

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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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%	↓	✔	