



























Quarter 4/Year End 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	Managed by	Portfolio Owners	Q4 2022/23			2022/23		Trend compared to last year	Annual Status	Latest Note
			Value	Target	Status	Value	Target			
LI027f Number of attendances - Bonington Theatre	Communities and Leisure	Health and Wellbeing Lifestyles	9,932	10,435		40,187	40,000			
LI107 Number of litter and dog fouling Fixed Penalty Notices (FPN) served	Environment	Local Pride and Community Engagement Portfolio	8	Tracking Indicator Only	Tracking Indicator Only	28	Tracking Indicator Only		Tracking Indicator Only	










PI Code & Short Name	Managed by	Portfolio Owners	Q4 2022/23			2022/23		Trend compared to last year	Annual Status	Latest Note
			Value	Target	Status	Value	Target			
LI131 Number of fly tipping and duty of care cases submitted to the Council's Legal Team (cumulative figure)	Environment	Local Pride and Community Engagement Portfolio	0	Tracking Indicator Only	Tracking Indicator Only	3	Tracking Indicator Only	↓	Tracking Indicator Only	
LI133 Number of fly tipping incidents reported to Gedling Borough Council	Environment	Local Pride and Community Engagement Portfolio	405	Tracking Indicator Only		1177	Tracking Indicator Only	↓	Tracking Indicator Only	
LI346 Percentage of fly tipping incidents removed within 4 working days	Environment	Local Pride and Community Engagement Portfolio	90.9%	98%		94.5%	98%	↓		
LI076 Level of All Crime across Gedling Borough rate per 1000 population	Environment	Local Pride and Community Engagement Portfolio	14.42	Tracking Indicator Only		13.68	Tracking Indicator Only	↓	Tracking Indicator Only	
LI081 Level of recorded anti-social behaviour	Environment	Local Pride and Community	3.9	Tracking Indicator Only		4.3	Tracking Indicator Only	▬	Tracking Indicator Only	

PI Code & Short Name	Managed by	Portfolio Owners	Q4 2022/23			2022/23		Trend compared to last year	Annual Status	Latest Note
			Value	Target	Status	Value	Target			
across Gedling Borough (per 1000 population)		Engagement Portfolio								
LI074 Average time to process new Housing Benefit claims (in calendar days)	Economic Growth and Regeneration	Health and Wellbeing Lifestyles	14 days	25 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	8.3 days	5 days		7.4 days	5 days			<p>Q4 - We had a significant amount of work in Jan and Feb in readiness for Year End and the changes customers have in their incomes and benefits. This along with staff leave has resulted in higher than normal processing times</p> <p>Annual - In Q2 and Q3 the target was narrowly missed but due to several spikes throughout the year especially after Xmas and towards year end, this has meant the overall annual average has exceeded the</p>





PI Code & Short Name	Managed by	Portfolio Owners	Q4 2022/23			2022/23		Trend compared to last year	Annual Status	Latest Note
			Value	Target	Status	Value	Target			
										5 day target. There has also been a drive to ensure new claims are prioritised over changes in circumstances.
LI086 Average length of time spent in temporary accommodation (in weeks)	Economic Growth and Regeneration	Health and Wellbeing Lifestyles	16.1 wks	22 wks		19.9 wks	22 wks			
COMi7 Number of placements for young people under the national supported internship programme	Human Resources and Performance	Deputy Leader Resources and Reputation	Not measured for Quarters			1	Tracking Indicator Only		Tracking Indicator Only	
COMi8 Number of successful fly tipping and duty of care prosecutions	Environment	Local Pride and Community Engagement Portfolio	Not measured for Quarters			6	Tracking Indicator Only		Tracking Indicator Only	
LI183 Number of working age work placements provided over the	Human Resources and Performance	Young people and Equalities	Not measured for Quarters			4	Tracking Indicator Only		Tracking Indicator Only	

COUNCIL - High performing
















PI Code & Short Name	Managed By	Portfolio Owners	Q4 2022/23			2022/23		Trend compared to last year	Annual Status	Latest Note
			Value	Target	Status	Value	Target			
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	94.0%	94.0%		94.0%	94.0%			
LI250 Number of social media followers	Customer Services and Communications	Deputy Leader Resources and Reputation	Not measured for Quarters			46,570	42,000			
LI252 Percentage of customers that are satisfied with overall customer service	Customer Services and Communications	Deputy Leader Resources and Reputation	Not measured for Quarters			90.2%	93.0%			
LI321 Number of Keep Me Posted email newsletter subscribers	Communications	Deputy Leader Resources and Reputation	Not measured for Quarters			50,000	40,000			
LI006 Working Days Lost Due to Sickness Absence (rolling 12 month total)	HR, Performance and Service Planning	Leader Portfolio	8.3 days	9.0 days		8.3 days	9.0 days			

PI Code & Short Name	Managed By	Portfolio Owners	Q4 2022/23			2022/23		Trend compared to last year	Annual Status	Latest Note
			Value	Target	Status	Value	Target			
LI017 Percentage of Business Rates Collected	Finance and ICT	Deputy Leader Resources and Reputation	99.0%	99.0%		99.0%	99.0%			
LI018 Percentage of invoices paid within 30 days	Finance and ICT	Deputy Leader Resources and Reputation	97.9%	99.0%		96.2%	99.0%			
LI016 Percentage of Council Tax collected	Finance and ICT	Deputy Leader Resources and Reputation	97.83%	98.50%		97.83 %	98.5%			









ECONOMY - Vibrant

PI Code & Short Name	Managed By	Portfolio Owners	Q4 2022/23			2022/23		Trend compared to last year	Annual Status	Latest Note
			Value	Target	Status	Value	Target			
ECOi8 Percentage of vacant properties along the high street	Economic Growth and Regeneration	Sustainable Growth and Economy	Not measured for Quarters			12.5%	Tracking Indicator Only		Tracking Indicator Only	
ECOI2 Delivery of school based employability events	Economic Growth and Regeneration	Young people and Equalities	5	2		15	8			




PI Code & Short Name	Managed By	Portfolio Owners	Q4 2022/23			2022/23		Trend compared to last year	Annual Status	Latest Note
			Value	Target	Status	Value	Target			
LI363 Number of school-age work experience placements hosted in Gedling Borough Council	HR, Performance and Service Planning	Young people and Equalities	16	Tracking Indicator Only	Tracking Indicator Only	16	Tracking Indicator Only	↑	Tracking Indicator Only	
ECO13 Delivery of employer based employability events	Economic Growth and Regeneration	Sustainable Growth and Economy	Not measured for Quarters			2	2	▬	✔	
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 Portfolio	37	10	✔	126	40	↑	✔	
LI 314 Number of rented households with health and safety hazards that fall below the minimum legal standard that have been remediated following the	Public Protection	Local Pride and Community Engagement Portfolio	19	5	✔	64	20	↑	✔	

PI Code & Short Name	Managed By	Portfolio Owners	Q4 2022/23			2022/23		Trend compared to last year	Annual Status	Latest Note
			Value	Target	Status	Value	Target			
council's intervention										
NI154 Net additional homes provided	Development and Place	Sustainable Growth and Economy	119	80		689	497			
NI155 Number of affordable homes delivered (gross)	Development and Place	Sustainable Growth and Economy	124	60		124	60			
NI157a Percentage of Major planning applications processed within 13 weeks	Development and Place	Sustainable Growth and Economy	100%	92.0%		100%	92.0%			
NI157b Percentage of Minor planning applications processed within 8 weeks	Development and Place	Sustainable Growth and Economy	85.7%	86.0%		88.8%	86.0%			
NI157c Percentage of other planning applications processed within 8 weeks	Development and Place	Sustainable Growth and Economy	79.8%	80.0%		85.2%	80.0%			

ENVIRONMENT - Sustainable











PI Code & Short Name	Managed By	Portfolio Owners	Q4 2022/23			2022/23		Trend compared to last year	Annual Status	Latest Note
			Value	Target	Status	Value	Target			
ENVi3 Net number of new garden waste customers in current year	Environment; Parks and Street Care	Environment Portfolio	1,730	500		1,730	500	New		
ENVi5 Net number of new trade waste customers in current year	Environment; Parks and Street Care	Environment Portfolio	127	5		243	20	New		
ENVi4 Number of trade waste customer	Environment; Parks and Street Care	Environment Portfolio	Not measured for Quarters			839	Tracking Indicator Only	New	Tracking Indicator Only	
LI371 Number of garden waste customers	Environment; Transport and Waste Services	Environment Portfolio	Not measured for Quarters			19,400	Tracking Indicator Only		Tracking Indicator Only	
NI191 Residual household waste per household in Kg	Environment; Transport and Waste Services	Environment Portfolio	153kg	140kg		603 kg	560kg			The current PFI contract between Veolia and the County Council (as lead waste authority) which does not include certain plastic films, carrier bags, plastic trays, fruit juice cartons and

PI Code & Short Name	Managed By	Portfolio Owners	Q4 2022/23			2022/23		Trend compared to last year	Annual Status	Latest Note
			Value	Target	Status	Value	Target			
										<p>foils. This leads to these waste streams going into the residual bin. Equally, the current increased figure is also due to vehicle loads rejected due to contamination of recycling bins by nappies, food, textiles and glass. The garden waste service is currently being promoted for the new growing season so hopefully this will reduce the amount of garden waste (currently estimated to be 15%) being put in the black residual waste bin. As regards contamination of recycling bins, the Council does regularly promote waste campaigns to educate residents, but we do understand that in practice, the guidance is complex for residents to understand as required under the Veolia contract.</p>

PI Code & Short Name	Managed By	Portfolio Owners	Q4 2022/23			2022/23		Trend compared to last year	Annual Status	Latest Note
			Value	Target	Status	Value	Target			
NI192 Percentage of household waste sent for reuse, recycling and composting	Environment; Transport and Waste Services	Environment Portfolio	32.2%	36.0%		33.9%	36.0%			The current PFI contract between Veolia and the County Council (as lead waste authority) which does not include certain plastic films, carrier bags, plastic trays, fruit juice cartons and foils. This leads to these waste streams going into the residual bin. Equally, the current increased figure is also due to vehicle loads rejected due to contamination of recycling bins by nappies, food, textiles and glass. The garden waste service is currently being promoted for the new growing season so hopefully this will reduce the amount of garden waste (currently estimated to be 15%) being put in the black residual waste bin. As regards contamination of recycling bins, the Council does regularly promote waste campaigns to educate

PI Code & Short Name	Managed By	Portfolio Owners	Q4 2022/23			2022/23		Trend compared to last year	Annual Status	Latest Note
			Value	Target	Status	Value	Target			
										residents, but we do understand that in practice, the guidance is complex for residents to understand as required under the Veolia contract.
ENVi1 Number of Green Flag status parks	Environment; Parks and Street Care	Environment Portfolio	Not measured for Quarters			5	5	↑	✔	
HEAi1 Number of activities undertaken in our Parks including those that take place on Council owned sports pitches	Environment; Parks and Street Care	Environment Portfolio	Not measured for Quarters			1235	1,200	↑	✔	

HEALTHY lifestyles

PI Code & Short Name	Managed by	Portfolio Owners	Q4 2022/23			2022/23		Trend compared to last year	Annual Status	Latest Note
			Value	Target	Status	Value	Target			
LI276 Percentage of food premises scoring 4 or 5 in the national food hygiene rating scheme	Environment	Local Pride and Community Engagement Portfolio	95%	95%		95%	95%			
LI379 Average number of Swim School Members (12 month rolling period)	Communities and Leisure; Leisure	Health and Wellbeing Lifestyles	3,805	3,600		3,805	3,600			
LI027 Number of visits to leisure centres	Communities and Leisure; Leisure	Health and Wellbeing Lifestyles	301,769	200,000		1,052,304	800,000			
LI085 Current number of DNA members	Communities and Leisure; Leisure	Health and Wellbeing Lifestyles	4,087	4,160		4,087	4,160	