

Gedling Plan Indicators 2014/15

PRIORITY – PEOPLE

Objectives	Actions and indicators							
Reduce poverty and disadvantage	Indicators	Baseline 13/14	Target 14/15	Target 15/16	Target 16/17	Accountable Manager	Lead Director	Lead Portfolio
	Preventing Homelessness – number of households who considered themselves as homeless, who approached the Council, and for whom housing advice resolved their situation	297	300	290	280	Alison Bennett	Paula Darlington	Health and Housing
	Housing Benefit Caseload	9,602	150 less equals 9,452	150 less equals 9,302	150 less equals 9,152	Duncan Adamson	Mark Kimberley	Health and Housing
	Average time to process new Housing Benefit claims (in calendar days)	11.3 Days	<13 Days	<12 Days	<10 Days	Duncan Adamson	Mark Kimberley	Health and Housing
	Average length of time spent in temporary accommodation (in weeks)	17	11	11	11	Alison Bennett	Paula Darlington	Health and Housing
	Percentage of those presenting for housing advice who submit a homeless application	5% at Dec 13	6%	5%	4%	Alison Bennett	Paula Darlington	Health and Housing

	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events (in calendar days)	6 Days	<6 Days	<5 Days	<5 Days	Duncan Adamson	Mark Kimberley	Health and Housing
Reduce anti-social behaviour, crime and the fear of crime	Indicators	Baseline 13/14	Target 14/15	Target 15/16	Target 16/17	Accountable Manager	Lead Director	Lead Portfolio
	Level of All Crime across Gedling Borough rate per 1000 population- quarterly cumulative figure	41.2	Crime targets to be confirmed by Police shortly			Andy Callingham	Dave Wakelin	Public Protection and Communications
	Level of recorded anti-social behaviour across Gedling Borough (per 1000 population) - quarterly cumulative figure	49.74	Crime targets to be confirmed by Police shortly			Andy Callingham	Dave Wakelin	Public Protection and Communications
Improve health and well-being	Indicators	Baseline 13/14	Target 14/15	Target 15/16	Target 16/17	Accountable Manager	Lead Director	Lead Portfolio
	Number of visits to leisure centres	931,176	931,176	931,176	931,176	Jayne Cox	Paula Darlington	Health and Housing
	Average number of DNA members (12 month rolling period)	3,002	3,000	3,100	3,200	Jayne Cox	Paula Darlington	Health and Housing
	Percentage of families engaged with the Supporting Families Programme who will then not require further support	75%	76%	77%	79%	Andy Callingham	Dave Wakelin	Health and Housing

	Aim to maintain Gedling Borough's relative position relating to 10-11 year old obesity within the East Midlands	8 th (30.1%)	8 th	8 th	8 th	Andy Callingham	Dave Wakelin	Health and Housing
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PRIORITY – HOMES

Objectives	Actions and indicators							
Provide more homes of the right type and in the right places	Indicators	Baseline 13/14	Target 14/15	Target 15/16	Target 16/17	Accountable Manager	Lead Director	Lead Portfolio
	Net additional homes provided	253 as at Dec 2013	Regional plan target	ACS target	ACS target	Peter Baguley	Paula Darlington	Leisure and Development
	Number of affordable homes delivered (gross)	47	92	92	92	Alison Bennett	Paula Darlington	Leisure and Development
	Percentage of Major planning applications processed within 13 weeks	60% as at Dec 2013	77%	77%	77%	Peter Baguley	Paula Darlington	Leisure and Development
	Percentage of Minor planning applications processed within 8 weeks	60.98% as at Dec 2013	70%	70%	70%	Peter Baguley	Paula Darlington	Leisure and Development
	Percentage of Other planning applications within 8 weeks	87.37% as at Dec 2013	80%	80%	80%	Peter Baguley	Paula Darlington	Leisure and Development
Improve quality of existing private rented accommodation	Indicators	Baseline 13/14	Target 14/15	Target 15/16	Target 16/17	Accountable Manager	Lead Director	Lead Portfolio
	Number of long term empty homes in the Borough returned to use as a result of Gedling Borough Council intervention	10	4	4	4	Andy Callingham	Dave Wakelin	Health and Housing
	The number of private sector households where Housing Act category 1 or 2 hazards have been remediated	New indicator	Gather Baseline	N/A	N/A	Andy Callingham	Dave Wakelin	Health and Housing

PRIORITY – JOBS

Objectives	Actions and indicators							
Ensure local people are well prepared and able to compete for jobs	Indicators	Baseline 13/14	Target 14/15	Target 15/16	Target 16/17	Accountable Manager	Lead Director	Lead Portfolio
	Number of pre-apprenticeships (or similar) work experience placements created within Gedling Borough Council	2 (Nov 2013)	8	8	8	David Archer	Paula Darlington	Leisure and Development
	Number of Apprenticeships hosted within Gedling Borough Council	10 as at Dec 2013	8	7	6	David Archer	Paula Darlington	Leisure and Development
	Number of apprenticeships within the Borough	108	120	120	120	Peter Baguley	Paula Darlington	Leisure and Development
Create more jobs through inward investment and business support	Indicators	Baseline 13/14	Target 14/15	Target 15/16	Target 16/17	Accountable Manager	Lead Director	Lead Portfolio
	Payment of Local Suppliers within 10 days	95.92% as at Dec 2013	95%	96%	97%	Alison Ball	Mark Kimberley	Leader
	Working age people on Job Seekers Allowance Unemployment rate	2.5% (Dec 2013)	Target to be agreed with DWP	Target to be agreed with DWP	Target to be agreed with DWP	Peter Baguley	Paula Darlington	Leisure and Development
	Percentage of young people (18-24 year olds) claiming job seeker allowance	5.9% (Dec 2013)	Target to be agreed with DWP	Target to be agreed with DWP	Target to be agreed with DWP	Peter Baguley	Paula Darlington	Leisure and Development

PRIORITY – PLACE

Objectives	Actions and indicators							
Generate less waste; recycle more waste	Indicators	Baseline 13/14	Target 14/15	Target 15/16	Target 16/17	Accountable Manager	Lead Director	Lead Portfolio
	Percentage of household waste sent for reuse, recycling and composting	38.60% as at Dec 2013	41%	42%	43%	Caroline McKenzie	Dave Wakelin	Environment
	Residual household waste per household in Kg	522.45kg 2012/13	515kg	510kg	505kg	Caroline McKenzie	Dave Wakelin	Environment
Reduce the Council's and Borough's energy usage	Indicators	Baseline 13/14	Target 14/15	Target 15/16	Target 16/17	Accountable Manager	Lead Director	Lead Portfolio
	Reduce energy usage on Council estate	To be confirmed	-2% on 2013/14	-2% on 2014/15	-2 % on 2015/16	Vince Rimmington	Stephen Bray	Environment
	Reduce carbon emissions from Council estate	To be confirmed	-2.5%	-2.5%	-2.5%	Vince Rimmington	Stephen Bray	Environment
Provide an attractive local environment that people can enjoy and appreciate	Indicators	Baseline 13/14	Target 14/15	Target 15/16	Target 16/17	Accountable Manager	Lead Director	Lead Portfolio
	Environmental Quality Survey Litter (Borough Wide)	4% as at Dec 2013	3%	3%	3%	Melvyn Cryer	Dave Wakelin	Environment
	Environmental Quality Survey Detritus (Borough Wide)	5% as at Dec 2013	11%	10%	9%	Melvyn Cryer	Dave Wakelin	Environment

	Environmental Quality Survey Graffiti (Borough Wide)	0% as at Dec 2013	1%	1%	1%	Melvyn Cryer	Dave Wakelin	Environment
	Percentage of residents satisfied with parks and open spaces	74.6%		76%		Melvyn Cryer	Dave Wakelin	Environment
	Percentage of survey respondents satisfied with street cleansing	72%		74%		Melvyn Cryer	Dave Wakelin	Environment
Promote and encourage pride and participation in the local area	Indicators	Baseline 13/14	Target 14/15	Target 15/16	Target 16/17	Accountable Manager	Lead Director	Lead Portfolio
	Percentage response rate to electoral canvass	96%	90%			Alec Dubberley	Stephen Bray	Community Development

PRIORITY – PERFORMANCE

Objectives	Actions and indicators							
Mitigate the impact of budget reductions by maximising efficiency and effectiveness	Indicators	Baseline 13/14	Target 14/15	Target 15/16	Target 16/17	Accountable Manager	Lead Director	Lead Portfolio
	Percentage of Council Tax Collected	98.3%	98.50%	98.50%	98.50%	Duncan Adamson	Mark Kimberley	Leader
	Percentage of Business Rates Collected	98.67%	98.80%	98.70%	98.70%	Duncan Adamson	Mark Kimberley	Leader
	Number of Open Gedling registered users	2,322 2012/13	>2500	>3000	>3100	Duncan Adamson	Mark Kimberley	Leader
Improve the customer experience of dealing with the Council	Indicators	Baseline 13/14	Target 14/15	Target 15/16	Target 16/17	Accountable Manager	Lead Director	Lead Portfolio
	Percentage of local residents who feel they are well informed about the council and its work	71%		80%		Carolynne Tasker/ Caroline Newson	Stephen Bray	Public Protection and Communications
	Percentage of customer complaints processed on time - Corporately	84.49%	80%	80%	80%	Mark Lane	Mark Kimberley	Leader
	Percentage of customers that are satisfied with overall customer service	93.36%	85%	85%	85%	Mark Lane	Mark Kimberley	Public Protection and Communications

	Percentage of survey respondents satisfied with household waste collection	88%		93%		Caroline McKenzie	Dave Wakelin	Environment
Maintain a positive and productive working environment	Indicators	Baseline 13/14	Target 14/15	Target 15/16	Target 16/17	Accountable Manager	Lead Director	Lead Portfolio
	Working Days Lost Due to Sickness Absence (rolling 12 month total)	10.38 days Jan 14	9.5	9	9	David Archer	Stephen Bray	Leader