




















Cabinet Quarter 4 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				
N/A	New indicator introduced 2010/11 no trend data available				





Theme A place of safe and strong communities

PI Code & Short Name	Managed By	Ownership Portfolio Owners	Q4 2010/11		2010/11		Status	Long Term Trend Arrow	Short Term Trend Arrow	Latest Note
			Value	Target	Value	Target				
NI 181 Time taken in calendar days to process Housing Benefit/Council Tax Benefit new claims and change events (in calendar days)	Mark Kimberley	Finance; Leader	7.0 days	11.0 days	8.2 days	11.0 days				













PI Code & Short Name	Managed By	Ownership Portfolio Owners	Q4 2010/11		2010/11		Status	Long Term Trend Arrow	Short Term Trend Arrow	Latest Note
			Value	Target	Value	Target				
NI 15 Serious violent crime rate per 1000 population	Keith Tansley	Safe and Sustainable Neighbourhoods	0.33	0.44	0.33	0.44				
NI 16 Serious acquisitive crime rate per 1000 population - quarterly cumulative total	Keith Tansley	Safe and Sustainable Neighbourhoods	11.2	11.3	11.2	11.3				
NI 20 Assault with injury crime rate per 1000 population - quarterly cumulative total	Keith Tansley	Safe and Sustainable Neighbourhoods	4.48	4.85	4.48	4.85				


PI Code & Short Name	Managed By	Ownership Portfolio Owners	Q4 2010/11		2010/11		Status	Long Term Trend Arrow	Short Term Trend Arrow	Latest Note
			Value	Target	Value	Target				
LI073 Reduce the number of deprived super output areas within the top 20% nationally	Keith Tansley	Safe and Sustainable Neighbourhoods	Not measured for Quarters		3	1				Main contributory factors to the increase from 1 to 3 areas in the top 20% nationally for deprivation scores are a result of deterioration in: Killisick - employment and income indicators, Bonington employment and health indicators, Netherfield income indicators, although crime indicator has significantly improved in Netherfield.
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	58	37.5	313	137.5		N/A	N/A	
LI074 Average time to process new Housing Benefit claims (in calendar days)	Mark Kimberley	Finance	21 days	20 days	20 days	20 days		N/A	N/A	

PI Code & Short Name	Managed By	Ownership Portfolio Owners	Q4 2010/11		2010/11		Status	Long Term Trend Arrow	Short Term Trend Arrow	Latest Note
			Value	Target	Value	Target				
LI075 Average time to process Housing Benefit change in circumstances (in calendar days)	Mark Kimberley	Finance	5 days	8 days	6 days	8 days		N/A	N/A	
LI076 Level of All Crime across Gedling Borough rate per 1000 population	Keith Tansley	Safe and Sustainable Neighbourhoods	57.9	59.4	57.9	59.4		N/A	N/A	
LI081 Level of recorded anti-social behaviour across Gedling Borough (per 1000 population) - quarterly cumulative figure	Keith Tansley	Safe and Sustainable Neighbourhoods	36.5	33.1	36.5	33.1		N/A	N/A	Anti Social Behaviour Target not met, however there has been a reduction compared to the previous year of 2.1% with 4060 incidents recorded. A further "proxy indicator" of criminal damage has seen a reduction of 13.9% on 2009-2010.
















PI Code & Short Name	Managed By	Ownership Portfolio Owners	Q4 2010/11		2010/11		Status	Long Term Trend Arrow	Short Term Trend Arrow	Latest Note
			Value	Target	Value	Target				
LI082 Percentage of households completing electoral registration forms	Sue Sale	Safe and Sustainable Neighbourhoods	Not measured for Quarters		93%	92%		N/A	N/A	
LI084 Number of accredited sports clubs in the community	Keith Tansley	Leisure and Wellbeing	Not measured for Quarters		30	30		N/A	N/A	
LI080 Reduction in repeat domestic abuse victims	Keith Tansley	Safe and Sustainable Neighbourhoods		13.7%		13.7%	-	N/A	N/A	Data not currently available from Nottinghamshire County Council

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

PI Code & Short Name	Managed By	Ownership Portfolio Owners	Q4 2010/11		2010/11		Status	Long Term Trend Arrow	Short Term Trend Arrow	Latest Note
			Value	Target	Value	Target				
NI 151 Overall Employment rate (working-age)	Stephen Bray	Development and Enterprise	Not measured for Quarters		74.2%	No target set tracker indicator				This is a provisional figure - the Office for National Statistics will release data for 2010/11 later in the year
NI 152 Working age people on Job Seeker Allowance	Stephen Bray	Development and Enterprise	3.3%	No target set tracker indicator	3.3%	No target set tracker indicator				
NI 184 Food establishments in the area which are broadly compliant with food hygiene law - Locally reported	Peter Baguley	Safe and Sustainable Neighbourhoods	Not measured for Quarters		90%	89%				Performance for 2010-11 exceeded expectations at 90%.
LI047 Percentage of invoices paid within 10 working days - local suppliers	Mark Kimberley	Finance; Leader	88.38%	90%	90.56%	91.25%				







PI Code & Short Name	Managed By	Ownership Portfolio Owners	Q4 2010/11		2010/11		Status	Long Term Trend Arrow	Short Term Trend Arrow	Latest Note
			Value	Target	Value	Target				
LI069 Number of Future Jobs Funds Participants	Janet Brothwell	Development and Enterprise	18	9	18	9		N/A	N/A	




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












PI Code & Short Name	Managed By	Ownership Portfolio Owners	Q4 2010/11		2010/11		Status	Long Term Trend Arrow	Short Term Trend Arrow	Latest Note
			Value	Target	Value	Target				
LI003 Percentage of top 5% earning employees who are women	Janet Brothwell	Customer and Member Services	Not measured for Quarters		35.48%	37.00%				
LI004 Percentage of top 5% earning employees who are from Black or Ethnic Minority groups	Janet Brothwell	Customer and Member Services	Not measured for Quarters		.00%	4.00%				
LI009 Percentage of Employees with a Disability	Janet Brothwell	Customer and Member Services	Not measured for Quarters		2.40%	3.50%				
LI010 Ethnic Minority representation in the workforce - employees	Janet Brothwell	Customer and Member Services	Not measured for Quarters		2.9%	4.0%				
LI005 Percentage of top 5% earning employees who are who have a disability	Janet Brothwell	Customer and Member Services	Not measured for Quarters		.00%	3.00%				

PI Code & Short Name	Managed By	Ownership Portfolio Owners	Q4 2010/11		2010/11		Status	Long Term Trend Arrow	Short Term Trend Arrow	Latest Note
			Value	Target	Value	Target				
LI051 Average time to process homeless applications (number of working days)	Janet Brothwell	Customer and Member Services	15.1 days	20 days	19.64 days	20 days				
LI086 Average length of time spent in temporary accommodation (in weeks)	Janet Brothwell	Customer and Member Services	18 weeks	14 weeks	11.9 weeks	14 weeks		N/A	N/A	

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










PI Code & Short Name	Managed By	Ownership Portfolio Owners	Q4 2010/11		2010/11		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		45.1%	49.5%				Statistically this result highlights no change in the level of participation in the arts within Gedling. This can be compared to a decrease in the England (43.8%) and East Midlands (41.4%) arts participation rates. The data for this indicator will no longer be collected in line with changes to the national performance indicator framework. New local assessments of participation in the arts will be developed.
NI 8 Adult participation in sport and active recreation	Keith Tansley	Leisure and Wellbeing	Not measured for Quarters		21.3%	24.7%				The percentage of people undertaking 3 x 30 minutes of exercise per week has grown since the original baseline was recorded, 20.1% in 2006. However the current














PI Code & Short Name	Managed By	Ownership Portfolio Owners	Q4 2010/11		2010/11		Status	Long Term Trend Arrow	Short Term Trend Arrow	Latest Note
			Value	Target	Value	Target				
										year's Active People Survey shows that we are below our current year's target and have slipped below last year. The revised Changing Lifestyles Strategy recognises the reduction and has set new targets of growth at 0.5 % per year and is targeting the hard to reach groups as well as regular participants.
NI 154 Net additional homes provided	Stephen Bray	Strategic Planning	53	86	299	475				The full year figure is 24.5% higher than for 2009/10. Though this is technically short of the Regional Spatial Strategy target figure, it represents a significant and encouraging increase. In future years it looks likely that targets will be set locally following the revocation of the Regional Spatial Strategy.











PI Code & Short Name	Managed By	Ownership Portfolio Owners	Q4 2010/11		2010/11		Status	Long Term Trend Arrow	Short Term Trend Arrow	Latest Note
			Value	Target	Value	Target				
NI 155 Number of affordable homes delivered (gross)	Stephen Bray	Development and Enterprise	Not measured for Quarters		50	130				This is a provisional figure
NI 156 Number of households living in temporary accommodation	Janet Brothwell	Customer and Member Services	11	24	11	24				
NI 159 Estimated 5 year housing land supply	Stephen Bray	Strategic Planning	Not measured for Quarters			100.0%	-	N/A	N/A	The 2010/11 figure will not be available until the SHLAA update has been completed (which will be in late 2011).
LI027 Number of visits to leisure centres	Keith Tansley	Leisure and Wellbeing	278,248	265,006	1,051,521	1,065,000				Visits are 12,479 down against target, this was anticipated taking into account the winter closures due to bad weather, however the visits are only 2118 down against last year's out turn.
LI068 Improve Gedling Borough Council owned flats to decent homes	Janet Brothwell	Customer and Member Services	Not measured for Quarters		1	6		N/A	N/A	Orders raised for 3 flats, 1 completed, the others are awaiting contractor starts. The remaining flats

PI Code & Short Name	Managed By	Ownership Portfolio Owners	Q4 2010/11		2010/11		Status	Long Term Trend Arrow	Short Term Trend Arrow	Latest Note
			Value	Target	Value	Target				
standard										to be done in 2011/12

Theme A place where we can take care of our environment











PI Code & Short Name	Managed By	Ownership Portfolio Owners	Q4 2010/11		2010/11		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	74.00%	73.00%	79.75%	73.00%				
NI 157b Percentage of Minor planning applications processed within 8 weeks	Peter Baguley	Development and Enterprise	76.00%	79.00%	76.00%	79.00%				Final figure slightly below target due to a number of more complex minor applications being reported to Committee over the year. Negotiations with applicants on a number of commercial proposals to identify solutions to overcome issues, enabling development to progress without recourse to refusal or withdrawal of application, which incurs delay for the applicant
NI 157c Percentage of Other planning applications within 8 weeks	Peter Baguley	Development and Enterprise	91.00%	90.00%	91.00%	90.00%				
















PI Code & Short Name	Managed By	Ownership Portfolio Owners	Q4 2010/11		2010/11		Status	Long Term Trend Arrow	Short Term Trend Arrow	Latest Note
			Value	Target	Value	Target				
LI040 Percentage of survey respondents satisfied with household waste collection	Dave Parton	Direct Services	Not measured for Quarters		94%	85%				As derived from Satisfaction Survey/Budget Consultation survey Autumn 2010
NI 186 Per capita reduction in CO2 emissions in the LA area	Peter Baguley	Safe and Sustainable Neighbourhoods	Not measured for Quarters			5.2 %	-	-	-	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 191 Residual household waste per household in Kg	Dave Parton	Direct Services	138kg	135kg	541kg	540kg				Indicator now includes clinical waste and non disposal waste (charity shops etc).
NI 192 Percentage of household waste sent for reuse, recycling and composting	Dave Parton	Direct Services	38.86%	35.70%	37.86%	35.70%				
NI 195a Percentage of streets with unacceptable levels of litter	Dave Parton	Direct Services	2%	4%	2%	4%				














PI Code & Short Name	Managed By	Ownership Portfolio Owners	Q4 2010/11		2010/11		Status	Long Term Trend Arrow	Short Term Trend Arrow	Latest Note
			Value	Target	Value	Target				
NI 195b Percentage of streets with unacceptable levels of detritus	Dave Parton	Direct Services	1%	11%	1%	11%				
NI 195c Percentage of streets with unacceptable levels of graffiti	Dave Parton	Direct Services	0%	1%	0%	1%				
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%				
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			255 tonnes	-	-	-	Figure for 2010/11 due to be reported in June 2011, so performance will be updated at quarter 1

PI Code & Short Name	Managed By	Ownership Portfolio Owners	Q4 2010/11		2010/11		Status	Long Term Trend Arrow	Short Term Trend Arrow	Latest Note
			Value	Target	Value	Target				
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		?	7880 tonnes	-	-	-	Figure for 2010/11 due to be reported in June 2011, so performance will be updated at quarter 1
NI 185b CO2 reduction from local authority operations - total tonnage	Peter Baguley	Safe and Sustainable Neighbourhoods	Not measured for Quarters		?	No target set tracker indicator	-	-	-	Figure for 2011/12 due to be reported June 2011, so performance will be updated at quarter 1

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

PI Code & Short Name	Managed By	Ownership Portfolio Owners	Q4 2010/11		2010/11		Status	Long Term Trend Arrow	Short Term Trend Arrow	Latest Note
			Value	Target	Value	Target				
LI017 Percentage of Business Rates Collected	Mark Kimberley	Finance	8.1%	7.5%	98.5%	98%		N/A	N/A	
LI006 Working Days Lost Due to Sickness Absence (rolling 12 month total)	Janet Brothwell	Customer and Member Services	10.65 days	9.00 days	10.65 days	9.00 days				20011/12 performance plan contains actions to address this increase in absence levels.
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%				It is uncommon for no appeals to be allowed in the course of a year, but only two appeals were determined over the period, both of which were dismissed.
LI013 Percentage of citizens satisfied with the overall service provided by the authority	Stephen Bray	Customer and Member Services	Not measured for Quarters		63%	No target set tracker indicator				As derived from Satisfaction Survey/Budget Consultation survey Autumn 2010

PI Code & Short Name	Managed By	Ownership Portfolio Owners	Q4 2010/11		2010/11		Status	Long Term Trend Arrow	Short Term Trend Arrow	Latest Note
			Value	Target	Value	Target				
LI018 Percentage of invoices paid within 30 days	Mark Kimberley	Finance; Leader	95.87%	98.00%	96.90%	98.00%				Data estimated and subject to final verification post system upgrade
LI016 Percentage of Council Tax collected	Mark Kimberley	Finance	10.9%	10.2%	98.5%	98.4%				
NI 182 Satisfaction of business with local authority regulation services	Peter Baguley	Development and Enterprise	Not measured for Quarters		87%	81%				
LI014a Percentage 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%	No target set tracker indicator				This data derived from Budget Consultation/ Overall Satisfaction survey carried out through "Contacts" magazine Autumn 2010
LI030 Pest Control request for service responded to on time (within 2 working days)	Peter Baguley	Safe and Sustainable Neighbourhoods	100%	97%	100%	97%				

PI Code & Short Name	Managed By	Ownership Portfolio Owners	Q4 2010/11		2010/11		Status	Long Term Trend Arrow	Short Term Trend Arrow	Latest Note
			Value	Target	Value	Target				
LI031 Percentage of Public protection requests for service responded to on time (within 2 working days)	Peter Baguley	Safe and Sustainable Neighbourhoods	96%	94%	95%	94%				
LI049 Achievement of Gedling Transformation Programme target savings	Mark Kimberley	Customer and Member Services	Not measured for Quarters		£108,000	£79,500				
LI059 Managed financial risk	Mark Kimberley	Finance; Leader	Not measured for Quarters		1	1				
LI060 Achieve unqualified external Audit Certificate	Mark Kimberley	Finance; Leader	Not measured for Quarters		1	1				Unqualified External Audit Certificate Achieved for 2009/10
LI078 Percentage of phone calls and emails to customer services that could have been avoided	Janet Brothwell	Customer and Member Services	Not measured for Quarters		18.8%	20%		N/A	N/A	