

Key Performance Indicators 2026/27

Workforce		
Performance Indicator	Frequency of reporting	Target
LI006 Number of days lost to sickness (total) in that period	Four monthly / Annual	9 days
LI363 Number of school-age work experience placements hosted in Gedling Borough Council	Annually	Tracking Indicator

Financial Services		
Performance Indicator	Frequency of reporting	Target
LI074 Average time taken to process new Housing benefit/Council tax reduction Scheme claims	Four monthly	15 days
LI075 Average time taken to process Housing Benefit /Council Tax Reduction Scheme change in circumstances	Four monthly	5 days
LI016 Percentage of Council Tax collected	Four monthly/ Annually	98.5% (Annual)
LI017 Percentage of Business Rates Collected	Four monthly/ Annually	98.9% (Annual)
LI018 Percentage of invoices paid within 30 days	Four monthly/ Annually	99% (Four monthly)

Housing and Resettlement		
Performance Indicator	Frequency of reporting	Target
LI410 Total number of family households in B&B at the end of the month	Four monthly	Tracking Indicator
LI086 Average length of time spent in temporary accommodation (in weeks)	Four monthly	Tracking Indicator

Customer Engagement		
Performance Indicator	Frequency of reporting	Target
LI052 Percentage of calls to the contact centre answered overall - 12 month rolling total	Four monthly /Annually	94%
LI5002 Percentage of Calls to customer service answered within SLA (40 seconds)	Four monthly /Annually	85%
LI411 Number of customers attending outreach hubs	Four monthly /Annually	Tracking Indicator
LI 315 Volume of unique visits to Council website	Four monthly /Annually	Tracking Indicator
LI5003 Avoidable contact	Four monthly /Annually	Tracking Indicator

Leisure		
Performance Indicator	Frequency of reporting	Target
LI027 Number of visits to leisure centres	Four monthly /Annually	1,336,547 (Annual)
LI027f Number of attendances - Bonington Theatre	Four monthly /Annually	Tracking indicator
LI379 Average number of Swim School Members (12 month rolling period)	Annually	4,220 (Annual)
LI085 Current number of DNA members	Annually	5,100 (Annual)

Environment (Operations)		
Performance Indicator	Frequency of reporting	Target
NI191 Residual household waste per household in Kg Annual 145kg	Annually	145kg
NI192 Percentage of household waste sent for reuse, recycling and composting Annual 34% (Quarterly)	Annually	34%
LI371 Number of Garden Waste customers	Annually	Tracking indicator

LI5005 Percentage of collected bins	Four monthly	99.5%
LI133 Number of fly tipping incidents reported to Gedling Borough Council	Four monthly/Annually	Tracking Indicator
LI346 Percentage of fly tipping incidents removed within 10 working days	Four monthly/Annually	Tracking Indicator

Planning and Planning Policy		
Performance Indicator	Frequency of reporting	Target
NI154 Net additional homes provided	Four monthly /Annually	638 (Annual)
NI155 Number of affordable homes delivered (gross)	Four monthly /Annually	112 (Annual)
NI157a Percentage of Major planning applications processed within 13 weeks	Four monthly /Annually	92% (Four monthly, Annual)
NI157b Percentage of Minor planning applications processed within 8 weeks	Four monthly /Annually	86%
NI157c Percentage of other planning applications processed within 8 weeks	Four monthly /Annually	80 % (Four monthly, Annual)

Public Protection		
Performance Indicator	Frequency of reporting	Target
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	Four monthly /Annually	50 (Annual)
LI118 Number of long term (over 12 months) empty homes in the Borough returned to use as a result of Gedling Borough Council intervention	Four monthly /Annually	70 (Annual)
LI276 Percentage of food premises scoring 4 or 5 in the national food hygiene rating scheme	Four monthly /Annually	95% (Four monthly, Annual)
LI419 Number of anti-social incidents reported to Council	Four monthly /Annually	Tracking Indicator

Economic Development		
Performance Indicator	Frequency of reporting	Target
ECO13-an Delivery of employability and business-based networking events	Annually	5 per year
ECOi8-an Percentage of vacant properties along the high street	Annually	Below 15%

Property Services		
Performance Indicator	Frequency of reporting	Target
Li408 Void loss due to under occupancy of Commercial Units Annual Tracking	Annually	Tracking