











Cabinet Quarter 3 Indicator Report

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 2010/11		Year to Date 2010/11		Quarterly Status	Trend compared to previous quarter	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	11.0 days	8.7 days	11.0 days			
LI072 Improve take up rate of Housing Benefits - Number of additional claims related to benefits in "hard to reach" groups	Mark Kimberley	Customer and Member Services	69	37.5	255	112.5			



LI074 Average time to process new Housing Benefit claims (in days)	Mark Kimberley	Finance	21 days	20 days	19 days	20 days			December 2010 saw an increased number of applications, which follows the usual annual trend for this period. Quarterly total misses target however, year to date is still on target and quarter 4 is anticipated to be on target.
LI075 Average time to process Housing Benefit change in circumstances (Days)	Mark Kimberley	Finance	7 days	8 days	6.7 days	8 days			
LI076 Level of All Crime across Gedling Borough rate per 1000 population- quarterly cumulative figure	Sue Sale	Safe and Sustainable Neighbourhoods	43.3	44.55	43.3	44.55			All crime is down for the period April to December 2010 compared to 2009. Reduction is 15.8% year to date and is on target with significant reductions in all main crime types.
LI081 Level of recorded anti-social behaviour across Gedling Borough (per 1000 population) - quarterly cumulative figure	Sue Sale	Safe and Sustainable Neighbourhoods	27.9	24.77	27.9	24.77			Levels of ASB have reduced when comparing 2010 to the same period in 2009 achieving a year to date reduction of 2.4%. This is above target however targeted


									work to address local issues has lead to increased reporting. Issues in identified areas have been / are being addressed currently.
LI080 Reduction in repeat domestic abuse victims	Sue Sale	Safe and Sustainable Neighbourhoods		13.7%		13.7%			Nottinghamshire County Council provides the performance data for this indicator and it is currently unavailable.

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



PI Code & Short Name	Managed By	Portfolio Owners	Q3 2010/11		Year to Date 2010/11		Quarterly Status	Trend compared to previous quarter	Latest Note
			Value	Target	Value	Target			
NI 152 Working age people on out of work benefits - locally reported only	Stephen Bray	Development and Enterprise	3.0%		3.0%			-	This is a tracking measure only and has no target
LI047 % of invoices paid within 10 working days - local suppliers	Mark Kimberley	Finance; Leader	90.47%	90%	91.5%	90.1%		↓	
LI069 Number of Future Jobs Funds Participants	Janet Brothwell	Development and Enterprise	15	8	15	8		↑	Of these, 2 participants did not complete the programme. The programme has now closed, but it is hoped that 3 more Environmental Operatives will start before the end of the year.





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

PI Code & Short Name	Managed By	Portfolio Owners	Q3 2010/11		2010/11		Quarterly Status	Trend compared to previous quarter	Latest Note
			Value	Target	Value	Target			
LI046 Preventing Homelessness – number of households who considered themselves as homeless, who approached the Council, and for whom housing advice resolved their situation	Janet Brothwell	Customer and Member Services	32		32			↓	This is a tracking measure only and has no target
LI051 Average time to process homelessness applications (working days)	Janet Brothwell	Customer and Member Services	22.75 days	20 days	21.15 days	20 days		↓	The average has been adversely affected by two very complicated cases which took far longer to resolve than usual. The average excluding those two cases was 14.25 days.









LI086 Average length of time spent in temporary accommodation (in weeks)	Janet Brothwell	Customer and Member Services	8.5 weeks	14 weeks	9.8 weeks	14 weeks			
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Theme A place where people can lead a healthy and active lifestyle



PI Code & Short Name	Managed By	Portfolio Owners	Q3 2010/11		Year to Date 2010/11		Quarterly Status	Trend compared to previous quarter	Latest Note
			Value	Target	Value	Target			
NI 154 Net additional homes provided	Stephen Bray	Strategic Planning	22	129	204	388			Data reported is the October figure only. Data awaited for November and December from the National Housing-Building Control statistical website Targets likely to be reviewed in 2011/12, following abolition of Regional Spatial Strategy. Government is indicating that local housing targets need to be evidence based and underpinned by local assessment of housing need. Work has started with partner authorities to commission this work.

NI 156 Number of households living in temporary accommodation	Janet Brothwell	Customer and Member Services	8	24	20	24			
LI027 Number of visits to leisure centres	Keith Tansley	Leisure and Wellbeing	243,425	263,353	773,273	799,994			December had a lower number of leisure centre visits. The bad weather prevented many users from reaching the leisure centres, and once the snow had gone, there were ongoing issues of the outdoor pitches being frozen and therefore unusable. In addition Arnold Leisure Centre closed for 5 days due to maintenance issues around the Christmas holidays





Theme A place where we can take care of our environment









PI Code & Short Name	Managed By	Portfolio Owners	Q3 2010/11		Year to Date 2010/11		Quarterly Status	Trend compared to previous quarter	Latest Note
			Value	Target	Value	Target			
NI 157a Percentage of Major planning applications processed within 13 weeks - quarterly cumulative figure	Peter Baguley	Development and Enterprise	76.00%	73.00%	81.67%	73.00%			
NI 157b Processing of Minor planning applications processed within 8 weeks - quarterly cumulative figure	Peter Baguley	Development and Enterprise	75.00%	79.00%	75.33%	79.00%			Small additional number of minor applications determined out of time in December due to Planning Portal Connector issues.
NI 157c Processing of Other planning applications within 8 weeks - quarterly cumulative figure	Peter Baguley	Development and Enterprise	91.00%	90.00%	90.33%	90.00%			
NI 191 Residual household waste per household in Kg	Dave Parton	Direct Services	118kg	135kg	403kg	405kg			Figure for 3rd quarter based on estimated figures; anticipate target will be achieved when actual figures received.



NI 192 Percentage of household waste sent for reuse, recycling and composting	Dave Parton	Direct Services	39.26%	35.70%	37.88%	35.70%			Figure for 3rd quarter based on estimated figures; anticipate target will be achieved when actual figures received.
NI 195a Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter	Dave Parton	Direct Services	1%	4%	1%	4%			This is for the period August to November 2010 as stipulated by Central Government. This indicator has now been withdrawn by them but local authorities are discussing its replacement nationally.
NI 195b Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus	Dave Parton	Direct Services	3%	11%	3%	11%			Please see note to NI195a
NI 195c Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti	Dave Parton	Direct Services	0%	1%	0%	1%			Please see note to NI195a

NI 195d Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting	Dave Parton	Direct Services	0%	0%	0%	0%			Please see note to NI195a
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Theme Operational vision and strategy: Gedling as a top performing Council

PI Code & Short Name	Managed By	Portfolio Owners	Q3 2010/11		Year to Date 2010/11		Quarterly Status	Trend compared to previous quarter	Latest Note
			Value	Target	Value	Target			
LI017 Percentage of Non-domestic Rates Collected	Mark Kimberley	Finance	28.5%	28.8%	90.4%	90.5%			
LI006 Working Days Lost Due to Sickness Absence (rolling 12 month total)	Janet Brothwell	Customer and Member Services	10.36 days	9.00 days	10.36 days	9.00 days			The rolling average days lost has shown an increase during December. This is mainly associated with a higher number of employees reporting absence, and a higher number of days lost through colds, flu etc. Employees who are listed on the trigger reports will be managed through the absence management procedures.

LI022 Planning appeals allowed against the authority's planning refusals as a % of all planning applications received - cumulative quarterly figure	Peter Baguley	Development and Enterprise	.0%	33.0%	.0%	99.0%			
LI018 % of invoices paid within 30 days	Mark Kimberley	Finance; Leader	96.29%	98.00%	97.52%	98.00%			Slightly behind target but expected to be on target for year end
LI016 % of Council Tax collected	Mark Kimberley	Finance	28.8%	29.1%	87.6%	88.1%			Slight reduction to level collected for December due to introduction of 12 monthly direct debits. It is expected that this will be caught up during February and March with the additional direct debit amounts.
LI030 Pest Control request for service responded to on time (within 2 working days)	Peter Baguley	Safe and Sustainable Neighbourhoods	100%	97%	99.67%	97%			

LI031 Public protection requests for service responded to on time (within 2 working days)	Peter Baguley	Safe and Sustainable Neighbourhoods	97%	94%	94.33%	94%			
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