



























# Cabinet Quarter 2 Indicator Report - by Theme

PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				










## Theme A place of safe and strong communities

PI Code & Short Name	Managed By	Portfolio Owners	Q1 2009/10		Q2 2009/10		Last Update	Status	Long Term Trend Arrow	Short Term Trend Arrow	Latest Note
			Value	Target	Value	Target					
NI 181 Time taken in days to process Housing Benefit/Council Tax Benefit new claims and change events	Mark Kimberley	Finance	12.0	13.0	15.0	13.0	September 2009				Additional resources are now in place and processing times are now improving. On current performance it is expected that target will be achieved.
NI 180 The number of changes of circumstances which affect customers' Housing Benefit/Council Tax Benefit entitlement within the year.	Mark Kimberley	Finance	529	112.5	251	112.5	Q2 2009/10				
NI 15 Serious violent crime rate	Sue Sale	Safe and Sustainable Neighbourhoods	0.11	0.08			Q1 2009/10				Figures not available for Quarter 2 until the end of October. Target figure is against annual rate of 0.3 offences per 1000 population.







Theme A place of safe and strong communities; A safer community

PI Code & Short Name	Managed By	Portfolio Owners	Q1 2009/10		Q2 2009/10		Last Update	Status	Long Term Trend Arrow	Short Term Trend Arrow	Latest Note
			Value	Target	Value	Target					
NI 16 Serious acquisitive crime rate	Sue Sale	Safe and Sustainable Neighbourhoods	3.8	4	7.5	8	Q2 2009/10				Target set is a rate target, 8 offences per 1000 population year to date. Year end target of 16 offences per 1000 population equates to a 10.6% reduction on previous year.
NI 20 Assault with injury crime rate	Sue Sale	Safe and Sustainable Neighbourhoods	1.91	1.45	3.36	2.9	Q2 2009/10				Target set is a rate target of 2.91 offences per 1000 population year to date against annual target of 5.81 offences per 1000 population. Year to date offences are rising across Nottinghamshire. Gedling is beginning to realise a small reduction month on month but still off target. Domestic Abuse still significantly contributes to the overall rise.







Theme **A place that contributes to a vibrant and prosperous Greater Nottingham**

PI Code & Short Name	Managed By	Portfolio Owners	Q1 2009/10		Q2 2009/10		Last Update	Status	Long Term Trend Arrow	Short Term Trend Arrow	Latest Note
			Value	Target	Value	Target					
LI018 % of invoices paid within 30 days	Mark Kimberley	Finance	97.44%	98.00%	98.10%	98.00%	Q2 2009/10				
NI 152 Working age people on out of work benefits - locally reported only	Stephen Bray	Development and Enterprise	3.4%		3.5%		September 2009				
LI 047 % of invoices paid within 10 working days - local suppliers	Mark Kimberley	Finance	91	95	91	95	Q2 2009/10				

Theme **A place that contributes to a vibrant and prosperous Greater Nottingham; A place where people are treated fairly and have an opportunity to get involved**













PI Code & Short Name	Managed By	Portfolio Owners	Q1 2009/10		Q2 2009/10		Last Update	Status	Long Term Trend Arrow	Short Term Trend Arrow	Latest Note
			Value	Target	Value	Target					
NI 156 Number of households living in temporary accommodation	Janet Brothwell	Customer and Member Services	14	25	14	25	Q2 2009/10				The numbers have been contained at 14 for the second quarter
LI051 Average time to process homelessness applications (working days)	Janet Brothwell	Customer and Member Services	20.5 days	20 days	21 days	20 days	Q2 2009/10				Slightly behind target - expect to pull back to target over the next period

Theme A place where people can lead a healthy and active lifestyle













PI Code & Short Name	Managed By	Portfolio Owners	Q1 2009/10		Q2 2009/10		Last Update	Status	Long Term Trend Arrow	Short Term Trend Arrow	Latest Note
			Value	Target	Value	Target					
NI 155 Number of affordable homes delivered (gross)	Peter Baguley	Development and Enterprise	No data for this range				H1 2009/10				Due to the timing of data collection falling after the end of the reporting period, this data will be provided in the next quarterly monitoring period
LI027 Number of visits to leisure centres	Keith Tansley	Leisure and Wellbeing	261,626	269,410	267,760	247,619	Q2 2009/10				<p>The user figures in Q2 have been above target for several reasons. The DNA promotion 'Shape up for Summer' has gone very well. The promotions is aimed at getting increased usage of the centre in a given month, and the figures in exercise classes and public swim show increases during this quarter.</p> <p>There has also been the 50p/free swimming promotion for children over the summer holidays. This has again been a very successful campaign, with almost 4,000 visits for the 50p activities alone. In addition this brings in increased spectators to the centres, as parents wait for their children to participate in the activities.</p>

Theme A place where we can take care of our environment

PI Code & Short Name	Managed By	Portfolio Owners	Q1 2009/10		Q2 2009/10		Last Update	Status	Long Term Trend Arrow	Short Term Trend Arrow	Latest Note
			Value	Target	Value	Target					
NI 157a BV109a Processing of planning applications: Major applications	Peter Baguley	Development and Enterprise	25.00%	72.00%	29.00%	72.00%	Q2 2009/10				The drop in the number and type of major applications received has continued in this quarter however there has been a slight upward trend in performance.
NI 157b BV109b Processing of planning applications: Minor applications	Peter Baguley	Development and Enterprise	90.00%	78.00%	82.00%	78.00%	Q2 2009/10				
NI 157c BV109c Processing of planning applications: Other applications	Peter Baguley	Development and Enterprise	96.00%	92.00%	94.00%	92.00%	Q2 2009/10				
LI022 Planning appeals allowed	Peter Baguley	Development and Enterprise	.0%	33.0%	14.0%	33.0%	Q2 2009/10				
NI 191 Residual household waste per household in Kg	Dave Parton	Direct Services	134	138	293	292	Q2 2009/10				
NI 192 Percentage of household waste sent for reuse, recycling and composting	Dave Parton	Direct Services	37.80%	38.50%	35.97%	38.50%	Q2 2009/10				Although performance is currently adrift of the target, this is the result of seasonal variations and therefore it is still expected that the target will be met by the year end.
NI 195a Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter	Dave Parton	Direct Services	0%	5%	5%	Q1 2009/10				This data is collected every 4 months not quarterly. The figure represents April to the end of July 2009	
NI 195b Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus	Dave Parton	Direct Services	5%	7%	7%	Q1 2009/10				This data is collected every 4 months not quarterly. The figure represents April to the end of July 2009	

NI 195c Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti	Dave Parton	Direct Services	0%	1%		1%	Q1 2009/10				This data collected every 4 months not quarterly. The figure represents April to the end of July 2009
NI 195d Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting	Dave Parton	Direct Services	0%	0%		0%	Q1 2009/10				This data collected every 4 months not quarterly. The figure represents April to the end of July 2009
LI 030 Pest Control request for service responded to on time	Peter Baguley	Safe and Sustainable Neighbourhoods	100%	97%	98%	97%	Q2 2009/10				
LI 031 Public protection requests for service responded to on time	Peter Baguley	Safe and Sustainable Neighbourhoods	87%	93%	89%	93%	Q2 2009/10				The summer period represented a peak in demand for noise and odour investigations, which placed additional demands on the service.

Theme Transforming Gedling Borough Council

PI Code & Short Name	Managed By	Portfolio Owners	Q1 2009/10		Q2 2009/10		Last Update	Status	Long Term Trend Arrow	Short Term Trend Arrow	Latest Note
			Value	Target	Value	Target					
LI006 Working Days Lost Due to Sickness Absence (rolling 12 months total)	Janet Brothwell	Customer and Member Services	8.40	8.60	8.67	8.60	August 2009				The trend will be carefully watched, no overall cause for concern at this slight increase.
LI052 % of calls to the contact centre answered (or call back made) - 12 month rolling total	Janet Brothwell	Customer and Member Services	79.7%	78.0%	81.8%	78.0%	September 2009				
LI053 % of contacts face to face and telephone resolved in accordance with service levels	Janet Brothwell	Customer and Member Services	86.96%	80.00%	83.00%	80.00%	September 2009				
LI 048 Income generated from car park charging	Dave Parton	Customer and Member Services	0	0	61,056	185,000	Q2 2009/10				Target amended as a result of executive decision ED 516 11 August 2009 from £700,000. The value shown is the figure excluding VAT for the period 3rd August to 30th September 2009. The Annual target needs to be amended to take into consideration the decisions to allow free parking in the disabled parking bays and the 30 minute free period between 1st October 2009 and 9th January 2010



