





## Appendix 1

### Performance Indicators and Targets – 2022/23

Description	Service Area	Frequency	Current Performance	Annual Target 21/22	Annual Target 22/23	Change	Notes
No. of attendances at the Bonington Theatre (Li027f)	Head of Communities and Leisure	Quarterly	9,446 (April to December) Previous target 60,000 (20/21)	Tracker	40,000	N/A	Return to target setting
Average length of time spent in temporary accommodation (Li086)	Head of Regeneration and Welfare	Quarterly	24.3 weeks (April to December average) 19.8 weeks (Q3)	22 weeks Previous target 15 weeks (20/21)	22 weeks		No change
Average time to process new HB Claims (Li074)	Head of Regeneration and Welfare	Quarterly	13.4 days (April to December) 14.0 days (Q3)	15 days	15 days		No change
Average time to process HB change in circumstances (Li075)	Head of Regeneration and Welfare	Quarterly	5.1 days (April to December) 4.7 days (Q3)	4 days	5 days		Current structure means processing times expected to be slightly impacted, but target still in upper quartile
Percentage of fly tipping incidents removed on GBC land within 4 working days (Li346)	Head of Environment	Quarterly	99.1% (April to December) 98.6% (Q3)	98%	98%		No change


Description	Service Area	Frequency	Current Performance	Annual Target 21/22	Annual Target 22/23	Change	Notes
% of calls to the contact centre answered (Li052)	Head of Governance and Customer Services	Quarterly	94.5% (April to December)	94%	94%	↔	No change
% of customers that are satisfied with overall customer service (Li252)	Head of Governance and Customer Services	Annual	97.7% (2019/20) Not completed in 20/21 due to Covid	93%	93%	↔	No change
Percentage of invoices paid within 30 days (Li018)	Head of Finance and ICT	Quarterly	97.8% (April to December) 98% (Q3)	99%	99%	↔	No Change
Percentage of Council Tax collected (Li016)	Head of Finance and ICT	Quarterly	82.2% against target of 84.4%(April to December) 98.3% (2020/21)	98.5%	98.5%	↔	No Change
Percentage of Business Rates collected (Li017)	Head of Finance and ICT	Quarterly	79% against a target of 83.4(April to December) 95.1% (2020/21)	98.9%	99%	↔	No Change

Description	Service Area	Frequency	Current Performance	Annual Target 21/22	Annual Target 22/23	Change	Notes
Working Days Lost Due to Sickness Absence (rolling 12 month total) (Li006)	Head of Human Resources, Performance and Service Planning	Quarterly	10.1 days (Q3)	9 days	9 days	↔	Covid has had a small impact on sickness levels but even without this pandemic it is anticipated that by the year end the level of absence would be at or just over target. For this reason it is proposed that the current target is still appropriate.
Number of social media followers (Li250)	Communications Manager	Annual	37,500 (2020/21) 39,700(Q3)	40,000	42,000	↑	No change
Number of Keep Me Posted subscribers (Li321)	Communications Manager	Annual	37,777 (2020/21) 38,790(Q2)	38,000	40,000	↑	No change
Percentage of Major planning applications processed within 13 weeks (Ni157a)	Head of Development and Place	Quarterly	100% (April to December) 100%(Q3)	90%	92%	↑	Increased target

Description	Service Area	Frequency	Current Performance	Annual Target 21/22	Annual Target 22/23	Change	Notes
Percentage of minor planning applications processed within 8 weeks (Ni157b)	Head of Development and Place	Quarterly	82.7% (April to December) 80.8%(Q3) Unlikely to hit target this year	86%	86%	↔	No change
Percentage of other planning applications within 8 weeks (Ni 157c)	Head of Development and Place	Quarterly	92.1% (April to December) 92.1 %(Q3)	80%	80%	↔	No change
Number of affordable homes delivered (gross) (Ni155)	Head of Development and Place	Quarterly	9 (April to December) Expected to meet target by end of Q4	20	60	↑	Volatile year on year. Increase expected in 2022/23
Delivery of school based employability events (ECOi2)	Head of Regeneration and Welfare	Quarterly	2 (April to December) Impacted by Covid restrictions	8	8	↔	No change
Delivery of employer based employability events (ECOi3)	Head of Regeneration and Welfare	Annual	1 (2020/21) 5 (2019/20)	2	2	↔	No change

Description	Service Area	Frequency	Current Performance	Annual Target 21/22	Annual Target 22/23	Change	Notes
Number of long term empty homes in the Borough returned to use as a result of Gedling Borough Council intervention (LI118)	Head of Environment	Quarterly	63 (April to December)	40	40	↔	No change
Number of rented households with below the minimum legal standard health and safety hazards that have been remediated following the council's intervention. (Li314)	Head of Environment	Quarterly	46 (April to December) 32 (2020/21)	New	20	New	New
Number of Green Flag status parks (ENVi1)	Head of Environment	Annual	4 (2021/22)	5	5	↔	No change
Percentage of household waste sent for reuse, recycling and composting (Ni192)	Head of Environment	Quarterly	35.3% (April to December) 32.3% (Q3)	36%	36%	↔	No change

Description	Service Area	Frequency	Current Performance	Annual Target 21/22	Annual Target 22/23	Change	Notes
Residual household waste per household in Kg (Ni191)	Head of Environment	Quarterly	408.3kg (April to December) 130.3kg (Q3)	560kg	560kg	↔	No change
Net number of new garden waste customers in current year	Head of Environment	Quarterly	New	N/A	500	New	New indicator
Net number of new trade waste customers in current year	Head of Environment	Quarterly	New	N/A	10	New	New indicator
Percentage of food premises scoring 4 or 5 in the food, health and safety rating scheme (Li276)	Head of Environment	Quarterly	96%	90%	95%	↑	Increased indicator
Number of visits to leisure centres (Li027)	Head of Communities and Leisure	Quarterly	Expected to reach 750,000 by the end of year	Tracker	800,000	N/A	Return to target setting
Number of people on the swim scheme (Li379)	Head of Communities and Leisure	Quarterly	3121 Q3	Tracker	3,600	N/A	Return to target setting

Description	Service Area	Frequency	Current Performance	Annual Target 21/22	Annual Target 22/23	Change	Notes
Number of DNA members (Li085)	Leisure Services	Quarterly	Expected 3,500 by year end Previous target 4,200	Tracker	4,160	N/A	Change to current number rather than rolling average
Number of activities undertaken in our Parks including those that take place on Council owned sports pitches. (HEAi1)	Head of Environment	Annual	472 (2020/21) 1,106 (2019/20)	1,200	1,200		No change

## **Performance Indicators –Tracking**

<b>Description</b>	<b>Service Area</b>	<b>Frequency</b>	<b>Current Performance</b>	<b>Annual Target 21/22</b>	<b>Annual Target 22/23</b>	<b>Change</b>	<b>Notes</b>
Level of All Crime across Gedling Borough rate (per 1000 population) (Li076)	Head of Environment	Quarterly	Tracker Only	Tracker Only	Tracker Only	N/A	
Level of recorded anti-social behaviour across Gedling Borough (per 1000 population) Li081)	Head of Environment	Quarterly	Tracker Only	Tracker Only	Tracker Only	N/A	
Number of litter and dog fouling Fixed Penalty Notices (FPN) served (Li107)	Head of Environment	Quarterly	13 (Average April to December)	Tracker Only	Tracker Only	N/A	
Number of fly tipping and duty of care cases submitted to the Council's Legal Team (cumulative figure) (Li131)	Head of Environment	Quarterly	10 (April to December)	Tracker Only	Tracker Only	N/A	
Number of reported fly tipping incidents (Li133)	Head of Environment	Quarterly	1062 – April to December	Tracker Only	Tracker Only	N/A	
Number of placements for young people under the national supported internship programme (COMi7)	Head of Human Resources, Performance and Service Planning	Annual	3 (2020/21)	3	Tracker Only	N/A	Changed to tracker



Description	Service Area	Frequency	Current Performance	Annual Target 21/22	Annual Target 22/23	Change	Notes
Number of successful fly tipping and duty of care prosecutions (COMi8)	Head of Environment	Annual	6 – (April to December)	4	Tracker Only	N/A	Changed to tracker
Net additional homes (Ni154)	Head of Development and Place	Quarterly	245 (April to December) 310 (2020/21)	458	Tracker Only	N/A	Changed to tracker
Number of school-age work experience placements hosted in Gedling Borough (Li363)	Head of Human Resources, Performance and Service Planning	Quarterly	3 to date	6	Tracker Only	N/A	Placement opportunities are likely still to be affected by Covid during this year and placement activity is unpredictable.
Number of placements provided over the year across the council (Li183)	Head of Human Resources, Performance and Service Planning	Annual	0 (2021/22)	Tracker Only	Tracker Only	N/A	Placement opportunities are likely still to be affected Covid during this year and placement activity is unpredictable.

Description	Service Area	Frequency	Current Performance	Annual Target 21/22	Annual Target 22/23	Change	Notes
Percentage of vacant properties along the high street (ECOi8)	Head of Regeneration and Welfare	Annual	7.55% Q2	Tracker Only	Tracker Only	N/A	
Number of trade waste customer	Head of Environment	Annual	New	N/A	Tracker Only	N/A	New tracker
Number of garden waste customers (Li371)	Head of Environment	Annual	18,500 (April to December)	17,000	Tracker Only	N/A	Changed to annual reporting and tracker

