

Performance Indicators - Q2 2025/26

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

Customer Engagement

PI Code & Short Name	Ownership Portfolio Owners	Q2 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	Leader of the Council	77,000	N/A	169,000			
LI052 Percentage of calls to the contact centre answered (or call back made) - 12 month rolling total	Leader of the Council	95.8%	94%	96.05%			
LI252 Percentage of customers that are	Leader of the Council	84.6%	94%	80.3%			Small number of surveys received -

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		Value	Target	Year to Date			
satisfied with overall customer service							23 over the quarter, 20 satisfied, 3 unsatisfied. Nothing specific noted in customer feedback to attribute the drop to, will be monitored.
LI411 Number of customers attending outreach hubs	Leader of the Council	163	N/A	210			
LI5002 Percentage of Calls to customer service answered within SLA (40 seconds)	Leader of the Council	95.6%	85%	95.8%			
LI5003 Avoidable contact indicator	Leader of the Council	N/A	N/A	N/A			

Environment

PI Code & Short Name	Ownership Portfolio Owners	Q2 2025/26			Trend compared to previous quarter	Quarterly Status	Latest Note
		Value	Target	Year to Date			
LI5001 Street cleanliness sampling	Environmental Services (Operations)	N/A	N/A	N/A	?	?	
LI5005 Percentage of collected bins	Environmental Services (Operations)	N/A	N/A	N/A	?	?	

Financial Services

PI Code & Short Name	Ownership Portfolio Owners	Q2 2025/26			Trend compared to previous quarter	Quarterly Status	Latest Note
		Value	Target	Year to Date			
LI016 Percentage of Council Tax collected	Leader of the Council	53.9%	49.25%	53.9%	↑	✓	
LI017 Percentage of Business Rates Collected	Leader of the Council	55.36%	49.75%	55.36%	↑	✓	
LI018 Percentage of invoices paid within 30 days	Leader of the Council	99.33%	99%	99.18%	↑	✓	

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		Value	Target	Year to Date			
LI074 Housing Benefits /Council Tax Reduction Scheme time taken to process new claims	Leader of the Council	27.3 days	15 days	23.7 days	⬇️	🟡	Current resource challenges following the loss of a team leader and one administrative team member are contributing factors. A resourcing report is being taken to SLT in November for consideration which will address the challenges.
LI075 Housing Benefit /Council Tax Reduction Scheme time taken to process changes in circumstances	Leader of the Council	14.3 days	5 days	15.8 days	⬆️	🟡	Current resource challenges following the loss of a team leader and one administrative team member are contributing factors. A resourcing report is being taken to SLT in November

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		Value	Target	Year to Date			
							for consideration which will address the challenges.

Housing and Resettlement

PI Code & Short Name	Ownership Portfolio Owners	Q2 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 weeks)	Sustainable Growth and Economy	26 wks.	N/A	31 wks.			
Li410 Total number of family households in B&B at the end of the month	Sustainable Growth and Economy	2.3	N/A	2			

Leisure

PI Code & Short Name	Ownership Portfolio Owners	Q2 2025/26			Trend compared to previous quarter	Quarterly Status	Latest Note
		Value	Target	Year to Date			
LI027 Number of visits to leisure centres	Lifestyles, Health and Wellbeing	338,479	291,300	678,769			
LI027f Number of attendances - Bonington Theatre	Lifestyles, Health and Wellbeing	9,722	N/A	22,128			

Planning and Planning Policy

PI Code & Short Name	Ownership Portfolio Owners	Q2 2025/26			Trend compared to previous quarter	Quarterly Status	Latest Note
		Value	Target	Year to Date			
NI154 Net additional homes provided	Sustainable Growth and Economy	131	158	281			The target has significantly increased and

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		Value	Target	Year to Date			
							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)	Sustainable Growth and Economy	20	19	60	⬇	✓	
NI157a Percentage of Major planning applications processed within 13 weeks	Sustainable Growth and Economy	100%	92%	100%	▬	✓	
NI157b Percentage of Minor planning applications processed within 8 weeks	Sustainable Growth and Economy	80.95%	86%	87.5%	⬇	⚠	The performance in Q2 is slightly below the local target due to the determination of some more historic planning applications. However, cumulative performance for the year to date

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		Value	Target	Year to Date			
							is 87.5% which exceeds the National Target of 70% and the Local Target of 86%
NI157c Percentage of other planning applications processed within 8 weeks	Sustainable Growth and Economy	96.05%	80%	93.64%			

Public Protection

PI Code & Short Name	Ownership Portfolio Owners	Q2 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	63	13	106	▲	✓	Included 55 that have been improved via selective licensing the majority of which relate to the renewal of the Netherfield scheme
LI081 Level of recorded anti-social behaviour across Gedling Borough (per 1000 population)	Public Protection	78	N/A	40.63	▼	📈	
LI118 Number of long term (over 12 months) empty homes in the Borough returned to use as a result of Gedling Borough Council intervention	Sustainable Growth and Economy	11	17	27	▼	⚠	11 properties returned to use. Slightly behind target. Properties range from being empty for 12 months to 12 years.
LI133 Number of fly tipping incidents reported to Gedling Borough Council	Public Protection	276	N/A	569	▲	📈	

PI Code & Short Name	Ownership Portfolio Owners	Q2 2025/26			Trend compared to previous quarter	Quarterly Status	Latest Note
		Value	Target	Year to Date			
LI276 Percentage of food premises scoring 4 or 5 in the national food hygiene rating scheme	Public Protection	95%	95%	95%	▬		
LI346 Percentage of fly tipping incidents removed within 10 working days	Public Protection	97.1%	98%	95.78%	⬆		
Li419 Number of anti-social incidents reported to Council	Public Protection	68	N/A	139	⬆		

Workforce

PI Code & Short Name	Ownership Portfolio Owners	Q2 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)	Leader of the Council	13.45 days	9.00 days	11.77 days	⬇		Sickness absence has increased due to several long-term illnesses occurring in

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							Environmental Services and staff being unable to return to work in their existing jobs. Casework in this area is complex and has increased. This is being sensitively handled by the Assistant Director, supported by the HR Team.