

Appendix 1

Performance Indicators - 2020/21

Cohesive, Diverse and Safe COMMUNITIES			
Description	Service Area	Frequency	Target 20/21
Average length of time spent in temporary accommodation	Revenues and Welfare Support	Quarterly	15 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
Level of All Crime across Gedling Borough rate (per 1000 population)	Public Protection	Quarterly	Tracker Only
Level of recorded anti-social behaviour across Gedling Borough (per 1000 population)	Public Protection	Quarterly	Tracker Only
Number of litter and dog fouling Fixed Penalty Notices (FPN) served	Public Protection	Quarterly	Tracker Only
Number of fly tipping and duty of care cases submitted to the Council's Legal Team (cumulative figure)	Public Protection	Quarterly	Tracker Only
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 Only
Number of placements for young people under the national supported internship programme	Organisational Development	Annual	3
Number of successful fly tipping and duty of care prosecutions	Legal Services	Annual	4

High Performing COUNCIL

Description	Service Area	Frequency	Target 20/21
% of calls to the contact centre answered	Customer Services and Communications	Quarterly	94%
% of customers that are satisfied with overall customer service	Customer Services and Communications	Quarterly	93%
% of customers seen by customer Services Advisor within 15 minutes	Customer Services and Communications	Quarterly	90%
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	27,000
Number of Keep Me Posted subscribers	Customer Services and Communications	Annual	25,000

Vibrant ECONOMY

Description	Service Area	Frequency	Target 20/21
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
Delivery of school based employability events	Economic Growth and Regeneration	Quarterly	8
Number of school-age work experience placements hosted in Gedling Borough	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
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	Quarterly	5
Percentage of vacant properties along the high street	Economic Growth and Regeneration	Bi-annual	Tracker Only

Vibrant ECONOMY

Description	Service Area	Frequency	Target 20/21
Percentage of occupancy for all GBC owned car parks in Arnold.	Economic Growth and Regeneration	Bi-annual	Tracker Only
Number of 'change of use' requests received by the planning team within the primary shopping area for Arnold Town Centre.	Economic Growth and Regeneration	Bi-annual	Tracker Only

Sustainable ENVIRONMENT

Description	Service Areas	Frequency	Target 20/21
Number of Green Flag status parks	Parks and Street Care	Annual	4
Percentage of household waste sent for reuse, recycling and composting	Transport and Waste	Quarterly	36%
Number of garden waste customers	Transport and Waste	Quarterly	16,100
Residual household waste per household in Kg	Transport and Waste	Quarterly	560kg
Level of CO2 emissions from Council Buildings	Property Services	Annual	Tracker Only

HEALTHY lifestyles			
Description	Service Area	Frequency	Target 20/21
No. of attendances at the Bonington Theatre	Leisure Services	Quarterly	2% increase over previous year outcome
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 years outcome
Number of people on the swim scheme	Leisure Services	Quarterly	2,750
Number of DNA members (rolling 12 months average)	Leisure Services	Quarterly	4,200
Number of activities undertaken in our Parks including those that take place on Council owned sports pitches.	Parks and Street Care	Annual	1,100