

Quarter 4 and Year End Performance Indicators 2024/25 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				

COMMUNITY

PI Code & Short Name	Responsible OUs	Portfolio Owners	Quarterly Status	Q4 2024/25		2024/25		Annual Status	Trend compared to last year	Latest Note
				Value	Target	Value	Target			
LI027f Number of attendances - Bonington Theatre	Communities, Leisure and wellbeing	Health and Wellbeing Lifestyles		14,936	15,602	47,328	48,000			Though cinema screenings and admits fell short of targets at the Bonington, some of this can be attributed to a

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										shortage of available staff during the entirety of 2024 and through into 2025, which led to a programme that reflected the theatre's capabilities. Importantly, the anticipated recovery for the cinema industry has been held back by the lack of blockbuster movies. The Bonington responded to this during 2024/5 by increasing the number of screenings of event cinema. However, overall, there were

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										50 less screenings and 1250 lower attendances for screenings. Developing the programme throughout the year (including the summer) will be a key point of emphasis going forward
LI379 Average number of Swim School Members (12 month rolling period)	Communities, Leisure and wellbeing	Health and Wellbeing Lifestyles		4,132	4,200	4,132	4,200			The number of customers on the learn to swim scheme fluctuates throughout the year and whilst the end of year target was missed there were 6 months during the year where the number of members on the scheme surpassed

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										4,200. The attrition levels on the swim scheme have improved in 24/25 (attrition measures cancellation rates each month) and this means customers are staying longer which in turn meant the swim scheme over delivered against the annual income target. In addition to this the sites have also continued to focus on delivering disability lessons which by their nature have lower class sizes and need more resource to run.

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LI027 Number of visits to leisure centres	Communities, Leisure and wellbeing	Health and Wellbeing Lifestyles		358,082	325,200	1,298,058	1,165,000			
LI085 Current number of DNA members	Communities, Leisure and wellbeing	Health and Wellbeing Lifestyles		5,005	4,500	5,005	4,500			
LI074 Average time to process new Housing Benefit claims (in calendar days)	Regeneration and Welfare	Life Chances and Vulnerability		25.7 days	15 days	20.3 days	15 days			Current resource challenges following the loss of a team leader and one administrative team member are contributing factors. Resourcing is being considered to address the challenges due to resource constraints.
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	7.7 days	5 days			Current resource challenges following the loss of a team leader and one administrative team member are

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										contributing factors. Resourcing is being considered to address the challenges due to resource constraints.
LI086 Average length of time spent in temporary accommodation (in weeks)	Regeneration and Welfare	Life Chances and Vulnerability		24.6 wks.		24.5 wks.				
LI410 Total number of family households in B&B at the end of the month	Regeneration and Welfare	Life Chances and Vulnerability		4.3		10.7				
LI418 Total number of households in B&B at the end of the month	Regeneration and Welfare	Life Chances and Vulnerability		12.7		20.6				

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NI155 Number of affordable homes delivered (gross)	Development and Place	Sustainable Growth and Economy		23	19	105	75			

COUNCIL

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				Value	Target	Value	Target			
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%	98.3%	94.0%			
LI411 Number of customers attending outreach hubs	Customer engagement	Deputy Leader Resources and Performance		161		761				
LI017 Percentage of Business Rates Collected	Finance and ICT	Deputy Leader Resources and Performance		98.43%	98.90%	98.43%	98.90%			
LI018 Percentage of invoices paid within 30 days	Finance and ICT	Deputy Leader Resources and Performance		99.08%	99.00%	98.22%	99.00%			

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LI016 Percentage of Council Tax collected	Finance and ICT	Deputy Leader Resources and Performance		97.49 %	98.50 %	97.49 %	98.50%			Collection rate is down 1.01% at 97.49% against a target of 98.50%. Cost of living issues are still impacting residents with food, energy and housing costs increasing significantly over the past year. This is evident in the sustained number of DHP and CTRS hardship applications received in this year. There is a continuation of legacy benefit customers converting to universal credit

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										with more customers now required to make council tax payments where they did not have bills to pay previously. Over 1000 CTRS customers have outstanding 2024/25 council tax balances as of 31st March 2025. This is an increase of around 280 cases and £55k compared to the same point last year.
LI006 Working Days Lost Due to Sickness Absence (rolling 12-month total)	Workforce	Deputy Leader Resources and Performance		10.10 days	9.00 days	10.10 days	9.00 days			The outturn as of March 2025 is 10.10 days and is slightly over our target of 9 days.

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										We have achieved the target in year. The increase is due to handling a number of complex absence cases within Waste, where fitness to return to work has posed issues in an early return. Specific health conditions do deter staff from returning to their roles from a Health and Safety/risk perspective. Finding suitable alternative work elsewhere in the Council is not always available. Going forwards the Sickness Absence Management

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										Policy is being updated and all managers trained in handling absences in a timely manner across the Council.

PLACE

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				Value	Target	Value	Target			
NI191 Residual household waste per household in Kg	Transport and Waste Services	Environmental Services (Operations)		—	—	444.2kg	580kg			
NI192 Percentage of household waste sent for reuse, recycling and composting	Transport and Waste Services	Environmental Services (Operations)		—	—	34.31%	34.00%			
LI107 Number of litter and dog fouling Fixed Penalty Notices (FPN) served	Community Protection	Public Protection Portfolio		—	—	13				
LI133 Number of fly tipping incidents reported to Gedling Borough Council	Community Protection	Public Protection Portfolio		—	—	967				
LI276 Percentage of food premises scoring 4 or 5 in	Public Protection	Public Protection Portfolio		95%	95%	95%	95%			

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the national food hygiene rating scheme										
LI346 Percentage of fly tipping incidents removed within 10 working days	Community Protection	Public Protection Portfolio		—	—	97.52%	98%			
LI076 Level of All Crime across Gedling Borough rate per 1000 population	Community Protection; Environment	Public Protection Portfolio		—	—	12.75				
LI081 Level of recorded anti-social behaviour across Gedling Borough (per 1000 population)	Community Protection; Environment	Public Protection Portfolio		—	—	139.32				
LI118 Number of long term (over 6 months) empty homes in the Borough returned to use as a result of Gedling	Public Protection	Sustainable Growth and Economy		15	17	98	70			Total target for year 70. Returned a total of 98 properties (empty over 6

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Borough Council intervention										months) to occupation.
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		16	13	51	50			
NI154 Net additional homes provided	Development and Place	Sustainable Growth and Economy		80	116	462	465			There were very low completions in Jan and Feb, compared to average. Also, lot of historic losses were logged in Feb bringing the net total even lower.

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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%	92.00%			
NI157b Percentage of Minor planning applications processed within 8 weeks	Development and Place	Sustainable Growth and Economy		84.62%	86.00%	86.41%	86.00%			The target has been narrowly missed due to Officers seeking to determine long-standing, complex cases within the quarter, resulting in 4 applications of 26 being determined out of time. The cumulative percentage of determining applications in time for the year is 86.4%, exceeding the National Target of 70%.

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NI157c Percentage of other planning applications processed within 8 weeks	Development and Place	Sustainable Growth and Economy		87.95%	80.00%	89.17%	80.00%			