

# Quarter 3 indicator report





## COMMUNITY

PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q3 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	302,207	262,750	939,976	1,165,000	↓	✔	
LI027f Number of attendances - Bonington Theatre	Communities, Leisure and wellbeing	Health and Wellbeing Lifestyles	14,026	13,943	32,392	48,000	↑	✔	Q3 attendances are above target, after a good turnout for the live shows and cinema showings at the Bonington. Year to date the attendances are below target, and this was due to earlier challenges in Q1 and Q2 when there were fewer big blockbuster films being released. There are plenty of



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									Oscar nominated films due to be shown in Q4 and this may give a push on attendance figures and make up for the drop in Q1/Q2
LI074 Average time to process new Housing Benefit claims (in calendar days)	Regeneration and Welfare	Life Chances and Vulnerability	24 days	15 days	18.6 days	15 days	↓	🛑	The Department has experienced several long-term sickness which has resulted in a backlog of work which is now being cleared which should result in a reduction in processing times in the oncoming months.
LI075 Average time to process Housing Benefit change in circumstances (in calendar days)	Regeneration and Welfare	Life Chances and Vulnerability	11.3 days	5 days	7.7 days	5 days	↓	🛑	The Department has experienced several long-term sickness which has resulted in a backlog of work which is now being cleared which should result in a reduction in processing times in the oncoming months.

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LI085 Current number of DNA members	Communities, Leisure and wellbeing	Health and Wellbeing Lifestyles	4,495	4,500		4,500	↓	✅	
LI086 Average length of time spent in temporary accommodation (in weeks)	Regeneration and Welfare	Life Chances and Vulnerability	24 wks		24.4 wks		↑	📊	
LI379 Average number of Swim School Members (12 month rolling period)	Communities, Leisure and wellbeing	Health and Wellbeing Lifestyles	4,039	4,200		4,200	↓	⚠️	December had a drop off in swim lesson members which is typical at this time of the year, Despite the lower figure in December, October and November were above the end of year target of 4200 There is a planned marketing and communication plan for Q4 which will provide us with the opportunity to recover the lost members





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Li410 Total number of family households in B&B at the end of the month	Regeneration and Welfare	Life Chances and Vulnerability	7.3		12.8		↑		
NI155 Number of affordable homes delivered (gross)	Development and Place	Sustainable Growth and Economy	39	57	82	75	↑		The target has been missed as the completion of affordable housing units at Rolleston Drive has been slower than anticipated. Higher completion rates at this site and across the Borough are expected in the next quarter, but the end of year target may not be achieved.

## COUNCIL

PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q3 2024/25			Annual 2024/25	Trend compared to previous quarter	Quarterly Status	Latest Note
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LI006 Working Days Lost Due to Sickness Absence (rolling 12-month total)	Workforce	Deputy Leader Resources and Performance	9.04 days	9.00 days		9.00 days	↑	✅	
LI016 Percentage of Council Tax collected	Finance and ICT	Deputy Leader Resources and Performance	80.85%	73.88%		98.50%	↑	✅	
LI017 Percentage of Business Rates Collected	Finance and ICT	Deputy Leader Resources and Performance	81.82%	74.17%		98.90%	↑	✅	
LI018 Percentage of invoices paid within 30 days	Finance and ICT	Deputy Leader Resources and Performance	99.02%	99.00%	97.93%		↑	✅	Much improvement from previous quarterly performance.
LI052 Percentage of calls to the contact centre answered (or call back made) - 12 month rolling total	Customer engagement	Deputy Leader Resources and Performance	98.3%	94.0%			↓	✅	
LI411 Number of customers attending outreach hubs	Customer engagement	Deputy Leader Resources and Performance	187		600		↑	📈	

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LI420 Number of customers contacting through webchat	Customer engagement	Deputy Leader Resources and Performance	1,315		4,726		↓		
LI421 Average call waiting times (Seconds)	Customer engagement	Deputy Leader Resources and Performance	32				↓		

**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	8	13	35	50			The service has improved less properties this quarter than the projected target. Resources this quarter have been focussed on the launch of the new phase 1A selective licensing scheme in Netherfield and raising awareness supporting landlords to apply.
LI107 Number of litter and dog fouling Fixed Penalty Notices (FPN) served	Community Protection	Public Protection Portfolio	4		13				Numbers have been reduced to reflect the numbers of Neighbourhood Wardens however the Council is working to establish a new business model which is likely to see and increase moving forward

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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	17	18	83	70	↑	🛑	17 properties returned to use out of a target of 18. Have previously exceeded the targeted in earlier quarters.
LI133 Number of fly tipping incidents reported to Gedling Borough Council	Community Protection	Public Protection Portfolio	281		967		↓	📊	
LI276 Percentage of food premises scoring 4 or 5 in the national food hygiene rating scheme	Public Protection	Public Protection Portfolio	95%	95%		95%	↓	✅	
LI346 Percentage of fly tipping incidents removed within 10 working days	Community Protection	Public Protection Portfolio	96.8%	98%	97.52%	98%	↓	✅	
LI419 Number of anti-social incidents reported to Council	Community Relations	Public Protection Portfolio	61				↑	📊	
NI154 Net additional homes provided	Development and Place	Sustainable Growth and Economy	150	116	382	463	↑	✅	Housing commencement had been low in Q2 of this



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									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.
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	89.47%	86.00%	87.01%		↑	✓	
NI157c Percentage of other planning applications processed within 8 weeks	Development and Place	Sustainable Growth and Economy	85.06%	80.00%	89.55%		↓	✓	
NI191 Residual household waste per household in Kg	Transport and Waste Services	Environmental Services (Operations)				580kg	↑	✓	

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NI192 Percentage of household waste sent for reuse, recycling and composting	Transport and Waste Services	Environmental Services (Operations)				34.00%	↓	✓	