























# Quarter 1 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	Q1 2022/23			Annual Target 2022/23	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	8,727	7,935	8,727	40,000			
LI107 Number of litter and dog fouling Fixed Penalty Notices (FPN) served	Community Safety; Environment	Public Protection Portfolio	6	Tracking Indicator Only	6	Tracking Indicator Only			
LI131 Number of fly tipping and duty of care cases submitted to the	Community Safety; Environment	Public Protection Portfolio	0	Tracking Indicator Only	0	Tracking Indicator Only			

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			Value	Target	Year to Date				
Council's Legal Team (cumulative figure)									
LI133 Number of fly tipping incidents reported to Gedling Borough Council	Community Safety; Environment	Public Protection Portfolio	252	Tracking Indicator Only	252	Tracking Indicator Only	↑		
LI346 Percentage of fly tipping incidents removed within 4 working days	Community Safety; Environment	Public Protection Portfolio	99.6%	98%	99.6%	98%	↓		
LI076 Level of All Crime across Gedling Borough rate per 1000 population	Community Safety; Environment	Public Protection Portfolio	13.5	Tracking Indicator Only	13.5	Tracking Indicator Only	↑		
LI081 Level of recorded anti-social behaviour across Gedling Borough (per 1000 population)	Community Safety; Environment	Public Protection Portfolio	4.5	Tracking Indicator Only	4.5	Tracking Indicator Only	↑		
LI074 Average time to process new Housing Benefit	Economic Growth and Regeneration	Health and Wellbeing Housing	13.3 days	15 days	13.3 days	15 days	↑		

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claims (in calendar days)									
LI075 Average time to process Housing Benefit change in circumstances (in calendar days)	Economic Growth and Regeneration	Health and Wellbeing Housing	10.7 days	5 days	10.7 days	5 days	↓	🛑	Workloads for the team have increased significantly. In the months of March, April and May the team saw vast amounts of Universal Credit “change in circumstances” being received from the DWP. Officers have tried to keep on top of all these changes and process them in the usual manner, but given the quantities involved, a “batch process” was applied to certain document types to reduce backlogs. This approach is relatively new to the department but worked well and it is proposed to continue to utilise this option as and when workloads become unmanageable. However,

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									it took several weeks before applying this new methodology to the backlog, meaning that the processing days for Q1 remained high and above the target.
LI086 Average length of time spent in temporary accommodation (in weeks)	Economic Growth and Regeneration	Health and Wellbeing Housing	23.3 wks	22 wks	23.3 wks	22 wks			There is still a great level of demand for temporary accommodation, and we continue to struggle to house large families, despite working with the Privately Rented Sector and Registered Social Landlords to seek suitable permanent accommodation. There are numerous building sites in development and it is hoped various property types will soon become available to the team, providing much needed affordable housing to accommodate all household composition

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			Value	Target	Year to Date				
									sizes currently placed in temporary accommodation.

**COUNCIL - High performing**

PI Code & Short Name	Responsible OUs	Portfolio Owners	Q1 2022/23			Annual Target 2022/23	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	95.0%	94.0%	94.0%	94.0%	↑	✓	
LI006 Working Days Lost Due to Sickness Absence (rolling 12 month total)	HR, Performance and Service Planning	Leader Portfolio	11.32 days	9.00 days	11.32 days	9.00 days	↓	⬮	<p>The rolling year figure remains around 25% above target at 11.32 days average per person against the target of 9 days.</p> <p>Data and analysis has been provided to the Senior Leadership Team for Waste and PASC where absence levels continue to be high. Over the last six months there has been substantial amounts of short term absence attributed to Covid within these teams. There doesn't appear to be any other noticeable pattern of reason for absence. Long</p>

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			Value	Target	Year to Date				
									term absences continue to be actively managed. A “watching brief” is in place for the absence levels within PASC and Waste.
LI017 Percentage of Business Rates Collected	Finance and ICT	Deputy Leader Resources and Reputation	30.94%	27.22%	30.94%	99.00%	↓	✅	
LI018 Percentage of invoices paid within 30 days	Finance and ICT	Deputy Leader Resources and Reputation	97.13%	99.00%	97.13%	99.00%	↓	⚠️	In Quarter 1 the total number of invoices not being paid within the 30 day target was 55 out of a total number of invoices of 1916. Many departments managed to achieve 100% payment of invoices within the 30 day target. Those departments who performance is not currently meeting the 30 day target of 99% will be contacted and reminded of the requirement to meet this standard.

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			Value	Target	Year to Date				
LI016 Percentage of Council Tax collected	Finance and ICT	Deputy Leader Resources and Reputation	28.19%	28.44%	28.19%	98.50%	↓	✓	









## ECONOMY - Vibrant

PI Code & Short Name	Responsible OUs	Portfolio Owners	Q1 2022/23			Annual Target 2022/23	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	2	2	2	8	↑	✓	
LI363 Number of school-age work experience placements hosted in Gedling Borough Council	HR, Performance and Service Planning	Young people and Equalities	4	Tracking Indicator Only	4	Tracking Indicator Only	↑	📊	
LI 314 Number of rented households with health and safety hazards that fall below the minimum legal standard that have been remediated following the council's intervention	Public Protection	Public Protection Portfolio	32	5	32	20	↑	✓	

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LI118 Number of long term empty homes in the Borough returned to use as a result of Gedling Borough Council intervention	Environment; Public Protection	Public Protection Portfolio	39	10	39	40	↑	✓	
NI154 Net additional homes provided	Development and Place	Growth and Regeneration	154	115	154	458	↑	✓	
NI155 Number of affordable homes delivered (gross)	Development and Place	Growth and Regeneration	75	15	75	60	↑	✓	
NI157a Percentage of Major planning applications processed within 13 weeks	Development and Place	Growth and Regeneration	100%	92.0%	100%	92.0%	-	✓	
NI157b Percentage of Minor planning applications processed within 8 weeks	Development and Place	Growth and Regeneration	84.6%	86.0%	84.6%	86.0%	↑	⚠	The overall number of cases per officer and demands upon the service remain high. Performance against this indicator has been narrowly missed but it

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									has improved since Q4 and is expected to be on target in Q2.
NI157c Percentage of other planning applications processed within 8 weeks	Development and Place	Growth and Regeneration	85.45%	80.0%	85.45 %	80.0%	↓	✓	

## ENVIRONMENT - Sustainable

PI Code & Short Name	Responsible OUs	Portfolio Owners	Q1 2022/23			Annual Target 2022/23	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
ENVi3 Net number of new garden waste customers in current year	Environment; Parks and Street Care	Environment Portfolio	775	125	775	500	New		
ENVi5 Net number of new trade waste customers in current year	Environment; Parks and Street Care	Environment Portfolio	28	5	28	20	New		
NI191 Residual household waste per household in Kg	Environment; Transport and Waste Services	Environment Portfolio	146kg	140kg	146kg	560kg			
NI192 Percentage of household waste sent for reuse, recycling and composting	Environment; Transport and Waste Services	Environment Portfolio	32%	36%	32%	36.00%			A new contamination and recycling campaign is underway to help increase this figure to ensure target outcomes are met in the future.

## HEALTHY lifestyles

PI Code & Short Name	Responsible OUs	Portfolio Owners	Q1 2022/23			Annual Target 2022/23	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%	95%	96%	95%	▬	✔	
LI379 Average number of Swim School Members (12 month rolling period)	Communities and Leisure; Leisure	Health and Wellbeing Housing	3,659	3,600	3,659	3,600	↑	✔	
LI027 Number of visits to leisure centres	Communities and Leisure; Leisure	Health and Wellbeing Housing	259,202	200,000	259,202	800,000	↓	✔	
LI085 Current number of DNA members	Communities and Leisure; Leisure	Health and Wellbeing Housing	3,670	3,812	3,670	4,160	↓	⚠	There has been a net loss of 75 members during quarter 1. The main reason given for DNA cancellations is due to financial reasons. This could be due to a number of factors such as the

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									price increase of DNA memberships which came in to effect in April or the cost of living issues across fuel and groceries. Many families will have to prioritise where household income is spent. The Junior stress buster DNA promotion run during April and May brought in 118 new customers but not all of these have continued their membership after the free 30 days. During Q2 the sites will be focussing on raising the profile of the health schemes at sites which is unique to Gedling's facilities.