


























# 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 2022/23			Annual 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 Lifestyles	11,656	11,520	30,255	40,000			
LI107 Number of litter and dog fouling Fixed Penalty Notices (FPN) served	Community Safety; Environment	Local Pride and Community Engagement	4	Tracking Indicator Only	20	Tracking Indicator Only			

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			Value	Target	Year to Date				
LI131 Number of fly tipping and duty of care cases submitted to the Council's Legal Team (cumulative figure)	Community Safety; Environment	Local Pride and Community Engagement	1	Tracking Indicator Only	3	Tracking Indicator Only			
LI133 Number of fly tipping incidents reported to Gedling Borough Council	Community Safety; Environment	Local Pride and Community Engagement	208	Tracking Indicator Only	772	Tracking Indicator Only			
LI346 Percentage of fly tipping incidents removed within 4 working days	Community Safety; Environment	Local Pride and Community Engagement	93.8%	98%	96.4%	98%			This target has slipped over the last two quarters and has fallen slightly to 93.75% in quarter 3. This is based on the Council failing to clear away 17 small accumulations within the 4 day target. Some were deposited over the Christmas period and were picked up early in the new year when staff returned from leave. 5 contained asbestos that were dealt with by a contractor, and as a result were not

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									dealt with in the target time. A drop in performance has been identified as a result and a focus team have been tasked with ensuring that performance improves moving forward.
LI076 Level of All Crime across Gedling Borough rate per 1000 population	Community Safety; Environment	Local Pride and Community Engagement	13.34	Tracking Indicator Only	13.43	Tracking Indicator Only	↑		
LI081 Level of recorded anti-social behaviour across Gedling Borough (per 1000 population)	Community Safety; Environment	Local Pride and Community Engagement	3.8	Tracking Indicator Only	4.43	Tracking Indicator Only	↑		
LI074 Average time to process new Housing Benefit claims (in calendar days)	Economic Growth and Regeneration	Health and Wellbeing Lifestyles	14 days	15 days	13.8 days	15 days	▬		
LI075 Average time to process Housing Benefit change in circumstances (in calendar days)	Economic Growth and Regeneration	Health and Wellbeing Lifestyles	5.3 days	5 days	7.1 days	5 days	▬		Both October and November processing dates were on target. Due to Xmas and staff leave the processing

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									times for December slipped to 6 days meaning the average over the quarter was slightly over target.
LI086 Average length of time spent in temporary accommodation (in weeks)	Economic Growth and Regeneration	Health and Wellbeing Lifestyles	19.4 wks	22 wks	21.2 wks	22 wks	↑	✔	

### COUNCIL - High performing

PI Code & Short Name	Responsible OUs	Portfolio Owners	Q3 2022/23			Annual 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	97.2%	94.0%	97.2%	94.0%	↑	✔	

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LI006 Working Days Lost Due to Sickness Absence (rolling 12 month total)	HR, Performance and Service Planning	Leader Portfolio	9.92 days	9.0 days	9.92 days	9.0 days	↑	🛑	Due to timing of reports and data availability, the data used for quarter 3 relates to the position as at November 2022. Time lost stands at 9.92 days which is now around 10% worse than target of 9 days. This represents an improvement on last month's and last quarter's outturn. The number of long-term absence cases remains relatively low and this has helped to contribute to the improved attendance figures.
LI017 Percentage of Business Rates Collected	Finance and ICT	Deputy Leader Resources and Reputation	84.5%	82.3%	84.5%	99.0%	↓	✅	
LI018 Percentage of invoices paid within 30 days	Finance and ICT	Deputy Leader Resources and Reputation	96.8%	99.0%	95.6%	99.0%	↑	⚠️	Performance has improved significantly in the quarter with the absence of staff being addressed by the introduction of additional

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									temporary resources. The number of payment runs each week has been increased and there is now greater engagement with departments concerning outstanding invoices.
LI016 Percentage of Council Tax collected	Finance and ICT	Deputy Leader Resources and Reputation	81.5%	82.7%	81.5%	98.5%	↓	⚠	The collection rate of 81.53% at the end of Quarter 3 in 2022/23 is 1.15% lower than target and also lower than the collection rate of 82.17% at the end of Quarter 3 in 2021/22. This reduction is likely to be caused by the wider economic situation with, for example, inflation increasing sharply in recent months and the ongoing cost of living crisis. Any trends will be carefully monitored and monthly targets reviewed and altered as necessary.







## ECONOMY - Vibrant

PI Code & Short Name	Responsible OUs	Portfolio Owners	Q3 2022/23			Annual 2022/23	Trend compared to previous quarter	Quarterly Status	Latest Note
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ECO12 Delivery of school based employability events	Economic Growth and Regeneration	Young people and Equalities	3	2	10	8	↑	✓	
LI363 Number of school-age work experience placements hosted in Gedling Borough Council	HR, Performance and Service Planning	Young people and Equalities	1	Tracking Indicator Only	16	Tracking Indicator Only	↑	📊	
LI118 Number of long term (over 6 months) empty homes in the Borough returned to use as a result of Gedling Borough Council intervention	Environment; Public Protection	Local Pride and Community Engagement	33	10	89	40	↑	✓	
LI 314 Number of rented households with health and safety hazards that fall below the minimum legal standard that have	Public Protection	Local Pride and Community Engagement	6	5	45	20	↓	✓	

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been remediated following the council's intervention									
NI154 Net additional homes provided	Development and Place	Sustainable Growth and Economy	234	124	570	497	↑	✓	
NI155 Number of affordable homes delivered (gross)	Development and Place	Sustainable Growth and Economy	84	45	84	60	↑	✓	
NI157a Percentage of Major planning applications processed within 13 weeks	Development and Place	Sustainable Growth and Economy	100%	92%	100%	92%	▬	✓	
NI157b Percentage of Minor planning applications processed within 8 weeks	Development and Place	Sustainable Growth and Economy	85.3%	86%	89.5%	86%	↓	✓	
NI157c Percentage of other planning applications processed within 8 weeks	Development and Place	Sustainable Growth and Economy	92.1%	80%	86.5%	80%	↑	✓	



## ENVIRONMENT - Sustainable









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			Value	Target	Year to Date				
ENVi3 Net number of new garden waste customers in current year	Environment; Parks and Street Care	Environment Portfolio	1,198	375	1,198	500			
ENVi5 Net number of new trade waste customers in current year	Environment; Parks and Street Care	Environment Portfolio	31	15	31	20			
NI191 Residual household waste per household in Kg	Environment; Transport and Waste Services	Environment Portfolio	146.2kg	140kg	449.6kg	560kg			This figure continues to fluctuate. The 'outcome' required being to lower the amount of residual waste going to tip. The only way of doing this is to encourage residents to recycle and put all there dry recyclables in the recyclables bin as opposed to the residual waste bin.

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									<p>The current PFI contract between Veolia and the County Council as lead waste authority does not include certain plastic films, fruit cartons, foils. This leads to these waste streams going into the residual bin. Equally the current increased figure will also be due to loads rejected due to contamination of recycling bins by nappies, food, textiles and glass.</p> <p>Ongoing work is progressing with the County Council and Veolia to improve the communication around what can and cannot be recycled and GBC are running a 'Please do not</p>

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									Contaminate your bin' campaign using smart phone QR code technology to educate and change behaviours around this performance indicator. This work is ongoing.
NI192 Percentage of household waste sent for reuse, recycling and composting	Environment; Transport and Waste Services	Environment Portfolio	35.0%	36.0%	34.4%	36.0%	↓	⚠	The figure continues to fluctuate, though shows overall signs of improvement. However we are expected to miss target at the year end. We are experiencing a higher than normal volume of rejected loads at the recycling depot due to contamination of recyclables. To improve contamination the Council has introduced a number of initiatives in partnership with Veolia and other

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									districts in Nottinghamshire including a simpler recycling information leaflet.

## HEALTHY lifestyles

PI Code & Short Name	Responsible OUs	Portfolio Owners	Q3 2022/23			Annual 2022/23	Trend compared to previous quarter	Quarterly Status	Latest Note
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LI276 Percentage of food premises scoring 4 or 5 in the national food hygiene rating scheme	Environment	Local Pride and Community Engagement	95%	95%	95%	95%			
LI379 Average number of Swim School Members (12 month rolling period)	Communities and Leisure; Leisure	Health and Wellbeing Lifestyles	3,623	3,600	3,623	3,600			
LI027 Number of visits to leisure centres	Communities and Leisure; Leisure	Health and Wellbeing Lifestyles	246,374	200,000	750,535	800,000			
LI085 Current number of DNA members	Communities and Leisure; Leisure	Health and Wellbeing Lifestyles	3,676	4,105	3,676	4,160			The leisure industry is still struggling to recover from the impact of Covid with memberships nationally down by 4.8% on pre Covid figures. The performance in Gedling is slightly worse than

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									the national picture and is likely compounded by the impact of the cost of living challenges. The December DNA promotion brought in 313 new members, of which 77 cancelled their membership by 5th January.