

Headline Priorities and Actions							
Actions and Pis should complement each other, but need not always have a direct cause-effect relationship							
Community Strategy Theme: A place of safe and strong communities							
Outcome: A friendly place where people make a positive contribution to and feel part of their local community, respect and support each other, and take responsibility for their own actions. Where they feel safe in their homes and on the streets at any time of the day and night.							
Objectives							
(Please include the number of the objective against the relevant indicator/action)							
1	<i>Improve community cohesion</i>						
2	<i>Reduce recorded crime and fear of crime</i>						
3	<i>Reduce anti-social behaviour</i>						
4	<i>Reduce levels of deprivation in priority neighbourhoods</i>						
Obj No.	Performance measure (How you are going to measure progress)	Target				Name of Accountable Officer (Not post)	Portfolio holder
		Baseline 09/10	10/11	11/12	12/13		
4	NI 181 - Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	12	<11	<10	<9	John Vickers	Finance
4	LI 072 Improve take up rate of Housing Benefits – number of additional claims related to benefits in ‘hard to reach’ groups	367	150	150		John Vickers	Customer and Member Services
4	LI 74 The average time to process new housing benefit claims (days).	23	<20	<19	<18	John Vickers	Finance
4	LI 75 The average time to process a change in circumstance for a housing benefit claimant (days)	10	<8	<8	<8	John Vickers	Finance

1	NI 1 - % of people who believe people from different backgrounds get on well together in their local area	80.2% (2008/09)	3% improvement over 2 years from 2009/10			David Jayne	Safe and Sustainable Neighbourhoods
2	NI 4 - % of people who feel they can influence decisions in their locality	29.4% (2008/09)	4% improvement over 2 years 32.4% for 10/11			David Jayne	Safe and Sustainable Neighbourhoods
2	NI 16 - Serious acquisitive crime rate	15.1 incidents per 1000 head of population	25.4% reduction in CDRP area equates to 11.3 incidents per 1000 population in Gedling borough			South Notts Crime and Disorder Partnership	Safe and Sustainable Neighbourhoods
2	LI 29a Increase % of residents feeling safe at home / in their community after dark (measures from Place Survey questions)	51%	2% increase to 53%			David Jayne	Safe and Sustainable Neighbourhoods
2	LI 29b Increase % of residents feeling safe at home /in their community during the daytime (measures from Place Survey questions)	91%	1% increase to 92%			David Jayne	Safe and Sustainable Neighbourhoods
2	NI 17 - Perceptions of anti-social behaviour	17% 2008/09	3% reduction Target of 14%			David Jayne	Safe and Sustainable Neighbourhoods

2	NI20 Assault with injury crime rate	6.1 incidents per 1000 head of population	20.5% reduction in CDRP area Equates to 4.85 offences per 1000 population within Gedling Borough			South Notts Crime and Disorder Partnership	Safe and Sustainable Neighbourhoods
2	NI 15 Serious violent crime rate	0.5 per 1000 population	12% reduction for whole of South Notts CDRP area Equates to 0.44 offences per 1000 population within Gedling Borough			South Notts Crime and Disorder Partnership	Safe and Sustainable Neighbourhoods
2	LI 76 Reduce levels of all crime	6.6 incidents per 1000 population	59.4 per 1000			David Jayne	Safe and Sustainable Neighbourhoods
2	LI 80 Reduction in repeat domestic abuse victims	15.20%	13.70%			David Jayne	Safe and Sustainable Neighbourhoods

3	LI 81 Reduction in reported anti-social behaviour (from police data)	To be established	To be set			David Jayne	Safe and Sustainable Neighbourhoods
4	LI 073 Reduce the number of deprived super output areas within the top 20% nationally	2 as at 2007	Zero over 5 year period (commencing 2009)			David Jayne	Safe and Sustainable Neighbourhoods
1	LI 82 Percentage of eligible residents registered to vote following the annual canvass.	90%	92%			David Jayne	Safe and Sustainable Neighbourhoods
1-4	LI 84 Increase the number of accredited sports clubs in the community.	26	30	34	34	Leisure Resources Officer	Portfolio Holder for Leisure & Wellbeing

Community Strategy Theme: A place where people are treated fairly and have the opportunity to get involved

Outcome: A place where everybody has an equal chance to realise their potential and enjoy the lifestyle they want. Where the needs of the villages and suburban neighbourhoods with regard to public transport, local jobs, access to services and housing are met. Where people can be confident that the organisations on which they rely for essential services, will meet their needs and respond to their preferences in designing and delivering those services.

Objectives

(Please include the number of the objective against the relevant indicator/action)

1	<i>Minimise incidence of homelessness in the Borough</i>						
2	<i>Increase local involvement in decision making and strengthen links with parishes</i>						
3	<i>Improve equality of opportunity in terms of service delivery and employment</i>						
Obj No.	Performance measure (How you are going to measure progress)	Target				Name of Accountable Officer (Not post)	Portfolio holder
		Baseline 09/10	10/11	11/12	12/13		
1	LI 51 - Average time to process homelessness applications	23 days	20 days	20 days	20 days	Lesley Staton	Customer and Member Services
3	LI 1 Level achieved against the Local Government Equality Framework	Developing	Achieving	Achieving	Achieving	John Robinson	Customer and Member Services
3	LI010 % of black and minority ethnic staff employed by the council	2.4%	4%	4%	4%	David Archer	Customer and Member Services
3	LI 009 % disabled people employed by the Council	2.58%	3.5%	3.5%	3.5%	David Archer	Customer and Member Services

3	LI 3 Percentage of top 5% earning employees who are women	29%	Tracking indicator			David Archer	Customer and Member Services
3	LI 4 Percentage of top 5% earning employees from black and minority ethnic groups	0	4%	4%	4%	David Archer	Customer and Member Services
3	LI 5 Percentage of top 5% earning employees who have a disability	0	3%	3%	3%	David Archer	Customer and Member Services
3	LI 86 Average length of time spent in temporary accommodation (in weeks)	15.77	14	13	12	Lesley Staton	Customer and Member Services
3	LI046 Preventing Homelessness – number of households who considered themselves as homeless, who approached the Council, and for whom housing advice resolved their situation	40	Tracking indicator			Lesley Staton	Customer and Member Services
2	NI 5 Overall/general satisfaction with local area	83.8% 08/09	85%			Stephen Bray	Strategic Planning

Community Strategy Theme: A place where we can take care of our environment

Outcome: A place that achieves a balance between the natural and built environment and makes people feel good about their surroundings. A place with clean streets, well maintained open spaces and well managed countryside, where we take steps to preserve the environment for present and future generations. A place where there is a variety of distinctive and attractive buildings that are of high quality and reflect the character of the local area.

Objectives

(Please include the number of the objective against the relevant indicator/action)

1	<i>Improve the quality and appearance of public spaces</i>
2	<i>Increase recycling and reduce residual waste</i>
3	<i>Reduce the impact of climate change</i>
4	<i>Ensure the Borough secures the sustainable development it needs, where it wants it, consistent with the Sustainable Community Strategy</i>

	Performance measure (How you are going to measure progress)	Target				Name of Accountable Officer (Not post)	Portfolio holder
		Baseline 09/10	10/11	11/12	12/13		
1	NI 195a - Improved street and environmental cleanliness (levels of litter)	4%	4%	4%	4%	Melvyn Cryer	Direct Services
1	NI 195b - Improved street and environmental cleanliness (levels of detritus)	13%	11%	9%	8%	Melvyn Cryer	Direct Services

1	NI 195c - Improved street and environmental cleanliness (levels of graffiti)	1%	1%	1%	1%	Melvyn Cryer	Direct Services
1	NI 195d - Improved street and environmental cleanliness (fly posting)	0%	0%	0%	0%	Melvyn Cryer and Andy Callingham	Direct Services
1	NI 196 - Improved street and environmental cleanliness – fly tipping (LAA)	Very Effective	Very Effective	Very Effective	Very Effective	Caroline McKenzie & Andy Callingham	Direct Services
2	NI 192 – Percentage of household waste recycled and composted (LAA)	36.5%	37.5%	38%	39%	Caroline McKenzie	Direct Services
2	NI 191 - Residual household waste per head	545kg	540kg	535kg	530kg	Caroline McKenzie	Direct Services
2	LI 40 - Percentage of residents satisfied with household waste collection	85% 08/9	85%		n/a	Caroline McKenzie	Direct Services
1	LI 32 - Percentage of residents satisfied with street cleaning	63% 08/09	71%		n/a	Melvyn Cryer	Direct Services
2	LI 41 - Percentage of survey respondents satisfied with waste recycling	83% 08/09	85%		n/a	Caroline McKenzie	Direct Services
1	LI 20 – percentage of residents satisfied with parks and open spaces. - Place Survey Information collected every two years.	74% 08/09	75%		77%	Leisure Resources Officer	Leisure and Well being

3	NI 186 CO2 emissions	No data available – 2 years in arrears	4.8 tonnes CO2 per capita (5.2% reduction on baseline)	4.66 tonnes CO2 per capita (7.9% reduction on baseline)	4.66 tonnes (7.9% reduction on baseline)	Andy Callingham	Safe and Sustainable Communities
3	NI 185a CO2 reduction from local authority operations	Baseline figure for 2008/09 being amended by Dept for Energy and Climate Change	Target to be set when baseline available	Target to be set when baseline available	Target to be set when baseline available	Andy Callingham	Safe and Sustainable Communities
3	NI 188 Planning to Adapt to Climate Change - Progress made on assessing and managing climate risks and opportunities	Level 0	Level 1	Level 1	Level 2	Andy Callingham	Safe and Sustainable Communities
3	NI 194c Air quality – % reduction in NOx and primary PM10 emissions through local authority's estate and operations - Emissions of NOx	Baseline figure for 2008/09 being amended by Dept for Energy and Climate Change	Target to be set when baseline available	Target to be set when baseline available	Target to be set when baseline available	Andy Callingham	Safe and Sustainable Communities

3	NI94d Air quality – % reduction in NOx and primary PM10 emissions through local authority’s estate and operations - Emissions of PM10	Baseline figure for 2008/09 being amended by Dept for Energy and Climate Change	Target to be set when baseline available	Target to be set when baseline available	Target to be set when baseline available	Andy Callingham	Safe and Sustainable Communities
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Community Strategy Theme: A place where people can lead a healthy and active lifestyle

Outcome: A place where people have the opportunity to enjoy a healthy lifestyle. A place where people can be physically and socially active, have good range of accessible health, recreational and leisure facilities and where there is a balanced mix of decent housing meeting the needs of the population.

Objectives

(Please include the number of the objective against the relevant indicator/action)

1	<i>Increase participation in sport and exercise</i>						
2	<i>Increase engagement in the Arts</i>						
3	<i>Ensure housing supply meets demand, overall and by type and tenure</i>						
4	<i>Improve quality of housing</i>						
Obj. no.	Performance measure (How you are going to measure progress)	Target				Name of Accountable Officer (Not post)	Portfolio holder
		Baseline 09/10	10/11	11/12	12/13		
3	NI 156 - Number of households living in temporary accommodation	8	24	23	24	Lesley Staton	Customer and Member Services
4	LI068 Improve GBC owned flats to decent homes standard	New indicator 10/11	3	3	0	Lesley Staton	Customer and Member Services
1	NI 8 – Adult Participation in Sport - Active People Survey	23.7%	24.7%	25.7%	26.7%	Jayne Cox	Leisure and Wellbeing

1	LI 27 – Number of visits to Leisure Centres	1,054,600	1,065,000	1,075,000	1,086,000	Jayne Cox	Leisure and Wellbeing
1	LI 28 – Percentage of residents satisfied with Sports and Leisure facilities – Active People survey.	74.9%	76%		78%	Jayne Cox	Leisure and Wellbeing
2	NI 11 Engagement in the arts – Active People Survey	48%	49.5%	50%	50.5%	Leisure Resources Officer	Leisure and Wellbeing
3, 4	NI 187i Fuel Poverty SAP under 35	8%	4%	3%	3%	Andy Callingham	Safe and Sustainable Communities
3, 4	NI 187ii Fuel Poverty SAP over 55	37%	34%	35%	35%	Andy Callingham	Safe and Sustainable Communities
3	NI 154 – Net additional homes required	269 (provisional)	518	586	710	Alison Gibson/ Jo Gray	Strategic Planning
3	NI 159 – Supply of ready to develop housing sites	149% 2008/09	100%	100%	100%	Alison Gibson/ Jo Gray	Strategic Planning
3	NI 155 – No of affordable homes delivered (gross)	43 2008/9	130	130	130	Alison Bennett	Development and Enterprise

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

Outcome: A place that attracts investment, to create a variety of convenient facilities for essential services and shopping, cultural and social activities and also to provide business opportunities and local jobs. A place where people of all ages can have access to good quality education and training in order to gain the skills which will give them the best possible employment prospects and support the economy of Greater Nottingham.

Objectives

(Please include the number of the objective against the relevant indicator/action)

1	<i>Reduce unemployment and worklessness</i>						
2	<i>Raise local skills levels</i>						
3	<i>Regenerate town and neighbourhood shopping centres</i>						
4	<i>Co-ordinated strategic planning and delivery across conurbation to attract investment and secure local infrastructure efficiently and effectively.</i>						
5	<i>Stimulate enterprise and the right conditions for business</i>						
Obj. no.	Performance measure (How you are going to measure progress)	Target				Name of Accountable Officer (Not post)	Portfolio holder
		Baseline 09/10	10/11	11/12	12/13		
1	LI 47 % of payments made within 10 working days – local suppliers	86%	95%			Alison Ball	Finance
1	LI18 payment of invoices within 30 days	96.70%	98%	98%	98%	Alison Ball	Finance
1&2	LI069 New Indicator Numbers of Future Jobs Fund participants	4	9	4		Janet Brothwell	Development and Enterprise

3	NI 157 a Major applications	73%	72%	73%	73%	Nick Morley	Development and Enterprise
3	NI 157 b Minor applications	78%	79%	80%	80%	Nick Morley	Development and Enterprise
3	NI 157 c Other applications	90%	90%	91%	92%	Nick Morley	Development and Enterprise
3	NI 184 Broadly compliant food establishments	88%	89%	90%	91%	Steve Nicholls	Safe and Sustainable Neighbourhood
1	NI 151 Overall Employment rate (working-age)	79.2%	Tracking indicator			Stephen Bray	Development and Enterprise
1	NI152 level of unemployment – used as proxy measure for above in 2009/10 as figures available at district and ward level	3.6% Feb 2010	Tracking indicator			Stephen Bray	Development and Enterprise

Operational vision and strategy: Gedling as a top performing Council

Outcome: A Council that wants to be the best, in the eyes of its customers and its staff. A Council that continually seeks out new ways of working to improve customer and staff satisfaction and to provide better value for money.

Objectives

(Please include the number of the objective against the relevant indicator/action)

1	<i>Improve efficiency and value for money</i>						
2	<i>Maintain high standard of communication</i>						
3	<i>Continue to be a good employer, an employer of choice</i>						
4	<i>Improve the customer experience of dealing with the Council</i>						
5	<i>Develop capacity and profile of elected members</i>						
Obj No.	Performance measure (How you are going to measure progress)	Target				Name of Accountable Officer (Not post)	Portfolio holder
		Baseline 09/10	10/11	11/12	12/13		
1	LI 49 Achievement of Gedling Transformation Programme target savings in year	No data for year end	£159,000	£194,000 (additional £35,000)	£229,000 (additional £35,000)	Mark Kimberley	Customer and Member Services
1	NI179- total net value of ongoing cash-releasing value for money gains that have impacted since the start of the financial year. (Nationally reported)	£746,000	£700,000	n/a	n/a	Mark Kimberley	Finance

1	LI 79a - Total net value of ongoing cash-releasing value for money gains that have impacted since the start of the financial year and are reflected as budget reductions in the Council's Medium Term Financial Plan (locally reported)	New indicator, no baseline figure	£473,000	£400,000	£400,000	Mark Kimberley	Finance
1	LI 59 Managed Financial Risk	Yes	Yes	Yes	Yes	Mark Kimberley	Finance
1	LI 60 Unqualified external Audit Certificate achieved	Yes	Yes	Yes	Yes	Alison Ball	Finance
1	LI 16 Percent of Council Tax collected in year for current year	98.4%	98.4%	98.4%	98.5%	John Vickers	Finance
1	LI 17 Percent of Business Rates collected in year for current year	97.8%	98.0%	98.2%	98.4%	John Vickers	Finance
1	LI 77 Maintain and improve Use of Resources judgement scores	2	3	3	3	Mark Kimberley	Finance
1	LI 6 - The number of working days/shifts per employee lost due to sickness absence	9.57 days	9 days	8.8 days	8.5 days	David Archer	Customer and Member Services
4	LI 52 - Percentage of calls to the contact centre answered (or call back made)	83.7%	84%	85%	85%	Steve Yallop	Customer and Member Services
4	LI 78 – Percentage of phone calls and emails to Customer Services that could have been avoided (Progress chasing, premature closure, unnecessary clarification, repeat contact, poor signposting)	21.5%	20%	18%	15%	Steve Yallop	Customer and Member Services
4	LI 30 Pest Control request for service responded to on time (within 2 working days)	100%	97%	97%	97%	Andy Callingham	Development and Enterprise

4	LI 31 Local public protection requests responded to on time (within 2 working days)	93%	93%	94%	94%	Andy Callingham	Development and Enterprise
4	NI 182 Satisfaction of business with local authority regulatory services	86%	81%	82%	83%	Steve Nickolls	Development and Enterprise
4	LI22 Planning appeals allowed against the authority's planning refusals as a % of all planning applications received	Around 14% (final figure to be finalised)	33%	33%	33%	Nick Morley	Development and Enterprise
2	LI 14a % residents well informed about Council and its work (Citizen Panel)	80%		85%		Stephen Bray	Customer and Member Services
2	LI 14b % residents well informed about public services (Place Survey)	51% 08/09	60%			Stephen Bray	Customer and Member Services
4	LI 13 residents satisfied with Council overall	55% place survey 08/09 60% (2009 citizens' panel)	60%			Stephen Bray	Customer and Member Services