

2015/16 Gedling Plan – Performance Measures

People 1 Reduce anti-social behaviour, crime and the fear of crime

Performance measure (how are you going to measure achievement?)	Baseline 14/15	Targets			Accountable Officer
		15/16	16/17	17/18	
LI076 Level of All Crime across Gedling Borough rate per 1000 population – quarterly cumulative figure	11.2	To be confirmed at end of current year for all crime targets	To be confirmed at end of current year for all crime targets	To be confirmed at end of current year for all crime targets	David Jayne
LI081 Level of recorded anti-social behaviour across Gedling Borough rate per 1000 population – quarterly cumulative figure	4.9	To be confirmed at end of current year for all crime	To be confirmed at end of current year for all crime	To be confirmed at end of current year for all crime	David Jayne
Percentage of residents who feel safe when outside in their local area during the day	90.6%	91%		92%	Andy Callingham
Percentage of residents who feel safe when outside in their local area after dark	65.7%	66%		67%	Andy Callingham
LI 133 - Number of fly tipping incidents reported to Gedling Borough Council	1,055 (Quarter 3)	1040	1000	980	Melvyn Cryer
LI 106 Percentage of fly tipping incidents removed within 2 working days	88%	97%	97%	97%	Melvyn Cryer

People 2 Reduce hardship and provide support to the most vulnerable

Performance measure (how are you going to measure achievement?)	Baseline 14/15	Targets			Accountable Officer
		15/16	16/17	17/18	
LI086 Average length of time spent in temporary accommodation (in weeks)	11 weeks	11 weeks	11 weeks	11 weeks	Alison Bennett
LI051 Average time to process homeless applications (number of working days)	20 days	19 days	18 days	17 days	Alison Bennett
NI181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events.	6 Days	<6 Days	<5 Days	<5 Days	Duncan Adamson
LI074 Average time to process new Housing Benefit/Council Tax claims (in calendar days)	14 Days	<12 days	<12 Days	<12 days	Duncan Adamson
LI075 - Average time to process Housing Benefit/Council Tax change of circumstances (in calendar days)	5 Days	<4 days	<4 days	<4 days	Duncan Adamson
LI046 Preventing Homelessness – number of households who considered themselves as homeless, who approached the Council, and for whom housing advice resolved their situation	63	70	77	84	Alison Bennett

People 3 Improve health and wellbeing

Performance measure (how are you going to measure achievement?)	Baseline 14/15	Targets			Accountable Officer
		15/16	16/17	17/18	
LI 259 - Number of older people with Gedling Leisure Card	5,139	5,050	5,100	5,150	Andy Hardy
LI085 - DNA Members – Rolling 12 month average	2,975	3,000	3,150	3,300	Andy Hardy
LI027- Attendances at Leisure Centres	940,800 (13/14)	1,000,000	Plus 2% on previous year	Plus 5% on previous year	Andy Hardy

People 4 Promote and encourage pride, good citizenship and participation in the local area

Performance measure (how are you going to measure achievement?)	Baseline 14/15	Targets			Accountable Officer
		15/16	16/17	17/18	
Number of attendances at Bonington Theatre	18,000	24,500	26,500	28,500	Andy Hardy
Number of shows at Bonington Theatre	125	210	230	250	Andy Hardy
Estimated percentage of eligible population registered to vote	Baseline to be established	Tracking indicator until baseline established			Alec Dubberley

Place 1 Create more jobs and better access to them

Performance measure (how are you going to measure achievement?)	Baseline 14/15	Targets			Accountable Officer
		15/16	16/17	17/18	
NI 152 Working age people on Job Seeker Allowance	GBC level 1.8% as at November 2014 National level 2.1%	At least 0.3% better than national average	At least 0.35% better than national average	At least 0.4% better than national average	Louise Ashby/Julie Beresford

Place 2 Ensure local people are well prepared and able to compete for jobs

Performance measure (how are you going to measure achievement?)	Baseline 14/15	Targets			Accountable Officer
		15/16	16/17	17/18	
LI 183 Number of pre-employment (or similar) work experience placements created	7 (at November 2014)	16	16	16	David Archer
LI 181 Number of apprenticeships hosted in the workplace	4 (at November 2014)	7	6	5	David Archer

Place 3 Provide more homes

Performance measure (how are you going to measure achievement?)	Baseline 14/15	Targets			Accountable Officer
		15/16	16/17	17/18	
NI 155 Number of affordable homes delivered (gross)	38 (Qtr 3)	90	90	90	Alison Bennett
NI 154 Net additional homes provided	264 (Qtr 3)	440	440	440	Alison Gibson /Joanna Gray
NI 157a Percentage of major applications determined within 13 weeks	90%	90%	90%	90%	Jennifer Cole
NI 157b Percentage of minor applications determined within 8 weeks	65%	70%	70%	70%	Jennifer Cole
NI 157c Percentage of other applications determined within 8 weeks	81%	80%	80%	80%	Jennifer Cole

Place 4 Provide an attractive and sustainable local environment that local people can enjoy and appreciate

Performance measure (how are you going to measure achievement?)	Baseline 14/15	Targets			Accountable Officer
		15/16	16/17	17/18	
NI 192 Percentage of household waste sent for reuse, recycling and composting	2013/14 - 38.27% At Oct 2014 - 40%	41%	42%	43%	Waste Services Manager
LI195a Local Environmental Quality Survey Litter. (Borough Wide)	3.25%	3%	3%	3%	Melvyn Cryer
LI042 Satisfaction with Street Cleansing (Borough Wide)	72.00%	73%	N/A	74%	Melvyn Cryer
LI020 Satisfaction with Parks & Open Spaces (Borough Wide)	75.00%	76%	N/A	77%	Melvyn Cryer
LI248 Reduce energy usage on Council estate	2,061,804 Kwh (13/14)	2% reduction	2% reduction	2% reduction	Vince Rimmington
LI247 ECO Stars Star Rating	★★★	★★★★	★★★★	★★★★	Mark Hurst
LI249 Reduce carbon emissions from Council owned buildings	1485410 Kg (13/14)	-2.50%	-2.50%	-2.50%	Vince Rimmington
NI 191 Residual household waste per household in Kg	530kg (13/14)	515kg	510kg	505kg	Caroline McKenzie
NEW Amount of electricity generated from renewable energy for use in the Council's own estate	99,604 Kwh	1.5%	1.5%	1.5%	Vince Rimmington

Performance 1 Improve the customer experience of dealing with the Council

Performance measure (how are you going to measure achievement?)	Baseline 14/15	Targets			Accountable Officer
		15/16	16/17	17/18	
LI 14a Percentage of local residents who feel they are well informed about the council and its work	82% 2013/14	85%	N/A	87%	Caroline Newson / Carolynne Watson
LI052 Percentage of calls to the contact centre answered (or call back made) - 12 month rolling total	90%	90%	90%	90%	Mark Lane
LI057-% of one stop customers seen within 15 minutes of arrival	81%	81%	81%	81%	Mark Lane
LI 252 Percentage of customers satisfied with overall customer services – Contacts Centre	85%	85%	85%	85%	Mark Lane
LI013 Percentage of citizens satisfied with the overall service provided by the authority	64.4% 2013/14	66%		68%	Caroline Newson / Carolynne Watson

Performance 2 Give tax payers value for money

Performance measure (how are you going to measure achievement?)	Baseline 14/15	Targets			Accountable Officer
		15/16	16/17	17/18	
LI016 Percentage of Council Tax Collected	98.50%	98.50%	98.50%	98.50%	Duncan Adamson
LI017 Percentage of Business Rates Collected	98.90%	98.80%	98.70%	98.70%	Duncan Adamson

Performance 3 Maintain a positive and productive working environment and strong staff morale

Performance measure (how are you going to measure achievement?)	Baseline 14/15	Targets			Accountable Officer
		15/16	16/17	17/18	
LI006 Reduction in absence level (FTE days lost per FTE)	10.8 (at December 14)	9	9	8.5	David Archer
Percentage of employees that state that they are satisfied with their working life at the Council	To be established	Tracking indicator until baseline established			David Archer