


















Cabinet Quarter 1 indicator reports

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	Q1 2011/12		Quarterly Status	Trend compared to previous quarter	Latest Note
			Value	Target			
LI019 Number of Housing Benefits/Council Tax Benefit prosecutions & sanctions per 1000 caseload	Mark Kimberley	Finance; Leader	1.56	.38			
NI 181 Time taken in calendar days to process Housing Benefit/Council Tax Benefit new claims and change events	Mark Kimberley	Finance; Leader	12.0 days	10.0 days			There has been a 1% increase in the benefit caseload in the 1st Quarter, taking the total caseload increase

(in calendar days)							over the last 2 years to 11.6%. Additional resources allocated and claims processes under review (lean). Annual outturn expected on target.
LI074 Average time to process new Housing Benefit claims (in calendar days)	Mark Kimberley	Finance; Leader	22 days	19 days			There has been a 1% increase in the benefit caseload in the 1st Quarter, taking the total caseload increase over the last 2 years to 11.6%. Additional resources in place. Annual outturn expected on target.
LI075 Average time to process Housing Benefit change in circumstances (in calendar days)	Mark Kimberley	Finance; Leader	9 days	8 days			There has been a 1% increase in the benefit caseload in the 1st Quarter, taking the total caseload increase over the last 2 years to 11.6%. Additional resources in place. Annual outturn expected to be on target.

LI076 Level of All Crime across Gedling Borough rate per 1000 population- quarterly cumulative figure	Keith Tansley	Safe and Sustainable Neighbourhoods	15.3	12.75			All recorded crime is showing a 3.1% reduction year to date, a total of 1722 offences across the Borough.
LI081 Level of recorded anti-social behaviour across Gedling Borough (per 1000 population) - quarterly cumulative figure	Keith Tansley	Safe and Sustainable Neighbourhoods	9.3	32.85			Recorded Anti-social Behaviour is 1.5% higher year to date than the same period 2010-11. Targeted work taking place in hot spot locations, trend is down in June compared to April figures.
LI 131 Number of successful fly tipping and Duty of Care prosecutions	Peter Baguley	Safe and Sustainable Neighbourhoods	0	0		-	
LI 107 Number of litter and dog fouling penalty notices served	Peter Baguley	Safe and Sustainable Neighbourhoods	30	25		-	
LI 132 Proportion of litter and dog fouling penalty notices paid or prosecuted	Peter Baguley	Safe and Sustainable Neighbourhoods	40%	18.8%		-	







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



PI Code & Short Name	Managed By	Portfolio Owners	Q1 2011/12		Quarterly Status	Trend compared to previous quarter	Latest Note
			Value	Target			
LI018 Percentage of invoices paid within 30 days	Mark Kimberley	Finance; Leader	94.29%	98.00%			Problems are being encountered with the workflow in the purchasing system following the Agresso Upgrade. Discussions are underway with the supplier to resolve the problem.
NI 152 Working age people on Job Seeker Allowance	Stephen Bray	Development and Enterprise	3.4%	Tracking indicator			
LI047 Percentage of invoices paid within 10 days - local suppliers	Mark Kimberley	Finance; Leader	82.15%	90%			Problems are being encountered with the workflow in the purchasing system following the Agresso system upgrade. Discussions are underway with the supplier to resolve the problem.

LI093 Number of new business surviving for 12 months and showing growth	Stephen Bray	Development and Enterprise	Data not available	-	-	-	Data not available through Business Link until end of July. Will update at Quarter 2. Proposed target for 2011/12 is 120
LI 135 Number of new businesses started in Gedling	Stephen Bray	Development and Enterprise	Data not available	-	-	-	Data not available through Business Link until the end of July. Will be reported at Quarter 2. Proposed target for 2011/12 is 50









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




PI Code & Short Name	Managed By	Portfolio Owners	Q1 2011/12		Quarterly Status	Trend compared to previous quarter	Latest Note
			Value	Target			
NI 154 Net additional homes provided	Stephen Bray	Strategic Planning	29	36			Data for quarter 1 includes only data for months of April and May so far. June data will need to be added to this as soon as it is available. Data reflects housing starts from around 12 months ago, but could conclude that house building recovery remains fragile. Work has however started on the large sites at Spring Lane and at Stockings Farm sites recently which have potential to improve these figures in the months ahead.




LI027 Number of visits to leisure centres	Keith Tansley	Leisure and Wellbeing	246,716	275,186			User figures are below target and have fallen below those achieved in the previous year. The Richard Herrod Leisure Centre has recorded the greatest fall in use, officers are examining the recording system for individual attendance at events to ensure consistency with the previous year and also the programming and use made of the Millenium suite.
LI051 Average time to process homeless applications (number of working days)	Janet Brothwell	Customer and Member Services	15 days	25 days			
LI086 Average length of time spent in temporary accommodation (in weeks)	Janet Brothwell	Customer and Member Services	11 weeks	10 weeks			Some longstanding difficult cases have been in temporary accommodation, however these are now resolved and the average stay is likely to return to target levels

LI090 Number of new housing starts	Stephen Bray	Strategic Planning	44	Tracking indicator		-	
LI 118 Number of empty properties returned to use by Local Authority action	Peter Baguley	Safe and Sustainable Neighbourhoods	1	No target set	-	-	National policy developing in this area, internal resources will need to be allocated dependent on outcome and target to be defined accordingly
LI098 Percentage of those presenting for housing advice who submit a homeless application	Janet Brothwell	Safe and Sustainable Neighbourhoods	4%	10%		-	









Theme A place where we can take care of our environment

PI Code & Short Name	Managed By	Portfolio Owners	Q1 2011/12		Quarterly Status	Trend compared to previous quarter	Latest Note
			Value	Target			
NI 157a Percentage of Major planning applications processed within 13 weeks	Peter Baguley	Development and Enterprise	100%	76.00%			
NI 157b Percentage of Minor planning applications processed within 8 weeks	Peter Baguley	Development and Enterprise	75%	78.00%			Slight downward trend during Quarter 1, but value can be affected by only minimal number of decisions.
NI 157c Percentage of Other planning applications within 8 weeks	Peter Baguley	Development and Enterprise	86.49%	91.00%			Slight downward trend during Quarter 1, but value can be affected by only minimal number of decisions.
NI 191 Residual household waste per household in Kg	Dave Parton	Direct Services	135kg	134kg			

NI 192 Percentage of household waste sent for reuse, recycling and composting	Dave Parton	Direct Services	38.73%	38.00%			
NI 195a Percentage of streets with unacceptable levels of litter	Dave Parton	Direct Services	No data	4%	-	-	Still setting up new inspection regime following the demise of this national indicator.
NI 195b Percentage of streets with unacceptable levels of detritus	Dave Parton	Direct Services	No data	11%	-	-	Still setting up new inspection regime following the demise of this national indicator.
NI 195c Percentage of streets with unacceptable levels of graffiti	Dave Parton	Direct Services	No data	1%	-	-	Still setting up new inspection regime following the demise of this national indicator.
LI 133 Number of fly tipping incidents reported to Gedling Borough Council	Dave Parton	Direct Services	197	188		-	This is the number of reports received and recorded as fly tips from the public and staff. Some will be on private land and we will encourage landowners to remove and try to prevent in future offering advice and assistance as necessary.

LI 106 Percentage of fly tipping incidents removed within 2 working days	Dave Parton	Direct Services	96%	93%		-	
LI 111 Number of installations of home insulation measures through The Green Energy Doctor	Peter Baguley	Safe and Sustainable Neighbourhoods	32	300		-	Green Energy Doctor has withdrawn from the scheme. The Council is now pursuing starting a new partnership with a service provider as part of a wider Local Authorities Energy Partnership scheme. The target will need to be refreshed once this has been agreed.
LI 137 Percentage of incidents of offensive graffiti removed within 2 working days	Dave Parton	Direct Services	100%	No target set	-	-	Proposed target of 100%
LI 136 Percentage of incidents of high visibility graffiti removed within 10 working days	Dave Parton	Direct Services	98%	No target set	-	-	Proposed target 98%
LI 138 Number of reported fly tipping incidents which require clearance by Gedling Borough Council	Dave Parton	Direct Services	156	130		-	Project planned with environmental protection to try to reduce incidents of fly tipping, graffiti and littering through education and enforcement

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

PI Code & Short Name	Managed By	Portfolio Owners	Q1 2011/12		Quarterly Status	Trend compared to previous quarter	Latest Note
			Value	Target			
LI017 Percentage of Business Rates Collected	Mark Kimberley	Finance; Leader	32.0%	32.0%			
LI006 Working Days Lost Due to Sickness Absence (rolling 12 month total)	Janet Brothwell	Customer and Member Services	10.80 days	9.5 days			There is ongoing active management of all absence. Revised return to work forms will be rolled out shortly, and revisions to the policy are being drafted.
LI016 Percentage of Council Tax collected	Mark Kimberley	Finance; Leader	30.00%	30.05%			
LI052 Percentage of calls to the contact centre answered (or call back made) - 12 month rolling total	Janet Brothwell	Customer and Member Services	86.8%	85.0%			
LI055 Number of 'hits' on the website	Stephen Bray	Customer and Member Services	2,818,432	No target	-	-	Proposed target 10,873,272 - 900,000 additional hits (10% increase on 2010/11)

LI097 Percentage of complaints upheld/part upheld	Janet Brothwell	Customer and Member Services	37.84%	No target	-	-	No target set for 2011/12, baseline data being gathered to set target in future years
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