

Quarter 2 indicator report

COMMUNITY

| PI Code & Short Name | Managed by | Ownership Portfolio Owners | Q2 2024/25 | | | Annual 2024/25 | Trend compared to previous quarter | Quarterly Status | Latest Note |
|--|------------------------------------|---------------------------------|------------|---------|--------------|----------------|------------------------------------|------------------|---|
| | | | Value | Target | Year to Date | | | | |
| LI027 Number of visits to leisure centres | Communities, Leisure and wellbeing | Health and Wellbeing Lifestyles | 317,604 | 291,300 | 637,769 | 1,165,000 | ↓ | ✔ | |
| LI027f Number of attendances - Bonington Theatre | Communities, Leisure and wellbeing | Health and Wellbeing Lifestyles | 8,876 | 9,481 | 18,366 | 48,000 | ↓ | ✘ | Attendances are slightly down compared to target for a few reasons. The films released during this period compared to summer 2023 are not as popular and haven't drawn such interest from patrons, there have been more live music and theatre events and there are also staffing challenges which has meant a small reduction in the listings at the Bonington. Some |




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| | | | | | | | | | popular films are due out in Q3 and the staffing vacancies should be resolved which will help the attendances pick up again. |
| LI074 Average time to process new Housing Benefit claims (in calendar days) | Regeneration and Welfare | Life Chances and Vulnerability | 17.7 days | 15 days | 15.8 days | 15 days | ↓ | 🛑 | Performance during Q2 has dropped due to staff reductions and annual leave. there was also an increase in change in circumstances and following an issue with the Civica software we were unable to bulk update work meaning more manual assessment's were needed which is more time consuming. |
| LI075 Average time to process Housing Benefit change in circumstances (in calendar days) | Regeneration and Welfare | Life Chances and Vulnerability | 7.7 days | 5 days | 5.8 days | 5 days | ↓ | 🛑 | The managed migration from HB to UC has contributed to more work being received. During periods where workloads increase the |

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| | | | | | | | | | department normally bulk update some work types to keep the work up to date. However there has been a problem with this functionality in the Civica Open Revenues software and a patch release has only just been received and tested. Now this has been rectified, the team should now be able to address the current backlog caused and processing times should start to significantly improve moving forward. |
| LI085 Current number of DNA members | Communities, Leisure and wellbeing | Health and Wellbeing Lifestyles | 4,633 | 4,500 | | 4,500 | ↓ | ✅ | |
| LI086 Average length of time spent in temporary accommodation (in | Regeneration and Welfare | Life Chances and Vulnerability | 24.4 wks | | 24.6 wks | | ↑ | 📊 | |

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| weeks) | | | | | | | | | |
| LI379 Average number of Swim School Members (12 month rolling period) | Communities, Leisure and wellbeing | Health and Wellbeing Lifestyles | 4,313 | 4,200 | | 4,200 | ↓ | ✅ | |
| Li410 Total number of family households in B&B at the end of the month | Regeneration and Welfare | Life Chances and Vulnerability | 18.7 | | 15.5 | | ↓ | 📊 | |
| NI155 Number of affordable homes delivered (gross) | Development and Place | Sustainable Growth and Economy | 7 | 38 | 25 | 75 | ↓ | 🛑 | Rolleston Drive site has had construction paused for some time, we have been informed the site should begin delivering affordable units in Q3 |

COUNCIL






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| LI006 Working Days Lost Due to Sickness Absence (rolling 12 month total) | Workforce | Deputy Leader Resources and Performance | 8.82 days | 9.00 days | | 9.00 days | ↑ | ✓ | |
| LI016 Percentage of Council Tax collected | Finance and ICT | Deputy Leader Resources and Performance | 54.18% | 49.25% | | 98.50% | ↑ | ✓ | |
| LI017 Percentage of Business Rates Collected | Finance and ICT | Deputy Leader Resources and Performance | 56.06% | 49.45% | | 98.90% | ↑ | ✓ | |
| LI018 Percentage of invoices paid within 30 days | Finance and ICT | Deputy Leader Resources and Performance | 96.79% | 99.00% | 97.39% | | ↓ | ⚠ | Delays are mainly due to annual leave in August and staff absences in creditors department. In addition there were some delays in goods receiving and approvals, this is likely due to the staff restructure and authorisations moving. |
| LI052 Percentage of calls to the contact | Customer engagement | Deputy Leader Resources and | 98.3% | 94.0% | | | ↑ | ✓ | |

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| centre answered (or call back made) - 12 month rolling total | | Performance | | | | | | | |
| LI411 Number of customers attending outreach hubs | Customer engagement | Deputy Leader Resources and Performance | 178 | | 413 | | ↓ |  | |
| LI420 Number of customers contacting through webchat | Customer engagement | Deputy Leader Resources and Performance | 1,681 | | 3,411 | | ↓ |  | |
| LI421 Average call waiting times (Seconds) | Customer engagement | Deputy Leader Resources and Performance | 42 | | | | ↓ |  | |

PLACE

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| 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 | 14 | 13 | 27 | 50 | ↑ | ✅ | |
| LI107 Number of litter and dog fouling Fixed Penalty Notices (FPN) served | Community Protection | Public Protection Portfolio | 4 | | 9 | | ↓ | 📊 | |
| LI118 Number of long term (over 6 months) empty homes in the Borough returned to use as a result of Gedling Borough Council intervention | Public Protection | Sustainable Growth and Economy | 12 | 17 | 66 | 70 | ↓ | 🛑 | Behind target for quarter 2 but overall for year ahead of target. |
| LI133 Number of fly tipping incidents reported to Gedling | Community Protection | Public Protection Portfolio | 253 | | 686 | | ↑ | 📊 | |

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| Borough Council | | | | | | | | | |
| LI276 Percentage of food premises scoring 4 or 5 in the national food hygiene rating scheme | Public Protection | Public Protection Portfolio | 96% | 95% | | 95% | ▬ | ✅ | |
| LI346 Percentage of fly tipping incidents removed within 10 working days | Community Protection | Public Protection Portfolio | 96.84% | 98% | 97.9% | 98% | ↓ | ✅ | |
| LI419 Number of anti-social incidents reported to Council | Community Relations | Public Protection Portfolio | 101 | | | | ↑ | 📊 | |
| NI154 Net additional homes provided | Development and Place | Sustainable Growth and Economy | 106 | 116 | 232 | 463 | ↓ | 🛑 | Housing commencements had been low in Q1 of this year but are starting to pick up again. Also Rolleston Drive has been dormant for over a year but has recently resumed activity. We expect numbers to increase and meet target for later part of this financial year. |

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| NI157a Percentage of Major planning applications processed within 13 weeks | Development and Place | Sustainable Growth and Economy | 100.00 % | 92.00% | 100.00 % | |  | | |
| NI157b Percentage of Minor planning applications processed within 8 weeks | Development and Place | Sustainable Growth and Economy | 83.33% | 86.00% | 86.21% |  |  | The target has been narrowly missed as several historic complex cases have been resolved during the quarter, resulting in decisions beyond the target date. Two permanent appointments have now been made to the Development Management team, which will provide longer- term resilience and continuity with complex casework. Target was exceeded in Q4 last year. | |
| NI157c Percentage of other planning applications processed within 8 weeks | Development and Place | Sustainable Growth and Economy | 89.33% | 80.00% | 91.71% |  |  | | |

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| NI191 Residual household waste per household in Kg | Transport and Waste Services | Environmental Services (Operations) | 145.26k g | 145kg | 290.57k g | 580kg | ↑ | ✔ | |
| NI192 Percentage of household waste sent for reuse, recycling and composting | Transport and Waste Services | Environmental Services (Operations) | 35.90% | 34.00% | 37.67% | 34.00% | ↓ | ✔ | |