
































# Quarter 3 indicator report

PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				



## COMMUNITY

PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q3 2023/24			Annual 2023/24	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
LI027 Number of visits to leisure centres	Communities and Leisure; Leisure	Health and Wellbeing Lifestyles	280,463	248,175	836,635	1,060,000			
LI027f Number of attendances - Bonington Theatre	Communities and Leisure; Leisure	Health and Wellbeing Lifestyles	13,805	10,150	34,021	40,600			



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			Value	Target	Year to Date				
LI074 Average time to process new Housing Benefit claims (in calendar days)	Regeneration and Welfare	Life Chances and Vulnerability	12 days	15 days	13.7 days	15 days			
LI075 Average time to process Housing Benefit change in circumstances (in calendar days)	Regeneration and Welfare	Life Chances and Vulnerability	2.7 days	5 days	4.6 days	5 days			
LI085 Current number of DNA members	Communities and Leisure; Leisure	Health and Wellbeing Lifestyles	4,088	4,125	4,088	4,125			
LI086 Average length of time spent in temporary accommodation (in weeks)	Regeneration and Welfare	Life Chances and Vulnerability	22.4 wks	Tracking Indicator Only	22.7 wks	Tracking Indicator Only			
LI379 Average number of Swim School Members (12 month rolling period)	Communities and Leisure; Leisure	Health and Wellbeing Lifestyles	3,883	3,800	3,883	3,800			
LI410 Total number of family households in B&B at the end of the month	Regeneration and Welfare	Life Chances and Vulnerability	13.7	Tracking Indicator Only	11.4	Tracking Indicator Only			

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			Value	Target	Year to Date				
LI418 Total number of households in B&B at the end of the month	Regeneration and Welfare	Life Chances and Vulnerability	26	Tracking Indicator Only	18.8	Tracking Indicator Only			
NI155 Number of affordable homes delivered (gross)	Development and Place	Sustainable Growth and Economy	118	45	118	60			





## COUNCIL











PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q3 2023/24			Annual 2023/24	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)	HR, Performance and Service Planning	Deputy Leader Resources and Performance	10.1 days	9.0 days	10.07 days	9.0 days			The rate of absence still remains high (above target) and with upwards trend. HR Officers are aware of this and will continue to focus attention on support for managers. Long term absence in December (almost entirely within the Environment and









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			Value	Target	Year to Date				
									Leisure Service Areas) remains high and accounts for 60% of time lost.
LI016 Percentage of Council Tax collected	Finance and ICT	Deputy Leader Resources and Performance	81.51%	82.69%	81.51%	98.4%	↑	⚠	The collection rate is slightly behind target which is likely to be caused by the wider economic situation with, for example, inflation increasing sharply in recent months and the ongoing cost of living crisis.  Any trends will be carefully monitored.
LI017 Percentage of Business Rates Collected	Finance and ICT	Deputy Leader Resources and Performance	82.39%	82.26%	52.39%	98.9%	↑	✅	
L018 Percentage of invoices paid within 30 days	Finance and ICT	Deputy Leader Resources and Performance	98.94%	99.0%	98.50%	99.0%	↑	✅	
LI052 Percentage of calls to the contact centre answered (or	Governance and Customer Services	Deputy Leader Resources and Performance	96.0%	94.0%	96.0%	94.0%	↓	✅	







PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q3 2023/24			Annual 2023/24	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
call back made) - 12 month rolling total									
LI411 Number of customers attending outreach hubs	Governance and Customer Services	Deputy Leader Resources and Performance	168	Tracking Indicator Only	561	Tracking Indicator Only			

## PLACE

PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q3 2023/24			Annual 2023/24	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	Environment; Public Protection	Public Protection Portfolio	24	5	69	20			
LI076 Level of All Crime across Gedling Borough rate per 1000 population	Community Safety; Environment	Public Protection Portfolio		Tracking Indicator Only		Tracking Indicator Only			Q3 data not available

PI Code & Short Name	Managed by	Ownership Portfolio Owners	Q3 2023/24			Annual 2023/24	Trend compared to previous quarter	Quarterly Status	Latest Note
			Value	Target	Year to Date				
LI081 Level of recorded anti-social behaviour across Gedling Borough (per 1000 population)	Community Safety; Environment	Public Protection Portfolio		Tracking Indicator Only		Tracking Indicator Only			Q3 data not available
LI107 Number of litter and dog fouling Fixed Penalty Notices (FPN) served	Community Safety; Environment	Public Protection Portfolio	9	Tracking Indicator Only	37	Tracking Indicator Only			
LI118 Number of long term (over 6 months) empty homes in the Borough returned to use as a result of Gedling Borough Council intervention	Environment; Public Protection	Sustainable Growth and Economy	21	10	74	40			
LI133 Number of fly tipping incidents reported to Gedling Borough Council	Community Safety; Environment	Public Protection Portfolio	309	Tracking Indicator Only	925	Tracking Indicator Only			
LI276 Percentage of food premises scoring 4 or 5 in the national food hygiene rating scheme	Environment	Public Protection Portfolio	96%	95%	96%	95%			

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			Value	Target	Year to Date				
LI346 Percentage of fly tipping incidents removed within 10 working days	Community Safety; Environment	Public Protection Portfolio	96.76%	98%	98.16%	98%			
NI154 Net additional homes provided	Development and Place	Sustainable Growth and Economy	149	124	483	497			
NI157a Percentage of Major planning applications processed within 13 weeks	Development and Place	Sustainable Growth and Economy	100%	92.0%	100%	92.0%			
NI157b Percentage of Minor planning applications processed within 8 weeks	Development and Place	Sustainable Growth and Economy	80.0%	86.0%	78.38%	86.0%			The target has been narrowly missed due to the complexity of some of the cases. A grant award of £20,400 has been secured for the purpose of addressing planning application backlogs. Plans are in place to direct the funding to secure improvements against this performance indicator.

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NI157c Percentage of other planning applications processed within 8 weeks	Development and Place	Sustainable Growth and Economy	94.68%	80.0%	87.34%	80.0%			
NI191 Residual household waste per household in Kg	Environment; Transport and Waste Services	Environmental Services (Operations)		150kg		600kg			Q3 data not available
NI192 Percentage of household waste sent for reuse, recycling and composting	Environment; Transport and Waste Services	Environmental Services (Operations)		30.0%		30.0%			Q3 data not available