

























# Quarter 2 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				







## People



PI Code & Short Name	Managed By	Portfolio Owners	Q2 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	263,634	224,400	536,074	1,020,000			
LI085 Average number of DNA members (12 month rolling period)	Sarah Retzlaff	Health and Wellbeing Portfolio Housing	4245	4200	4245	4200			
LI 310 Number of theatre events/shows taking place at the Bonington Theatre	Sarah Retzlaff	Health and Wellbeing Portfolio Housing	247	173	482	690			

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LI 310c Number of cinema shows taking place at the Bonington Theatre	Sarah Retzlaff	Health and Wellbeing Portfolio Housing	150	87.5	300	350	▬		
LI027f Number of attendances - Bonington Theatre	Sarah Retzlaff	Health and Wellbeing Portfolio Housing	13,158	7,125	25,273	28,500	↑		
LI 133 Number of fly tipping incidents reported to Gedling Borough Council	Andy Callingham	Environment Portfolio	616	Tracking Indicator	1052	Tracking Indicator	↓		Increase from quarter in line with previous years.
LI 346 Percentage of fly tipping incidents removed within 4 working days	Andy Callingham	Environment Portfolio	97.89%	98%	97.72%	98%	↑		
LI076 Level of All Crime across Gedling Borough rate per 1000 population	Andy Callingham	Public Protection Portfolio	13.5	13.2	14.1	52.8	↑		Recorded crime for quarter 2 2018 / 19 has shown a decrease of 152 incidents compared to the previous quarter but an overall increase of 6.6% (204 offences) compared to the period April to September 2017. However, this increase is less than South Notts Community Partnership as a whole,

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									which has an overall increase of 9.1% compared to the same period last year
LI081 Level of recorded anti-social behaviour across Gedling Borough (per 1000 population) - quarterly cumulative figure	Andy Callingham	Public Protection Portfolio	4.5	3.9	4.55	15.6			Recorded anti-social behaviour for quarter 2 2018/19 has shown a decrease of 19 incidents compared to the previous quarter but reflects an increase of 7.5% (74 incidents) when compared to April - September 2017 the previous year. The Community Safety Partnership have put in place, with police and community colleagues, targeted plans to address arising issues and concerns in Arnold Town Centre. Currently the Arnold shop watch radio system is being upgraded to increase communication between businesses and partnership organisations. Additional youth work continues to help divert young people from committing anti-social

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									behaviour. There are increasing concerns that the changes in the operating procedures of Jigsaw and Gedling Homes may result in fewer operational staff based locally to tackle ASB cases. Cases therefore may not be dealt with as effectively has previously. This poses a risk to future performances that will need be managed.
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	See latest note.						This PI does not now relate to the Housing Needs service. Under the Homelessness Reduction Act 2017 we are required to give advice and relief for a total of 112 days and there is no "homelessness application" as there previously was. The Section Manager is currently considering all Housing Needs PI's so that they can better monitor future delivery.

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LI051 Average time to process homeless applications (number of working days)	Duncan Adamson	Health and Wellbeing Portfolio Housing	See latest 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	14.3 days	13 days	14.2 days	13 days			Performance continues to be in the top 5% nationally, however performance has temporarily dipped due to the volume and complexity of claims received by the team. It is expected that this will have improved by the end of the year due to changes in processes.
LI075 Average time to process Housing Benefit change in circumstances (in calendar days)	Duncan Adamson	Health and Wellbeing Portfolio Housing	3.7 days	4 days	3.5 days	4 days			

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LI086 Average length of time spent in temporary accommodation (in weeks)	Duncan Adamson	Health and Wellbeing Portfolio Housing	19.2 wks	8 wks	16.6 wks	8 wks			New legislation introduced on 1 April 2018 (Homelessness Reduction Act) requires the council to provide 56 days for temporary accommodation relief instead of the previous 28 days. This is very much demand led and totally dependent on Gedling Homes, Housing Associations and Private Sector properties being available for temporary accommodation, of which there are very few. The Council has only 11 temporary accommodation properties of its own and these are consistently full. Officers are currently working with Gedling Homes to secure 2 further properties to relieve some of the pressure on bed and breakfast accommodation. In reality the situation will not improve until there are more homes available for either private rental or

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									ownership, and this will be entirely down to affordability.
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	5.0 days	6.0 days	4.8 days	6.0 days	↓	✓	



## Performance

PI Code & Short Name	Managed By	Portfolio Owners	Q2 2018/19			Annual 2018/19	Trend compared to previous quarter	Quarterly Status	Latest Note
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LI017 Percentage of Business Rates Collected	Duncan Adamson	Deputy Leader Resources and Reputation Portfolio	56.54%	56.13%	86.52%	98.90%	↑	✓	
LI016 Percentage of Council Tax collected	Duncan Adamson	Deputy Leader Resources and Reputation Portfolio	55.94%	56.70%	55.94%	98.50%	↓	⚠	Quarter 2 Collection down by 0.76% but this is only timing differences and cash low 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	93.9%	90.0%	93.9%	90.0%	↑	✓	






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LI057 Percentage of One Stop shop customers seen within 15 minutes	Rosie Caddy	Deputy Leader Resources and Reputation Portfolio	86.0%	85.0%	85.5%	85.0%	↑	✓	
LI006 Working Days Lost Due to Sickness Absence (rolling 12 month total)	David Archer	Leader Portfolio	8.77 days	9.00 days	8.77 days	9.00 days	↓	✓	Currently on target, however, note that the previous year showed low rates of absence and at current rates this year there is a risk that target will not be met. SLT and service manager engagement is essential in order to maintain high profile of absence and attendance issues.

## Place

PI Code & Short Name	Managed By	Portfolio Owners	Q2 2018/19			Annual 2018/19	Trend compared to previous quarter	Quarterly Status	Latest Note
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LI 221 Percentage of young people (18-24 year olds) claiming Job Seeker Allowance	Dawn Alvey	Growth and Regeneration Portfolio	1.9%	1.8%	1.7%	2%			While there has been an increase from last quarter, this reflects only a few additional claimants. During this time of year there is often a temporary spike in the figures due to full time education leavers. A date has also been confirmed for the annual apprenticeship fair (26 Feb) which, whilst not exclusively for young people, is important for this age group. Preventative employability events have been programmed for the academic year with our secondary schools – including interview skills, Speed Networking and Have a Go Sessions with local employers. These events are aimed at preventing individuals from becoming NEET. (Not in Education, Employment or Training).

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NI 152 Percentage of working age people on Job Seekers' Allowance	Dawn Alvey	Growth and Regeneration Portfolio	1.2%	0.9%	1.2%	1.1%	↑	⬮	This is a slight increase from last quarter and reflects only a few additional claimants. During this time of year there is often a temporary spike in the figures due to full time education leavers. We continues to work with DWP to develop targeted employment events such as the Carers event held on 2nd October and further Taster Session on 27 November. Training/skills opportunities are also shared and promoted via participants of the Employment & Skills Group.
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	0	0	1	2	▬	✓	

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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	3	6	6	▬		
LI 371 Number of garden waste customers	Mark Hurst	Environment Portfolio	14,963	14,750		15,000	↑		
NI 191 Residual household waste per household in Kg	Mark Hurst	Environment Portfolio	142.45 kg	131.25 kg	264.72 kg	525kg	↓		The increased figure is due to the increase in the number of loads rejected due to contamination of recycling bins by nappies, food, textiles and glass. Work is progressing with the County council and Veolia to improve the communication around what can and cannot be recycled.

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NI 192 Percentage of household waste sent for reuse, recycling and composting	Mark Hurst	Environment Portfolio	39.0%	39.0%	36.50%	39.0%	↑	✓	
NI 195a Percentage of surveyed streets with unacceptable levels of litter	Melvyn Cryer	Environment Portfolio	1%	2%	1.5%	2%	▬	✓	
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	7	5	22	20	↓	✓	
NI 154 Net additional homes provided	Alison Gibson; Joanna Gray	Growth and Regeneration Portfolio	76	120	182	480	↓	⊘	The adoption of the Local Planning Document at Council on 18th July released additional sites from the green belt for development. The trajectory for housing delivery confirms a five year land supply and

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									an increase in the number of homes to be delivered.
NI 155 Number of affordable homes delivered (gross)	Dawn Alvey	Growth and Regeneration Portfolio	0	33	49	130	↓	🛑	No affordable homes have been delivered this quarter. 8 discount for sale properties are due to complete in the next quarter at Spring Farm. There is the potential for more S.106 affordable homes to complete during the remaining quarters and local RP's are looking at several sites currently.
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	94.94%	91.0%	95.94%	91.0%	↓	✅	

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NI 157c Percentage of Other planning applications processed within 8 weeks	Mike Avery	Growth and Regeneration Portfolio	98.19%	85.0%	97.85%	85.0%	↑	✓	