	99.7%	100.0%	99.9%	100.0%	100.0%	
Housing, Health & Wellbeing	Housing Repairs &	HRA106	BS02 Proportion of homes for which all required fire risk assessments have been	New	100.0%	100.0%	100.0%	100.0%	100.0%	
Housing, Health & Wellbeing	Housing Repairs &	HRA107	BS03 Proportion of homes for which all required asbestos management surveys or re-	New	100.0%	100.0%	100.0%	100.0%	100.0%	
Housing, Health & Wellbeing	Housing Repairs &	HRA108	BS04 Proportion of homes for which all required legionella risk assessments have been	New	100.0%	100.0%	100.0%	100.0%	100.0%	
Housing, Health & Wellbeing	Housing Repairs &	HRA109	Proportion of homes for which all required communal passenger lift safety checks have	New	New	100%	100%	100.0%	100%	
Housing, Health & Wellbeing	Housing Repairs & Assets	HRA110	Warm Homes Social Housing Fund - Number of Council homes with retrofitted energy efficiency measures	New	New	123	New programme for 2026/27	Demand	Demand	The programme is currently being developed and the target will be set once the programme has been finalised.
Customer Services & Organisational	HR & Training	HTR001	Average number of sick days per employee (FTE) per year lost through sickness absence	7.4	6.8	7	*N/A	6.5	7.5	The higher target recognises ongoing sickness levels and time needed for the new framework to embed.
Customer Services & Organisational	HR & Training	HTR002B	% of staff turnover	New	14.0%	13.0%	13.5%	13.0%	12.0%	
Customer Services & Organisational	HR & Training	HTR012	Number of work experience placements offered at differing levels of education	New	New	28	28	25	25	
Customer Services & Organisational	HR & Training	HTR013A	Number of apprenticeships on programme at any one time at all educational levels within	New	New	4	4	12	12	
Customer Services & Organisational	HR & Training	HTR013B	% of eligible apprenticeships completed, at all educational levels, that result in further	New	New	New	New for 2025/26	80.0%	80.0%	
Planning & Development	Planning & Development	PDV008	% of planning applications (major) determined within statutory timelines	90.0%	92.3%	77.5%	86.6%	90.0%	90.0%	
Planning & Development	Planning & Development	PDV009	% of planning applications (non-major) determined within statutory timelines	93.4%	94.4%	93.6%	93.8%	90.0%	93.0%	
Communities & Environment	Public Protection	PPR001	% reduction in anti-social behaviour - Newark & Sherwood District compared against County area	2.0%	17.0%	16.1%	11.7%	County Average	County Average	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	-9.0%	-2.0%	0.0%	-3.7%	County Average	County Average	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	92.7%	98.0%	97.7%	96.1%	98.0%	98.0%	
Communities & Environment	Public Protection	PPR029	Number of positive outcomes resulting from CCTV intervention	New	No Data Rec'd	176	176	Demand	Demand	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 Pls shared with PPIC and Cabinet in September 2026.
Resources	Revenues & Benefits	REV002	% business rate collection	97.2%	97.8%	98.2%	97.7%	98.2%	98.0%	
Resources	Revenues & Benefits	REV003	% council tax collection	97.1%	97.2%	97.2%	97.2%	97.4%	97.4%	
Resources	Revenues & Benefits	REV004	Average number of calendar days to process new council tax support applications	18.8	12.8	15	*N/A	14	14	
Resources	Revenues & Benefits	REV005	Average no of calendar days to process council tax support change in circumstances	7.5	4.1	7.2	*N/A	7	12	The target has been adjusted to be more realistic and achievable in line with performance levels recorded in 2025/26
Resources	Revenues & Benefits	REV006	Average no of calendar days to process housing benefit change in circumstances	2.6	1.5	3.8	*N/A	4	4	

Resources	Revenues & Benefits	REV007	Average no of calendar days to process new housing benefit claims	18.1	14.5	16.1	*N/A	14	18	The target has been adjusted to be more realistic and achievable in line with performance levels recorded in 2025/26
Housing, Health & Wellbeing	Healthy Places	RHS004	Number of new council houses built	7	38	22	22	75	28	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	RHS007	Number of User Visits - Active 4 Today (all)	1,008,319	1,101,987	1,102,936	1,071,081	1,100,000	870,000	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)	11,585	11,170	12,212	11,656	11,500	9,750	The reduced target relates to the impact of the withdrawal of Southwell Leisure Centre from the performance figures.
Housing, Health & Wellbeing	Healthy Places	RHS012A	Leisure Services - based on your experience; how likely are you to recommend us to a friend,	New	New	60.0%	60.0%	60.0%	60.0%	
Housing, Health & Wellbeing	Healthy Places	RHS012B	Customer satisfaction with all Active4Today leisure centres	New	70.7%	87.0%	78.9%	85.0%	85.0%	
Housing, Health & Wellbeing	Healthy Places	RHS014	Number of new Active4Today leisure members	New	New	New	New for 2025/26	3,750	2,800	The reduced target relates to the impact of the withdrawal of Southwell Leisure Centre from the performance figures.
							*N/A indicates where the PI calculates the average and so it has not been possible to provide a 3 year average.			