


















Appendix A

Performance Indicators for Q1 2025/26

PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

Customer Engagement

PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q1 2025/26			Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date			
LI 315 Volume of unique visits to Council website	Customer engagement	Deputy Leader Resources and Performance	92,000	N/A	92,000			
LI052 Percentage of calls to the contact centre answered (or call back made) - 12 month rolling total	Customer engagement	Deputy Leader Resources and Performance	96.5%	94.0%	96.5%			

PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q1 2025/26			Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date			
LI252 Percentage of customers that are satisfied with overall customer service	Governance and Democracy	Deputy Leader Resources and Performance	76%	94%	76%	N/A		37 surveys received during this time. 28 respondents were satisfied and 9 were not satisfied. All 9 negative responses were attributed to the waste service.
LI411 Number of customers attending outreach hubs	Customer engagement	Deputy Leader Resources and Performance	47	N/A	47			
LI5002 Percentage of Calls to customer service answered within SLA (40 seconds)	Customer engagement	Deputy Leader Resources and Performance	96%	85%	96%	N/A		
LI5003 Avoidable contact indicator	Customer engagement		N/A	N/A	N/A	N/A		

Environment

PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q1 2025/26			Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date			
LI5001 Street cleanliness sampling	Environment		N/A	N/A	N/A	N/A	N/A	
LI5005 Percentage of collected bins			N/A	N/A	N/A	N/A	N/A	

Financial Services


PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q1 2025/26			Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date			
LI016 Percentage of Council Tax collected	Revenues and Welfare Services	Deputy Leader Resources and Performance	27.69%	28.44%	27.69%	↓	⚠	The collection rate is 0.75% behind target which is likely to be caused by the wider economic situation with, for example, inflation increasing sharply in recent months and the ongoing cost of living crisis as well as inaccuracies in the estimate caused by

PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q1 2025/26			Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date			
								<p>fluctuations in the amounts collected from month to month.</p> <p>Any trends will be carefully monitored and monthly targets reviewed and altered as necessary.</p>
LI017 Percentage of Business Rates Collected	Revenues and Welfare Services	Deputy Leader Resources and Performance	29.06%	27.22%	29.06%	↓	✅	
LI018 Percentage of invoices paid within 30 days	Financial Services	Deputy Leader Resources and Performance	99.03%	99.00%	99.03%	↓	✅	
LI074 Housing Benefits /Council Tax Reduction Scheme time taken to process new claims	Revenues and Welfare Services	Life Chances and Vulnerability	20 days	15 days	20 days	↑	❌	<p>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</p>


PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q1 2025/26			Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date			
								challenges due to resource constraints.
LI075 Housing Benefit /Council Tax Reduction Scheme time taken to process changes in circumstances	Revenues and Welfare Services	Life Chances and Vulnerability	17.3 days	5 days	17.3 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.

Housing and Resettlement

PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q1 2025/26			Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date			
LI086 Average length of time spent in temporary accommodation (in	Housing and Resettlement	Life Chances and Vulnerability	36 wks.	N/A	36 wks.	↓	📈	

PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q1 2025/26			Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date			
weeks)								
LI410 Total number of family households in B&B at the end of the month	Housing and Resettlement	Life Chances and Vulnerability	1.7	N/A	1.7	↑		

Leisure

PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q1 2025/26			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	340,290	285,750	340,290	↓	✓	
LI027f Number of attendances - Bonington Theatre	Communities, Leisure and wellbeing	Health and Wellbeing Lifestyles	12,406	N/A	12,406	↓		

Planning and Planning Policy



PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q1 2025/26			Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date			
NI154 Net additional homes provided	Development and Place	Sustainable Growth and Economy	150	157	150	↑	⚠	The target has significantly increased and until new sites are allocated as part of Gedling's emerging Local Development Plan, it is unlikely the new target will be met.
NI155 Number of affordable homes delivered (gross)	Development and Place	Sustainable Growth and Economy	40	19	40	↑	✅	
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	94.74%	86.00%	94.74%	↑	✅	

PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q1 2025/26			Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date			
NI157c Percentage of other planning applications processed within 8 weeks	Development and Place	Sustainable Growth and Economy	91.75%	80.00%	91.75%	↑	✓	



Public Protection

PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q1 2025/26			Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date			
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	43	12	43	↑	✓	
LI081 Level of recorded anti-social behaviour across	Public Protection	Public Protection Portfolio	3.27	N/A	3.27	▬	📈	

PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q1 2025/26			Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date			
Gedling Borough (per 1000 population)								
LI118 Number of long term (over 12 months) empty homes in the Borough returned to use as a result of Gedling Borough Council intervention	Public Protection	Sustainable Growth and Economy	16	18	16	↑	🛑	Very slightly behind target by 2 properties. All 16 properties returned to use were "high risk" in accordance with the LGA guidance scoring matrix.
LI133 Number of fly tipping incidents reported to Gedling Borough Council	Community Protection	Public Protection Portfolio	293	N/A	293	↑	📈	
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	94.54%	98%	94.54%	↓	⚠️	The target has been missed in this period due to resource shortages that include vehicles and staffing.

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			Value	Target	Year to Date			
LI419 Number of anti-social incidents reported to Council	Community Relations	Public Protection Portfolio	71		71			

Workforce

PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q1 2025/26			Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date			
LI006 Working Days Lost Due to Sickness Absence (rolling 12-month total)	Workforce	Deputy Leader Resources and Performance	11.94 days	9.00 days	11.94			We have a number of complex cases of long-term sickness absence relating to fitness to work which are being managed with support from Occupational Health and other specialists, which has contributed to the increase in days being lost.