

## **Performance Indicators - 2019/20**

<b>Strong and dynamic COMMUNITIES</b>			
<b>Description</b>	<b>Service Area</b>	<b>Frequency</b>	<b>Target 19/20</b>
Number of Community Events held in GBC	Parks and Street Care	Annual	Tracker
Number of volunteers engaged in community events	Parks and Street Care	Annual	Tracker
Number of employees engaged in internal volunteering	Parks and Street Care	Annual	Tracker
No. of attendances at the Bonington Theatre and Cinema	Leisure Services	Quarterly	44,600
Parks 'Friends of' group membership	Parks and Street Care	Quarterly	Tracker
Average length of time spent in temporary accommodation	Revenues and Welfare Support	Quarterly	8 weeks
Average time to process new HB Claims	Revenues and Welfare Support	Quarterly	13 days
Average time to process HB change in circumstances	Revenues and Welfare Support	Quarterly	4 days
Working with landlords to provide additional temporary accommodation	Revenues and Welfare Support	Annual	2 properties
Working with landlords to prevent evictions	Revenues and Welfare Support	Bi-annual	10 preventions
Level of All Crime across Gedling Borough rate per 1000 population	Public Protection	Quarterly	Less than National figure
Level of recorded anti-social behaviour across Gedling Borough (per 1000 population)	Public Protection	Quarterly	Less than National figure
Number of litter and dog fouling Fixed Penalty Notices (FPN) served	Public Protection	Quarterly	100

## Strong and dynamic COMMUNITIES

Description	Service Area	Frequency	Target 19/20
Number of fly tipping FPNs and court cases	Public Protection	Quarterly	23
Percentage of fly tipping incidents removed within 4 working days	Parks and Street Care	Quarterly	98%
Number of reported fly tipping incidents	Public Protection	Quarterly	Tracker
Percentage of residents who agree that their local area is a place where people get on well together	Council	Annual	68%
Percentage of local residents who are satisfied with their local area as a place to live	Council	Annual	83%
Percentage of residents who feel safe when outside in their local area during the day	Council	Annual	90%
Percentage of residents who feel safe when outside in their local area after dark	Council	Annual	65%

## High Performing COUNCIL

Description	Service Area	Frequency	Target 19/20
% of calls to the contact centre answered	Customer Services and Communications	Quarterly	92%
% of customers that are satisfied with overall customer service	Customer Services and Communications	Annual	90%
% of customers seen by customer Services Advisor within 15 minutes	Customer Services and Communications	Quarterly	85%
Percentage of invoices paid within 30 days	Financial Services	Quarterly	99%
Percentage of Council Tax collected	Revenues and Welfare Support	Quarterly	98%
Percentage of Business Rates collected	Revenues and Welfare Support	Quarterly	99%
Working Days Lost Due to Sickness Absence (rolling 12 month total)	Organisational Development	Quarterly	9 days
Number of social media followers	Customer Services and Communications	Annual	22,000
Number of Keep Me Posted subscribers	Customer Services and Communications	Annual	18,000
Percentage of local residents who feel they are well informed about the Council and what we do	Council	Annual	78%
Resident satisfaction with the way Gedling Borough Council runs things	Council	Annual	65%
Percentage of residents who agree that the Council provides value for money	Council	Annual	50%

## Vibrant ECONOMY

Description	Service Area	Frequency	Target 19/20
Net additional homes	Planning Policy	Quarterly	480
Percentage of Major planning applications processed within 13 weeks	Development Services	Quarterly	90%
Percentage of minor planning applications processed within 8 weeks	Development Services	Quarterly	91%
Percentage of other planning applications within 8 weeks	Development Services	Quarterly	85%
Number of affordable homes delivered (gross)	Economic Growth and Regeneration	Quarterly	20
Number of empty homes brought back into use	Public Protection	Quarterly	40
Delivery of Local Labour Agreements on all applicable applications determined	Economic Growth and Regeneration	Annual	100%
Delivery of school based employability events	Economic Growth and Regeneration	Quarterly	8
Number of school-age work experience placements hosted in Gedling Borough Council in partnership with YouNG (and Economic Development)	Organisational Development	Quarterly	6
Delivery of employer based employability events	Economic Growth and Regeneration	Annual	2
Number of placements provided over the year across the council	Organisational Development	Quarterly	16
Engage with top 50 businesses and key growth businesses through the key account management scheme, as well any other business seeking support.	Economic Growth and Regeneration	Annual	100 businesses

## Vibrant ECONOMY

Description	Service Area	Frequency	Target 19/20
Amount of employment land developed for the delivery of jobs	Economic Growth and Regeneration	Annual	2 Hectares
Number of new investments in Gedling for regeneration projects that the Council has facilitated	Economic Growth and Regeneration	Annual	5

## Sustainable ENVIRONMENT

Description	Service Areas	Frequency	Target 19/20
Number of Green Flag status parks	Parks and Street Care	Annual	3
Percentage of household waste sent for reuse, recycling and composting.	Transport and Waste	Monthly	39.0%
Number of garden waste customers.	Transport and Waste	Annual	15,200
Residual household waste per household in Kg	Transport and Waste	Quarterly	525g
Percentage of residents satisfied with parks and open spaces	Council	Annual	75%
Percentage of residents satisfied with the cleanliness of their local area	Council	Annual	70%
Percentage of residents satisfied with the rubbish/recycling collection service	Council	Annual	87%

HEALTHY lifestyles			
Description	Service Area	Frequency	Target 19/20
Percentage of food premises scoring 4 or 5 in the food, health and safety rating scheme	Public Protection	Quarterly	90%
Number of visits to leisure centres	Leisure Services	Quarterly	1% increase over previous year
Number of people on the swim scheme	Leisure Services	Quarterly	2,500
Number of DNA members (rolling 12 months average)	Leisure Services	Monthly	4,200
Number of Activities undertaken in our Parks including those that take place on Council owned sports pitches.	Parks and Street Care	Annual	185