

















Quarter 1 indicator report

| PI Status | | Trends | |
|---|-----------|---|---------------|
|  | Alert |  | Improving |
|  | Warning |  | No Change |
|  | OK |  | Getting Worse |
|  | Unknown | | |
|  | Data Only | | |



People

| PI Code & Short Name | Managed By | Portfolio Owners | Q1 2018/19 | | | Annual 2018/19 | Trend compared to previous quarter | Quarterly Status | Latest Note |
|---|----------------|--|------------|---------|--------------|----------------|---|---|-------------|
| | | | Value | Target | Year to Date | | | | |
| LI027 Number of visits to leisure centres | Sarah Retzlaff | Health and Wellbeing Portfolio Housing | 272,440 | 237,500 | 272,440 | 950,000 |  |  | |
| LI027f Number of attendances - Bonington Theatre | Sarah Retzlaff | Health and Wellbeing Portfolio Housing | 12,115 | 7,125 | 12,115 | 28,500 |  |  | |
| LI085 Average number of DNA members (12 month rolling period) | Sarah Retzlaff | Health and Wellbeing Portfolio Housing | 4308 | 4200 | 4308 | 4200 |  |  | |

| PI Code & Short Name | Managed By | Portfolio Owners | Q1 2018/19 | | | Annual 2018/19 | Trend compared to previous quarter | Quarterly Status | Latest Note |
|---|-----------------|--|------------|--------------------|--------------|--------------------|------------------------------------|------------------|---------------------------------|
| | | | Value | Target | Year to Date | | | | |
| LI 310 Number of theatre events/shows taking place at the Bonington Theatre | Sarah Retzlaff | Health and Wellbeing Portfolio Housing | 235 | 146 | 235 | 585 | ↑ | ✓ | |
| LI 310c Number of cinema shows taking place at the Bonington Theatre | Sarah Retzlaff | Health and Wellbeing Portfolio Housing | 150 | 65 | 150 | 260 | ↑ | ✓ | |
| LI 133 Number of fly tipping incidents reported to Gedling Borough Council | Andy Callingham | Environment Portfolio | 501 | Tracking Indicator | 501 | Tracking Indicator | ↓ | 📊 | |
| LI 346 Percentage of fly tipping incidents removed within 4 working days | Andy Callingham | Environment Portfolio | | 98% | | 98% | | | No data available at this time. |

| PI Code & Short Name | Managed By | Portfolio Owners | Q1 2018/19 | | | Annual 2018/19 | Trend compared to previous quarter | Quarterly Status | Latest Note |
|--|-----------------|-----------------------------|------------|--------|--------------|----------------|------------------------------------|---|--|
| | | | Value | Target | Year to Date | | | | |
| LI076 Level of All Crime across Gedling Borough rate per 1000 population | Andy Callingham | Public Protection Portfolio | 14.7 | 13.3 | 14.7 | 52.8 | ↓ |  | Recorded crimes across the borough for the first quarter 2018/19 total 1725 offences, which is an increase of 261 offences when compared to the same period the previous year, equal to an increase of 17.8%. The South Nottinghamshire Community Partnership is working hard to put plans in place to prevent crime and have been working with Nottinghamshire Police colleagues to increase the numbers of 'response officers' based in Gedling. |
| LI081 Level of recorded anti-social behaviour across Gedling Borough (per 1000 population) - | Andy Callingham | Public Protection Portfolio | 4.6 | 3.9 | 4.6 | 15.6 | ↓ |  | Recorded anti-social behaviour for quarter 1 2018 / 19 has shown an increase of 51 incidents (542 incidents), |

| PI Code & Short Name | Managed By | Portfolio Owners | Q1 2018/19 | | | Annual 2018/19 | Trend compared to previous quarter | Quarterly Status | Latest Note |
|---|----------------|--|------------|--------|--------------|----------------|------------------------------------|------------------|---|
| | | | Value | Target | Year to Date | | | | |
| quarterly cumulative figure | | | | | | | | | compared to the same period the previous year, this equates to an increase of 10.4%. The Community Safety Partnership have put in place, with police colleagues, plans for additional youth worker patrols to help divert young people from committing anti-social behaviour, in addition a CCTV camera is being installed in Arnold close to a known anti-social behaviour hot spot. |
| LI 372 Percentage of households who considered themselves as homeless who approached the Council and for whom housing advice resolved their situation | Duncan Adamson | Health and Wellbeing Portfolio Housing | 14.45% | 13% | 14.45% | 13% | ↓ | ✓ | |

| PI Code & Short Name | Managed By | Portfolio Owners | Q1 2018/19 | | | Annual 2018/19 | Trend compared to previous quarter | Quarterly Status | Latest Note |
|--|----------------|--|------------|---------|--------------|----------------|---|---|---|
| | | | Value | Target | Year to Date | | | | |
| LI051 Average time to process homeless applications (number of working days) | Duncan Adamson | Health and Wellbeing Portfolio Housing | See Note | | | | | | It is not possible to provide this information due to the changes included in the Homelessness Reduction Act and the new national reporting software. It is intended to include a better indicator of the sections performance by the end of Quarter 2. |
| LI074 Average time to process new Housing Benefit claims (in calendar days) | Duncan Adamson | Health and Wellbeing Portfolio Housing | 14 days | 13 days | 14 days | 13 days |  |  | Performance continues to be in the top 5% nationally and performance against the other performance indicators relating to the processing of benefit claims remains strong. Performance did temporary dip in quarter one due to workload, however this should be addressed and recovered by quarter two. |

| PI Code & Short Name | Managed By | Portfolio Owners | Q1 2018/19 | | | Annual 2018/19 | Trend compared to previous quarter | Quarterly Status | Latest Note |
|--|----------------|--|------------|--------|--------------|----------------|------------------------------------|------------------|--|
| | | | Value | Target | Year to Date | | | | |
| LI075 Average time to process Housing Benefit change in circumstances (in calendar days) | Duncan Adamson | Health and Wellbeing Portfolio Housing | 3.3 days | 4 days | 3.3 days | 4 days | ↓ | ✓ | |
| LI086 Average length of time spent in temporary accommodation (in weeks) | Duncan Adamson | Health and Wellbeing Portfolio Housing | 14.1 wks | 8 wks | 14.1 wks | 8 wks | ↓ | ✗ | This target is very much demand led and totally dependent on Gedling Homes, Housing Associations and Private Sector properties being available, of which there are very few. Medium to large families are particularly hard to find properties for. Our Temporary accommodation is under pressure, however, plans are in place to secure additional temporary accommodation. |

| PI Code & Short Name | Managed By | Portfolio Owners | Q1 2018/19 | | | Annual 2018/19 | Trend compared to previous quarter | Quarterly Status | Latest Note |
|--|----------------|--|------------|----------|--------------|----------------|------------------------------------|------------------|-------------|
| | | | Value | Target | Year to Date | | | | |
| NI 181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events (in calendar days) | Duncan Adamson | Health and Wellbeing Portfolio Housing | 4.7 days | 6.0 days | 4.7 days | 6.0 days | ↓ | ✓ | |

Performance

| PI Code & Short Name | Managed By | Portfolio Owners | Q1 2018/19 | | | Annual 2018/19 | Trend compared to previous quarter | Quarterly Status | Latest Note |
|---|----------------|--|------------|--------|--------------|----------------|------------------------------------|------------------|---|
| | | | Value | Target | Year to Date | | | | |
| LI017 Percentage of Business Rates Collected | Duncan Adamson | Deputy Leader Resources and Reputation Portfolio | 29.98% | 27.37% | 29.98% | 98.90% | ↑ | ✓ | |
| LI016 Percentage of Council Tax collected | Duncan Adamson | Deputy Leader Resources and Reputation Portfolio | 28.59% | 29.0% | 28.59% | 98.50% | ↑ | ⚠ | Q1 Collection is down by 0.41% but this is only timing differences and cashflow variations. It is fully expected to be on target by End of year |
| LI052 Percentage of calls to the contact centre answered (or call back made) - 12 month rolling total | Rosie Caddy | Deputy Leader Resources and Reputation Portfolio | 93.1% | 90.0% | 93.1% | 90.0% | ↓ | ✓ | |
| LI057 Percentage of One Stop shop customers seen within 15 minutes | Rosie Caddy | Deputy Leader Resources and Reputation Portfolio | 85.0% | 85.0% | 85.0% | 85.0% | ↓ | ✓ | |

| PI Code & Short Name | Managed By | Portfolio Owners | Q1 2018/19 | | | Annual 2018/19 | 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) | David Archer | Leader Portfolio | 8.51 days | 9.0 days | 8.51 days | 9.0 days | ↓ | ✅ | |

Place

| PI Code & Short Name | Managed By | Portfolio Owners | Q1 2018/19 | | | Annual 2018/19 | Trend compared to previous quarter | Quarterly Status | Latest Note |
|---|------------|-----------------------------------|------------|--------|--------------|----------------|------------------------------------|------------------|--|
| | | | Value | Target | Year to Date | | | | |
| LI 221 Percentage of young people (18-24 year olds) claiming Job Seeker Allowance | Dawn Alvey | Growth and Regeneration Portfolio | 1.5% | 1.9% | 1.5% | 2.0% | ↓ | ✅ | The percentage of 18-24 year old claiming Job Seekers Allowance in Gedling in June 2018 was 1.5% compared to 1.0% in the East Midlands and 0.9% in Great Britain. Figure the same as March 2018. |
| NI 152 Percentage of working age people on Job Seekers' Allowance | Dawn Alvey | Growth and Regeneration Portfolio | 1.1% | 1.0% | 1.1% | 1.1% | ▬ | ❌ | The percentage of working age people on Job Seekers' Allowance in June 2018 in Gedling was 1.1% this is compared to 1.0% for the East Midlands and Great Britain. Figures reduced from 1.2% in March 2018. |

| PI Code & Short Name | Managed By | Portfolio Owners | Q1 2018/19 | | | Annual 2018/19 | Trend compared to previous quarter | Quarterly Status | Latest Note |
|---|--------------|-----------------------------------|------------|--------|--------------|----------------|------------------------------------|------------------|---|
| | | | Value | Target | Year to Date | | | | |
| LI 355 Number of jobs fairs held to support residents to get into work and apprenticeships and support employers with their recruitment needs | Dawn Alvey | Growth and Regeneration Portfolio | 1 | 0.5 | 1 | 2 | ↑ | ✓ | The annual jobs fair will not take place until later in the year but we deliver a skills marketplace at the Erasmus+ multiplier event on 27 June. |
| LI 363 Number of school-age work experience placements hosted in Gedling Borough Council in partnership with YouNG (and Economic Development) | David Archer | Growth and Regeneration Portfolio | 6 | 1.5 | 6 | 6 | ↓ | ✓ | |
| LI 371 Number of garden waste customers | Mark Hurst | Environment Portfolio | 14,613 | 14,625 | 14,613 | 15,000 | ↑ | ✓ | |

| PI Code & Short Name | Managed By | Portfolio Owners | Q1 2018/19 | | | Annual 2018/19 | Trend compared to previous quarter | Quarterly Status | Latest Note |
|---|--------------|-----------------------|------------|----------|--------------|----------------|------------------------------------|------------------|---|
| | | | Value | Target | Year to Date | | | | |
| NI 191 Residual household waste per household in Kg | Mark Hurst | Environment Portfolio | 122.27kg | 131.25kg | 122.27kg | 525kg | ↑ | ✓ | |
| NI 192 Percentage of household waste sent for reuse, recycling and composting | Mark Hurst | Environment Portfolio | 34.0% | 39.0% | 34.0% | 39.0% | ↓ | ⬮ | The basis of calculation for this indicator is subject to clarification, however quarter 4 reflects the winter period where garden waste collection yields are low. The Council is also suffering from contamination in its recycling bins, and efforts are being made on a countywide basis to reinforce the message about contaminants, and education materials are being produced locally. |
| NI 195a Percentage of surveyed streets with unacceptable levels of litter | Melvyn Cryer | Environment Portfolio | 2% | 2% | 2% | 2% | ▬ | ✓ | |

| PI Code & Short Name | Managed By | Portfolio Owners | Q1 2018/19 | | | Annual 2018/19 | Trend compared to previous quarter | Quarterly Status | Latest Note |
|---|-------------------------------|-----------------------------------|------------|--------|--------------|----------------|------------------------------------|------------------|---|
| | | | Value | Target | Year to Date | | | | |
| LI 118 Number of long term empty homes in the Borough returned to use as a result of Gedling Borough Council intervention | Andy Callingham | Growth and Regeneration Portfolio | 15 | 5 | 15 | 20 | ↑ | ✓ | |
| NI 154 Net additional homes provided | Alison Gibson; Joanna Gray | Growth and Regeneration Portfolio | 106 | 120 | 106 | 480 | ↑ | ⬮ | <p>The number of additional homes provided during Q1 is the second highest since Q2 of 2014/15 (118 dwellings), but is still just below the target for the quarter of 120 dwellings.</p> <p>It is anticipated that the adoption of the Local Planning Document at Council on 18th July, subject to the members' decision, will release additional sites from the green belt for development and increase the number of homes delivered.</p> |

| PI Code & Short Name | Managed By | Portfolio Owners | Q1 2018/19 | | | Annual 2018/19 | Trend compared to previous quarter | Quarterly Status | Latest Note |
|---|------------|-----------------------------------|------------|--------|--------------|----------------|------------------------------------|------------------|--|
| | | | Value | Target | Year to Date | | | | |
| NI 155 Number of affordable homes delivered (gross) | Dawn Alvey | Growth and Regeneration Portfolio | 49 | 33 | 49 | 130 | ↑ | ✓ | Gedling Homes developments at Hawksley Court, Ernehale Court and various garage sites at Maidens Dale have completed along with the first few units from NCHA's development at Cavendish Road. |
| NI 157a Percentage of Major planning applications processed within 13 weeks | Mike Avery | Growth and Regeneration Portfolio | 100% | 90.0% | 100% | 90.0% | ▬ | ✓ | |
| NI 157b Percentage of Minor planning applications processed within 8 weeks | Mike Avery | Growth and Regeneration Portfolio | 97.7% | 91.0% | 97.7% | 91.0% | ▬ | ✓ | |
| NI 157c Percentage of Other planning applications processed within 8 weeks | Mike Avery | Growth and Regeneration Portfolio | 97.1% | 85.0% | 97.1% | 85.0% | ▬ | ✓ | |

