

# Agenda

## Cabinet

Date: **Thursday 23 April 2026**

---

Time: **2.00 pm**

---

Place: **Council Chamber**

---

For any further information please contact:

**Democratic Services**

[committees@gedling.gov.uk](mailto:committees@gedling.gov.uk)

0115 901 3906

---

# Cabinet

## Membership

<b>Chair</b>	Councillor John Clarke
<b>Vice-Chair</b>	Councillor Jenny Hollingsworth
	Councillor David Ellis
	Councillor Kathryn Fox
	Councillor Viv McCrossen
	Councillor Marje Paling
	Councillor Lynda Pearson
	Councillor Henry Wheeler

### **WEBCASTING NOTICE**

Please note that this meeting will be live streamed on the Council's YouTube channel and via the website ([www.gedling.gov.uk](http://www.gedling.gov.uk)). At the start of the meeting the Chair will confirm if all or part of the meeting is being broadcast.

You should be aware that the Council is a Data Controller under the Data Protection Act. Data collected during this webcast will be retained in accordance with the Council's published policy.

For more information about how your personal data is collected and used please view our privacy notice <https://www.gedling.gov.uk/elections-privacy/>

#### Responsibility of committee:

Cabinet is the meeting of all executive members. The Executive will carry out all of the local authority's functions which are not the responsibility of any other part of the local authority, whether by law or under the Constitution. Cabinet Portfolios are detailed within Section 6, Part 9 of the Council's Constitution.

# AGENDA

Page

- 1 **Apologies for Absence**
- 2 **To approve, as a correct record, the minutes of the meeting held on 26.03.2026** 5 - 8
- 3 **Declaration of Interests**
- 4 **Forward Plan** 9 - 16  
Report of the Democratic Services Manager
- 5 **Performance Indicators and Annual Delivery Plan 2026/27** 17 - 31  
Report of the Chief Digital and Customer Officer
- 6 **Any other items the Chair considers urgent.**

This page is intentionally left blank

## MINUTES CABINET

Thursday 26 March 2026

Councillor John Clarke (Chair)

Present: Councillor David Ellis Councillor Lynda Pearson  
Councillor Kathryn Fox Councillor Henry Wheeler  
Councillor Viv McCrossen

Absent: Councillor Jenny Hollingsworth and Councillor Marje Paling

Officers in Attendance: M Hill, F Whyley, M Avery, T Adams, S Troman,  
L Juby, J Krawczyk, J Snowdon, A Solley and  
L Squires

### 90 APOLOGIES FOR ABSENCE.

Apologies for absence were received from Councillors Hollingsworth and Councillor Paling.

### 91 TO APPROVE, AS A CORRECT RECORD, THE MINUTES OF THE MEETING HELD ON 19.02.2026.

#### RESOLVED:

That the minutes of the above meeting, having been circulated, be approved as a correct record.

### 92 DECLARATION OF INTERESTS.

None.

### 93 FORWARD PLAN

Consideration was given to a report of the Democratic Services Manager, which had been circulated prior to the meeting, detailing the Executive's draft Forward Plan for the next six-month period.

#### RESOLVED:

To note the report.

### 94 LEISURE TRANSFORMATION: JOINT USE SITES

The Assistant Director of Leisure and Wellbeing presented a report, which had been circulated prior to the meeting, to present the findings of

the public consultation undertaken between 26 November and 18 December 2025 regarding the future of Joint Use Agreements at Carlton Forum Leisure Centre, Calverton Leisure Centre and Redhill Leisure Centre.

Also, to provide an update on the strategic context for leisure provision across the Borough, including work to date regarding the Carlton Active leisure and wellbeing centre and the future of Carlton Forum Leisure Centre and capital investments at other sites.

**RESOLVED:**

THAT:

1. Cabinet noted and considered the findings of the Joint Use Leisure Centre consultation undertaken between November and December 2025 regarding the Council's potential withdrawal from the Joint Use Agreements at Carlton Forum Leisure Centre, Calverton Leisure Centre and Redhill Leisure Centre.
2. Cabinet agreed that Gedling Borough Council would continue operating leisure services at Calverton Leisure Centre under the existing Joint Use Agreement.
3. Cabinet agreed that Gedling Borough Council would continue operating leisure services at Redhill Leisure Centre under the existing Joint Use Agreement.
4. Cabinet kept under continuous review the operation of leisure services at Calverton Leisure Centre and Redhill Leisure Centre, as part of the wider Leisure Strategy, including operating models and programming to ensure services remain financially sustainable and responsive to local need.

95

**COUNCIL TAX SUPPORT | HOUSEHOLDS WITH TERMINALLY ILL MEMBERS**

The Assistant Director of Revenues and Welfare Services presented a report, which had been circulated prior to the meeting, which sought approval to introduce a council tax discount to support households living with a terminally ill family member.

**RESOLVED:**

THAT:

1. Cabinet approved guidance at appendix 1 to this report for determining applications for a reduction in council tax for households living with a terminally ill family member.
2. Cabinet approved a delegation to the Chief Finance and s151 Officer to determine applications for discretionary reduction in council tax under section 13A(1)(c) of the Local Government Finance Act 1992 in relation to households living with a terminally

ill family member in the Borough of Gedling, in line with the guidance at appendix 1 to this report.

3. That Cabinet approved an additional budget of £25,000 for this year and an equivalent budget in future years for this purpose, with the level of future budget to be determined based on requirement.

**96**

### **GEDLING BOROUGH COUNCIL BIODIVERSITY REPORT**

The Assistant Director of Development presented a report, which had been circulated prior to the meeting, to present the Local Authority Biodiversity Report for the period 01/01/2024 – 01/01/2026 and sought approval to publish the report within 12 weeks of the end of the reporting period, in accordance with section 40A of the Natural Environment and Rural Communities Act 2006 (as amended by the Environment Act 2021).

#### **RESOLVED:**

THAT:

1. Cabinet noted the contents of the Local Authority Biodiversity Report for 01/01/2024 – 01/01/2026.
2. Cabinet approved publication of the Local Authority Biodiversity Report on the Council's website in accordance with section 40A(6)(b) NERC Act 2006 (as amended)

**97**

### **SATURDAY ASHES INTERNMENTS**

The Assistant Director of Environmental Services presented a report, which had been circulated prior to the meeting, to present the findings of a review undertaken by Environmental Services to assess the business case, feasibility, and operational implications of introducing Saturday ashes internments, following the motion presented to Council in January 2024.

The report outlines the costs of providing the service on two Saturdays per month on a trial basis, as set out in the motion. Along with the costs and options if this service was to be implemented going forward, current position, identifies key considerations, and sets out a range of options for Cabinet to consider.

Councillor McCrossen proposed an amendment, which was seconded by Councillor Fox, to keep the position under review and undertake consultation and engagement with residents on the provision of an ash's internment service on a Saturday in future.

#### **RESOLVED:**

THAT:

1. Cabinet considered the information within the report.
2. Cabinet rejected the proposal due to additional budget that would be required, and the risk of reputational damage to the Council.
3. Cabinet keeps the position under review and undertakes consultation and engagement with residents on the provision of an ash's internment service on a Saturday in future.

**98 EREWASH BUILDING CONTROL PARTNERSHIP**

The Assistant Director of Development presented a report, which had been circulated prior to the meeting, which sought approval to transfer the Council's statutory and discretionary building control services to the Erewash Building Control Partnership.

Councillor Clarke proposed an amendment, which was seconded by Councillor Ellis, to bring a progress report back to Cabinet six months after the commencement of the agreement.

**RESOLVED:**

THAT:

1. Cabinet approved the transfer of the Council's Building Control Service into the Erewash Building Control Partnership.
2. Delegated authority to the Director of Place to sign the contract for Erewash Building Control Partnership to deliver the Council's Building Control function.
3. The Director of Place brings back a progress report to Cabinet six months after the commencement of the agreement.

**99 ANY OTHER ITEMS THE CHAIR CONSIDERS URGENT.**

None.

The meeting finished at 2.54 pm

Signed by Chair:  
Date:



## **Report to Cabinet**

**Subject:** Forward Plan

**Date:** 23<sup>rd</sup> April 2026

**Author:** Democratic Services Manager

### **Wards Affected**

All

### **Purpose**

To present the Executive's draft Forward Plan for the next six-month period.

### **Key Decision**

This is not a Key Decision.

### **Recommendation(s)**

**THAT:**

**Cabinet notes the contents of the draft Forward Plan making comments where appropriate.**

#### **1 Background**

- 1.1 The Council is required by law to give notice of key decisions that are scheduled to be taken by the Executive.
- 1.2 A key decision is one which is financially significant, in terms of spending or savings, for the service or function concerned (more than £500,000), or which will have a significant impact on communities, in two or more wards in the Borough.
- 1.3 In the interests of effective coordination and public transparency, the plan includes any item that is likely to require an Executive decision of the Council, Cabinet or Cabinet Member (whether a key decision or not). The Forward Plan covers the following 4 months and must be

updated on a rolling monthly basis. All items have been discussed and approved by the Senior Leadership Team.

## **2 Proposal**

- 2.1 The Forward Plan is ultimately the responsibility of the Leader and Cabinet as it contains Executive business due for decision. The Plan is therefore presented at this meeting to give Cabinet the opportunity to discuss, amend or delete any item that is listed.

## **3 Alternative Options**

- 3.1 Cabinet could decide not agree with any of the items are suggested for inclusion in the plan. This would then be referred back to the Senior Leadership Team.
- 3.2 Cabinet could decide to move the date for consideration of any item.

## **4 Financial Implications**

- 4.1 There are no financial implications directly arising from this report.

## **5 Legal Implications**

- 5.1 There are no legal implications directly arising from this report.

## **6 Equalities Implications**

- 6.1 There are no equalities implications arising from this report.

## **7 Carbon Reduction/Environmental Sustainability Implications**

- 7.1 There are no carbon reduction/sustainability implications arising from this report.

## **8 Appendices**

- 8.1 Appendix 1 – Forward Plan

## **9 Background Papers**

- 9.1 None identified

## **10 Reasons for Recommendations**

- 10.1 To promote the items that are due for decision by Gedling Borough Council's Executive over the following six-month period.

**Statutory Officer approval**

**Approved by:**

Chief Financial Officer

**Date:**

15/04/2026 (report content)

**Approved by:**

Monitoring Officer

15/04/2026 (report content)

This page is intentionally left blank

**Gedling**   
Borough Council **FORWARD PLAN**  
**FOR THE PERIOD 1 APRIL 2026 TO 31 OCTOBER 2026**

This Forward Plan sets out the details of the key and non-key decisions which the Executive Cabinet expect to take during the next six months.

The current members of the Executive Cabinet are:

Councillor John Clarke – Leader of the Council and Portfolio Holder for Corporate Resources and Performance

Councillor Jenny Hollingsworth – Deputy Leader and Portfolio Holder for Sustainable Growth and Economy

Councillor David Ellis – Portfolio Holder for Public Protection

Councillor Kathryn Fox – Portfolio Holder for Life Chances and Vulnerability

Councillor Marje Paling – Portfolio Holder for Environmental Services (Operations)

Councillor Lynda Pearson – Portfolio Holder for Communities and Place

Councillor Viv McCrossen – Portfolio Holder for Climate Change and Natural Habitat

Councillor Henry Wheeler – Portfolio Holder for Lifestyles, Health and Wellbeing.

Anyone wishing to make representations about any of the matters listed below may do so by contacting the relevant officer listed against each key decision, within the time period indicated.

Description of the decision	Date decision is expected to be taken and who will take the decision?	Responsible Officer	Documents to be considered by the decision maker	Cabinet Portfolio	Open / Exempt (and reason if the decision is to be taken in private) <b>Is this a Key Decision?</b>
<b>Council Tax Support   Households with Terminally Ill Members</b> Report to consider the adoption of a reduction in council tax to households that are in receipt of relief through the local council tax reduction scheme (CTRS) where a resident living in the household has been diagnosed with a terminal illness.	<b>26 Mar 2026 Cabinet</b>	Andrew Solley, Assistant Director   Revenues & Welfare Services	Officer Report	Leader of the Council	Open  Yes
<b>Gedling Borough Council Biodiversity Report</b> It is a requirement to publish a Biodiversity Report that documents the policies and actions carried out in order to comply with the biodiversity duty.	<b>26 Mar 2026 Cabinet</b>	John Krawczyk, Assistant Director - Development	Officer Report	Portfolio Holder for Sustainable Growth and Economy	Open  No
<b>Saturday ashes internments</b>	<b>26 Mar 2026 Cabinet</b>	Sarah Troman, Andrew Burgin, Julie Snowdon	Officer Report	Portfolio Holder for Climate Change and Natural Habitat	Open  Yes
<b>Leisure Transformation: Joint Use Sites</b> Report and consider the findings of the Joint Use Consultation undertaken in 2025.	<b>26 Mar 2026 Cabinet</b>	Lance Juby, Assistant Director of Communities, Leisure & Wellbeing	Officer Report	Portfolio Holder for Lifestyles, Health and Wellbeing	Open  Yes
<b>Erewash Building Control Partnership</b>	<b>26 Mar 2026 Cabinet</b>	John Krawczyk, Assistant Director - Development	Officer Report	Portfolio Holder for Sustainable Growth and Economy	Fully exempt  Yes
<b>Annual update on Equality, Diversity and Inclusion</b> To update members on the progress made across the Council on Equality, Diversity and Inclusion actions as well as other work undertaken in relation to improving	<b>23 Apr 2026 Cabinet</b>	Francesca Whyley, Deputy Chief Executive & Monitoring Officer	Officer Report	Portfolio Holder for Life Chances and Vulnerability	Open  No

Description of the decision	Date decision is expected to be taken and who will take the decision?	Responsible Officer	Documents to be considered by the decision maker	Cabinet Portfolio	Public / Exempt (and reason if the decision is to be taken in private)  Is this a key decision?
equality, diversity and inclusion in the provision of Council services since the previous Equality, Diversity and Inclusion Update in 2025.					
<b>Council grant funding</b> For Cabinet to consider the outcome of the recent Council grant funding consultation and to determine decisions in relation to funding for Citizen's Advice, the Play Forum, Phenomenal Futures, RCAN and member pots.	<b>31 March 2026 Leader of the Council</b>	Kate Lindley, Director of Transformation	Officer Report	Leader of the Council	Open  No
<b>Performance Indicators and Annual Delivery Plan 2026/27</b> To agree the Annual Delivery Plan actions and Performance indicators and targets against which performance will be measured in 2026/27.	<b>23 Apr 2026 Cabinet</b>	Dan Reason, Assistant Director - Digital, data and technology	Officer Report	Leader of the Council	Open  Yes
<b>Housing Strategy 2025-2030</b> The Housing Strategy set out Gedling Borough Councils vision and priorities for housing in the Borough over the next five year period.	<b>21 May 2026 Cabinet</b>	Paul Whitworth, Assistant Director - Housing and Resettlement	Officer Report	Portfolio Holder for Sustainable Growth and Economy	Open  Yes
<b>Community Infrastructure Levy (CIL) Non- Parish Funding – Consultation Response and Funding Decision 25/26</b> For Cabinet to note the representations and comments received in relation to the CIL Non-Parish Neighbourhood Public Consultation, and approve the awarding of CIL Non-Parish Neighbourhood Funding and the retention of unsuccessful projects on the Local Infrastructure Schedule, in accordance with the officer recommendations.	<b>21 May 2026 Cabinet</b>	Lewis Widdowson, Planning Officer	Officer Report	Portfolio Holder for Sustainable Growth and Economy	Open  Yes

Description of the decision	Date decision is expected to be taken and who will take the decision?	Responsible Officer	Documents to be considered by the decision maker	Cabinet Portfolio	Public / Exempt (and reason if the decision is to be taken in private)  Is this a key decision?
<p><b>Gedling Local Development Plan - publication draft</b> To seek approval to consult on the Gedling Local Development Plan and submit for examination and to approve a revised Local Development Scheme reflecting the timing of the Regulation 19 consultation.</p>	<p><b>21 May 2026 Cabinet</b>  <b>10 Jun 2026 Council</b></p>	<p>Jo Gray, Planning Policy Manager</p>	<p>Officer Report</p>	<p>Portfolio Holder for Sustainable Growth and Economy</p>	<p>Open  Yes</p>
<p><b>Progress Report on Carbon Management Strategy</b> To update Members on the progress of the Carbon Management Strategy and Action Plan</p>	<p><b>21 May 2026 Cabinet</b></p>	<p>Sim Duhra, Climate Change Officer</p>	<p>Officer Report</p>	<p>Portfolio Holder for Climate Change and Natural Habitat</p>	<p>Open  Yes</p>
<p><b>Gedling Plan Q4 Performance 2025/2026 Report</b> Update on the annual delivery plan and performance for Q4</p>	<p><b>21 May 2026 Cabinet</b></p>	<p>Dan Reason, Assistant Director - Digital, data and technology</p>	<p>Officer Report</p>	<p>Leader of the Council</p>	<p>Open  No</p>



## Report to Cabinet

**Subject:** Annual Delivery Plan and Performance Indicators 2026/27

**Date:** 23rd April 2026

**Author:** Senior Leadership Team

### Purpose

To agree the performance indicators, Annual Delivery Plan and targets against which performance will be measured in 2026/27.

### Key Decision

This is not a key decision

### Recommendation(s)

#### THAT:

1. Cabinet approves the performance indicators and targets set out in Appendix A for 2026/27
2. Cabinet approves the Annual Delivery Plan Actions set out in Appendix B for 2026/27

## 1 Background

- 1.1 The Gedling Legacy Plan 2026-28 was approved by Cabinet on 19th February 2026 and Council on 4th March 2026. The Gedling Legacy Plan 2026-28 sets out the Council's priorities, and the Annual Delivery Plan details the key strategic actions which will be delivered in 2026/27 to meet the priority objectives in the Gedling Legacy Plan until March 2027.

- 1.2 Progress against the actions within the Annual Delivery Plan will be reported every 4 months as specific performance actions and monitored through the Budget and Performance Board, Senior Leadership Team, Cabinet and Overview and Scrutiny.
- 1.3 In addition to specific action reporting against the Delivery Plan, performance indicators are used to monitor and measure progress against the Gedling Plan 2026-28 and are reviewed annually. Current performance indicators and targets have been reviewed by Senior Leadership Team and Assistant Directors to assess whether they are still appropriate to measure progress against the corporate priority objectives and have been amended where required.
- 1.4 The performance indicator targets are set in order to provide a stretch target for service delivery. Sometimes the targets are set in response to legislation or national guidance, for example, some planning targets; sometimes they are set following benchmarking with other similar organisations; and sometimes they are purely internal targets that have been determined locally and, based on professional experience, set as a measure of what would be expected to be good performance. Indicators are reviewed annually to ensure that they remain relevant, meaningful, and challenging.
- 1.5 The Government published a new Local Outcomes Framework on 12<sup>th</sup> February 2026. This sets out the priority outcomes and underlying metrics, bringing central and local government together and raising living standards across England. In determining the Performance Indicators for this year, the new Local Outcomes Framework has been considered, but much of the data we might collect at district level is still largely marked as 'placeholder' with the metrics not yet shared by central government. Likewise, the Objectives and the Equality Duty guidance published by the Equality and Human Rights Commission has also been considered in setting the Annual Delivery Plan actions. Further details will be brought to Cabinet in due course.
- 1.6 In addition to the performance indicators recommended as part of this report, individual service areas will have operational performance indicators to ensure performance can be effectively monitored by managers within their prospective service areas.

## **2 Proposal**

- 2.1 It is proposed that the suite of performance indicators and targets for 2026/27 in Appendix A are approved and that the Annual Delivery Plan actions for 2026/27 in Appendix B also be approved.

2.2 Each action within the Annual Delivery Plan is assigned a unique reference to demonstrate how it links back to the Gedling Legacy Plan or the Council's Critical Foundations. The prefix identifies the relevant Legacy Plan priority (PR1–PR4) or Critical Foundation (CF), with an additional EQ suffix used where actions specifically support Equality, Diversity and Inclusion objectives.

2.3 A number of performance Indicators had been reviewed last year and these indicators have again been assessed to ensure they remain fit for purpose. No new indicators have been added and in most cases have remained the same to ensure that performance is maintained. Those that have been changed or deleted and the rationale is detailed in Para 2.4 below.

Indicators that had no data last year such as 'Avoidable Contact' and 'Percentage of Bins Collected', will be tracked this year. These are important indicators to more effectively monitor performance and to support data gathering as part of transformation of services and to better understand customer demand.

2.4 The following performance indicators have been deleted -

- **LI252 - Customer satisfaction as a percentage of all surveys received** – Due to the low number of responses this indicator can vary wildly making it an unreliable indicator of satisfaction.
- **LI5001 - Street cleanliness sampling** – Due to a robust accurate reporting mechanism not being in place and other measures providing better performance insight.
- **LI081 Level of recorded anti-social behaviour across Gedling Borough (per 1000 population)** – Due to this data being recorded and reported by the Police and not the local authority

In relation to the performance indicators which need to align with national policy, an increased target is proposed, and these are listed below:

- **NI154 Net additional homes provided** - an increased target is proposed which aligns with the housing target for the Borough informed by the standard method published in December 2024 which provides a need figure of **638** dwellings per annum for 2026/27.
- **NI155 - Number of affordable homes delivered (gross)** – an increased target is proposed of **112** which aligns with the midpoint of the Local Planning Document Affordable Housing requirement.

Other Performance indicators that have been amended include –

- **LI027 Number of visits to leisure centres** – Based on visit numbers from the last year it is proposed to increase the performance indicator from 1,315,000 to a target of 1,336,547 for 2026/27.
- **ECO13-an Delivery of employability and business-based networking events** – This will be reduced to 5 from 7 due to UKSPF funding no longer being available to support the delivery of our business networking events

2.5 Members will note that these performance indicators contain a wide range of measures which are predominantly focused on outward facing priorities and which will be reported 4 monthly (in alignment with budget reporting), annually or used for tracking purposes.

### **3 Alternative Options**

3.1 Not to approve performance indicators or Annual Delivery Plan actions for 2026/27. However, the information is considered helpful to assess the Council's performance as well as progress against the Gedling Legacy Plan. The information also provides transparency on performance to members and residents.

### **4 Financial Implications**

4.1 There are no financial implications arising from this report.

### **5 Legal Implications**

5.1 There are no legal implications arising from this report.

### **6 Equalities Implications**

6.1 The improvements to customer facing services will consider equality implications at the point of design with the aim of not disadvantaging any section of the community or individuals with protected EDI characteristics. In the event of signification service change Equality Impact Assessments

will be undertaken before decisions are made.

## **7 Carbon Reduction/Environmental Sustainability Implications**

- 7.1 Any carbon reduction or environmentally sustainable implications will be considered within the individual programmes and projects to be delivered as part of the plan.

## **8 Appendices**

- 8.1 Appendix A: Performance Indicators and Targets for 2026/27.

Appendix B: Annual Delivery Plan Actions for 2026/27.

## **9 Background Papers**

- 9.1 [Gedling Legacy Plan 2026-2028](#)  
[Local Outcomes Framework](#)

## **10 Reasons for Recommendations**

- 10.1
- To set service targets to ensure that performance is maximised for the benefit of residents and service users of the borough.
  - To set the delivery actions to ensure that work is focussed on delivering the outcomes detailed in the Gedling Legacy Plan and that progress can be monitored and reported.

**Statutory Officer approval**

**Approved by:**

**Date:**

**On behalf of the Chief Financial Officer**

**Approved by:**  
**Date:**  
**On behalf of the Monitoring Officer**

## Key Performance Indicators 2026/27

<b>Workforce</b>		
<b>Performance Indicator</b>	<b>Frequency of reporting</b>	<b>Target</b>
LI006 Number of days lost to sickness (total) in that period	Four monthly / Annual	9 days
LI363 Number of school-age work experience placements hosted in Gedling Borough Council	Annually	Tracking Indicator

<b>Financial Services</b>		
<b>Performance Indicator</b>	<b>Frequency of reporting</b>	<b>Target</b>
LI074 Average time taken to process new Housing benefit/Council tax reduction Scheme claims	Four monthly	15 days
LI075 Average time taken to process Housing Benefit /Council Tax Reduction Scheme change in circumstances	Four monthly	5 days
LI016 Percentage of Council Tax collected	Four monthly/ Annually	98.5% (Annual)
LI017 Percentage of Business Rates Collected	Four monthly/ Annually	98.9% (Annual)
LI018 Percentage of invoices paid within 30 days	Four monthly/ Annually	99% (Four monthly)

<b>Housing and Resettlement</b>		
<b>Performance Indicator</b>	<b>Frequency of reporting</b>	<b>Target</b>
LI410 Total number of family households in B&B at the end of the month	Four monthly	Tracking Indicator
LI086 Average length of time spent in temporary accommodation (in weeks)	Four monthly	Tracking Indicator

<b>Customer Engagement</b>		
<b>Performance Indicator</b>	<b>Frequency of reporting</b>	<b>Target</b>
LI052 Percentage of calls to the contact centre answered overall - 12 month rolling total	Four monthly /Annually	94%
LI5002 Percentage of Calls to customer service answered within SLA (40 seconds)	Four monthly /Annually	85%
LI411 Number of customers attending outreach hubs	Four monthly /Annually	Tracking Indicator
LI 315 Volume of unique visits to Council website	Four monthly /Annually	Tracking Indicator
LI5003 Avoidable contact	Four monthly /Annually	Tracking Indicator

<b>Leisure</b>		
<b>Performance Indicator</b>	<b>Frequency of reporting</b>	<b>Target</b>
LI027 Number of visits to leisure centres	Four monthly /Annually	1,336,547 (Annual)
LI027f Number of attendances - Bonington Theatre	Four monthly /Annually	Tracking indicator
LI379 Average number of Swim School Members (12 month rolling period)	Annually	4,220 (Annual)
LI085 Current number of DNA members	Annually	5,100 (Annual)

<b>Environment (Operations)</b>		
<b>Performance Indicator</b>	<b>Frequency of reporting</b>	<b>Target</b>
NI191 Residual household waste per household in Kg Annual 145kg	Annually	145kg
NI192 Percentage of household waste sent for reuse, recycling and composting Annual 34% (Quarterly)	Annually	34%
LI371 Number of Garden Waste customers	Annually	Tracking indicator

LI5005 Percentage of collected bins	Four monthly	99.5%
LI133 Number of fly tipping incidents reported to Gedling Borough Council	Four monthly/Annually	Tracking Indicator
LI346 Percentage of fly tipping incidents removed within 10 working days	Four monthly/Annually	Tracking Indicator

### Planning and Planning Policy

Performance Indicator	Frequency of reporting	Target
NI154 Net additional homes provided	Four monthly /Annually	638 (Annual)
NI155 Number of affordable homes delivered (gross)	Four monthly /Annually	112 (Annual)
NI157a Percentage of Major planning applications processed within 13 weeks	Four monthly /Annually	92% (Four monthly, Annual)
NI157b Percentage of Minor planning applications processed within 8 weeks	Four monthly /Annually	86%
NI157c Percentage of other planning applications processed within 8 weeks	Four monthly /Annually	80 % (Four monthly, Annual)

<b>Public Protection</b>		
<b>Performance Indicator</b>	<b>Frequency of reporting</b>	<b>Target</b>
LI 314 Number of rented households with health and safety hazards that fall below the minimum legal standard that have been remediated following the council's intervention	Four monthly /Annually	50 (Annual)
LI118 Number of long term (over 12 months) empty homes in the Borough returned to use as a result of Gedling Borough Council intervention	Four monthly /Annually	70 (Annual)
LI276 Percentage of food premises scoring 4 or 5 in the national food hygiene rating scheme	Four monthly /Annually	95% (Four monthly, Annual)
LI419 Number of anti-social incidents reported to Council	Four monthly /Annually	Tracking Indicator

<b>Economic Development</b>		
<b>Performance Indicator</b>	<b>Frequency of reporting</b>	<b>Target</b>
ECO13-an Delivery of employability and business-based networking events	Annually	5 per year
ECOi8-an Percentage of vacant properties along the high street	Annually	Below 15%

**Property Services**

<b>Performance Indicator</b>	<b>Frequency of reporting</b>	<b>Target</b>
Li408 Void loss due to under occupancy of Commercial Units Annual Tracking	Annually	Tracking

## Annual Delivery Plan Actions 2026-27

### Customer Experience, Communities and Digital

Ref	Action
P2-001	Embed the new Customer Services operating model with clear demand and productivity measures.
P2-002	Launch a new Customer Insight Framework and link this to Council governance structures to drive continual service improvement Council wide.
P2-003	Prioritise high-volume online transactions that reduce avoidable customer contact.
P2-004	Define and deliver a minimum viable online customer account aligned to CRM capability.
P2-005	Digitise and streamline the Council's online Freedom of Information, Complaints, MP letters and corporate contact processes.
P2-006	Explore opportunities to strengthen webchat to deliver more responsive services to customers online.
P2-007EQ	Continue to progress digital inclusion in partnership with geographical neighbours and subject to Government funding
P2-008EQ	Complete accessibility audits for all council-managed websites and migrate to main corporate platform.
P1-001	Develop a forward civic and events programme with clear safety and affordability thresholds.
CF-001	Complete planned ICT foundational projects to ensure continued service and resiliency
CF-002EQ	Upgrade the HR Information System to increase efficiency, enhance data security and support strategic decision making.

### Depot Modernisation

Ref	Action
P1-002	Complete work required to maintain Green flag accreditation for the borough's parks.
P2-009	Complete end-to-end process redesign for waste, streets and parks services to improve customer experience and performance monitoring, extending digital process delivery utilising the existing in-cab System
P2-010	Roll out Simpler Recycling, a national policy initiative, in line with the Government's timetable.
P2-011	Introduce a new online customer account across all online waste processes for customers.
P2-012	Redesign Domestic Residual, Recycling and Glass service routes along with the Street Care routes to optimise efficiency and service
P3-001	Review accommodation needs and reconfigure depot, including utilising Jubilee House

## Gedling Growth

Ref	Action
P3-002	Submit the Local Development Plan for examination, ensuring growth is well planned and sustainable.
P3-003	Track progress of activities on the Climate Action Plan and continue to work on achieving identified and agreed outcomes
P3-004	Continue work to complete UK Shared Prosperity Fund projects by the current deadline.
P1-003	Support the Greater Carlton Neighbourhood Board to progress Year 1 activities.
P3-006	Continue to develop the Economic Growth Framework Visitor Economy and Destination Management Plan to present to Cabinet for approval
P3-007	Seek Investment opportunities for Ambition Arnold to enable progression to delivery stage
P3-008	Utilise Grant funding to strengthen early intervention and landlord engagement to prevent homelessness.
P3-009	Align homelessness prevention and rough sleeping activity with county-wide and sub-regional strategies.
P3-010	Utilise Section 106 commuted sum funding to provide additional affordable housing in the borough
P3-011	Introduce the principles described in Renters right act and take enforcement action as appropriate

## Leisure Transformation

Ref	Action
P1-004	Progress RIBA stages of the Carlton Active project.
P1-005	Deliver the Richard Herrod Centre decommissioning plan.
P1-006	Demolition of the Richard Herrod Centre in preparation for site development.
P1-007EQ	Subject to final business case, commence construction phase of Carlton Active that incorporates both sustainability and accessibility considerations.
P1-008	Deliver the business growth plan across all leisure sites to support the Carlton Active business case and to reduce long-term subsidy.
P1-009	Review Leisure Transformation Workforce Strategy, consider related efficiencies and implement key actions.
P1-010	Review Playing Pitch Strategy Action Plan.
P1-011	Work with Football Foundation to carry out site surveys at Lambley Lane Recreation Ground and review findings to inform further project development of football and community facilities at the site.

## Local Government Reorganisation/Smarter Working

Ref	Action
P4-001	Complete a single authoritative inventory of systems, data, contracts and risks.
P4-002	Work with Nottinghamshire authorities to prepare interim data sharing and information governance arrangements.
P4-003	Identify critical roles and single points of failure and develop mitigation plans.
P4-004	Ensure all new contracts explicitly consider transition implications.
P4-005	Work and engage with other Nottinghamshire authorities across all identified workstreams for Local Government Reorganisation
P3-012	Complete a strategic review of council-owned assets to inform retention or disposal decisions.
P3-013	Prioritise the actions identified in the Asset strategy and create a programme of work for delivery
P4-006	Deliver tasks in the Internal communications strategy to ensure Gedling colleagues are aware and engaged in Local Government Reorganisation transition
P4-007	Support teams with the workstream leads to collate and provide necessary data for local Government Reorganisation transition.
CF-003	Review and update corporate risks as necessary
CF-004	Align Budget, Performance and Risk reporting and make changes to the boards to support this new more efficient arrangement
CF-005EQ	Review the Councils Employee Equality and Diversity Policy and implementation of an EDI action plan, with a focus on creating an accountable workforce and an inclusive supportive culture to aid staff wellbeing.
CF-006EQ	Update HR Policies to comply with the Employment Rights Act 2025, with changes that come into force during 2026.
CF-007	Embed the new Learning & Development strategy of 70/20/10 model to support staff to take ownership of their personal development to enhance their skills, knowledge and performance.
CF-008EQ	Create a Wellbeing strategy that supports staffs' mental health and wellbeing to aid a resilient workforce going through change.

This page is intentionally left blank