

PIs quarter 4 and Year-end report 2025/26

PI Status	
	Alert
	Warning
	OK
	Data Only

Customer Engagement

PI Code & Short Name	Ownership Portfolio Owners (as at Quarter 4)	Q4 2025/26			2025/26			Note	Year-end status
		Value	Target	Year to Date	Value	Target	Year to Date		
LI 315 Volume of unique visits to Council website	Leader of the Council	224,000	N/A	523,000	523,000	N/A	523,000		
LI052 Percentage of calls to the contact centre answered (or call back made) - 12 month rolling total	Leader of the Council	94.6%	94.0%	95.9%	95.9%	94.0%	95.9%		
LI252 Percentage of customers that are satisfied with overall customer service	Leader of the Council	88.9%	94.0%	86.8%	86.8%	94.0%	86.8%	This indicator is based on a relatively small number of satisfaction surveys or feedback received. 108 were positive with	

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								19 giving a lower score due to negative experiences. The issues for lower satisfaction are recorded and used for continuous improvement where applicable.	
LI411 Number of customers attending outreach hubs	Leader of the Council	217	N/A	489	489	N/A	489		
LI5002 Percentage of Calls to customer service answered within SLA (40 seconds)	Leader of the Council	61.6%	85%	83.9 %	83.9 %	85%	83.9%	This will continue to flag until Customer Services are mostly automated with waste forms and other various online forms. The restructure for Customer Services was based on predicted demand using various software. We have lost advisors however the demand is manageable, but this means our average wait time has increased. Phone message has been updated to reflect this.	
LI5003 Avoidable contact indicator	Leader of the Council							Data is not available.	

Financial Services

PI Code & Short Name	Ownership Portfolio Owners (as at Quarter 4)	Q4 2025/26			2025/26			Latest Note	Year- and status
		Value	Target	Year to Date	Value	Target	Year to Date		
LI016 Percentage of Council Tax collected	Leader of the Council	97.33%	98.50%	97.33%	97.33%	98.50%	97.3%	Collection rate is down 1.17% against a target of 98.50%. It is considered that many households continue to experience financial strain due to: • High housing costs (rent and mortgages remaining elevated) • Increased energy, food, and transport costs • Slower real-terms wage growth for lower- and middle-income households • Wider economic stress increases mental health pressures and debt vulnerability; this often results in longer and lower repayment arrangements or lack of engagement from customers. In relation to Welfare Services, there are:	

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								• Ongoing transitions to Universal Credit causing income gaps or payment delays • Frequent UC recalculations result in re-billing and adjustments of instalments for customers. Evidence gathered from neighbouring local authorities indicates a similar trend.	
LI017 Percentage of Business Rates Collected	Leader of the Council	97.67%	98.80%	97.67%	97.67%	98.80%	97.67%	Collection rate is down 1.13% against a target of 98.80%. It is considered that this is caused by the wider economic situation with, for example, inflation increasing sharply in recent months and the ongoing cost of living crisis. Evidence gathered from neighbouring local authorities indicates a similar trend.	
LI018 Percentage of invoices paid within 30 days	Leader of the Council	99.14%	99.00%	99.07%	99.07%	99.00%	99.07%		

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LI074 Housing Benefits /Council Tax Reduction Scheme time taken to process new claims	Leader of the Council	25.3 days	15 days	24.9 days	24.9 days	15 days	24.9 days	Current resource challenges following the loss of a team leader and one administrative team member are contributing factors. Recent restructure approved and recruitment is beginning imminently to tackle this shortfall.	
LI075 Housing Benefit /Council Tax Reduction Scheme time taken to process changes in circumstances	Leader of the Council	10.7 days	5 days	12.4 days	12.4 days	5 days	12.4 days	Current resource challenges following the loss of a team leader and one administrative team member are contributing factors. Recent restructure approved and recruitment is beginning imminently to tackle this shortfall.	

Public Protection

PI Code & Short Name	Ownership Portfolio Owners (as at Quarter 4)	Q4 2025/26			2025/26			Latest Note	Year-end status
		Value	Target	Year to Date	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	32	12	182	182	50	182		
LI081 Level of recorded anti-social behaviour across Gedling Borough (per 1000 population)	Public Protection	2.31	N/A	2.82	2.82	N/A	2.82		
LI133 Number of fly tipping incidents reported to Gedling Borough Council	Public Protection	250	N/A	1,013	773	N/A	1,013		
LI276 Percentage of food premises scoring 4 or 5 in the national food hygiene rating scheme	Public Protection	96%	95%	96%	96%	95%	96%		
LI346 Percentage of fly tipping incidents removed within 10 working days	Public Protection	97.12%	98%	96.05%	96.05%	98%	96.05%	There has been a slight increase in hazardous waste being present in some of the fly tips. This along with some requiring investigation and some requiring	

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								land ownership needing to be established, has caused a delay to collection in some cases.	
Li419 Number of anti-social incidents reported to Council	Public Protection	34	N/A	211	34	N/A	139		

Workforce

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		Value	Target	Year to Date	Value	Target	Year to Date		
LI006 Working Days Lost Due to Sickness Absence (rolling 12-month total)	Leader of the Council	14.22 days	9.00 days	14.22 days	14.22 days	9.00 days	14.22 days	Sickness absence cases have involved complex issues and linked to a variety of reasons where each case is treated on its own merits. Managers have been trained in absence management which also included aspects of good people management which can often help in keeping sickness absence levels to a minimum.	

