

Your Nottinghamshire Your Future Council Plan

Chief Executive's Departmental Strategy

Our commitments measuring our success

Council plan approaches

Council plan approach - Put local people at the heart of everything we do

Success means	Council Plan Key Measures of Success	Latest	Target	Good is	Previous
Services are shaped around the people who use them to reflect the way that they live their lives	Customer satisfaction rate as measured by Institute of Customer Service	87.1	>80	High	82.1
Information is shared so that residents can express their views and engage with decision-making	% of people well informed (Annual 2018/19)	52.0%	51%	High	51.0%

Council plan approach - Spend money wisely

Success means	Council Plan Key Measures of Success	Latest	Target	Good is	Previous
The Council makes best use of resources to deliver value for your money	% of people feel council provides value for money (Annual 2018/19)	48%	46%	High	46%
	Budget Monitoring / MTFS	89%	90%	High	
	Debt recovery (% over 6 months' old)	36%	n/a	Low	27%
	% spend with local suppliers (of total contracts awarded) (Annual)	TBC	50%	High	-
	Number of mandatory training completed	1,190	n/a	High	565
	RIDDOR Accident/incident rate	0.1	n/a	Low	0.4
	Number of RIDDOR reportable incidents to HSE	1	n/a	Low	3
	Sickness absence per employee (average days)	8.91	7.0	Low	8.72

Council plan approach - Stand up for local people

Success means	Council Plan Key Measures of Success	Latest	Target	Good is	Previous
Local people feel more in control of the work taking place to improve their communities and engage with councillors	% of people feel have influence (Annual 2018/19)	33%	32%	High	31%
	% of people satisfied with how we run things (Annual 2018/19)	62%	61%	High	64%
	Number of Ombudsman enquiries received	17	n/a	Low	16
	Number of decisions made by Ombudsman	10	n/a	Low	9
	% complaints upheld by Ombudsman	20.0%	n/a	Low	22%
	Number of public reports by Ombudsman	0	n/a	Low	0
	Number of self reported data breaches to ICO	0	n/a	Low	0 (2018/19)