

Performance Indicators report April to July 2026/27

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	Service / Portfolio	April to July 2026/27			2026/27			Latest Note	Trend	Traffic Light Icon
		Value	Target	Year to Date	Value	Target	Year to Date			
LI 315 Volume of unique visits to Council website	Corporate Resources and Performance; Leader of the Council	215,000	N/A	215,000	215,000	N/A	215,000			
LI052 Percentage of calls to the contact centre answered (or call back made) - 12 month rolling total	Leader of the Council	93.1%	94.0%	93.1%	93.1%	94.0%	93.1%			
LI411 Number of customers attending outreach hubs	Leader of the Council	377	N/A	377	377	N/A	377			
LI5002 Percentage of Calls to customer service answered within SLA (40 seconds)	Leader of the Council	61.5%	85%	61.5%	61.5%	85%	61.5%	Performance from April to July was below target during a period of particularly high customer demand. This included the annual Council Tax and Business Rates billing cycle, Garden		

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		Value	Target	Year to Date	Value	Target	Year to Date			
								Waste renewals and a significant volume of enquiries relating to waste bin deliveries. At the same time, the service was implementing a new operating structure, which temporarily reduced available capacity while new arrangements were established. A programme of improvement activity is under way, including closer monitoring of call demand and performance, reviewing how resources are deployed at peak times and continuing to strengthen service arrangements. More recent performance is showing improvement, although the position will continue to be monitored closely to ensure that progress is sustained and customers receive a timely response.		
LI5003 Avoidable contact indicator	Corporate Resources and Performance	15%	N/A	15%	15%	N/A	15%		N/A	

Environment

PI Code & Short Name	Service / Portfolio	April to July 2026/27			2026/27			Latest Note	Trend	Traffic Light Icon
		Value	Target	Year to Date	Value	Target	Year to Date			
LI5005 Percentage of collected bins	Environmental Services (Operations)	99.73%	99.5%	99.5%	99.73%	99.5%	99.73%	This indicator remains well within the target across the borough.	N/A	
LI133 Number of fly tipping incidents reported to Gedling Borough Council	Environmental Services (Operations)	662	N/A	662	662	N/A	662			
LI346 Percentage of fly tipping incidents removed within 10 working days	Environmental Services (Operations)		98%			98%		The data collection arrangements for this indicator have recently changed and as such it has not been possible to update this figure to provide an accurate update at this time. Data will be included in the next reported period.		

Financial Services

PI Code & Short Name	Service / Portfolio	April to July 2026/27			2026/27			Latest Note	Trend	Traffic Light Icon
		Value	Target	Year to Date	Value	Target	Year to Date			
LI016 Percentage of Council Tax collected	Corporate Resources and Performance	36.33%	37.38%	36.33%	36.33%	98.50%	36.33%	The collection rate is 1.05 percentage points below target. This may reflect wider financial pressures on households, including the continuing cost-of-living pressures, as well as normal month-to-month variations in collection levels against the profiled target. Performance will continue to be monitored closely, and the monthly profile will be reviewed where		

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								appropriate.		
LI017 Percentage of Business Rates Collected	Corporate Resources and Performance	38.42%	37.12%	38.42%	38.42%	98.90%	38.42%		↑	✓
LI018 Percentage of invoices paid within 30 days	Corporate Resources and Performance; Leader of the Council	99.26%	99.00%	99.26%	99.26%	99.00%	99.26%		↑	✓
LI074 Housing Benefits /Council Tax Reduction Scheme processing days	Corporate Resources and Performance	25 days	15 days	25 days	25 days	15 days	25 days	Processing times for new Housing Benefit and Council Tax Reduction Scheme claims are above target following recent staffing changes. New appointments have been made to increase capacity, and performance is expected to improve as the new arrangements become established.	↑	⬮
LI075 Housing Benefit /Council Tax Reduction Scheme time taken to process changes in circumstances	Corporate Resources and Performance	9.5 days	5 days	9.5 days	9.5 days	5 days	9.5 days	Processing times for changes in circumstances are above target following recent staffing changes. New appointments have been made to increase capacity, and performance is expected to improve as the new arrangements become established.	↓	⬮

Housing and Resettlement

PI Code & Short Name	Service / Portfolio	April to July 2026/27			2026/27			Latest Note	Trend	Traffic Light Icon
		Value	Target	Year to Date	Value	Target	Year to Date			
LI086 Average length of time spent in temporary accommodation (in weeks)	Sustainable Growth and Economy	27.4 wks	N/A	27.4 wks	27.4 wks	N/A	27.4 wks		↓	
LI410 Total number of family households in B&B at the end of the month	Sustainable Growth and Economy	3.3	N/A	3.3	3.3	N/A	3.3		↑	

Leisure

PI Code & Short Name	Service / Portfolio	April to July 2026/27			2026/27			Latest Note	Trend	Traffic Light Icon
		Value	Target	Year to Date	Value	Target	Year to Date			
LI027 Number of visits to leisure centres	Health and Wellbeing Lifestyles	404,781	450,137	404,781	404,781	450,137	404,781	Attendances are below target following a reduction in membership of the leisure scheme since summer 2025. Membership has reduced by 500 over the last year, affecting the number of visits during this period. Work continues to deliver the sales and marketing plan and strengthen customer retention activity.	↓	
LI027f Number of attendances - Bonington Theatre	Health and Wellbeing Lifestyles	14,914	N/A	14,914	14,914	N/A	14,914		↓	

Planning and Planning Policy

PI Code & Short Name	Service / Portfolio	April to July 2026/27			2026/27			Latest Note	Trend	Traffic Light Icon
		Value	Target	Year to Date	Value	Target	Year to Date			
NI154 Net additional homes provided	Sustainable Growth and Economy	181	212	181	181	638	181	The delivery of new and affordable homes is currently below target following the Government's revision of local authority housing targets in the December 2024 National Planning Policy Framework. This increased the borough's annual housing requirement from 478 to 638 homes. The Council is progressing the Gedling Borough Local Development Plan, which will identify sites to support future housing delivery and help meet the borough's revised requirement.	↑	🛑
NI155 Number of affordable homes delivered (gross)	Sustainable Growth and Economy	19	37	19	19	112	19	The delivery of affordable homes is below the target as a significant proportion of the current Local Plan housing allocations have now been delivered. The development of the housing allocation at Top Wighay Farm has now commenced and will deliver a number of affordable homes. The Council is progressing the Gedling Local Development Plan with allocations that will deliver an appropriate proportion of affordable homes.	↑	🛑
NI157a Percentage of Major planning applications processed within 13 weeks	Sustainable Growth and Economy	100.00%	92.00%	100.00%	100.00%	92.00%	100%	Performance for determining major planning applications is above both the locally set target of 92% and the national target of 60%.	▬	✅
NI157b Percentage of Minor planning applications processed	Sustainable Growth and Economy	95.24%	86.00%	95.24%	95.24%	86.00%	95.24%	Performance for determining minor planning applications is above both the locally set target of 86% and the	↑	✅

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within 8 weeks								national target of 70%.		
NI157c Percentage of other planning applications processed within 8 weeks	Sustainable Growth and Economy	90.63%	80.00%	90.63%	90.63%	80.00%	90.63%	Performance for determining other planning applications is above both the locally set target of 80% and the national target of 70%.		

Public Protection

PI Code & Short Name	Service / Portfolio	April to July 2026/27			2026/27			Latest Note	Trend	Traffic Light Icon
		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	59	17	59	59	17	59	Performance is ahead of target, with improvements to rented homes secured through the Council's housing enforcement and regulatory activity. The renewal of the selective licensing scheme in Netherfield will support the continued improvement and maintenance of housing standards.	↑	✅
LI081 Level of recorded anti-social behaviour across Gedling Borough (per 1000 population)	Public Protection Portfolio	4.91	N/A	4.91	4.91	N/A	4.91		↓	📊
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	32	23	32	32	70	32	Performance is ahead of target, with good progress made in returning long-term empty properties to use during the first four months of the year.	↑	✅
LI276 Percentage of food premises scoring 4 or 5 in the national food hygiene rating scheme	Climate Change, Parks and Environmental Health	96%	95%	96%	96%	95%	96%	Performance is slightly ahead of target, with 689 businesses currently holding a food hygiene rating of 4 or 5. The Council is also working with a number of newly registered businesses.	▬	✅
LI419 Number of anti-social incidents reported to Council	Environmental Services (Operations)	89	N/A	89	89	N/A	89		↓	📊

Workforce

PI Code & Short Name	Service / Portfolio	April to July 2026/27			2026/27			Latest Note	Trend	Traffic Light Icon
		Value	Target	Year to Date	Value	Target	Year to Date			
LI006 Working Days Lost Due to Sickness Absence (rolling 12 month total)	Corporate Resources and Performance	12.87 days	9.00 days	12.87 days	12.87 days	9.00 days	12.87 days	The new sickness absence management process has been introduced, and the latest figures show a slight reduction in sickness absence to 12.87 days per full-time equivalent employee. Support and guidance will continue to be provided to managers to help them manage more complex cases effectively. As the HR team reaches full capacity, dedicated HR Business Partner support will also be provided to departments to help support further improvements.		