
























# Quarter 2 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				



## Portfolio Owners Communications and Public Protection Portfolio

PI Code & Short Name	Managed By	Priority Theme	Q2 2011/12		Year to date 2011/12		Status	Trend compared to previous year	Trend compared to previous quarter	Latest Note
			Value	Target	Value	Target				
LI076 Level of All Crime across Gedling Borough rate per 1000 population- quarterly cumulative figure	Keith Tansley	A place of safe and strong communities	28.9	25.5	28.9	51				Whilst there has been a year to date reduction of 4.7% compared to 2010/11, the figure is above target due to increases in fraud and forgery, theft and other violence contributing to the figure - partnership action plans are in place to address.







PI Code & Short Name	Managed By	Priority Theme	Q2 2011/12		Year to date 2011/12		Status	Trend compared to previous year	Trend compared to previous quarter	Latest Note
			Value	Target	Value	Target				
LI081 Level of recorded anti-social behaviour across Gedling Borough (per 1000 population) - quarterly cumulative figure	Keith Tansley	A place of safe and strong communities	19	16.42	19	32.85				Whilst there has been a year to date reduction of 0.1% compared to the same period in 2010/11, there are hotspot locations in Netherfield, Daybrook and St Marys Wards - partnership action plans are in place to address these.
LI 131 Number of successful fly tipping and Duty of Care prosecutions	Peter Baguley	A place of Safe and Strong Communities	3	2	3	4				
LI 107 Number of litter and dog fouling penalty notices served	Peter Baguley	A place of Safe and Strong Communities	31	25	61	100				
LI 132 Proportion of litter and dog fouling penalty notices paid or prosecuted	Peter Baguley	A place of Safe and Strong Communities	109.7%	18.8%	75.4%	75%				The higher than 100% figure is due to notices served during quarter 1 which have been paid during the second quarter, and prosecutions take even longer to be settled










## Portfolio Owners Community and Employee Relations Portfolio





PI Code & Short Name	Managed By	Priority Theme	Q2 2011/12		Year to date 2011/12		Status	Trend compared to previous year	Trend compared to previous quarter	Latest Note
			Value	Target	Value	Target				
LI006 Working Days Lost Due to Sickness Absence (rolling 12 month total)	Janet Brothwell	Operational vision and strategy: Gedling as a top performing Council	10.77 days	9.50 days	10.77 days	9.50 days				We are doing a number of different things to address this, including rolling out a revised reporting, monitoring and return to work form and providing training to departments. Revising current policies and procedures based on our own work and also in light of a recent external audit review and introducing extensive policy changes including sickness trigger points and to the current incentive scheme.
LI052 Percentage of calls to the contact centre answered (or call back made) - 12 month rolling total	Janet Brothwell	Operational vision and strategy: Gedling as a top performing Council	88.0%	85.0%	88.0%	85.0%				



PI Code & Short Name	Managed By	Priority Theme	Q2 2011/12		Year to date 2011/12		Status	Trend compared to previous year	Trend compared to previous quarter	Latest Note
			Value	Target	Value	Target				
LI097 Percentage of complaints upheld/part upheld	Janet Brothwell	Operational vision and strategy: Gedling as a top performing council	58.97%	N/A	48.68%	N/A	N/A			No target set for 2011/12, baseline data being gathered to set target in future years

**Portfolio Owners Economic and Strategic Development Portfolio**

PI Code & Short Name	Managed By	Priority Theme	Q2 2011/12		Year to date 2011/12		Status	Trend compared to previous year	Trend compared to previous quarter	Latest Note
			Value	Target	Value	Target				
NI 154 Net additional homes provided	Stephen Bray	A place where people can lead a healthy and active lifestyle	65	72	127	429				Data so far only includes results for July and August. September to be added as and when available. Both July and August figures are higher than for corresponding months in 2010 and completions have exceeded 30 for three consecutive months (June-August 2011). This is the first time this has happened since we started tracking this measure in 2009.
NI 157a Percentage of Major planning applications processed within 13 weeks	Peter Baguley	A place where we can take care of our environment	60.00%	76.00%	75.00%	76.00%				Due to the small numbers involved (5 applications) downturn in performance due to one decision waiting for applicant to provide Unilateral Undertaking to reapply previous provisions of










PI Code & Short Name	Managed By	Priority Theme	Q2 2011/12		Year to date 2011/12		Status	Trend compared to previous year	Trend compared to previous quarter	Latest Note
			Value	Target	Value	Target				
										S106 Agreement & the other being issued following successful completion of protracted negotiations to ensure acceptable development within the Green Belt.
NI 157b Percentage of Minor planning applications processed within 8 weeks	Peter Baguley	A place where we can take care of our environment	75.00%	78.00%	75.00%	78.00%				Slight downward trend during quarter 2, but the small number of applications received means the performance can be affected by a minimal number of decisions
NI 157c Percentage of Other planning applications within 8 weeks	Peter Baguley	A place where we can take care of our environment	91.45%	91.00%	89.35%	91.00%				
NI 152 Working age people on Job Seeker Allowance	Stephen Bray	A place that contributes to a vibrant and prosperous Greater Nottingham	3.5%	No target set tracking indicator	3.5%	No target set tracking indicator				











PI Code & Short Name	Managed By	Priority Theme	Q2 2011/12		Year to date 2011/12		Status	Trend compared to previous year	Trend compared to previous quarter	Latest Note
			Value	Target	Value	Target				
LI090 Number of new housing starts	Stephen Bray	A place where people can lead a healthy and active lifestyle	45	No target set tracking indicator	142	No target set tracking indicator				
LI 112 Percentage of major applications submitted following pre application advice, (resulting in better quality major applications at submission stage)	Peter Baguley	A place where we can take care of our environment	63%	No target set tracking indicator	63%	No target set tracking indicator	n/a	n/a new indicator reported on 6 month basis	n/a new indicator reported on 6 month basis	Total number excludes applications for replacement permissions or variations of condition, which follow a previous permission for the development. Baseline data is being gathered to set a target for 2012/13
LI093 Number of new business surviving for 12 months and showing growth	Stephen Bray	A place that contributes to a vibrant and prosperous Greater Nottingham	19	30	19	120		n/a	n/a	Figure relates to Quarter 1 period due to the publication dates of the data. Figure is below target as Business Link report that the system they use to produce the stats does not register many of these until later in the year.







LI 135 Number of new businesses started in Gedling	Stephen Bray	A place that contributes to a vibrant and prosperous Greater Nottingham	28	12	28	50		n/a	n/a	Figure relates to Quarter 1 period due to the publication dates of the data
LI 122 Percentage of empty shop units in main shopping areas within Gedling Borough	Stephen Bray	A place that contributes to a vibrant and prosperous Greater Nottingham	9.4%	No target set tracking indicator	9.4%	No target set tracking indicator		n/a	n/a	<p>Average vacancy rate for UK centres at July 2011 is 14.5% - taken from Local Data Company figures (NB data collection methodology is slightly different to ours, but the figures provide a good guide). Average rate for Nottinghamshire at July 2011 is approx 17% (according to Local Data Company figs), so our rate currently is very good in comparison.</p> <p>Gedling average at March 2010 was approx 9.3%, with individual centres fluctuating.</p>












## Portfolio Owners Environment and Sustainability Portfolio













PI Code & Short Name	Managed By	Priority Theme	Q2 2011/12		Year to date 2011/12		Status	Trend compared to previous year	Trend compared to previous quarter	Latest Note
			Value	Target	Value	Target				
NI 191 Residual household waste per household in Kg	Dave Parton	A place where we can take care of our environment	131.85kg	133.75kg	266.85kg	535kg				The encouraging increase in the level of household recycling figures is reflected in the reduced amount of residual waste household per household. This has fallen from 148kg in Quarter 2 2010/11
NI 192 Percentage of household waste sent for reuse, recycling and composting	Dave Parton	A place where we can take care of our environment	38.55%	38.50%	38.64%	38.50%				Recycling levels have increased from 36.27% in Quarter 2 2010/11 and are supported by a reduction in the amount of remaining household waste collected.
NI 195a Percentage of streets with unacceptable levels of litter	Dave Parton	A place where we can take care of our environment	1%	4%	1%	4%				

NI 195b Percentage of streets with unacceptable levels of detritus	Dave Parton	A place where we can take care of our environment	14%	11%	13.5%	11%				The higher level of detritus is partially due to the number of parked vehicles, more staff are being trained on the necessary road traffic regulations to undertake central reservation cleansing.
NI 195c Percentage of streets with unacceptable levels of graffiti	Dave Parton	A place where we can take care of our environment	1%	1%	1%	1%				
LI 133 Number of fly tipping incidents reported to Gedling Borough Council	Dave Parton	A place where we can take care of our environment	392	375	589	750				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	A place where we can take care of our environment	96%	93%	96%	93%				100% achieved during the month of September 2011

LI 137 Percentage of incidents of offensive graffiti removed within 2 working days	Dave Parton	A place where we can take care of our environment	100%	100%	100%	100%				
LI 136 Percentage of incidents of high visibility graffiti removed within 10 working days	Dave Parton	A place where we can take care of our environment	100%	98%	97%	98%				








## Portfolio Owners Finance and Performance Portfolio

PI Code & Short Name	Managed By	Priority Theme	Q2 2011/12		Year to date 2011/12		Status	Trend compared to previous year	Trend compared to previous quarter	Latest Note
			Value	Target	Value	Target				
LI017 Percentage of Business Rates Collected	Mark Kimberley	Operational vision and strategy: Gedling as a top performing Council	61.1%	61.3%	61.1%	98.4%				
LI019 Number of Housing Benefits/Council Tax Benefit prosecutions & sanctions per 1000 caseload	Mark Kimberley	A place of Safe and Strong Communities	1.13	.38	2.69	4.50				
LI018 Percentage of invoices paid within 30 days	Mark Kimberley	Operational vision and strategy: Gedling as a top performing council	95.37%	98.00%	94.83%	98.00%				The problems encountered with the workflow in the purchasing system following upgrade of the Agresso system are continuing to have an impact. Part of the problem has now been resolved with the system supplier but work to resolve the problem in full is still

PI Code & Short Name	Managed By	Priority Theme	Q2 2011/12		Year to date 2011/12		Status	Trend compared to previous year	Trend compared to previous quarter	Latest Note
			Value	Target	Value	Target				
										ongoing.
LI016 Percentage of Council Tax collected	Mark Kimberley	Operational vision and strategy: Gedling as a top performing Council	58.30%	58.70%	58.30%	98.50%				
NI 181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events (in calendar days)	Mark Kimberley	A place of safe and strong communities	8.0 days	10.0 days	10.0 days	10.0 days				
LI047 Percentage of invoices paid within 10 days - local suppliers	Mark Kimberley	A place that contributes to a vibrant and prosperous Greater Nottingham	90.42%	90%	86.29%	90%				
LI074 Average time to process new Housing Benefit claims (in calendar days)	Mark Kimberley	A place of safe and strong communities	17 days	19 days	19.5 days	19 days				

PI Code & Short Name	Managed By	Priority Theme	Q2 2011/12		Year to date 2011/12		Status	Trend compared to previous year	Trend compared to previous quarter	Latest Note
			Value	Target	Value	Target				
LI075 Average time to process Housing Benefit change in circumstances (in calendar days)	Mark Kimberley	A place of safe and strong communities	7 days	8 days	8 days	8 days				




## Portfolio Owners Health and Wellbeing Portfolio

PI Code & Short Name	Managed By	Priority Theme	Q2 2011/12		Year to date 2011/12		Status	Trend compared to previous year	Trend compared to previous quarter	Latest Note
			Value	Target	Value	Target				
LI051 Average time to process homeless applications (number of working days)	Janet Brothwell	A place where people are treated fairly and have the opportunity to get involved	11.5 days	25 days	13.25 days	25 days				
LI086 Average length of time spent in temporary accommodation (in weeks)	Janet Brothwell	A place where people can lead a healthy and active lifestyle	9.5 weeks	10 weeks	10.3 weeks	10 weeks				
LI 118 Number of empty properties returned to use by Local Authority action	Peter Baguley	A place where people can lead a healthy and active lifestyle	9	Target to be set	10	Target to be set	n/a	n/a		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	A place where people can lead a healthy and active lifestyle	3%	10%	4%	10%				
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## Portfolio Owners Leisure and Culture Portfolio

PI Code & Short Name	Managed By	Priority Theme	Q2 2011/12		Year to date 2011/12		Status	Trend compared to previous year	Trend compared to previous quarter	Latest Note
			Value	Target	Value	Target				
LI027 Number of visits to leisure centres	Keith Tansley	A place where people can lead a healthy and active lifestyle	259,669	275,551	506,385	1,075,000				User figures are behind last year's figures due to a number of reasons: 1. The all weather pitch usage continues to fall. 2. Public swimming is in a serious decline. The centres are in the process of working alongside the national 'Big Splash' campaign, which is aimed at getting more people into the pools. However, this promotion is not due to start until January 2012, so is unlikely to bring figures back up to target. There is a focus on increasing the number of users and therefore income generated through the learn to swim scheme, and a potential new IT solution is currently being reviewed. 3. Fitness suite usage is also on the decline. More detailed analysis of this is currently being undertaken at the sites. One to one's have been

PI Code & Short Name	Managed By	Priority Theme	Q2 2011/12		Year to date 2011/12		Status	Trend compared to previous year	Trend compared to previous quarter	Latest Note
			Value	Target	Value	Target				
										<p>started between the fitness suite advisors and members of the public. Consultation with users is also planned, to try and get to the bottom of the decline. DNA memberships have increased, however retention is reducing and the number of individuals attending has also fallen. 4. Day time use of the Millennium Suite has been well below target for some time. A revision of the pricing for the Millennium Suite has been concluded, which it is hoped will attract more users. 5. Income is also falling, this has been reflected in budget targets, on completion of the revised Joint Use agreement discussions will commence with the Carlton academy on the pitches need for replacement. Programme reviews at the sites are planned for the next couple of months, to see what can be done to try and rejuvenate attendance figures.</p>

