

# PIs quarterly report Q3 2025/26

## Customer Engagement

PI Code & Short Name	Ownership Portfolio Owners	Q3 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	130,000	N/A	299,000			
LI052 Percentage of calls to the contact centre answered (or call back made) - 12 month rolling total	Leader of the Council	96.7%	94.0%	96.3%			
LI252 Percentage of customers that are satisfied with overall customer service	Leader of the Council	98%	94%	98%			
LI411 Number of customers attending outreach hubs	Leader of the Council	62	N/A	272			
LI5002 Percentage of Calls to customer service answered within SLA (40 seconds)	Leader of the Council	82.6%	85%	82.6%			The introduction of new systems and ways of working in

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							Customer Service has resulted in it taking a little longer to complete calls as we adjust. This has had an effect on the time taken to answer calls over the last quarter.
LI5003 Avoidable contact indicator	N/A	N/A	N/A	N/A	N/A		

## Environment

PI Code & Short Name	Ownership Portfolio Owners	Q3 2025/26			Latest Note
		Value	Target	Year to Date	
LI5001 Street cleanliness sampling	N/A	N/A	N/A	N/A	
LI5005 Percentage of collected bins	N/A	N/A	N/A	N/A	

## Financial Services

PI Code & Short Name	Ownership Portfolio Owners	Q3 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	80.62%	73.88%	80.6%	↑	✓	.
LI017 Percentage of Business Rates Collected	Leader of the Council	82.16%	74.18%	82.16%	↑	✓	.
LI018 Percentage of invoices paid within 30 days	Leader of the Council	98.79%	99.00%	99.05%	↓	✓	
LI074 Housing Benefits /Council Tax Reduction Scheme time taken to process new claims	Leader of the Council	27 days	15 days	24.8 days	↑	⚠	<p>Current resource challenges following the loss of a team leader and one administrative team member are contributing factors.</p> <p>Restructuring report to address these resourcing challenges has now been approved by SLT</p>

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							with following actions to start imminently.
LI075 Housing Benefit /Council Tax Reduction Scheme time taken to process changes in circumstances	Leader of the Council	7.3 days	5 days	13 days	↑	●	Current resource challenges following the loss of a team leader and one administrative team member are contributing factors. Restructuring report to address these resourcing challenges has now been approved by SLT with following actions to start imminently.

## Housing and Resettlement

PI Code & Short Name	Ownership Portfolio Owners	Q3 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	28 wks	N/A	30 wks	⬇️		
Li410 Total number of family households in B&B at the end of the month	Sustainable Growth and Economy	0.3	N/A	1.4	⬆️		

## Leisure

PI Code & Short Name	Ownership Portfolio Owners	Q3 2025/26			Trend compared to previous quarter	Quarterly Status	Latest Note
		Value	Target	Year to Date			
LI027 Number of visits to leisure centres	Health and Wellbeing Lifestyles	327,603	262,750	1,006,372	⬇️		
LI027f Number of attendances - Bonington Theatre	Health and Wellbeing Lifestyles	14,325	N/A	36,453	⬆️		

## Planning and Planning Policy

PI Code & Short Name	Ownership Portfolio Owners	Q3 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	155	158	436	▲	⚠	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)	Sustainable Growth and Economy	22	19	82	▲	✓	
NI157a Percentage of Major planning applications processed within 13 weeks	Sustainable Growth and Economy	100.00%	92.00%	100.00%	▬	✓	
NI157b Percentage of Minor planning applications processed within 8 weeks	Sustainable Growth and Economy	87.50%	86.00%	87.50%	▲	✓	
NI157c Percentage of other planning	Sustainable Growth and Economy	89.04%	80.00%	92.28%	▼	✓	

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applications processed within 8 weeks							

## Public Protection

PI Code & Short Name	Ownership Portfolio Owners	Q3 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	44	13	150	⬇️		
LI081 Level of recorded anti-social behaviour across Gedling Borough (per 1000 population)	Public Protection Portfolio	2.33	N/A	2.99	⬆️		
LI118 Number of long term (over 12 months) empty homes in the Borough returned to use	Sustainable Growth and Economy	18	18	45	⬆️		

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as a result of Gedling Borough Council intervention							
LI133 Number of fly tipping incidents reported to Gedling Borough Council	Public Protection	204	N/A	773	▲		
LI276 Percentage of food premises scoring 4 or 5 in the national food hygiene rating scheme	Public Protection	96%	95%	96%	▲		
LI346 Percentage of fly tipping incidents removed within 10 working days	Public Protection Portfolio	96.08%	98%	95.86%	▼		
Li419 Number of anti-social incidents reported to Council	Public Protection Portfolio	38	N/A	38	▲		

## Workforce

PI Code & Short Name	Ownership Portfolio Owners	Q3 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	15.06 days	9.00 days	15.06			We continue to manage complex long term sickness absences. However, all measures are being taken to work with Occupational Health and staff members concerned with a view to supporting them with a return to work.