





















Cabinet Quarter 4 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	Q4 2009/10		2009/10 Full Year		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; Leader	9.0 days	13.0 days	12.0 days	13.0 days				
NI 180 The number of changes of circumstances which affect customers' Housing Benefit/Council Tax Benefit entitlement within the year.	Mark Kimberley	Finance; Leader	251	112.5	1365	450				

NI 15 Serious violent crime rate	Sue Sale	Safe and Sustainable Neighbourhoods	0.5	0.3	0.5	0.3				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	Q4 2009/10		2009/10 Full Year		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	15.1	16	15.1	16				
NI 20 Assault with injury crime rate	Sue Sale	Safe and Sustainable Neighbourhoods	6.1	5.81	6.1	5.81				Changes in Police Crime Recording practice has resulted in more crimes being recorded within this category

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










PI Code & Short Name	Managed By	Portfolio Owners	Q4 2009/10		2009/10 Full Year		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; Leader	96.70%	98.00%	96.70%	98.00%				During the course of the year, there have been some minor dips in departmental performance arising from changes in staffing and administrative arrangements
NI 182 Satisfaction of business with local authority regulation services	Peter Baguley	Development and Enterprise	Not measured for Quarters		86%	80%				
NI 151 Overall Employment rate (working-age)	Stephen Bray	Development and Enterprise	Not measured for Quarters		79.2%					
NI 152 Working age people on out of work benefits - locally reported only	Stephen Bray	Development and Enterprise	3.6%		3.6%					
NI 184 Food establishments in the area which are broadly compliant with food hygiene law	Peter Baguley	Safe and Sustainable Neighbourhoods	Not measured for Quarters		88%	86%				
LI047 % of invoices paid within 10 working days - local suppliers	Mark Kimberley	Finance; Leader	86.3%	95%	86.3%	95%				The automated method of calculating this data includes the processing of all business with a Nottingham post code, this includes several utility providers whose bill payment cover many locations and there are insufficient resources available to process these payments within 10 working days with the required levels of probity. Although it is considered that these businesses

										are outside the scope of the original intentions of the performance target we are examining if system changes could speed up these payments. The majority of 'failures' were by less than 5 days.
--	--	--	--	--	--	--	--	--	--	---
















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	Q4 2009/10		2009/10 Full Year		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	8	25	8	25				This figure reflects the improved performance in prevention work, and the lower numbers of homeless applications we have needed to take. This trend is reflected with our partner authorities who will be reporting similar demand. There has been a significant fall in the number of homeless acceptances this year, much of this has been due to use of the housing register to avert homelessness.
LI051 Average time to process homelessness applications (working days)	Janet Brothwell	Customer and Member Services	23 days	20 days	21.25 days	20 days				This target has become increasingly hard to achieve as we perform at a much higher level on homelessness prevention so only the most difficult and complex cases culminate in a homeless application. The knock on effect is that each case is more complicated and then takes longer for a decision to be reached. However, our performance is higher than the Government's statutory target of 33 days

Theme **A place where people are treated fairly and have an opportunity to get involved**



















PI Code & Short Name	Managed By	Portfolio Owners	Q4 2009/10		2009/10 Full Year		Status	Long Term Trend Arrow	Short Term Trend Arrow	Latest Note
			Value	Target	Value	Target				
LI001 Level achieved against the Local Government Equality Framework	Janet Brothwell	Customer and Member Services	Not measured for Quarters		1	1				Level 1 = Developing
NI 187(i) Tackling fuel poverty – % of people receiving income based benefits living in homes with a low energy efficiency rating: (i) Low energy efficiency	Peter Baguley	Safe and Sustainable Neighbourhoods	Not measured for Quarters		7.8%	6%				Limited resources have been put into the area to make a significant difference. Surveyors working for the Council are now targeting measures on properties in the Borough. However due to the small absolute numbers that come within this category and the limitations of the survey method, improvements may still be hard to measure.
NI 187(ii) Tackling fuel poverty – % of people receiving income based benefits living in homes with a low energy efficiency rating: (ii) High energy efficiency	Peter Baguley	Safe and Sustainable Neighbourhoods	Not measured for Quarters		36.9%	33%				










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



















PI Code & Short Name	Managed By	Portfolio Owners	Q4 2009/10		2009/10 Full Year		Status	Long Term Trend Arrow	Short Term Trend Arrow	Latest Note
			Value	Target	Value	Target				
NI 11 Engagement in the Arts	Keith Tansley	Leisure and Wellbeing	Not measured for Quarters		44.7%	48.0%				This is a new County wide target, the result is below target. Gedling achieved a 45% in attendance/participation for the same period. The new Arts Strategy for Gedling and its action plan sets out how we will improve our participation and attendance levels.
NI 170 Previously developed land that has been vacant or derelict for more than 5 years	Stephen Bray	Strategic Planning	Not measured for Quarters		1.00%	50.00%				The figure shown is for 2008/09. The figure for the period 2009/10 is not available until the SHLAA update has been completed which will be in November 2010.
NI 8 Adult participation in sport and active recreation	Keith Tansley	Leisure and Wellbeing	Not measured for Quarters		23.7%	22.1%				
NI 155 Number of affordable homes delivered (gross)	Peter Baguley	Development and Enterprise	Not measured for Quarters		21	76				This figure is estimated, and may increase once full information has been received from housing associations, which will be after the reporting deadline but will be available by August 2010
NI 159 Supply of ready to develop housing sites	Stephen Bray	Strategic Planning	Not measured for Quarters		149.0%					The figure shown is for 2008/09. The figure for the period 2010/11 is not available until the SHLAA update has been completed which will be in November 2010.

LI027 Number of visits to leisure centres	Keith Tansley	Leisure and Wellbeing	262,487	269,116	1,054,639	1,014,140				
NI 154 Net additional homes provided	Stephen Bray	Strategic Planning	16	80	257	318				Monitoring has picked up a slight discrepancy between information held by Planning Policy and Building Control and it is likely that this figure will need to be reduced slightly to take account of demolitions that had not been picked up. The figure will be revised in due course once the accurate position is known










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

PI Code & Short Name	Managed By	Portfolio Owners	Q4 2009/10		2009/10 Full Year		Status	Long Term Trend Arrow	Short Term Trend Arrow	Latest Note
			Value	Target	Value	Target				
NI 157a Percentage of Major planning applications processed within 13 weeks	Peter Baguley	Development and Enterprise	73.00%	72.00%	73.00%	72.00%				
NI 157b Processing of Minor planning applications processed within 8 weeks	Peter Baguley	Development and Enterprise	78.00%	78.00%	78.00%	78.00%				
NI 157c Processing of Other planning applications within 8 weeks	Peter Baguley	Development and Enterprise	90.00%	92.00%	90.00%	92.00%				Slightly below annual target due to dip in Quarter 4 due to combination of weather conditions in January 2010 and higher than average number of pending applications being completed. On target to meet local target until that point and achieved national target with no difficulty.
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%	11.0%	33.0%				Significant improvement on previous year, which indicates that 08/09 was an unusual year in terms of volumes and decisions.
NI 196 Improved street and environmental cleanliness – fly tipping	Dave Parton	Direct Services	Not measured for Quarters		1	1				Score = Very Effective - awaiting confirmation from DEFRA
NI 191 Residual household waste per household in Kg	Dave Parton	Direct Services	545kg	540kg	545kg	540kg				63.5% of the total waste arisings collected in the borough 2009/10 was sent to landfill or incineration. The total amount per household is 544.48kg against our target of 540kg. To reduce
















										<p>this figure in 2010/11 we are trialling some new recycling initiatives (see NI 192 note). We will also be promoting/marketing our services such as garden waste & bulky waste recycling to reduce the amount of waste being disposed of per household. Our current figure is too high and our recycling figure has reduced slightly to 36.5%. Our ambition over the next few years is to achieve 60% landfill and 40% recycling.</p>
NI 192 Percentage of household waste sent for reuse, recycling and composting	Dave Parton	Direct Services	36.50%	38.50%	36.50%	38.50%				<p>A combination of more household waste being collected (See NI 191) and less recycling. Proposals to address this slight decrease include recycling street cleansing arisings (detritus being sent for use in concrete products etc), collection of batteries, and trials taking place on extracting the wood from bulky household waste collections (bed frames, sofas etc).</p>
NI 195a Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter	Dave Parton	Direct Services	Not measured for Quarters		4%	5%				
NI 195b Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus	Dave Parton	Direct Services	Not measured for Quarters		13%	7%				<p>Although there is an increase in detritus (dirt, mud, etc) this is partially due to the increase in parked cars and the bad weather at the beginning of the year which resulted in our cleansing operations being reduced or suspended. However, this figure is still below the national average of 22%</p>
















										The planned action in areas with parked cars is to purchase some road cones with "street cleansing due" written on them with a slot for the date of the action (the day after) as well as sending letters to residents. We will also consider giving those residents a free day pass at the nearest car park. All this will help to reduce this level in 2010/11 hopefully to around 12% or lower.
NI 195c Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti	Dave Parton	Direct Services	Not measured for Quarters		1%	1%				
NI 195d Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting	Dave Parton	Direct Services	Not measured for Quarters		0%	0%				
LI030 Pest Control request for service responded to on time (within 2 working days)	Peter Baguley	Safe and Sustainable Neighbourhoods	100%	97%	99.5%	97%				
LI031 Public protection requests for service responded to on time (within 2 working days)	Peter Baguley	Safe and Sustainable Neighbourhoods	93%	93%	90.25%	93%				Performance improved over the course of the year, but slightly below annual target. Performance is on target for quarter 1 2010/11
LI066b % of parks meeting the Nottinghamshire Standard	Keith Tansley	Leisure and Wellbeing	Not measured for Quarters							The bench mark for the standard has not been agreed with other Districts, the deadline for setting the benchmark has slipped to June 2010.
LI066a % of parks assessed against the Nottinghamshire Standard	Keith Tansley	Leisure and Wellbeing	Not measured for Quarters		100%	100%				







NI 194c Air quality – % reduction in NOx and primary PM10 emissions through local authority’s estate and operations - total primary PM10 tonnes	Peter Baguley	Safe and Sustainable Neighbourhoods	Not measured for Quarters		260 tonnes	?	?	?	Data is submitted as part of the NI 185 carbon Emissions from Local Authority Activity submission in July 2010. Performance will therefore be reported in Q3.
NI 194d Air quality – % reduction in NOx and primary PM10 emissions through local authority’s estate and operations - total NOx tonnes	Peter Baguley	Safe and Sustainable Neighbourhoods	Not measured for Quarters		7900 tonnes	?	?	?	Data is submitted as part of the NI 185 carbon Emissions from Local Authority Activity submission in July 2010. Performance will therefore be reported in Q3.

PI Code & Short Name	Managed By	Portfolio Owners	Q4 2009/10		2009/10 Full Year		Status	Long Term Trend Arrow	Short Term Trend Arrow	Latest Note
			Value	Target	Value	Target				
NI 186 Per capita reduction in CO2 emissions in the LA area	Peter Baguley	Safe and Sustainable Neighbourhoods	Not measured for Quarters			4.9				The figures provided by the Department for Energy and Climate Change are two years in arrears, information will be reported when these are published
NI 188 Planning to Adapt to Climate Change - Progress made on assessing and managing climate risks and opportunities	Peter Baguley	Safe and Sustainable Neighbourhoods	Not measured for Quarters		0	0				Level 0 means the Authority has begun the process of assessing the potential threats and opportunities across its estate and services (for example, flood and coastal resilience plans, emergency planning, community risk registers/strategies etc) and has identified and agreed the next steps to build on that assessment in a systematic and coordinated way.
NI 185a CO2 reduction from local authority operations in kg	Peter Baguley	Safe and Sustainable Neighbourhoods	Not measured for Quarters			5084000 tonnes				Figure for 09/10 not reported until July 2010, so will be updated Q3

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

PI Code & Short Name	Managed By	Portfolio Owners	Q4 2009/10		2009/10 Full Year		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 month total)	Janet Brothwell	Customer and Member Services	9.57	8.60	9.57	8.60				Sickness has been reducing year on year for some time, over this year month on month the trend has been upwards. Management continue to focus on this issue and, in particular, ensure that the absence management policies are applied
LI013 Overall satisfaction with the authority	Stephen Bray	Customer and Member Services	Not measured for Quarters		60%					This figure is from Nottinghamshire Citizen's Panel exercise, so methodology is not directly comparable with Place Survey used in 2008/09. Measure considered to be a useful proxy measure though.
NI 14 Avoidable contact: the proportion of customer contact that is of low or no value to the customer	Janet Brothwell	Customer and Member Services	Not measured for Quarters		6.8%	15.0%				
NI 179 Value for money – total net value of ongoing cash-releasing value for money gains that have impacted since the start of the 2008-09 financial year	Mark Kimberley	Finance; Leader	Not measured for Quarters			£600000				Information not available until June, it is expected that targets will be met.
LI014a % of local residents who feel they are well informed about the Council and its work	Stephen Bray	Customer and Member Services	Not measured for Quarters		80.0%					This result derived from Nottinghamshire Citizen's Panel consultation Nov/Dec 2009. The question asks how well informed

										residents feel about Council services.
LI052 % of calls to the contact centre answered (or call back made) - 12 month rolling total	Janet Brothwell	Customer and Member Services	83.7%	78.0%	83.7%	78.0%				
LI053 % of contacts face to face and telephone resolved in accordance with service levels - rolling 12 months	Janet Brothwell	Customer and Member Services	90.27%	80.00%	90.27%	80.00%				
LI048 Income generated from car park charging	Dave Parton	Customer and Member Services	£238,609	£289,200	£238,609	£289,200				Income received in 2009/10 reduced due to free period extension until end of January plus the impact of the bad weather in January & February reduced usage and therefore potential income. The final quarter figure includes the income received through issuing parking permits. In addition, it was also the intention to manage a large private car park in Arnold and share the income from this source. However, the Company decided to undertake a tendering exercise and this delayed the commencement. No expenditure was incurred and no income received in 2009/10.
LI049 Achievement of Gedling Transformation Programme target savings	Mark Kimberley	Customer and Member Services	£22,500	£20,000	£22,500	£20,000				
LI050 Achievement of balanced Medium Term Financial Plan	Mark Kimberley	Finance; Leader	Not measured for Quarters		1	1				Balanced Medium Term Financial Plan achieved

LI059 Managed financial risk	Mark Kimberley	Finance; Leader	Not measured for Quarters	1	1				Financial risk managed effectively
LI060 Achieve unqualified external Audit Certificate	Mark Kimberley	Finance; Leader	Not measured for Quarters	1	1				Unqualified external Audit Certificate achieved