





















# Quarter 3 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				







## COHESIVE, DIVERSE AND SAFE COMMUNITIES



PI Code & Short Name	Responsible OUs	Portfolio Owners	Q3 2021/22			Annual 2021/22	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
LI027f Number of attendances - Bonington Theatre	Communities and Leisure; Leisure	Health and Wellbeing Housing	9,446	Tracking Indicator Only	18,491	Tracking Indicator Only			
LI107 Number of litter and dog fouling Fixed Penalty Notices (FPN) served	Community Safety; Environment	Public Protection Portfolio	17	Tracking Indicator Only	36	Tracking Indicator Only			

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LI131 Number of fly tipping and duty of care cases submitted to the Council's Legal Team (cumulative figure)	Community Safety; Environment	Public Protection Portfolio	4	Tracking Indicator Only	10	Tracking Indicator Only	↓		
LI133 Number of fly tipping incidents reported to Gedling Borough Council	Community Safety; Environment	Public Protection Portfolio	276	Tracking Indicator Only	1062	Tracking Indicator Only	↑		
LI346 Percentage of fly tipping incidents removed within 4 working days	Community Safety; Environment	Public Protection Portfolio	98.6%	98%	99.1%	98%	↓		
LI076 Level of All Crime across Gedling Borough rate per 1000 population	Community Safety; Environment	Public Protection Portfolio	13.3	Tracking Indicator Only	13.0	Tracking Indicator Only	↓		
LI081 Level of recorded anti-social behaviour across Gedling	Community Safety; Environment	Public Protection Portfolio	3.8	Tracking Indicator Only	4.9	Tracking Indicator Only	↑		

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Borough (per 1000 population)									
LI074 Average time to process new Housing Benefit claims (in calendar days)	Economic Growth and Regeneration	Health and Wellbeing Housing	14 days	15 days	13.4 days	15 days	↓	✔	
LI075 Average time to process Housing Benefit change in circumstances (in calendar days)	Economic Growth and Regeneration	Health and Wellbeing Housing	4.7 days	4 days	5.1 days	4 days	↓	⬮	We received a significantly higher amount of work due to the Government's changes on Universal credit resulting in a bulk load of change in circumstances being issued. These issues have been resolved and December's performance of 2 days is significantly improved.
LI086 Average length of time spent in temporary accommodation (in weeks)	Economic Growth and Regeneration	Health and Wellbeing Housing	19.8 wks	22 wks	24.3 wks	22 wks	↑	✔	

## COUNCIL - High performing

PI Code & Short Name	Responsible OUs	Portfolio Owners	Q3 2021/22			Annual 2021/22	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
LI052 Percentage of calls to the contact centre answered (or call back made) - 12 month rolling total	Governance and Customer Services	Deputy Leader Resources and Reputation	94.5%	94.0%	94.5%	94.0%			
LI057 Percentage of customers seen within 15 minutes	Governance and Customer Services	Deputy Leader Resources and Reputation	100%	94.0%	100%	94.0%			
LI006 Working Days Lost Due to Sickness Absence (rolling 12 month total)	HR, Performance and Service Planning	Leader Portfolio	10.1 days	9.00 days	10.1 days	9.00 days			The rate of absence now stands at more than a day above target. Although in recent months the level of absence has been rising, this is often expected in winter months and little absence was attributed to Covid however in December there have been 58 working days lost to Covid and this represents around 14% of all absence. Realistically it is

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									unlikely that we will now achieve target by year end as the rates of infection due to the Omicron strain mean that absence from work is more likely perhaps particularly in the next few months. The position is also exacerbated by the high number of long-term absences cases, these are being managed in accordance with the Council's absence policies.
LI017 Percentage of Business Rates Collected	Finance and ICT	Deputy Leader Resources and Reputation	79%	83.4%	79%	98.90%			<p>The collection rate of 79.0% at the end of Quarter 3 in 2021/22 is lower than the expected collection rate of 83.4% and similarly, lower than the actual collection rate of 81.4% at the end of comparative Quarter 3 period in 2020/21.</p> <p>This reduction is likely to be due to a combination of factors, not least the reduced</p>

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									<p>level of retail discount available to business rate payers in 2021/22 compared to the previous year and the difficult trading environment for businesses as they seek to recover from the effects of the Covid-19 pandemic.</p> <p>Debt recovery processes have also continued to be impacted in 2021/22 mainly due to staff having to be re-deployed to other activities such as the processing of Covid-19 business support grants and staff vacancies have also impacted on capacity. However, mitigation measures are being implemented to ensure resources can be directed where possible towards debt recovery work, including the appointment of temporary staffing which includes a</p>

PI Code & Short Name	Responsible OUs	Portfolio Owners	Q3 2021/22			Annual 2021/22	Trend compared to previous quarter	Quarterly Status	Latest Note
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									dedicated debt recovery officer post.
LI018 Percentage of invoices paid within 30 days	Finance and ICT	Deputy Leader Resources and Reputation	97.8%	99.0%	97.7%	99.0%	↑	⚠	In Quarter 3 the number of invoices not being paid within the 30 day target was 47 out of a total number of invoices of 2310. Many departments managed to achieve 100% payment of invoices within the 30 day target. Those departments whose performance is not currently meeting the 30 day target of 99% will be contacted and reminded of the requirement to meet this standard.
LI016 Percentage of Council Tax collected	Finance and ICT	Deputy Leader Resources and Reputation	82.2%	84.4%	81.2%	98.5%	↑	⚠	The collection rate of 82.2% at the end of Quarter 3 in 2021/22 is lower than the expected collection rate of 84.4%, however it is at a similar level to the actual collection rate of 82.6% at the end of comparative period of Quarter 3 in 2020/21.

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									<p>This reduction is likely to be due to a combination of factors including the wider economic situation, for example, inflation increasing sharply in recent months impacting on the cost of living. The end of the furlough scheme and the removal of the £20 per week uplift in Universal Credit at the end of September 2021 may also have had an impact on council tax collection rates.</p> <p>Debt recovery processes have also continued to be impacted in 2021/22 mainly due to staff having to be re-deployed to other activities such as the processing of Covid-19 business support grants and staff vacancies have also impacted on capacity. However, mitigation measures are</p>







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									<p>being implemented to ensure resources can be directed where possible towards debt recovery work, including the appointment of temporary staffing which includes a dedicated debt recovery officer post.</p> <p>During 2020/21 the collection rate improved during the final quarter of the year with the final collection rate being broadly in line with the target, and it is anticipated that a similar improvement will be achieved in the final quarter of 2021/22 in response to mitigation measures taken.</p>







## ECONOMY - Vibrant

PI Code & Short Name	Responsible OUs	Portfolio Owners	Q3 2021/22			Annual 2021/22	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
ECO12 Delivery of school based employability events	Economic Growth and Regeneration	Young people and Equalities	0	2	2	8	↓	🛑	Two events were planned for Q3, but both had to be cancelled due to Covid.
LI363 Number of school-age work experience placements hosted in Gedling Borough Council in partnership with YouNG (and Economic Development)	HR, Performance and Service Planning	Young people and Equalities	3	4.5	3	6	↑	🛑	It has been possible to offer a small number of work experience programmes this year although there has been no real demand from schools and also, within teams, due to home working there is very limited capacity to support such arrangements. This may be an issue going forwards and it may be necessary to consider a review of targets.
LI118 Number of long term empty homes in the Borough returned to use as a result of Gedling	Environment; Public Protection	Public Protection Portfolio	20	10	63	40	↓	✅	







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Borough Council intervention									
NI154 Net additional homes provided	Development and Place	Growth and Regeneration	69	115	245	458	↓	●	Certain housing sites have not come forward as quickly as anticipated by landowners and developers. A Housing Delivery Action Plan has been published and includes measures to increase delivery of new housing in Gedling Borough. In addition, the emerging Greater Nottingham Strategic Plan will allocate additional land for housing to meet future needs. There are a number of developments currently progressing that will help us to get closer to the target: Teal Close (Netherfield), Lendrum Court (Burton Joyce), Rolleston Drive (Arnold), Chase Farm (Gedling), Mapperley Plains, Park

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									Road (Calverton), Vale Road (Colwick).
NI155 Number of affordable homes delivered (gross)	Economic Growth and Regeneration	Growth and Regeneration	0	5	9	20	↓		Whilst the year to date figure is below target there are a range of developments which will complete in the financial year which should achieve the target.
NI157a Percentage of Major planning applications processed within 13 weeks	Development and Place	Growth and Regeneration	100%	90.0%	100%	90.0%	▬		
NI157b Percentage of Minor planning applications processed within 8 weeks	Development and Place	Growth and Regeneration	80.8%	86.0%	82.7%	86.0%	↓		Due to concentration of efforts on Major and Other applications, the target was missed this quarter but is expected to be on target in Q4.
NI157c Percentage of other planning applications processed within 8 weeks	Development and Place	Growth and Regeneration	92.1%	80.0%	84.6%	80.0%	↑		

## ENVIRONMENT - Sustainable

PI Code & Short Name	Responsible OUs	Portfolio Owners	Q3 2021/22			Annual 2021/22	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
LI371 Number of garden waste customers	Environment; Transport and Waste Services	Environment Portfolio	18,500	17,000	18,500	17,000			
NI191 Residual household waste per household in Kg	Environment; Transport and Waste Services	Environment Portfolio	142.3kg	140kg	278kg	560kg			Whilst the target for this was narrowly missed, we are on target year to date and we have an educational programme planned for Spring 22 to help improve future figures.
NI192 Percentage of household waste sent for reuse, recycling and composting	Environment; Transport and Waste Services	Environment Portfolio	36.3%	36.0%	36.9%	36.0%			

## HEALTHY lifestyles

PI Code & Short Name	Responsible OUs	Portfolio Owners	Q3 2021/22			Annual 2021/22	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
LI276 Percentage of food premises scoring 4 or 5 in the national food hygiene rating scheme	Environment	Public Protection Portfolio	96%	90%	96%	90%			
LI379 Average number of Swim School Members (12 month rolling period)	Communities and Leisure; Leisure	Health and Wellbeing Housing	3,121	Tracking Indicator Only	3,121	Tracking Indicator Only			
LI027 Number of visits to leisure centres	Communities and Leisure; Leisure	Health and Wellbeing Housing	228,700	Tracking Indicator Only	533,313	Tracking Indicator Only			
LI085 Current number of DNA members	Communities and Leisure; Leisure	Health and Wellbeing Housing	3,468	Tracking Indicator Only	3.468	Tracking Indicator Only	