





















# Cabinet Quarter 3 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	Q3 2009/10		Last Update	Status	Long Term Trend Arrow	Short Term Trend Arrow	Latest Note
			Value	Target					
NI 181 Time taken in days to process Housing Benefit/Council Tax Benefit new claims and change events	Mark Kimberley	Finance	11.0	13.0	December 2009				
NI 180 The number of changes of circumstances which affect customers' Housing Benefit/Council Tax Benefit entitlement within the year.	Mark Kimberley	Finance	334	112.5	Q3 2009/10				
NI 15 Serious violent crime rate	Sue Sale	Safe and Sustainable Neighbourhoods	0.34	0.22	Q3 2009/10				Changes in Police Crime Recording practice has resulted in more crimes being recorded within this category.







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

PI Code & Short Name	Managed By	Portfolio Owners	Q3 2009/10		Last Update	Status	Long Term Trend Arrow	Short Term Trend Arrow	Latest Note
			Value	Target					
NI 16 Serious acquisitive crime rate	Sue Sale	Safe and Sustainable Neighbourhoods	11.5	12	Q3 2009/10				
NI 20 Assault with injury crime rate	Sue Sale	Safe and Sustainable Neighbourhoods	4.75	4.36	Q3 2009/10				Changes in Police Crime Recording practice has resulted in ore crimes recorded in this category. Partnership plans are in place and being delivered to reduce violent crime




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

PI Code & Short Name	Managed By	Portfolio Owners	Q3 2009/10		Last Update	Status	Long Term Trend Arrow	Short Term Trend Arrow	Latest Note
			Value	Target					
LI018 % of invoices paid within 30 days	Mark Kimberley	Finance	96.06%	98.00%	Q3 2009/10				A large amount of Public Utility invoices arrived at the same time and the time processing these resulted in the performance target not being achieved. The invoice process and payment method for this type of invoice is to be reviewed.
NI 152 Working age people on out of work benefits - locally reported only	Stephen Bray	Development and Enterprise	3.6%		December 2009				
LI047 % of invoices paid within 10 working days - local suppliers	Mark Kimberley	Finance	86%	95%	Q3 2009/10				A large amount of Public Utility invoices arrived at the same time and the time processing these resulted in the performance target not being achieved. The invoice process and payment method for this type of invoice is to be reviewed.




















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	Q3 2009/10		Last Update	Status	Long Term Trend Arrow	Short Term Trend Arrow	Latest Note
			Value	Target					
NI 156 Number of households living in temporary accommodation	Janet Brothwell	Customer and Member Services	15	25	Q3 2009/10				
LI051 Average time to process homelessness applications (working days)	Janet Brothwell	Customer and Member Services	20.5 days	20 days	Q3 2009/10				Performance has been slightly affected by complex cases.

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













PI Code & Short Name	Managed By	Portfolio Owners	Q3 2009/10		Last Update	Status	Long Term Trend Arrow	Short Term Trend Arrow	Latest Note
			Value	Target					
LI027 Number of visits to leisure centres	Keith Tansley	Leisure and Wellbeing	262,766	240,622	Q3 2009/10				It is projected that the user target will be exceeded after comparison with quarter 4 out turn last year.

Theme **A** place where we can take care of our environment

PI Code & Short Name	Managed By	Portfolio Owners	Q3 2009/10		Last Update	Status	Long Term Trend Arrow	Short Term Trend Arrow	Latest Note
			Value	Target					
NI 157a BV109a Percentage of Major planning applications processed within 13 weeks	Peter Baguley	Development and Enterprise	70.00%	72.00%	Q3 2009/10				Improvement as a result of an increase in the number of major applications received and determined. More majors are due to be determined in Quarter 4 so there is still the potential to meet the target. This will however depend on applicants co-operating with regards Section 106 agreements and conditions.
NI 157b BV109b Processing of Minor planning applications processed within 8 weeks	Peter Baguley	Development and Enterprise	81.00%	78.00%	Q3 2009/10				
NI 157c BV109c Processing of Other planning applications within 8 weeks	Peter Baguley	Development and Enterprise	92.00%	92.00%	Q3 2009/10				
LI022 Planning appeals allowed against the authority's planning refusals as a % of all planning applications received	Peter Baguley	Development and Enterprise	11.0%	33.0%	2009/10				
NI 191 Residual household waste per household in Kg	Dave Parton	Direct Services	417	417	Q3 2009/10				This is based on estimated figures as actuals not available yet
NI 192 Percentage of household waste sent for reuse, recycling and composting	Dave Parton	Direct Services	36.58%	38.50%	Q3 2009/10				The recycling rate is likely to be slightly down as the trend appears to be less waste being recycled overall
NI 195a Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter	Dave Parton	Direct Services	3%	5%	Q3 2009/10				Please note this for the 4 month period August to November 09

NI 195b Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus	Dave Parton	Direct Services	9%	7%	Q3 2009/10				For the period August to November 2009, detritus also made up of leaf fall which is more evident in November when inspections took place, should reduce over the year to meet target
NI 195c Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti	Dave Parton	Direct Services	0%	1%	Q3 2009/10				For the period August to November 2009
NI 195d Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting	Dave Parton	Direct Services	0%	0%	Q3 2009/10				For the period August to November 2009
LI030 Pest Control request for service responded to on time	Peter Baguley	Safe and Sustainable Neighbourhoods	100%	97%	Q3 2009/10				
LI031 Public protection requests for service responded to on time	Peter Baguley	Safe and Sustainable Neighbourhoods	92%	93%	Q3 2009/10				Performance now very close to target and no operational issues

Theme **Operational vision and strategy: Gedling as a top performing Council**

PI Code & Short Name	Managed By	Portfolio Owners	Q3 2009/10		Last Update	Status	Long Term Trend Arrow	Short Term Trend Arrow	Latest Note
			Value	Target					
LI006 Working Days Lost Due to Sickness Absence (rolling 12 months total)	Janet Brothwell	Customer and Member Services	9.07	8.60	December 2009				After a few months of increasing absence, the current trend is downwards, it is hoped to be close to the target by year end. Amendments to the guidance have been made to tighten the application of the policy and further monitoring of this is in place.
LI052 % of calls to the contact centre answered (or call back made) - 12 month rolling total	Janet Brothwell	Customer and Member Services	84.0%	78.0%	December 2009				
LI053 % of contacts face to face and telephone resolved in accordance with service levels	Janet Brothwell	Customer and Member Services	84.11%	80.00%	December 2009				
LI048 Income generated from car park charging	Dave Parton	Customer and Member Services	£132,543	£164,600	Q3 2009/10				Free period extended to 31st January 2010 coupled with loss of income due to inclement weather has impacted on predicted performance levels.