

## 2024/2025 Performance Summary

KPIs are rated RAG (Red, Amber, Green) according to the performance against target.

■ On target or above target

■ Below and up to 10% deviation from the lower threshold of the target

■ Over 10% deviation from the lower threshold of the target

■ KPI marked TBC due to lag in data availability, context and an estimated data availability is provided in these cases.

■ KPI marked N/A due to performance being outside of our direct control and influence, or data not being collected during period.

PEOPLE	ID	KPI Name	RAG		
	1	Percentage of homelessness duty cases successfully prevented			
	2	Number of households in external emergency accommodation			
	3	Number of families with children under 16 in external emergency shared accommodation over 6wks			
	4	Number of Appletree careline services provided to customers			
	5	Resident perception that their quality of life is affected by the fear of crime			
	6	Resident perception that they feel safe when outside in their local area			
	7	Investment in and rollout of public space CCTV system			
	8	Number of education and awareness sessions in relation to serious crime			
	9	Number of positive interventions in response to Public Spaces Protection Orders (1 and 2)			
	10	Number of cultural events and activities supported by New Forest District Council			
	11	Number of social housing homes delivered by NFDC and its partners		Summary	
	12	Number of affordable council homes delivered against the 2026 target set		RED	0
	13	Percentage score for the overall tenant satisfaction with the Council as a landlord (TSMs)		AMBER	3
	14	Number of council homes achieving Energy Performance Certification band C		GREEN	7
	15	Percentage scores for the 5 safety and compliance management (TSMs)		TBC	0
				N/A	5

PLACE	ID	KPI Name	RAG		
	16	Percentage of major planning applications determined in time			
	17	Percentage of minor planning applications determined in time			
	18	Percentage of other planning applications determined in time			
	19	Percentage of allowed planning appeals			
	20	The total outstanding net dwelling supply as set out in our development plan			
	21	Kilogrammes of non-recycled waste produced per household			
	22	Households using our chargeable garden waste service as a percentage of total properties in NFDC		Summary	
	23	Emissions from the council's vehicle fleet		RED	0
	24	Percentage of household waste sent for recycling		AMBER	1
	25	Number of fly-tipping incidents per 1,000 people		GREEN	6
	26	Percentage customer satisfaction with the appearance of their local area		TBC	3
	27	Equivalent number of 0.5 litre bottles filled at water-filling stations – waste averted		N/A	2

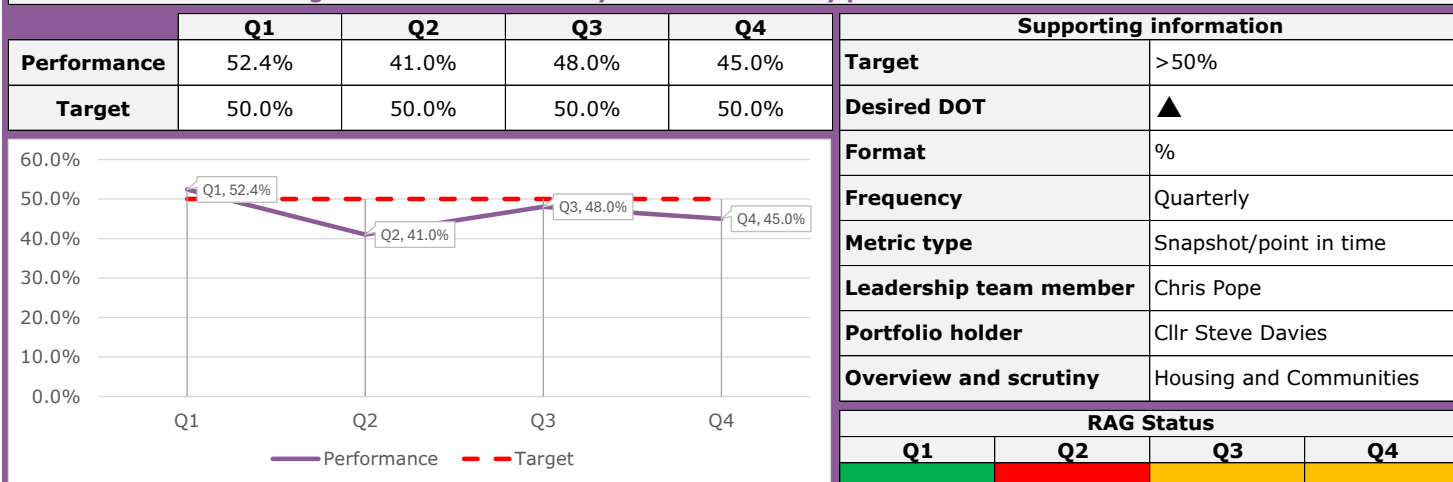
PROSPERITY	ID	KPI Name	RAG		
	28	Squared metres of industrial/employment land developed		Summary	
	29	Level (£) of retained business rates (at source)		RED	0
	30	Resident perception of our highstreets and town centres		AMBER	0
	31	Vacancies of retail premises within town/local centres		GREEN	0
	32	Employment rate percentage of working age adults (aged 16-64)		TBC	3
	33	Proportion (in percentage terms) of employee jobs with hourly pay below the living wage		N/A	3

FUTURE NEW FOREST	ID	KPI Name	RAG		
	34	Resident satisfaction with Council services			
	35	Staff satisfaction score with NFDC ICT services			
	36	Resident satisfaction score with the quality of NFDC digital services			
	37	Percentage of vacancies filled first time			
	38	Percentage staff turnover			
	39	Average number of days sickness absence per employee			
	40	Number of council apprenticeships			
	41	Percentage variance to Council budget +/- (General fund budget variations)			
	42	Percentage variance to Housing Revenue budget +/- (HRA budget variations)			
	43	Percentage of Council Tax collected in year		Summary	
	44	Percentage of Non-domestic Rates collected in year		RED	1
	45	Benefit realisation from ICT investment		AMBER	1
	46	Percentage of ICT incidents resolved within SLA		GREEN	8
	47	Percentage of annual ICT work programme delivered on time and on budget		TBC	3
	48	Percentage unscheduled downtime for critical systems		N/A	2

## Housing and Communities Overview and Scrutiny panel

### People: Helping those in our community with the greatest need

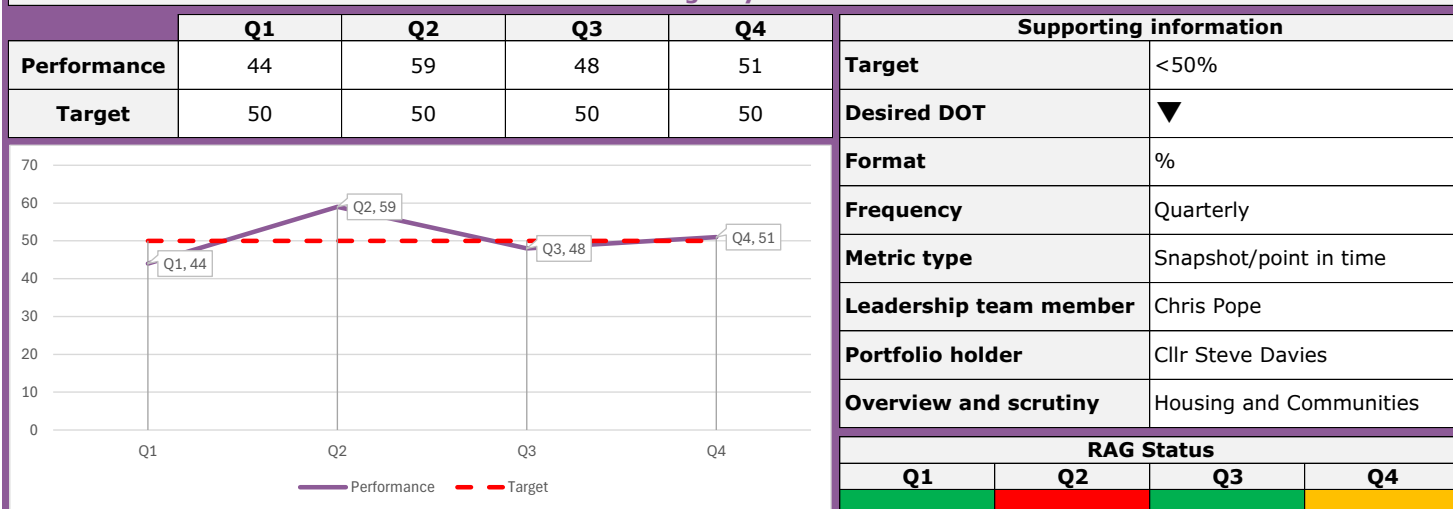
#### NFDC ID NO.1: Percentage of homelessness duty cases successfully prevented



#### Supporting narrative

<b>Q1</b>	-
<b>Q2</b>	The prevention duty is where we try to prevent people from becoming homeless by either securing their current accommodation or seeking new accommodation for them. Despite the challenges in the private sector rented sector, the team work hard to support clients by providing advice or practical support.
<b>Q3</b>	The current private rented sector remains challenging, with several factors affecting renters. Including the limited number of rental properties, changes to landlord circumstances resulting in sale of the property, increasing demands from letting agents, including rent advanced payments and rent guarantors, all creating barriers and difficulties for potential tenants.
<b>Q4</b>	Despite the hard work of our teams to prevent homelessness and relieve those experiencing homelessness, it is recognised that this is a challenge due to the limited supply of both social and affordable private rented sector properties, especially family sized homes. To improve these figures, we have invested in training and are recruiting additional Homelessness Prevention Floating Support Workers to assist residents in sustaining tenancies.

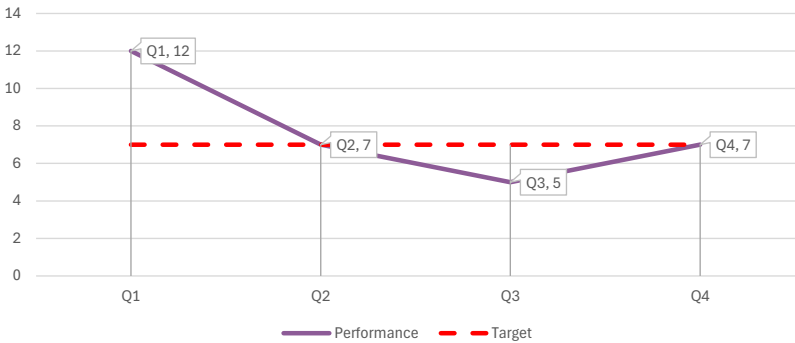
#### NFDC ID NO.2: Number of households in external emergency accommodation



#### Supporting narrative

<b>Q1</b>	-
<b>Q2</b>	The number of people in Emergency Accommodation (EA) fluctuates throughout the year. The reason for the jump in EA usage is due to the number of people being asked to leave family accommodation or private landlords ending tenancies. In these scenarios we try to prevent homelessness by searching for our new private accommodation or using our own Temporary Accommodation (TA) which is an enormous challenge currently as there are not many available in the price range that our clients can afford and our own TA is at capacity.
<b>Q3</b>	Preventing the need to use EA remains a significant challenge with increasingly larger families often with complex needs and affordability of private sector accommodation.
<b>Q4</b>	Despite the hard work of our teams to prevent homelessness and relieve those experiencing homelessness, it is recognised that this is a challenge due to the limited supply of both social and affordable private rented sector properties, especially family sized homes. To improve these figures, we have invested in training and are recruiting additional Homelessness Prevention Floating Support Workers to assist residents in sustaining tenancies.

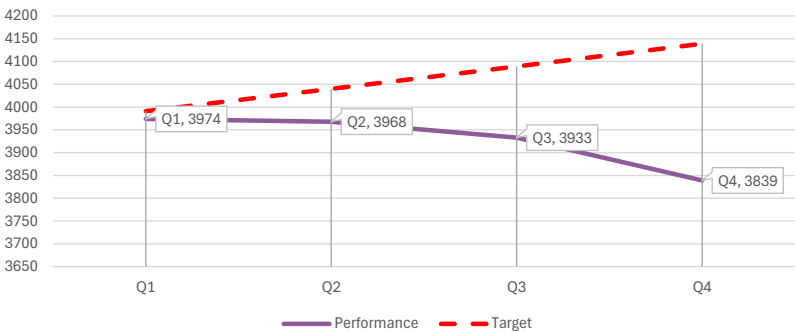
**NFDC ID NO.3: Number of families with children under 16 in external emergency shared accommodation over 6 weeks**

	Q1	Q2	Q3	Q4	Supporting information	
<b>Performance</b>	12	7	5	7	<b>Target</b>	<7
<b>Target</b>	7	7	7	7	<b>Desired DOT</b>	▼
					<b>Format</b>	Numerical
					<b>Frequency</b>	Quarterly
					<b>Metric type</b>	Snapshot/point in time
					<b>Leadership team member</b>	Chris Pope
					<b>Portfolio holder</b>	CLlr Steve Davies
					<b>Overview and scrutiny</b>	Housing and Communities
					<b>RAG Status</b>	
					<b>Q1</b>	<b>Q2</b>
					<b>Q3</b>	<b>Q4</b>

**Supporting narrative**

<b>Q1</b>	The main reason for the poor performance is finding suitable temporary accommodation (TA) in locations where families need to live. The team continue to work hard to find accommodation to move families to, searching our own TA stock initially. Performance has been impacted by staff availability due to the time to year and annual leave.
<b>Q2</b>	A higher number of households with large numbers of children, often with complex needs, requiring accommodation.
<b>Q3</b>	EA for families with children is only used when no other accommodation is available in the location that the family needs. Moving families in to accommodation with no shared facilities remains a priority. We must consider the needs of the family when seeking accommodation including school/education, doctor or health facilities, family support networks, employment factors or other complex needs.
<b>Q4</b>	To reduce the number of families in EA a dedicated officer is tasked with liaising with landlords to identify possible family sized accommodation and to move families as quickly as possible. Performance is in line with target.

**NFDC ID NO.4: Number of Appletree careline services provided to customers**

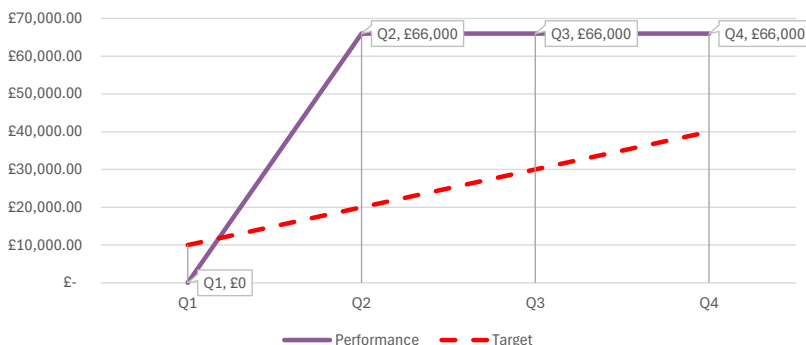
	Q1	Q2	Q3	Q4	Supporting information	
<b>Performance</b>	3974	3968	3933	3839	<b>Target</b>	Increase of 5% by 31/3/2026
<b>Target</b>	3991	4040	4089	4139	<b>Desired DOT</b>	▲
					<b>Format</b>	Numerical
					<b>Frequency</b>	Quarterly
					<b>Metric type</b>	Snapshot/point in time
					<b>Leadership team member</b>	Brian Byrne
					<b>Portfolio holder</b>	CLlr Dan Poole
					<b>Overview and scrutiny</b>	Housing and Communities
					<b>RAG Status</b>	
					<b>Q1</b>	<b>Q2</b>
					<b>Q3</b>	<b>Q4</b>

**Supporting narrative**

<b>Q1</b>	17 more services would bring this measure to target, it should be noted that this represents less than half a percentage point below target.
<b>Q2</b>	Due to the fluctuation in client base and services being delivered changing daily, The highest service by volume was 4004 at the end of July with 3965 at the end of August. In addition to dispersed alarms and services delivered, the service also provides fixed careline monitoring alarms in Housing Extra Care stock to 112 flats which does not form part of this data.
<b>Q3</b>	Although 52 new customers joined careline services in October and November, over the same period we experienced higher monthly averages in cancellations of 59 clients, with a reduction of 118 services. Of these 59 clients, 21 were deceased and 31 moved into full time residential or nursing care placements. This is in line with seasonal expectations i.e. flu etc. December in comparison, between cancellations and installations saw a positive uplift of 8 services overall.
<b>Q4</b>	52 new customer installations with over 100 services combined during the quarter. Whilst the growth has continued alongside existing customers being retained and upgraded to digital services, this has been impacted by the death of 29 customers and 37 moving from independent to residential/nursing care accommodation, accounting for a combined loss of 130 services. Current team focus on retention and growth, dedicated resources contacting and managing the switchover from analogue to digital services for existing customers. All Appletree careline literature and promotional material has been refreshed and rebranded highlighting the benefits of digital careline units, in particular highlighting the cost savings to clients no longer requiring fixed telephone lines for service delivery.

People: Empowering our residents to live healthy, connected and fulfilling lives				
NFDC ID NO.5: Resident perception that their quality of life is affected by the fear of crime				
	2022/3	2024/5	Supporting information	
Performance	24.5%	N/A	Target	20%
Target	N/A	N/A	Desired DOT	▼
<b>Supporting narrative</b>  The scheduled resident survey was not conducted this year due to the pre-election sensitivity period preceding the general election in 2024, which impacted our ability to carry out this insight. As a result, the necessary data for this measure is not available for the period.  Additionally, we are currently unable to confirm a date for the next resident survey, following a cabinet decision made during the Corporate Plan Priority re-prioritisation exercise earlier this year. This exercise was brought about by the corporate peer challenge action plan and the ongoing potential implications of Local Government Reorganisation (LGR).			Format	%
			Frequency	Upon completion of resident survey
			Metric type	Snapshot/point in time
			Leadership team member	Rebecca Drummond
			Portfolio holder	Cllr Dan Poole
			Overview and scrutiny	Housing and Communities
			RAG Status	
			2022/3	2024/5
			N/A	N/A
NFDC ID NO.6: Resident perception that they feel safe when outside in their local area				
	2022/3	2024/5	Supporting information	
Performance	85.0%	N/A	Target	85%
Target	N/A	N/A	Desired DOT	▲
<b>Supporting narrative</b>  The scheduled resident survey was not conducted this year due to the pre-election sensitivity period preceding the general election in 2024, which impacted our ability to carry out this insight. As a result, the necessary data for this measure is not available for the period.  Additionally, we are currently unable to confirm a date for the next resident survey, following a cabinet decision made during the Corporate Plan Priority re-prioritisation exercise earlier this year. This exercise was brought about by the corporate peer challenge action plan and the ongoing potential implications of Local Government Reorganisation (LGR).			Format	%
			Frequency	Upon completion of resident survey
			Metric type	Snapshot/point in time
			Leadership team member	Rebecca Drummond
			Portfolio holder	Cllr Dan Poole
			Overview and scrutiny	Housing and Communities
			RAG Status	
			2022/3	2024/5
			N/A	N/A

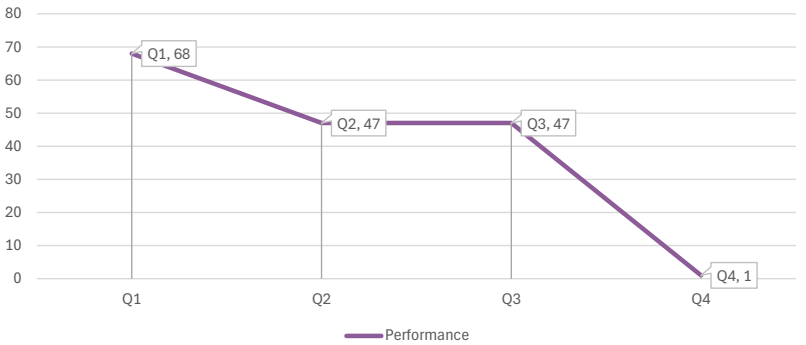
**NFDC ID NO.7: Investment in and rollout of public space CCTV system**

	Q1	Q2	Q3	Q4	Supporting information			
Performance	£0	£66,000	£66,000	£66,000	Target	£40,000		
Target	£10,000	£20,000	£30,000	£40,000	Desired DOT	▲		
 <p>£70,000.00 £60,000.00 £50,000.00 £40,000.00 £30,000.00 £20,000.00 £10,000.00 £-</p> <p>Q1 Q2 Q3 Q4</p> <p>— Performance — Target</p>					Format	£		
					Frequency	Quarterly		
					Metric type	Cumulative/year to date		
					Leadership team member	Brian Byrne		
					Portfolio holder	Cllr Dan Poole		
					Overview and scrutiny	Housing and Communities		
RAG Status								
Q1		Q2	Q3	Q4				

**Supporting narrative**

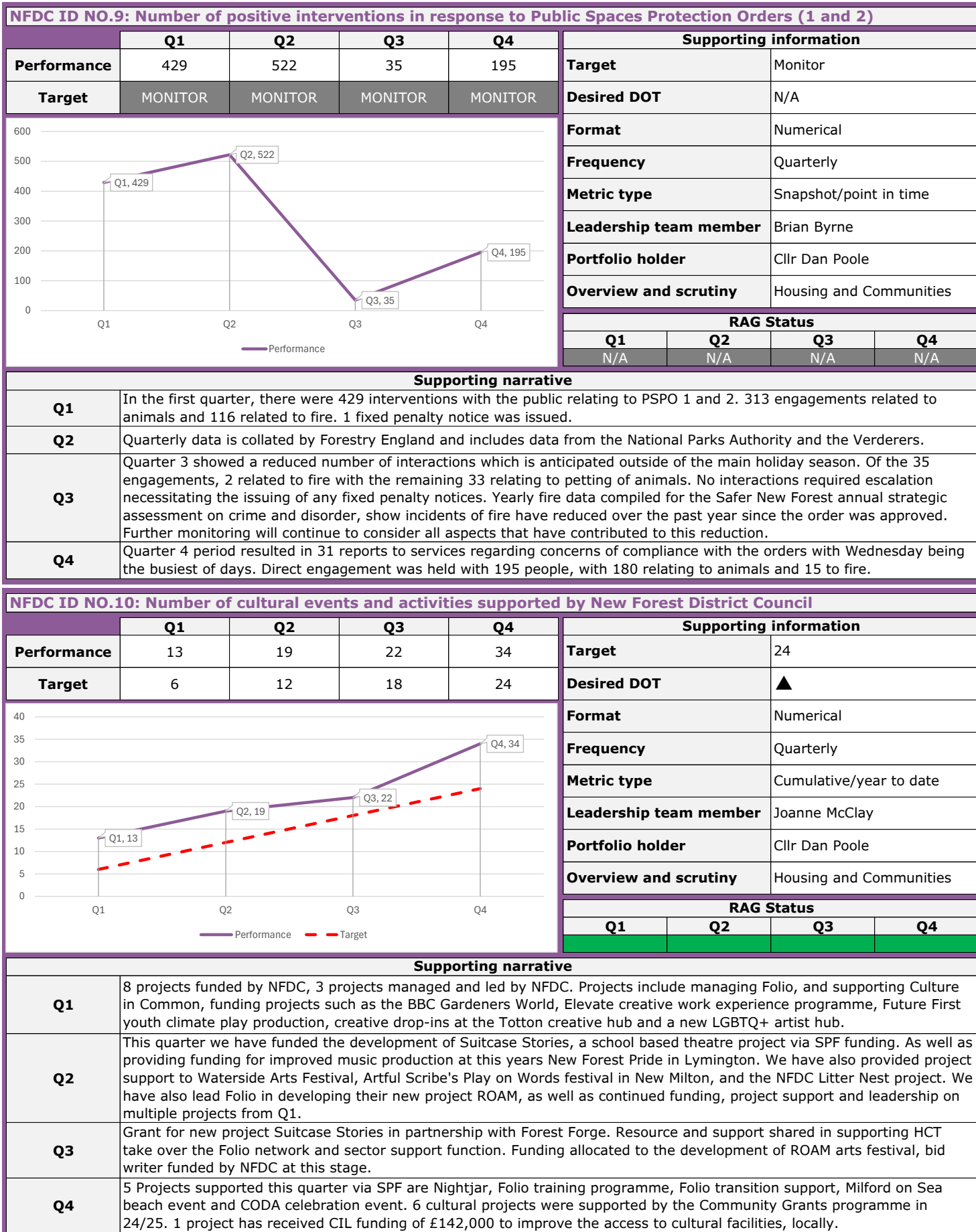
<b>Q1</b>	The CCTV expansion report was reviewed at panel on July 17th, receiving full support prior to full cabinet in August. Once agreed at Cabinet the programme of installation can commence.
<b>Q2</b>	66K has been spent on securing 10 x 4g PTZ cameras for rural locations which also includes transmission costs for 2 years. A camera has been installed in Calshot Play park as part of the upgrade to St. Georges Hall providing 24 hour monitoring, live linked to the control room.
<b>Q3</b>	The installation plan over Q3 has enabled a partnership to be developed with a large retail store, allowing siting of cameras on their buildings, simplifying the installation process and reducing costs. This will cover locations including Holbury, Bransgore and Fordingbridge. Additional locations have been secured in Fawley, Gangwarily and Ashley. 17 cameras from the Hardley depot have interlinked with the CCTV control room and it is anticipated a further 10 live monitored cameras will be installed by end of January.
<b>Q4</b>	Following full handover of the Hardley Depot, A further 10 cameras went live, increasing the total to 28. Fire and security alarms are also live monitored within the main CCTV control room. Electrification works have been confirmed on all proposed public space sites with these being prepared for full camera installation. Terms for a further location on a retail store were agreed in Brockenhurst and a site in Ringwood. Securing these locations provides optimum placement for monitoring whilst negating local disruption.

**NFDC ID NO.8: Number of education and awareness sessions in relation to serious crime**

	Q1	Q2	Q3	Q4	Supporting information	
Performance	68	47	47	1	Target	Monitor
Target	MONITOR	MONITOR	MONITOR	MONITOR	Desired DOT	N/A
 <p>80 70 60 50 40 30 20 10 0</p> <p>Q1 Q2 Q3 Q4</p> <p>— Performance</p>					Format	Numerical
					Frequency	Quarterly
					Metric type	Snapshot/point in time
					Leadership team member	Brian Byrne
					Portfolio holder	Cllr Dan Poole
					Overview and scrutiny	Housing and Communities
RAG Status						
Q1		Q2		Q3		Q4
N/A		N/A		N/A		N/A

**Supporting narrative**

<b>Q1</b>	Preparation work has commenced on the roll out of a district wide, weapons intervention programme facilitated by the Community Safety Team. Following engagement with the Head Teachers network and youth engagement services, we are receiving nominations for training in the autumn of 2024.
<b>Q2</b>	Sessions delivered on weapons prevention between July 1st and September 30th included workshops and assemblies to 130 young people and 47 sessions delivered to 15 individual participants on a 1:1 basis. Lower figure of 47 sessions confirmed and awaiting final number of sessions delivered to 130 people. Final numbers delayed and will be updated at a later date once clarified with partners.
<b>Q3</b>	47 sessions were delivered to 289 attendees with participant breakdown being 55% male and 45% female.
<b>Q4</b>	129 young people participated in a prevention of weapons education programme. Over the past 12 months, weapons prevention education has been delivered to 563 young people within either group or 1-2-1 sessions across the district.



People: Meeting housing needs

NFDC ID NO.11: Number of affordable homes delivered by NFDC and its partners

	2023/4	2024/5	Supporting information	
Performance	133	188	Target	186
Target	N/A	186	Desired DOT	On forecast
<b>Supporting narrative</b>  A total of 55 homes (including NFDC and other providers) completed during 2024/25.			Format	Numerical
			Frequency	Annually
			Metric type	Cumulative/year to date
			Leadership team member	Tim Davis
			Portfolio holder	Cllr Steve Davies
			Overview and scrutiny	Housing and Communities
			RAG Status	
			2023/4	2024/5
			N/A	

NFDC ID NO.12: Number of affordable council homes delivered against the 2026 target set

	2023/4	2024/5	Supporting information	
Performance	339	375	Target	373
Target	N/A	373	Desired DOT	On forecast
<b>Supporting narrative</b>  36 additional council homes were completed in 2024/25 towards the 2026 target.			Format	Numerical
			Frequency	Annually
			Metric type	Cumulative/year to date
			Leadership team member	Tim Davis
			Portfolio holder	Cllr Steve Davies
			Overview and scrutiny	Housing and Communities
			RAG Status	
			2023/4	2024/5
			N/A	

NFDC ID NO.13: Percentage score for overall tenant satisfaction with the Council as a landlord, as determined in the Tenant Satisfaction Measures (TSMs)

	2023/4	2024/5	Supporting information	
Performance	81.1%	N/A*	Target	81.6%
Target	N/A	81.6%	Desired DOT	▲
<b>Supporting narrative</b>  *Final satisfaction figures for 2024/5 will be published in the 2025/6 Q1 dashboard along with the final publication of our TSM scores.			Format	%
			Frequency	Annually
			Metric type	Snapshot/point in time
			Leadership team member	Kirsty Farmer
			Portfolio holder	Cllr Steve Davies
			Overview and scrutiny	Housing and Communities
			RAG Status	
			2023/4	2024/5
			N/A	N/A

NFDC ID NO.14: Number of council homes achieving Energy Performance Certification band C						
	2023/4		2024/5		Supporting information	
Performance	2546		2744		Target	2646
Target	N/A		2646		Desired DOT	▲
<b>Supporting narrative</b>  Significant progress was achieved in improving housing quality and energy efficiency over the last year.  98 homes were improved under the Government’s Social Housing Decarbonisation Fund (SHDF). Additionally, a further 100 were improved from an EPC rating of D to a more energy-efficient band C through routine maintenance and repairs.  These enhancements included the installation of new windows, heating systems, doors, and loft insulation all contributing to warmer, greener, and more cost-effective homes for residents.				Format	Numerical	
				Frequency	Annually	
				Metric type	Cumulative/year to date	
				Leadership team member	Sophie Tuffin	
				Portfolio holder	Cllr Steve Davies	
				Overview and scrutiny	Housing and Communities	
				RAG Status		
				2023/4	2024/5	
				N/A		

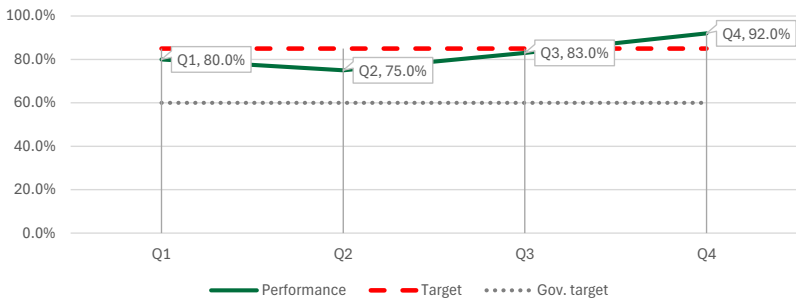
NFDC ID NO.15: Percentage scores for the 5 safety and compliance management Tenant Satisfaction Measures (TSMs)																					
	Q1	Q2	Q3	Q4	Supporting information																
Performance	96.85%	99.27%	97.67%	100.00%	Target	96.80%															
Target	96.80%	96.80%	96.80%	96.80%	Desired DOT	▲															
<table><tr><th>Quarter</th><th>Performance (%)</th><th>Target (%)</th></tr><tr><td>Q1</td><td>96.85%</td><td>96.80%</td></tr><tr><td>Q2</td><td>99.27%</td><td>96.80%</td></tr><tr><td>Q3</td><td>97.67%</td><td>96.80%</td></tr><tr><td>Q4</td><td>100.00%</td><td>96.80%</td></tr></table>					Quarter	Performance (%)	Target (%)	Q1	96.85%	96.80%	Q2	99.27%	96.80%	Q3	97.67%	96.80%	Q4	100.00%	96.80%	Format	%
					Quarter	Performance (%)	Target (%)														
					Q1	96.85%	96.80%														
					Q2	99.27%	96.80%														
					Q3	97.67%	96.80%														
					Q4	100.00%	96.80%														
					Frequency	Quarterly															
					Metric type	Snapshot/point in time															
					Leadership team member	Sophie Tuffin															
Portfolio holder	Cllr Steve Davies																				
Overview and scrutiny	Housing and Communities																				
RAG Status																					
Q1	Q2	Q3	Q4																		
Supporting narrative																					
Q1	-																				
Q2	High compliance rates for the end of September for all 5 safety and compliance management measures.																				
Q3	Our 5 safety and compliance management measures continue to perform very well.																				
Q4	Our year-end results show strong performance across all five of our safety and compliance management measures, each achieving 100%. These final figures will be submitted to the regulator as part of our annual return.																				



Place and Sustainability Overview and Scrutiny panel

Place: Shaping our place for now and for future generations

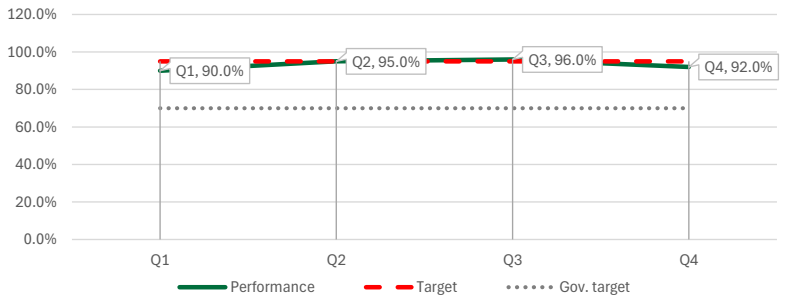
NFDC ID NO.16: Percentage of major planning applications determined in time

	Q1	Q2	Q3	Q4	Supporting information			
Performance	80.0%	75.0%	83.0%	92.0%	Target	85.0%		
Target	85.0%	85.0%	85.0%	85.0%	Desired DOT	▲		
Gov. target	60.0%	60.0%	60.0%	60.0%	Format	%		
					Frequency	Quarterly		
					Metric type	Snapshot/point in time		
					Leadership team member	Mark Wyatt		
					Portfolio holder	Cllr Derek Tipp		
					Overview and scrutiny	Place and Sustainability		
					RAG Status			
					Q1	Q2	Q3	Q4

Supporting narrative

Q1	Although flagged as amber, should be noted the local target is set at 25% above the Government target of 60%.
Q2	The prevention duty is where we try to prevent people from becoming homeless by either securing their current accommodation or seeking new accommodation for them. Despite the challenges in the private sector rented sector, the team work hard to support clients by providing advice or practical support.
Q3	Although flagged as amber, should be noted the local target is set at 25% above the Government target of 60%.
Q4	Performance exceeds both local and Government targets.

NFDC ID NO.17: Percentage of minor planning applications determined in time

	Q1	Q2	Q3	Q4	Supporting information	
Performance	90.0%	95.0%	96.0%	92.0%	Target	95.0%
Target	95.0%	95.0%	95.0%	95.0%	Desired DOT	▲
Gov. target	70.0%	70.0%	70.0%	70.0%	Format	%
					Frequency	Quarterly
					Metric type	Snapshot/point in time
					Leadership team member	Mark Wyatt
					Portfolio holder	Cllr Derek Tipp
					Overview and scrutiny	Place and Sustainability
					RAG Status	
Q1	Q2	Q3	Q4			

Supporting narrative

Q1	Although flagged as amber, should be noted the local target is set at 25% above the Government target of 70%.
Q2	Improvement on last quarter and above target.
Q3	Improvement on last quarter and above target.
Q4	Although flagged as amber, should be noted the local target is set at 25% above the Government target of 70%. Our performance consistently exceeds Government set targets.

**NFDC ID NO.18: Percentage of other planning applications determined in time**

	Q1	Q2	Q3	Q4	Supporting information	
<b>Performance</b>	96.0%	97.0%	95.0%	97.0%	<b>Target</b>	95.0%
<b>Target</b>	95.0%	95.0%	95.0%	95.0%	<b>Desired DOT</b>	▲
<b>Gov. target</b>	80.0%	80.0%	80.0%	80.0%	<b>Format</b>	%
<p>Q1, 96.0%   Q2, 97.0%   Q3, 95.0%   Q4, 97.0%</p> <p>— Performance   - - - Target   ..... Gov. target</p>					<b>Frequency</b>	Quarterly
					<b>Metric type</b>	Snapshot/point in time
					<b>Leadership team member</b>	Mark Wyatt
					<b>Portfolio holder</b>	CLlr Derek Tipp
					<b>Overview and scrutiny</b>	Place and Sustainability
					<b>RAG Status</b>	
					<b>Q1</b>	<b>Q2</b>
					<b>Q3</b>	<b>Q4</b>

**Supporting narrative**

<b>Q1</b>	The local target is set at 15% above the Government prescribed target of 80%.
<b>Q2</b>	Performance is on target.
<b>Q3</b>	Performance is on target.
<b>Q4</b>	Performance exceeds both local and Government targets.

**NFDC ID NO.19: Percentage of allowed planning appeals**

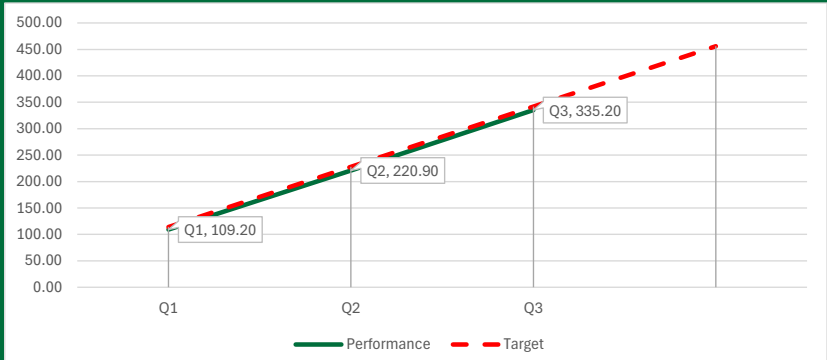
	Q1	Q2	Q3	Q4	Supporting information	
<b>Performance</b>	0.0%	13.0%	60.0%	0.0%	<b>Target</b>	<10%
<b>Target</b>	10.0%	10.0%	10.0%	10.0%	<b>Desired DOT</b>	▼
<p>Q1, 0.0%   Q2, 13.0%   Q3, 60.0%   Q4, 0.0%</p> <p>— Performance   - - - Target</p>					<b>Format</b>	%
					<b>Frequency</b>	Quarterly
					<b>Metric type</b>	Snapshot/point in time
					<b>Leadership team member</b>	Mark Wyatt
					<b>Portfolio holder</b>	CLlr Derek Tipp
					<b>Overview and scrutiny</b>	Place and Sustainability
					<b>RAG Status</b>	
					<b>Q1</b>	<b>Q2</b>
					<b>Q3</b>	<b>Q4</b>

**Supporting narrative**

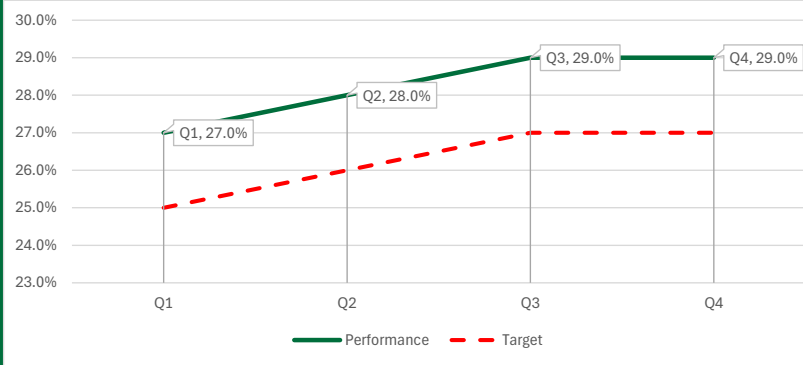
<b>Q1</b>	No planning appeals were allowed.
<b>Q2</b>	Of 15 appeals during the quarter, 2 were allowed and 13 dismissed.
<b>Q3</b>	3 appeals allowed, 2 appeals dismissed. Between October and December 2024 there were 195 decisions made, 173 granted and 22 refused.
<b>Q4</b>	6 appeals, all dismissed.

NFDC ID NO.20: The total outstanding net dwelling supply as set out in our development plan				
	2023/4	2024/5	Supporting information	
Performance	8443	N/A*	Target	8241
Target	N/A	8241	Desired DOT	▼
<b>Supporting narrative</b>  2024/25 target has been determined using targeted 7720 performance and outturn shortfall of 521 as at the end of the previous financial year 2023/4.  *2024/5 data likely to be available July/August 2025.			Format	Num
			Frequency	Annually
			Metric type	Snapshot/point in time
			Leadership team member	Tim Guymer
			Portfolio holder	CLlr Derek Tipp
			Overview and scrutiny	Place and Sustainability
			RAG Status	
			2023/4	2024/5
			N/A	N/A*

Place: Protecting our climate, coast and natural world

NFDC ID NO.21: Kilogrammes of non-recycled waste produced per household				
	Q1	Q2	Q3	Q4
Performance	109.20	220.90	335.20	N/A*
Target	114.00	228.00	342.00	456.00
				
<b>Supporting information</b>				
Target	456			
Desired DOT	▼			
Format	kg			
Frequency	Quarterly			
Metric type	Cumulative/year to date			
Leadership team member	Liz Mockeridge			
Portfolio holder	CLlr Geoffrey Blunden			
Overview and scrutiny	Place and Sustainability			
<b>RAG Status</b>				
Q1	Q2	Q3	Q4	
			N/A*	
<b>Supporting narrative</b>				
Q1	-			
Q2	-			
Q3	-			
Q4	*Quarter 4 data will not be available until approx. 2 months after quarter end when returned to us from HCC.			

NFDC ID NO.22: Households using our chargeable garden waste service as percentage of total properties in NFDC

	Q1	Q2	Q3	Q4	Supporting information			
Performance	27.0%	28.0%	29.0%	29.0%	Target	27%		
Target	25.0%	26.0%	27.0%	27.0%	Desired DOT	▲		
					Format	%		
					Frequency	Quarterly		
					Metric type	Cumulative/year to date		
					Leadership team member	Liz Mockeridge		
					Portfolio holder	Cllr Geoffrey Blunden		
					Overview and scrutiny	Place and Sustainability		
					RAG Status			
					Q1	Q2	Q3	Q4

Supporting narrative	
Q1	-
Q2	-
Q3	-
Q4	End of year performance exceeds target.

NFDC ID NO.23: Emissions from the council’s vehicle fleet

	2023/4	2024/5	Supporting information	
Performance	1696	1658	Target	Monitor
Target	MONITOR	MONITOR	Desired DOT	▼
<p><b>Supporting narrative</b></p> <p>There was a reduction of 38 tonnes of CO2 emissions compared with the previous year.</p> <p>A proportion of this reduction is attributed to the trial of HVO (Hydrotreated Vegetable Oil - renewable fuel source). The quantity of fuel drawn was similar when compared to last year (670,709 litres 2024/5, 675,357 litres 2023/24). This 4,648 litre reduction equates to 11 tonnes CO2 emissions.</p> <p>The cost of HVO is 16 pence per litre higher than diesel based on figures from our neighbouring authorities, which would increase cost of fuel by £107K per annum. Medium term a further reduction in CO2 emissions would be made at a higher financial cost to NFDC.</p>			Format	Tonnes of CO2e
			Frequency	Annual
			Metric type	Snapshot/point in time
			Leadership team member	Chris Noble
			Portfolio holder	Cllr Geoffrey Blunden
			Overview and scrutiny	Place and Sustainability
			RAG Status	
			2023/4	2024/5
			N/A	N/A

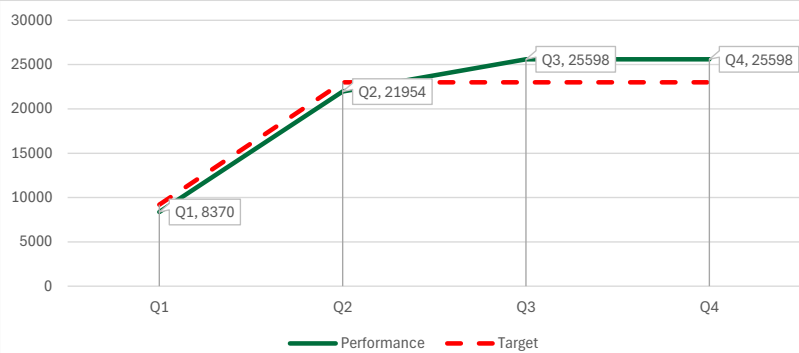
NFDC ID NO.24: Percentage of household waste sent for recycling								
	Q1	Q2	Q3	Q4	Supporting information			
Performance	40.64%	39.00%	36.00%	N/A*	Target	38.50%		
Target	38.50%	38.50%	38.50%	38.50%	Desired DOT	▲		
<p>Q1, 40.64%</p> <p>Q2, 39.00%</p> <p>Q3, 36.00%</p> <p>— Performance — Target</p>					Format	%		
					Frequency	Quarterly		
					Metric type	Snapshot/point in time		
					Leadership team member	Liz Mockridge		
					Portfolio holder	Cllr Geoffrey Blunden		
					Overview and scrutiny	Place and Sustainability		
					RAG Status			
Q1	Q2	Q3	Q4					
			N/A*					
Supporting narrative								
Q1	The increase in recycling rate is mostly due to the increased tonnages of garden waste collected with the move to wheeled bins. This will be influenced by seasonal garden growth so may not continue to remain this high.							
Q2	-							
Q3	The decrease in quarter 3 is likely due to the seasonal nature of the garden waste service and the reduction in collected tonnages over the winter months.							
Q4	*Quarter 4 data will not be available until approx. 2 months after quarter end when returned to us from HCC.							

Place: Caring for our facilities, neighbourhoods and open spaces in a modern and responsive way								
NFDC ID NO.25: Number of fly-tipping incidents per 1,000 people (total population 175,942)								
	Q1	Q2	Q3	Q4	Supporting information			
Performance	4.40	3.80	2.85	3.96	Target	13.94		
Target	13.94	13.94	13.94	13.94	Desired DOT	▼		
<p>Q1, 4.40</p> <p>Q2, 3.80</p> <p>Q3, 2.85</p> <p>Q4, 3.96</p> <p>— Performance — Target</p>					Format	Numerical		
					Frequency	Quarterly		
					Leadership team member	Snapshot/point in time		
					Data owner	Chris Noble		
					Portfolio holder	Cllr Geoffrey Blunden		
					Overview and scrutiny	Place and Sustainability		
					RAG Status			
Q1	Q2	Q3	Q4					
Supporting narrative								
Q1	The reported figure is based on the total of 775 fly-tipping incidents occurring in Q1.							
Q2	The reported figure is based on the total of 670 fly-tipping incidents occurring in Q2.							
Q3	The reported figure is based on the total of 502 fly-tipping incidents occurring in Q3.							
Q4	The reported figure is based on the total of 696 fly-tipping incidents occurring in Q4.							

## Place: Caring for our facilities, neighbourhoods and open spaces in a modern and responsive way

NFDC ID NO.25: Number of fly-tipping incidents per 1,000 people (total population 175,942)								
	Q1	Q2	Q3	Q4	Supporting information			
Performance	4.40	3.80	2.85	3.96	Target	13.94		
Target	13.94	13.94	13.94	13.94	Desired DOT	▼		
<p>Q1, 4.40</p> <p>Q2, 3.80</p> <p>Q3, 2.85</p> <p>Q4, 3.96</p> <p>— Performance — Target</p>					Format	Numerical		
					Frequency	Quarterly		
					Leadership team member	Snapshot/point in time		
					Data owner	Chris Noble		
					Portfolio holder	Cllr Geoffrey Blunden		
					Overview and scrutiny	Place and Sustainability		
					RAG Status			
Q1	Q2	Q3	Q4					
Supporting narrative								
Q1	The reported figure is based on the total of 775 fly-tipping incidents occurring in Q1.							
Q2	The reported figure is based on the total of 670 fly-tipping incidents occurring in Q2.							
Q3	The reported figure is based on the total of 502 fly-tipping incidents occurring in Q3.							
Q4	The reported figure is based on the total of 696 fly-tipping incidents occurring in Q4.							

NFDC ID NO.26: Percentage customer satisfaction with the appearance of their local area												
	2022/3		2024/5		Supporting information							
Performance	N/A		N/A		Target	75%						
Target	N/A		75.0%		Desired DOT	▲						
<div>Supporting narrative</div> <p>The scheduled resident survey was not conducted this year due to the pre-election sensitivity period preceding the general election in 2024, which impacted our ability to carry out this insight. As a result, the necessary data for this measure is not available for the period.</p> <p>Additionally, we are currently unable to confirm a date for the next resident survey, following a cabinet decision made during the Corporate Plan Priority re-prioritisation exercise earlier this year. This exercise was brought about by the corporate peer challenge action plan and the ongoing potential implications of Local Government Reorganisation (LGR).</p>							Format	%				
							Frequency	Upon completion of resident survey				
							Metric type	Snapshot/point in time				
							Leadership team member	Rebecca Drummond				
							Portfolio holder	Cllr Geoffrey Blunden				
							Overview and scrutiny	Place and Sustainability				
							RAG Status					
							2022/3			2024/5		
							N/A			N/A		

NFDC ID NO.27: Equivalent number of 0.5 litre bottles filled at water-filling stations – waste averted													
	Q1	Q2	Q3	Q4	Supporting information								
Performance	8370	21954	25598	25598	Target	23,000							
Target	9200	23000	23000	23000	Desired DOT	▲							
<div></div>							Format	Numerical					
							Frequency	Quarterly					
							Metric type	Cumulative/year to date					
							Leadership team member	Chris Noble					
							Portfolio holder	Cllr Geoffrey Blunden					
							Overview and scrutiny	Place and Sustainability					
							RAG Status						
							Q1		Q2		Q3		Q4

Supporting narrative	
Q1	Cooler weather and lower visitor numbers than usual throughout spring/early summer. 3 water meters not registering.
Q2	As above.
Q3	Short period of operation during Q3 before units turned off for winter. Units are not operational during winter months.
Q4	Units are not operational during the winter months and therefore there is no additional data available for Q4.

## Place and Sustainability Overview and Scrutiny panel

### Prosperity: Maximising the benefits of inclusive economic growth and investment

#### NFDC ID NO.28: Squared metres of industrial/employment land developed

	2023/4	2024/5	Supporting information	
Performance	21,209	N/A*	Target	Monitor
Target	MONITOR	MONITOR	Desired DOT	▲
<b>Supporting narrative</b> *2024/5 data likely to be available July/August 2025.			Format	Sqm
			Frequency	Annually
			Metric type	Snapshot/point in time
			Leadership team member	Tim Guymer
			Portfolio holder	Cllr Derek Tipp
			Overview and scrutiny	Place and Sustainability
			RAG Status	
			2023/4	2024/5
			N/A	N/A

#### NFDC ID NO.29: Level (£) of retained business rates (at source)

	2023/4	2024/5	Supporting information	
Performance	£0	£0	Target	£0
Target	N/A	£0	Desired DOT	▲
<b>Supporting narrative</b> To date, £0 in retained business rates from Solent Freeport activity is recorded which is as expected at this stage.			Format	£
			Frequency	Annually
			Metric type	Snapshot/point in time
			Leadership team member	Ryan Stevens
			Portfolio holder	Cllr Derek Tipp
			Overview and scrutiny	Place and Sustainability
			RAG Status	
			2023/4	2024/5
			N/A	N/A

### Prosperity: Supporting our high-quality business base and economic centres to thrive and grow

#### NFDC ID NO.30: Resident perception of our highstreets and town centres

	2022/3	2024/5	Supporting information	
Performance	N/A	N/A	Target	82.5%
Target	N/A	82.5%	Desired DOT	▲
<b>Supporting narrative</b> The scheduled resident survey was not conducted this year due to the pre-election sensitivity period preceding the general election in 2024, which impacted our ability to carry out this insight. As a result, the necessary data for this measure is not available for the period.  Additionally, we are currently unable to confirm a date for the next resident survey, following a cabinet decision made during the Corporate Plan Priority re-prioritisation exercise earlier this year. This exercise was brought about by the corporate peer challenge action plan and the ongoing potential implications of Local Government Reorganisation (LGR).			Format	%
			Frequency	Upon completion of resident survey
			Metric type	Snapshot/point in time
			Leadership team member	Rebecca Drummond
			Portfolio holder	Cllr Geoffrey Blunden
			Overview and scrutiny	Place and Sustainability
			RAG Status	
			2022/3	2024/5
			N/A	N/A

NFDC ID NO.31: Vacancies of retail premises within town/local centres				
	2023/4	2024/5	Supporting information	
Performance	10%	N/A*	Target	Monitor
Target	MONITOR	MONITOR	Desired DOT	▼
<b>Supporting narrative</b> *2024/5 data likely to be available July/August 2025.			Format	%
			Frequency	Annually
			Metric type	Snapshot/point in time
			Leadership team member	Tim Guymer
			Portfolio holder	CIlr Derek Tipp
			Overview and scrutiny	Place and Sustainability
			RAG Status	
			2023/4	2024/5
			N/A	N/A

### Prosperity: Championing skills and access to job opportunities

NFDC ID NO.32: Employment rate percentage of working age adults (aged 16-64)				
	2023	2024	Supporting information	
Performance	82.3%	N/A*	Target	Monitor
Target	MONITOR	MONITOR	Desired DOT	▲
<b>Supporting narrative</b> *Figures for 2024 have not yet been released, and are not expected until 2025/6.  Latest data is 82.3% (2023 period) according to ONS.			Format	%
			Frequency	Annually
			Metric type	Snapshot/point in time
			Leadership team member	Jeannie Satchell
			Portfolio holder	CIlr Derek Tipp
			Overview and scrutiny	Place and Sustainability
			RAG Status	
			2023	2024
			N/A	N/A

NFDC ID NO.33: Proportion (in percentage terms) of employee jobs with hourly pay below the living wage				
	2023	2024	Supporting information	
Performance	13.30%	14.20%	Target	Monitor
Target	MONITOR	MONITOR	Desired DOT	▼
<b>Supporting narrative</b> Provisional 2024 data, according to ONS.			Format	%
			Frequency	Annually
			Metric type	Snapshot/point in time
			Leadership team member	Jeannie Satchell
			Portfolio holder	CIlr Derek Tipp
			Overview and scrutiny	Place and Sustainability
			RAG Status	
			2023	2024
			N/A	N/A



## Resources and Transformation Overview and Scrutiny panel

### Future New Forest: Putting our customers at the heart

#### NFDC ID NO.34: Resident satisfaction with council services

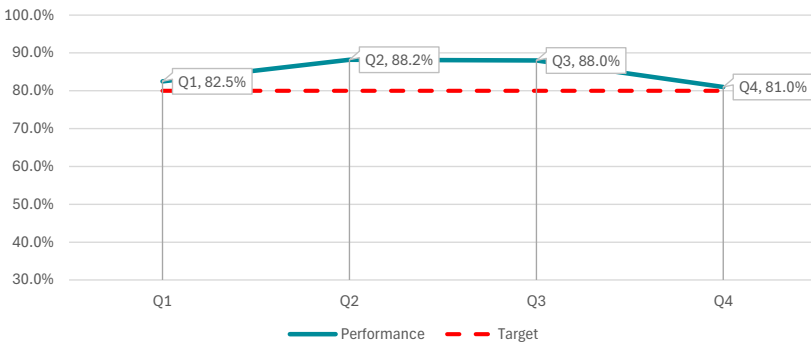
	2022/3	2024/5	Supporting information	
Performance	62.0%	N/A	Target	65.0%
Target	N/A	65.0%	Desired DOT	▲
<b>Supporting narrative</b>  The scheduled resident survey was not conducted this year due to the pre-election sensitivity period preceding the general election in 2024, which impacted our ability to carry out this insight. As a result, the necessary data for this measure is not available for the period.  Additionally, we are currently unable to confirm a date for the next resident survey, following a cabinet decision made during the Corporate Plan Priority re-prioritisation exercise earlier this year. This exercise was brought about by the corporate peer challenge action plan and the ongoing potential implications of Local Government Reorganisation (LGR).			Format	%
			Frequency	Upon completion of resident survey
			Metric type	Snapshot/point in time
			Leadership team member	Rebecca Drummond
			Portfolio holder	Leader Cllr Jill Cleary
			Overview and scrutiny	Resources and Transformation
			RAG Status	
			2022/3	2024/5
			N/A	N/A

#### NFDC ID NO.35: Staff satisfaction score with NFDC ICT services

	2023/4	2024/5	Supporting information	
Performance	N/A	N/A*	Target	70%
Target	70.0%	70.0%	Desired DOT	Maintain
<b>Supporting narrative</b>  *Data not available until completion of next staff survey due to take place in Q1 2025/26.			Format	%
			Frequency	Annually
			Metric type	Snapshot/point in time
			Leadership team member	Rich Bird/Kim Gray
			Portfolio holder	Cllr Jeremy Heron
			Overview and scrutiny	Resources and Transformation
			RAG Status	
			2023/4	2024/5
			N/A	N/A

#### NFDC ID NO.36: Resident satisfaction score with the quality of NFDC digital services

	2022/3	2024/5	Supporting information	
Performance	N/A	N/A	Target	70%
Target	N/A	70.0%	Desired DOT	▲
<b>Supporting narrative</b>  The scheduled resident survey was not conducted this year due to the pre-election sensitivity period preceding the general election in 2024, which impacted our ability to carry out this insight. As a result, the necessary data for this measure is not available for the period.  Additionally, we are currently unable to confirm a date for the next resident survey, following a cabinet decision made during the Corporate Plan Priority re-prioritisation exercise earlier this year. This exercise was brought about by the corporate peer challenge action plan and the ongoing potential implications of Local Government Reorganisation (LGR).			Format	%
			Frequency	Upon completion of resident survey
			Metric type	Snapshot/point in time
			Leadership team member	Rich Bird/Kim Gray
			Portfolio holder	Cllr Jeremy Heron
			Overview and scrutiny	Resources and Transformation
			RAG Status	
			2022/3	2024/5
			N/A	N/A

Future New Forest: Being an employer of choice								
NFDC ID NO.37: Percentage of vacancies filled first time								
	Q1	Q2	Q3	Q4	Supporting information			
Performance	82.5%	88.2%	88.0%	81.0%	Target	80%		
Target	80.0%	80.0%	80.0%	80.0%	Desired DOT	▲		
					Format	%		
					Frequency	Quarterly		
					Metric type	Snapshot/point in time		
					Leadership team member	Heleana Aylett		
					Portfolio holder	Leader Cllr Jill Cleary		
					Overview and scrutiny	Resources and Transformation		
					RAG Status			
				Q1	Q2	Q3	Q4	
Supporting narrative								
Q1	22 vacancies were filled first time.							
Q2	45 vacancies were filled first time.							
Q3	33 vacancies were filled first time.							
Q4	End of year position exceeds target.							
NFDC ID NO.38: Percentage staff turnover								
	2023/4		2024/5		Supporting information			
Performance	13.48%		13.00%		Target	11%		
Target	N/A		11.00%		Desired DOT	▼		
<b>Supporting narrative</b>  We had a total of 108 leavers last year.  Exit interviews are optional and rarely completed, making it difficult to track where employees go.  Of the 30 interviews conducted last year, 8 were due to retirement.  To gain better insight into leaver destinations, HR will carry out a data-gathering exercise and monitor the results to inform future actions.					Format	%		
					Frequency	Annually		
					Metric type	Snapshot/point in time		
					Leadership team member	Heleana Aylett		
					Portfolio holder	Leader Cllr Jill Cleary		
					Overview and scrutiny	Resources and Transformation		
					RAG Status			
2023/4		2024/5						
N/A								

**NFDC ID NO.39: Average number of days sickness absence per employee**

	Q1	Q2	Q3	Q4	Supporting information	
<b>Performance</b>	9.27	9.78	9.33	8.80	<b>Target</b>	8
<b>Target</b>	8.00	8.00	8.00	8.00	<b>Desired DOT</b>	▼
<p>Q1, 9.27    Q2, 9.78    Q3, 9.33    Q4, 8.80</p> <p>— Performance    - - - Target</p>					<b>Format</b>	Numerical
					<b>Frequency</b>	Quarterly
					<b>Metric type</b>	Snapshot/point in time
					<b>Leadership team member</b>	Heleana Aylett
					<b>Portfolio holder</b>	Leader Cllr Jill Cleary
					<b>Overview and scrutiny</b>	Resources and Transformation
					<b>RAG Status</b>	
					<b>Q1</b>	<b>Q2</b>
					<b>Q3</b>	<b>Q4</b>

**Supporting narrative**

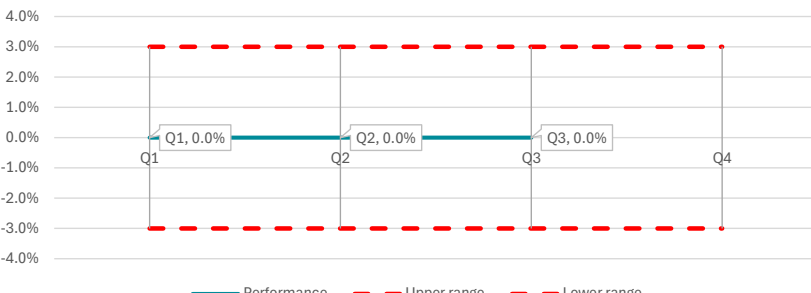
<b>Q1</b>	There are ongoing instances of sickness and our absence management policy requires these are followed up appropriately by managers. Automated notifications are sent to managers to support the application of the policy.
<b>Q2</b>	Between Q1 and Q2, there has been a decrease in short term absence (4.22 to 4.17), but an increase in long term (5.06 to 5.61) which has subsequently increased total sickness days per FTE. As HR now have more capacity, we are able to work more closely with managers to support them in assisting their team back to work sooner following absences.
<b>Q3</b>	Whilst we are always finding ways to reduce sickness and absence levels to meet our targets, this is of largely out of our direct control. Every step is taken to be satisfied that sickness absence is genuine, that sickness is reducing and that we are managing sickness effectively to keep this figure reducing. HR work closely with managers to apply our policies effectively to manage sickness.
<b>Q4</b>	Sickness per FTE has come down since last quarter and continues to come down as can be seen with historical data.

**NFDC ID NO.40: Number of council apprenticeships**

	2023/4	2024/5	Supporting information	
<b>Performance</b>	12	18	<b>Target</b>	10
<b>Target</b>	N/A	10	<b>Desired DOT</b>	▲
<b>Supporting narrative</b> Of the 18 apprenticeships from 2024/5: 10 apprentices were existing employees. 6 apprentices were new recruits. 2 individuals were undertaking a second apprenticeship: One transitioned from a Level 3 to a Level 4 qualification in Finance. Another moved from a Level 2 to a Level 4 qualification in Project Management.			<b>Format</b>	Numerical
			<b>Frequency</b>	Annually
			<b>Metric type</b>	Snapshot/point in time
			<b>Leadership team member</b>	Heleana Aylett
			<b>Portfolio holder</b>	Leader Cllr Jill Cleary
			<b>Overview and scrutiny</b>	Resources and Transformation
			<b>RAG Status</b>	
			<b>2023/4</b>	<b>2024/5</b>
			N/A	

### Future New Forest: Being financially responsible

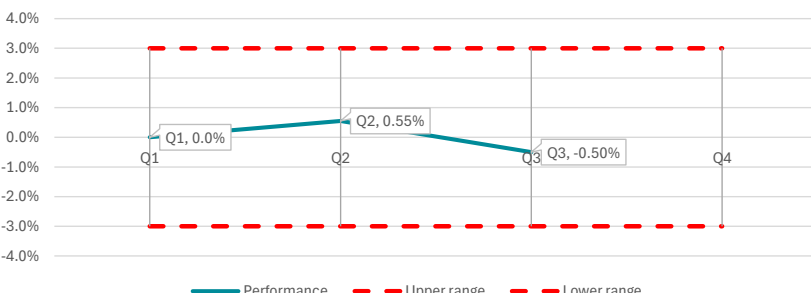
#### NFDC ID NO.41: Percentage variance to Council budget +/- (General fund budget variations)

	Q1	Q2	Q3	Q4	Supporting information			
Performance	N/A	0.0%	0.0%		Target	+/- 3%		
Upper range	3.0%	3.0%	3.0%	3.0%	Desired DOT	▲ or ▼		
Lower range	-3.0%	-3.0%	-3.0%	-3.0%	Format	%		
 <p>— Performance — Upper range — Lower range</p>					Frequency	Quarterly		
					Metric type	Snapshot/point in time		
					Leadership team member	Paul Whittles		
					Portfolio holder	Cllr Jeremy Heron		
					Overview and scrutiny	Resources and Transformation		
					RAG Status			
					Q1	Q2	Q3	Q4
					N/A			

#### Supporting narrative

<b>Q1</b>	No budget variation report until Q2.
<b>Q2</b>	Indicative figures as at 16 October 2024, final figures will be confirmed as set out in the Financial Monitoring Report taken to Cabinet 6 November 2024.
<b>Q3</b>	Indicative figures as at 21 January 2025, final figures will be confirmed as set out in the Financial Monitoring Report taken to Cabinet 5 February 2025.
<b>Q4</b>	Data is not yet available for Q4, detailed analysis of 2024/5 outturn figures will be available via the budget outturn report.

#### NFDC ID NO.42: Percentage variance to Housing Revenue budget +/- (HRA budget variations)

	Q1	Q2	Q3	Q4	Supporting information	
Performance	N/A	0.55%	-0.50%		Target	+/- 3%
Upper range	3.00%	3.00%	3.00%	3.00%	Desired DOT	▲ or ▼
Lower range	-3.00%	-3.00%	-3.00%	-3.00%	Format	%
 <p>— Performance — Upper range — Lower range</p>					Frequency	Quarterly
					Metric type	Snapshot/point in time
					Leadership team member	Paul Whittles
					Portfolio holder	Cllr Jeremy Heron
					Overview and scrutiny	Resources and Transformation
RAG Status						
	Q1	Q2	Q3	Q4		
	N/A					

#### Supporting narrative

<b>Q1</b>	No budget variation report until Q2.
<b>Q2</b>	Indicative figures as at 16 October 2024, final figures will be confirmed as set out in the Financial Monitoring Report taken to Cabinet 6 November 2024.
<b>Q3</b>	Indicative figures as at 21 January 2025, final figures will be confirmed as set out in the Financial Monitoring Report taken to Cabinet 5 February 2025.
<b>Q4</b>	Data is not yet available for Q4, detailed analysis of 2024/5 outturn figures will be available via the budget outturn report.

**NFDC ID NO.43: Percentage of Council Tax collected in year**

	Q1	Q2	Q3	Q4	Supporting information	
<b>Performance</b>	29.68%	57.40%	84.96%	98.65%	<b>Target</b>	98.5%
<b>Target</b>	29.90%	57.60%	85.30%	98.50%	<b>Desired DOT</b>	▲
<p>Q1, 29.68%    Q2, 57.40%    Q3, 84.96%    Q4, 98.65%</p> <p>— Performance    - - Target</p>					<b>Format</b>	%
					<b>Frequency</b>	Quarterly
					<b>Metric type</b>	Cumulative/year to date
					<b>Leadership team member</b>	Ryan Stevens
					<b>Portfolio holder</b>	Cllr Jeremy Heron
					<b>Overview and scrutiny</b>	Resources and Transformation
					<b>RAG Status</b>	
					<b>Q1</b>	<b>Q2</b>
					<b>Q3</b>	<b>Q4</b>

**Supporting narrative**

<b>Q1</b>	Collection is slightly down when compared to 23/24, this could be due to extending instalments, and last year there was the also the Council Tax Support Fund payments.
<b>Q2</b>	-
<b>Q3</b>	Target is cumulative. Some instalments have been spread to March 2025 so collection rates should be maintained come year end. We have also had a number of properties transferring from business rates to council tax as the Valuation Office Agency (VOA) have determined the property is no longer a holiday let, with bills only recently being sent and some disputing the VOA decision.
<b>Q4</b>	Performance exceeds target.

**NFDC ID NO.44: Percentage of Non-domestic Rates collected in year**

	Q1	Q2	Q3	Q4	Supporting information	
<b>Performance</b>	29.64%	57.50%	84.52%	98.62%	<b>Target</b>	98.5%
<b>Target</b>	29.60%	57.90%	84.30%	98.50%	<b>Desired DOT</b>	▲
<p>Q1, 29.64%    Q2, 57.50%    Q3, 84.52%    Q4, 98.62%</p> <p>— Performance    - - Target</p>					<b>Format</b>	%
					<b>Frequency</b>	Quarterly
					<b>Metric type</b>	Cumulative/year to date
					<b>Leadership team member</b>	Ryan Stevens
					<b>Portfolio holder</b>	Cllr Jeremy Heron
					<b>Overview and scrutiny</b>	Resources and Transformation
					<b>RAG Status</b>	
					<b>Q1</b>	<b>Q2</b>
					<b>Q3</b>	<b>Q4</b>

**Supporting narrative**

<b>Q1</b>	-
<b>Q2</b>	-
<b>Q3</b>	-
<b>Q4</b>	Performance exceeds target.

### Future New Forest: Designing modern and innovative services

#### NFDC ID NO.45: Benefits realisation from ICT investment

	Q1	Q2	Q3	Q4	Supporting information			
Performance	87.50%	87.5%	95.00%	96.50%	Target	70.00%		
Target	70.00%	70.00%	70.00%	70.00%	Desired DOT	Maintain		
<p>Q1, 87.50%   Q2, 87.5%   Q3, 95.00%   Q4, 96.50%</p> <p>— Performance   - - - Target</p>					Format	%		
					Frequency	Every 6 months		
					Metric type	Snapshot/point in time		
					Leadership team member	Rich Bird		
					Portfolio holder	Cllr Jeremy Heron		
					Overview and scrutiny	Resources and Transformation		
					RAG Status			
					Q1	Q2	Q3	Q4

#### Supporting narrative

Q1	-
Q2	-
Q3	-
Q4	Narrative for April 24 - April 25: Azure Migration project = 100% (9/9) Learning Management System (LMS) project = 86% (6/7) (Security training module is targeting go live on LMS on the 17th Jan) Direct Debit = 100% (5/5)

#### NFDC ID NO.46: Percentage of ICT incidents resolved within SLA

	Q1	Q2	Q3	Q4	Supporting information			
Performance	99.0%	98.0%	97.0%	97.0%	Target	95.0%		
Target	95.0%	95.0%	95.0%	95.0%	Desired DOT	▲		
<p>Q1, 99.0%   Q2, 98.0%   Q3, 97.0%   Q4, 97.0%</p> <p>— Performance   - - - Target</p>					Format	%		
					Frequency	Quarterly		
					Metric type	Snapshot/point in time		
					Leadership team member	Kim Gray		
					Portfolio holder	Cllr Jeremy Heron		
					Overview and scrutiny	Resources and Transformation		
					RAG Status			
					Q1	Q2	Q3	Q4

#### Supporting narrative

Q1	-
Q2	-
Q3	-
Q4	Performance is above target and remains steady quarter on quarter.

**NFDC ID NO.47: Percentage of annual ICT work programme delivered on time and on budget**

	Q1	Q2	Q3	Q4	Supporting information	
<b>Performance</b>	100.00%	93.33%	93.33%	93.33%	<b>Target</b>	70.0%
<b>Target</b>	70.00%	70.00%	70.00%	70.00%	<b>Desired DOT</b>	Maintain
<p>Q1, 100.00%   Q2, 93.33%   Q3, 93.33%   Q4, 93.33%</p> <p>— Performance — Target</p>					<b>Format</b>	%
					<b>Frequency</b>	Quarterly
					<b>Metric type</b>	Snapshot/point in time
					<b>Leadership team member</b>	Rich Bird
					<b>Portfolio holder</b>	Cllr Jeremy Heron
					<b>Overview and scrutiny</b>	Resources and Transformation
<b>RAG Status</b>						
<b>Q1</b>		<b>Q2</b>	<b>Q3</b>	<b>Q4</b>		

**Supporting narrative**

<b>Q1</b>	-
<b>Q2</b>	-
<b>Q3</b>	-
<b>Q4</b>	Narrative for April 24 - April 25: Azure Migration project = delivered on time in line with board approved project plan. Learning Management System (LMS) project = delivered on time in line with board approved project plan. Direct Debit = delivery delayed by around 1.5 months whilst transition to BAU was better prepared for within business units.

**NFDC ID NO.48: Percentage unscheduled downtime for critical systems**

	Q1	Q2	Q3	Q4	Supporting information	
<b>Performance</b>	0.00%	2.89%	0.16%	0.43%	<b>Target</b>	<5%
<b>Target</b>	5.00%	5.00%	5.00%	5.00%	<b>Desired DOT</b>	▼
<p>Q1, 0.00%   Q2, 2.89%   Q3, 0.16%   Q4, 0.43%</p> <p>— Performance — Target</p>					<b>Format</b>	%
					<b>Frequency</b>	Quarterly
					<b>Metric type</b>	Snapshot/point in time
					<b>Leadership team member</b>	Kim Gray
					<b>Portfolio holder</b>	Cllr Jeremy Heron
					<b>Overview and scrutiny</b>	Resources and Transformation
<b>RAG Status</b>						
<b>Q1</b>		<b>Q2</b>	<b>Q3</b>	<b>Q4</b>		

**Supporting narrative**

<b>Q1</b>	-
<b>Q2</b>	-
<b>Q3</b>	-
<b>Q4</b>	Performance is within targeted expectation.