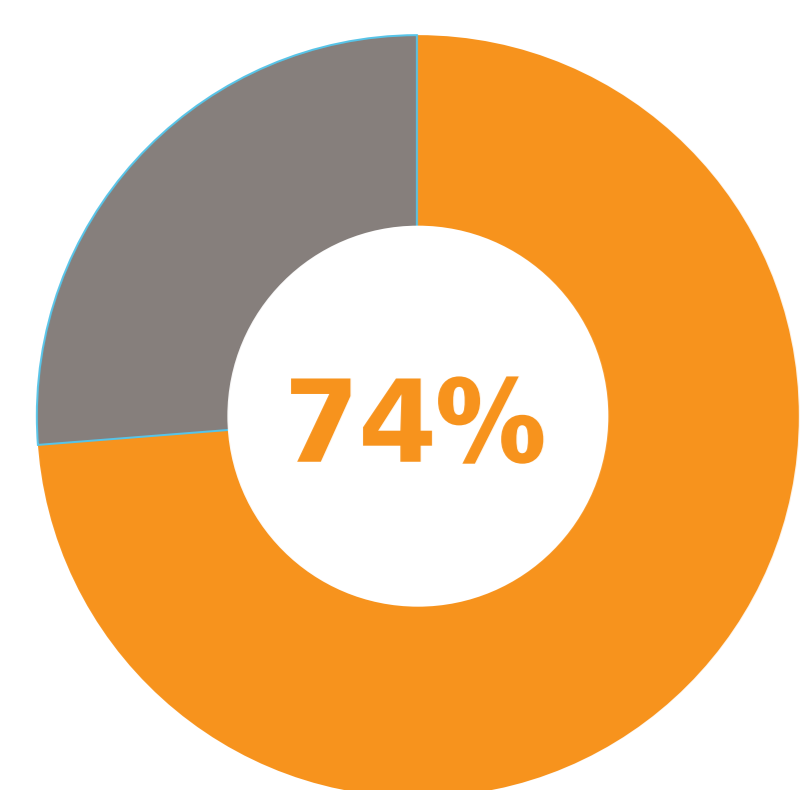


Enabling Communities

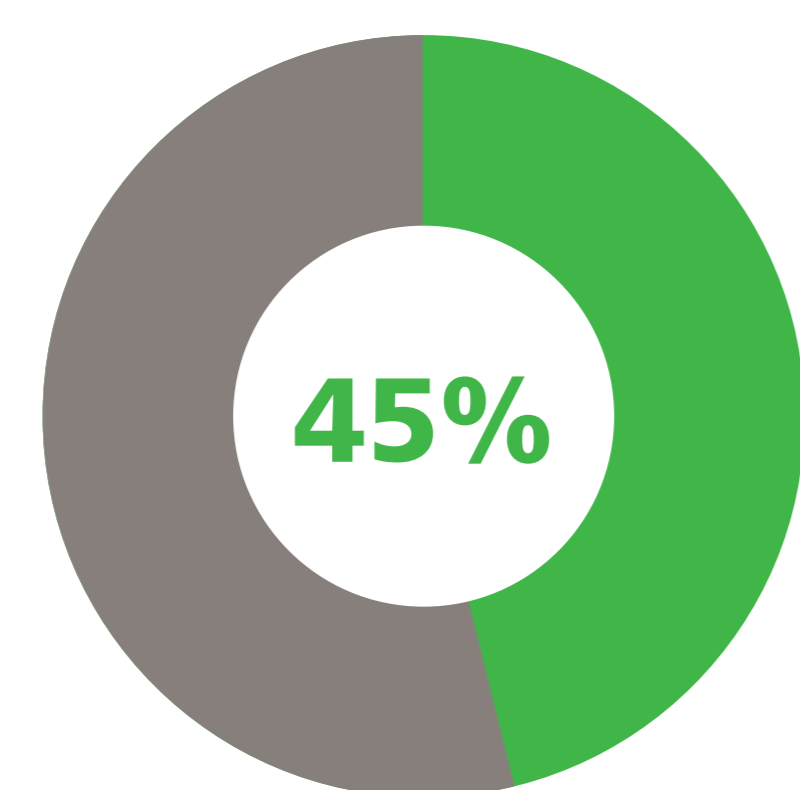
Create, protect and enhance our safe and clean-built and green environment

Support people to improve their health and well-being

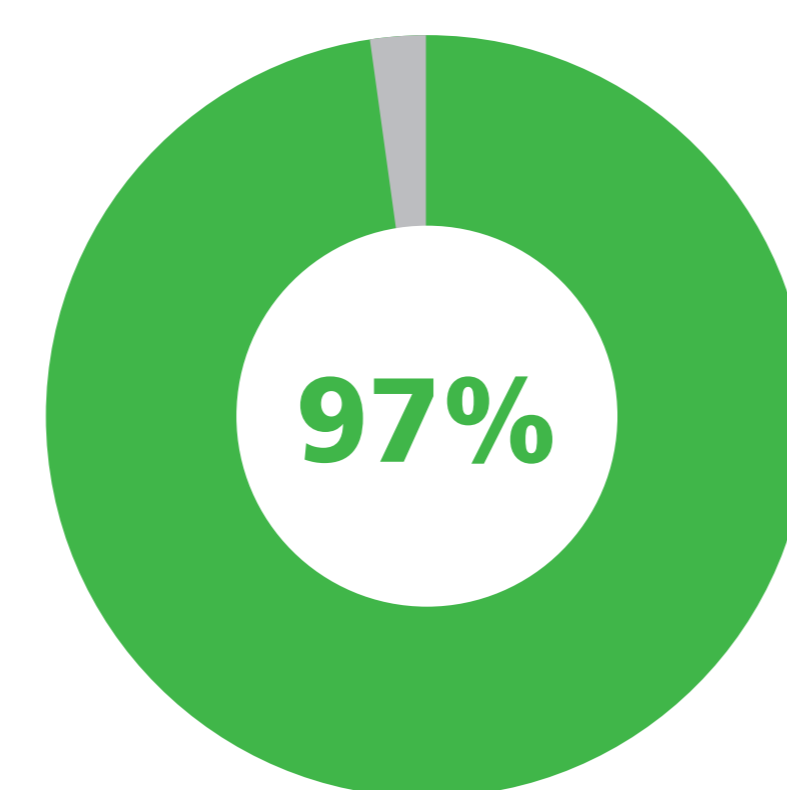
Develop stronger and more resilient communities to enable people to help themselves



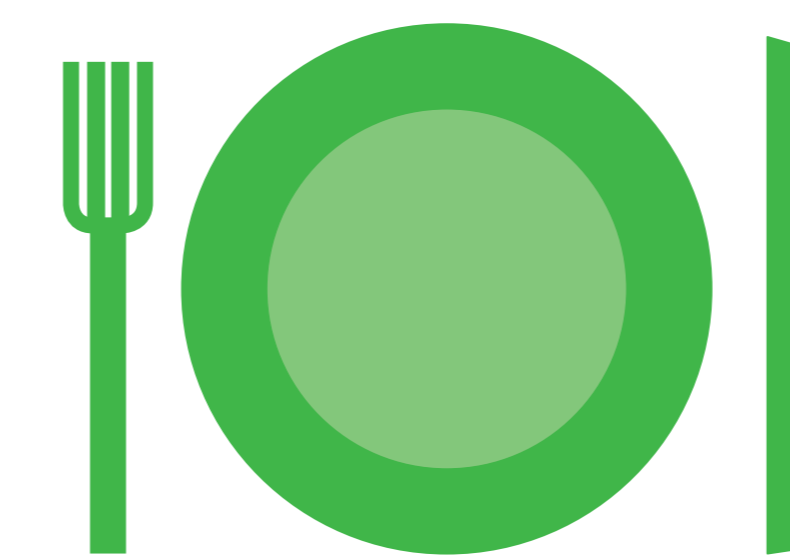
74% of sampled areas were **clean or predominantly clean** of litter, detritus, graffiti, flyposting or weed accumulations



45% of **household waste** was sent to landfill



97% of **food premises** scored 3 or above on the **Food Hygiene Rating Scheme**



3.9 complaints about **food premises** per 100 businesses

The **average length of stay** of all households placed **temporarily** in **B&B accommodation** was **7 weeks**



12 **play spaces** created or updated

Disabled Facilities Grants: the **average time** taken from referral to completion of **minor jobs** up to £10k was **40.6 weeks**



More users and members

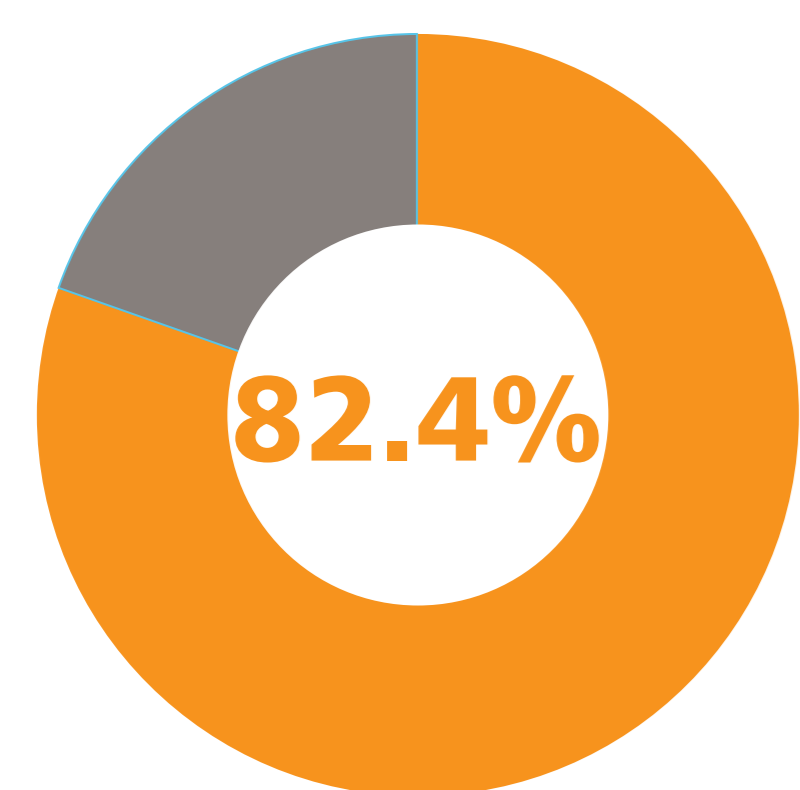
8-14 years old + **6,450**

18-30 years old + **6,817**

55-65 years old + **3,015**

Families with young children + **6,812**

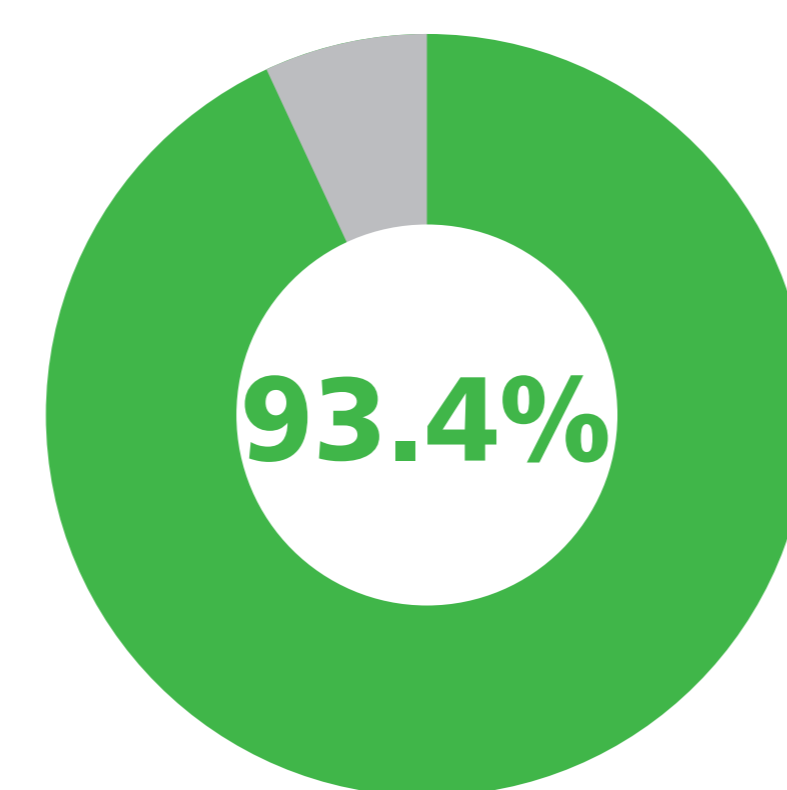
17,816 participated in targeted **services** for people with **long-term health conditions**



82.4% **successful enforcements** of dog fouling & litter



3,720 days spent by **volunteers** to **support** our services



93.4% street cleansing & 82% grounds maintenance service requests **resolved** in **5 working days**

19,154 participated in targeted **activities** for **older people**

4,770 participated in targeted **services** for **people with a disability**

Over 2.2 million visits to **One Leisure** Leisure Centres

Includes Leisure Centre admissions and participation in activities run by the Active Lifestyles team

Delivering Sustainable Growth

Accelerate business growth and investment

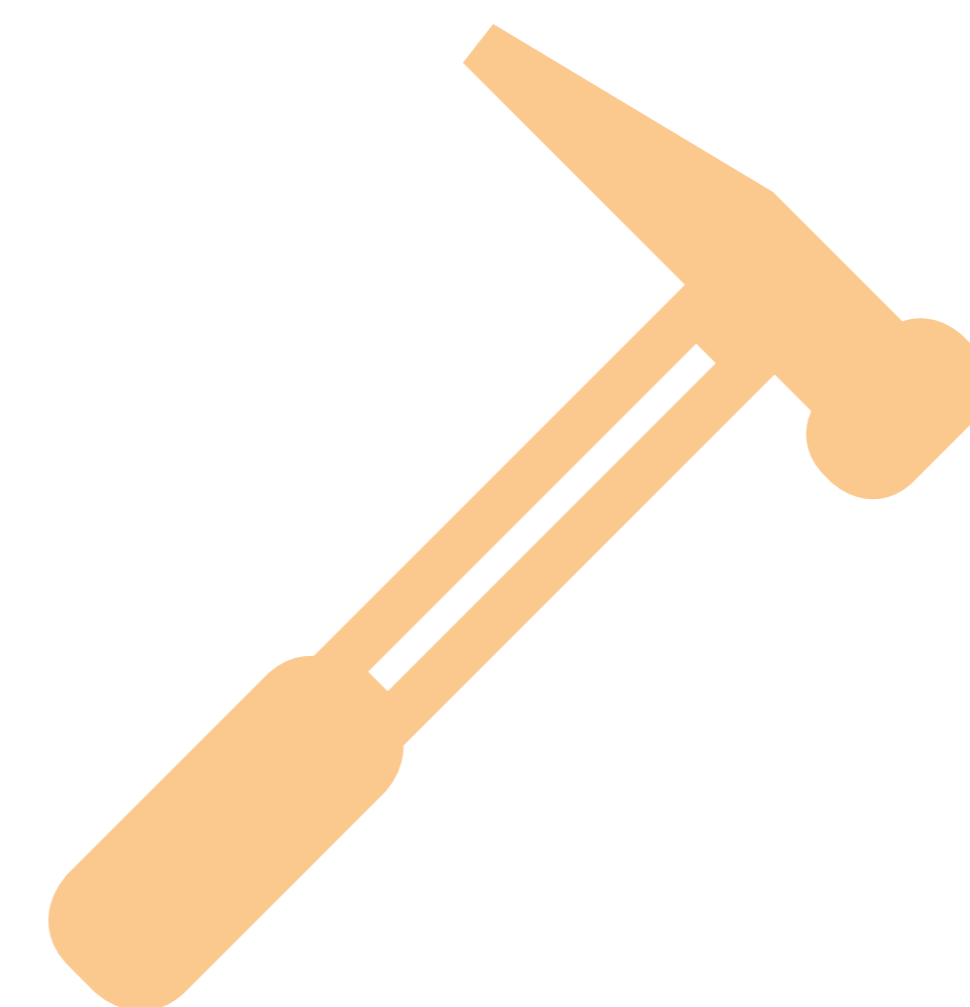
Support development of infrastructure to enable growth

Develop a flexible and skilled local workforce

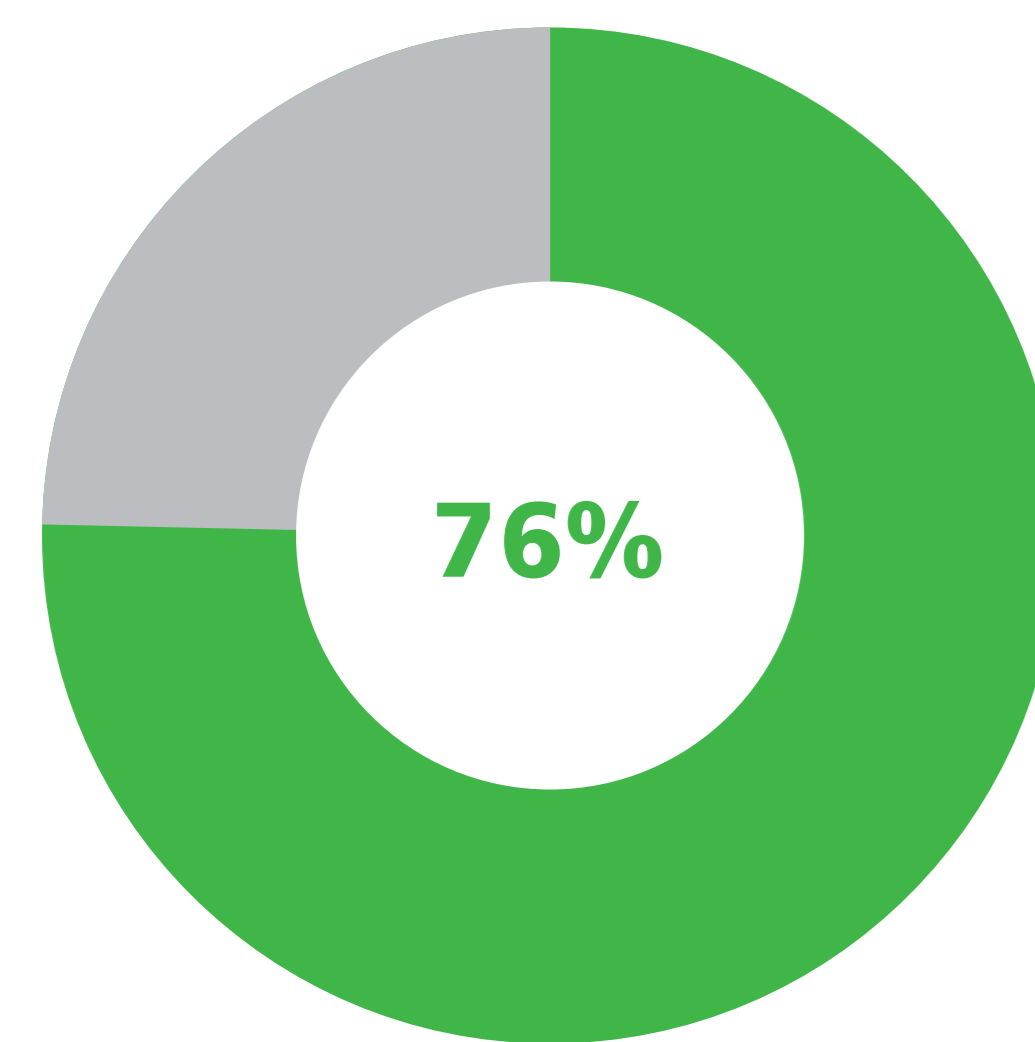
Improve the supply of new and affordable housing, jobs and community facilities to meet current and future need



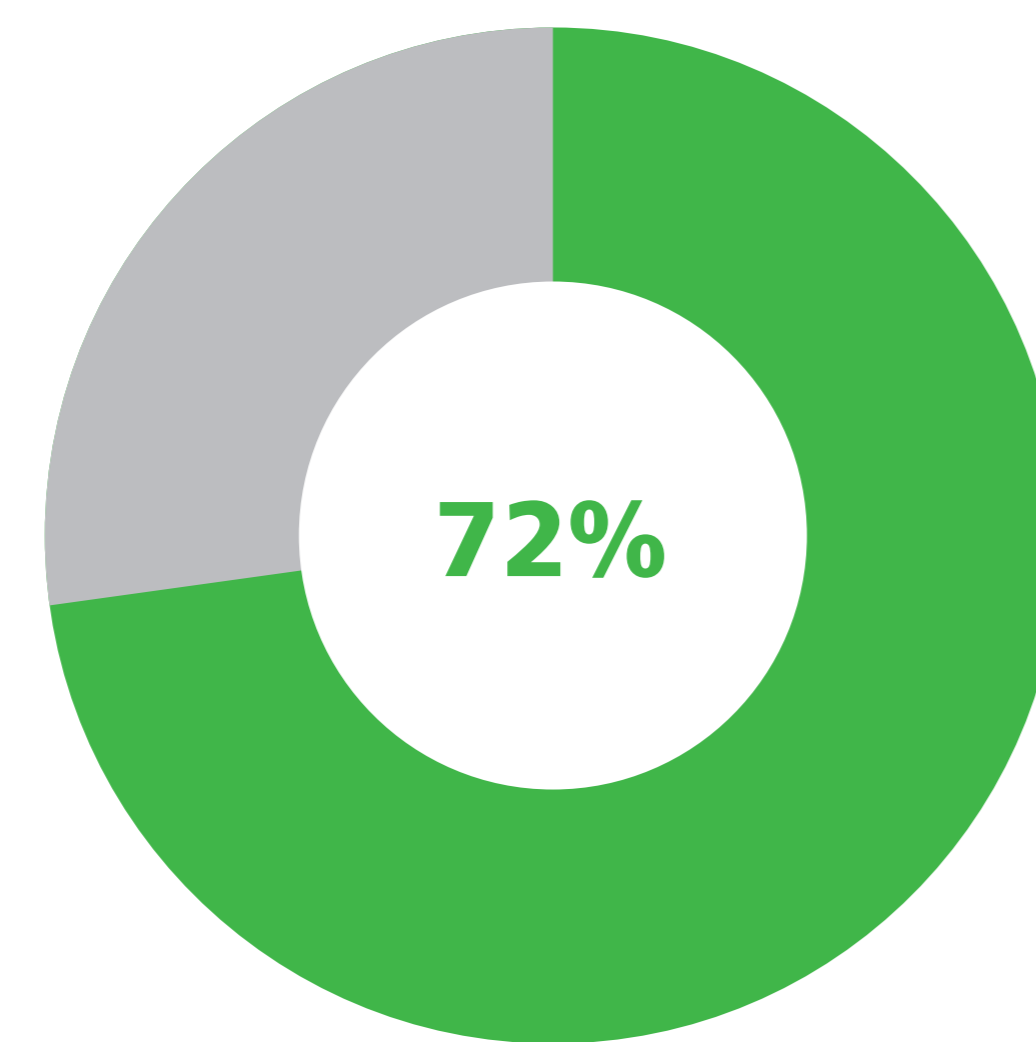
105 clients are being helped into work through the **EDGE** project supported by **HDC**



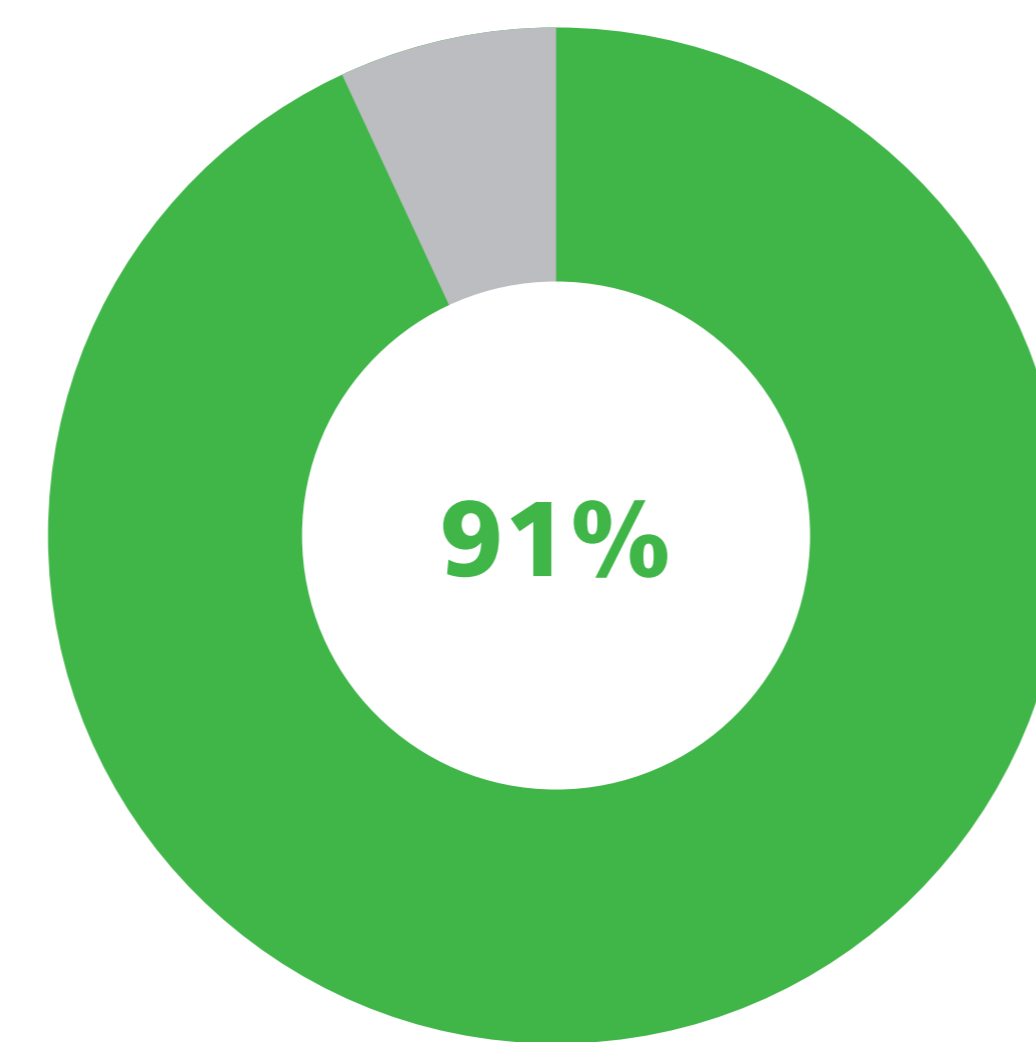
1,056 people attended **EDGE** sharper skills for enterprise events



of planning applications (major) processed on target



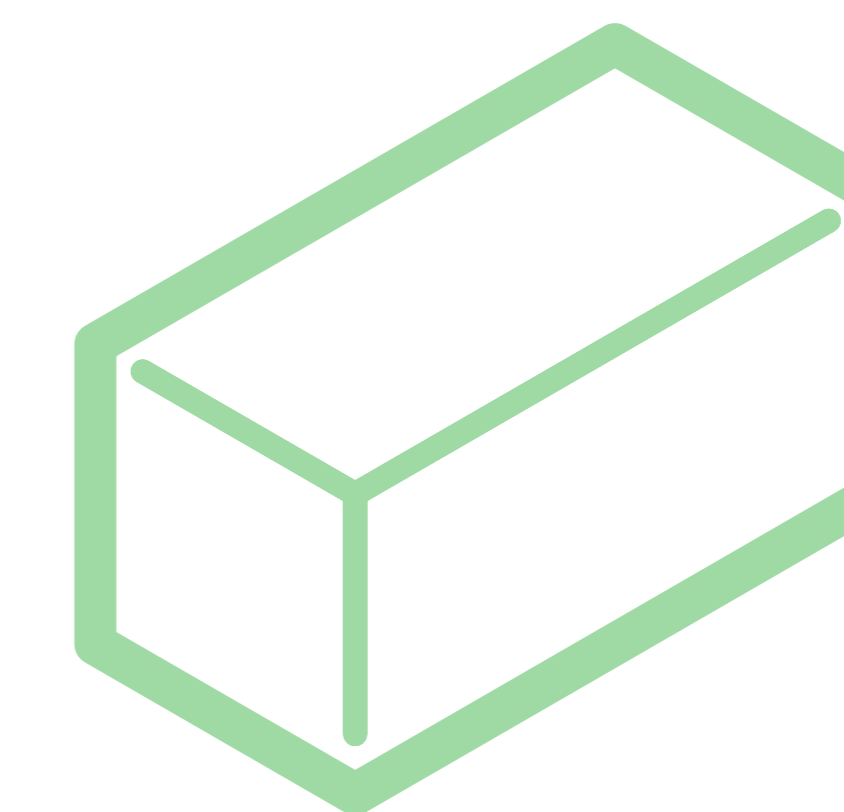
of planning applications (minor) processed on target



of planning applications (household applications) processed on target



682 net additional homes delivered



+36,161m² net business use floor space created



123 new affordable homes delivered

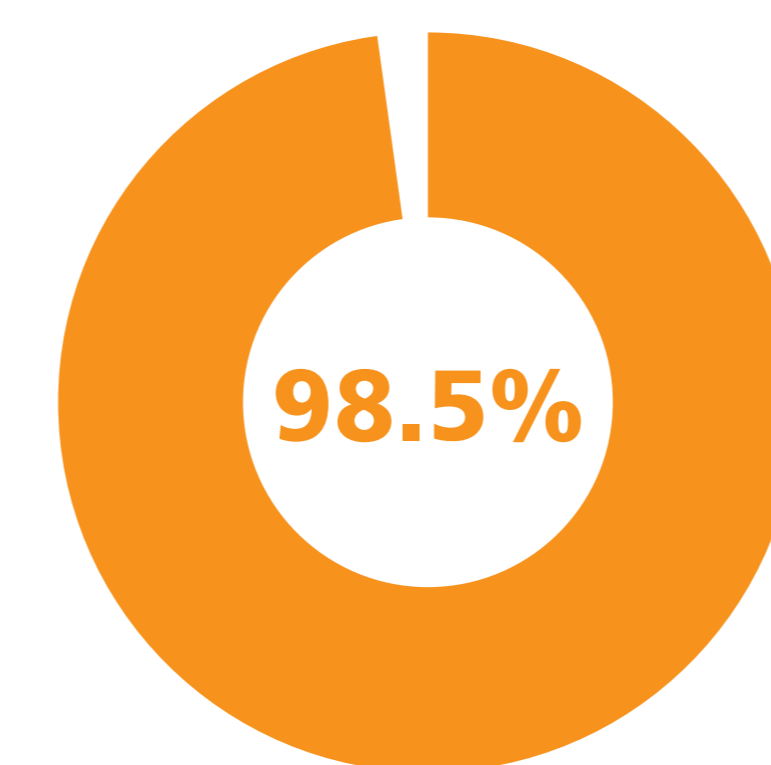
Being a more Efficient and Effective Council

Become more efficient and effective in the way we deliver services
Become a more customer focused organisation

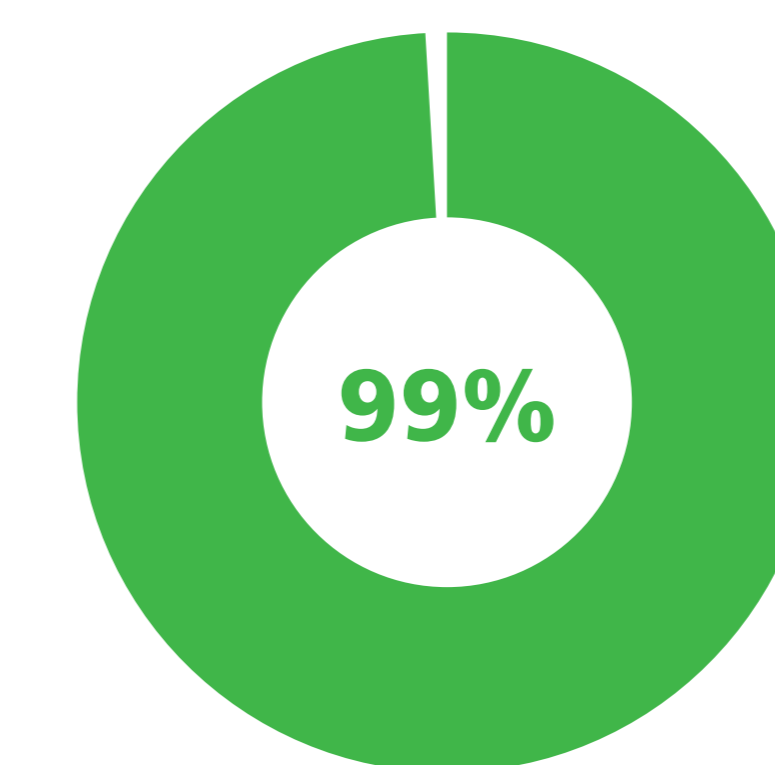
Last year we had a **revenue overspend** of **£0.5m**



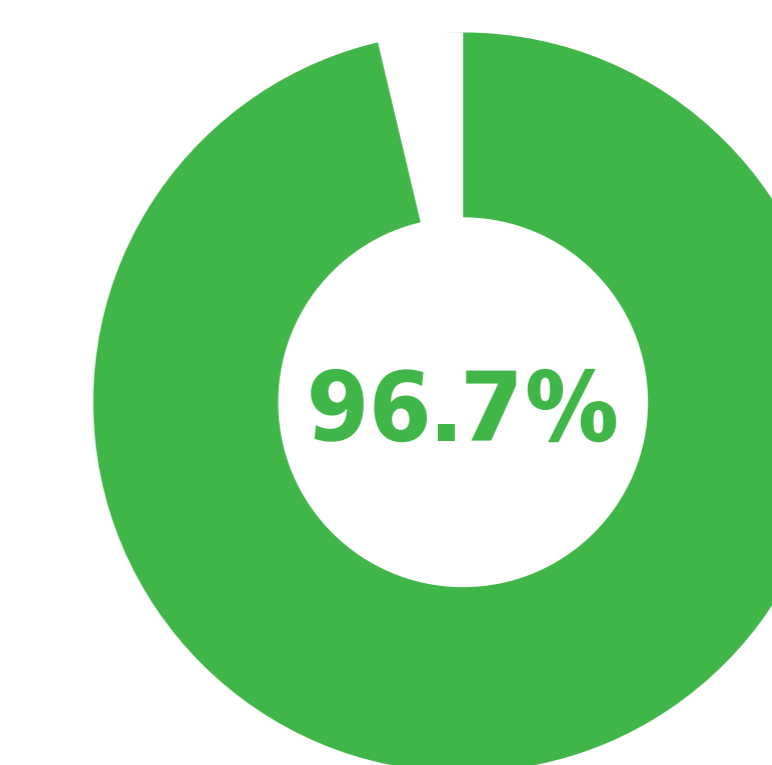
We **lost 9.9 days** to **sickness** per full-time employee



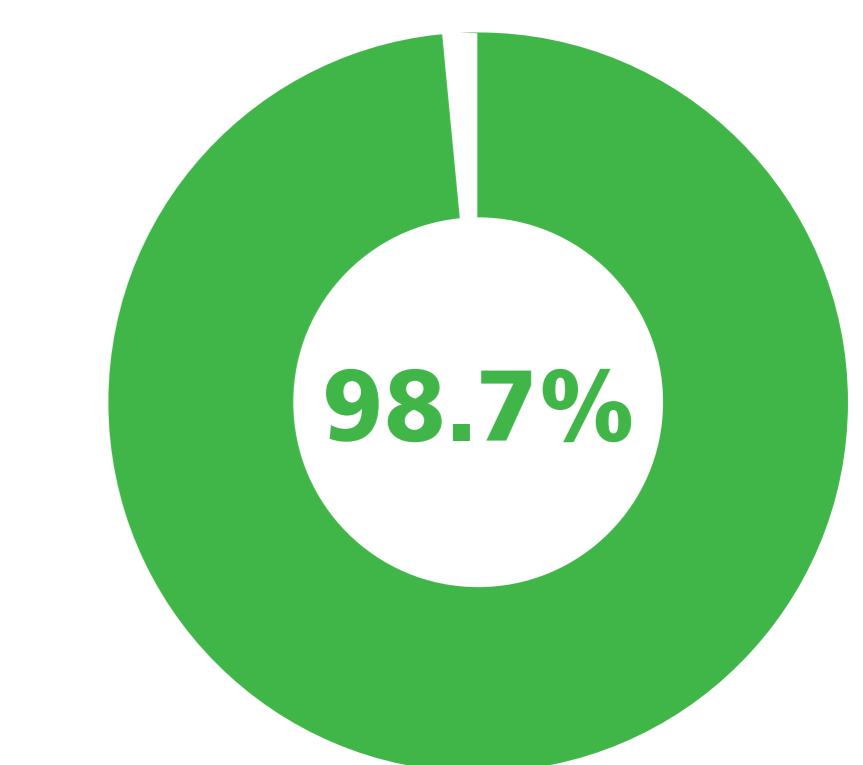
Council Tax collected



Business Rates collected



of space let on our estates portfolio

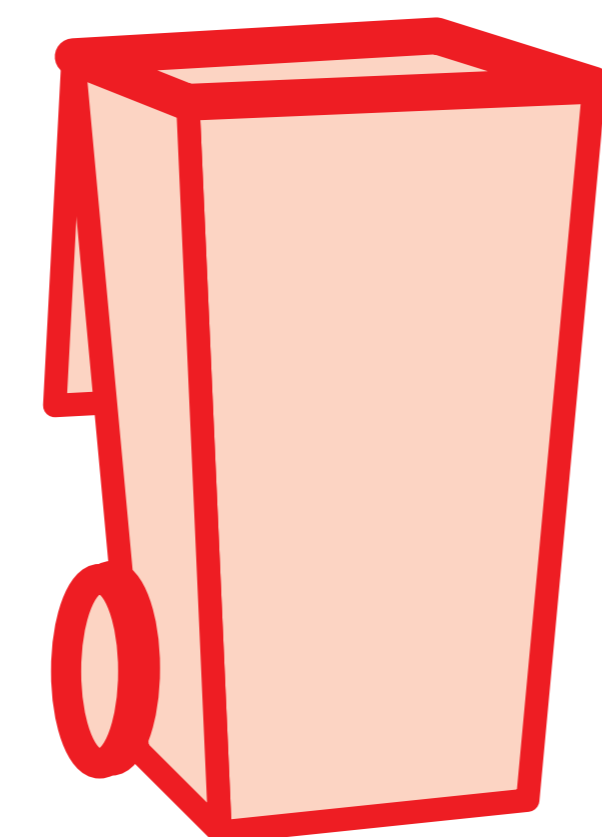


of invoices paid on time

81.7% of **grounds maintenance works inspected** passed our **agreed service specification**



We **missed 1.06 bins** for every **1,000** we collected



Staff Engagement

Employee Survey 2017 Results Improved



Our **staff turnover** was **15.2%** (permanent staff only)

33 Council Apprenticeships created



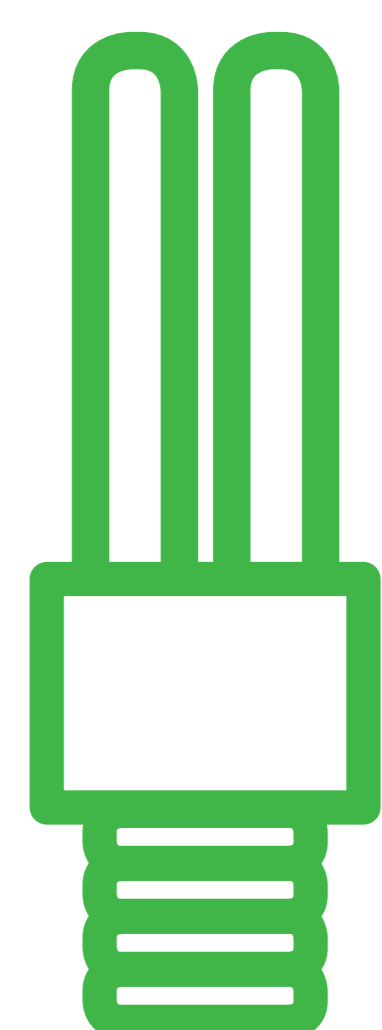
93% of **appraisals** completed

24 days were taken (on average) to **process new Housing Benefit or Council Tax Support claims**



Our income was **£3.3m** from our **Commercial Estate and Property Fund**

We used **6.1% less energy** in our buildings



4½ days were taken (on average) to **process changes of circumstances for Housing Benefit or Council Tax Support claims**



We received **23 Stage 2 complaints** with **78%** resolved on time

We **answered 79%** of **calls** made to our Call Centre

