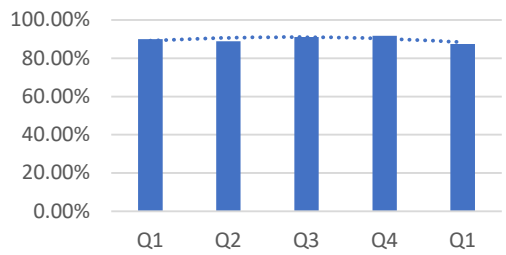
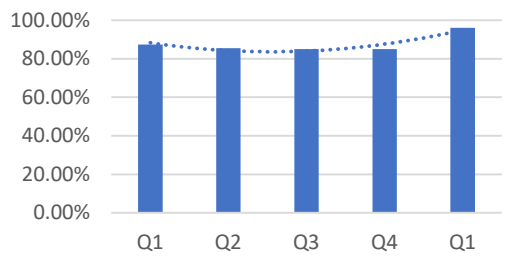


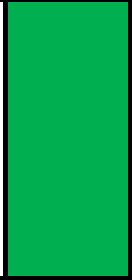
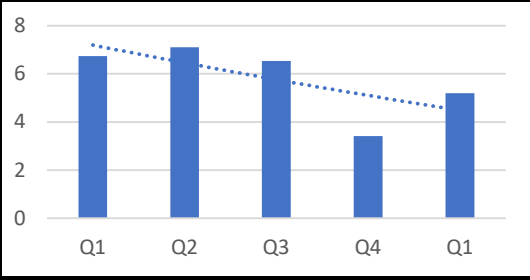
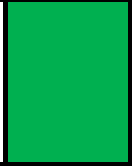
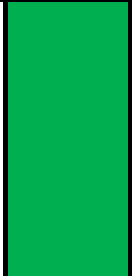
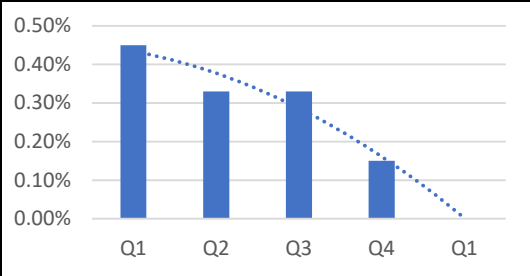


### Performance Indicators with Targeted Performance Levels

(Performance within the direct control of the Council with past data or comparisons available on which to base those targets)

#### Growth and Prosperity

Key Performance indicators (KPIs)							Target	Status	
	AD	2023/24	2023/24	2023/24	2023/24	2024/25	2024/25	2024/25	
		Q1	Q2	Q3	Q4	Q1	Q1	Q1	
Percentage of major planning applications determined within 13/16 weeks (or agreed extended period) - (In Quarter from 2024/25)	Phil Norman	90.00%	88.89%	91.18%	91.78%	87.50%	65%		
Commentary: Good performance for Majors. Live tables for most recent data available by MHCLG for their current 'Assessment Period' is 93.75%.									
Percentage of minor planning applications determined within 8 weeks (or agreed extended period) - (In Quarter from 2024/25)	Phil Norman	87.45%	85.54%	85.02%	84.98%	96.15%	75%		
Commentary: Good overall performance for minor developments. Live tables for most recent data available by MHCLG for their current 'Assessment Period' is 90.3% for Non-major Developments									

Percentage of other planning applications determined within 8 weeks (or agreed extended period) – (In Quarter from 2024/25)	Phil Norman	91.23%	93.09%	92.82%	92.86%	92.59%	75%		
Commentary: Good overall performance for Other developments. Live tables for most recent data available by MHCLG for their current 'Assessment Period' is 90.3% for Non-major Developments									
Land Charges - Average number of days taken to process Local Authority searches (working days)	Christian Allen	6.74	7.11	6.54	3.41	5.2	8		
Commentary: The target for Land Charges processing time increased from 6 days to 8 days between Q1 and Q2 2023/24									
Percentage of major planning appeals allowed within the last 2 years (rolling period) against number of applications determined	Phil Norman	0.00%	0.00%	0.00%	0.00%	0.00%	10%		
Percentage of minor & other planning appeals allowed within the last 2 years (rolling period) against number of applications determined	Phil Norman	0.45%	0.33%	0.33%	0.15%	0.00%	10%		

Occupancy Rate at end of Quarter: Industrial Units	Andy Fisher	100.00%	100.00%	96.43%	100.00%	85.71%	95.00%		<table border="1"> <caption>Bar Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Occupancy Rate</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>100.00%</td> </tr> <tr> <td>Q2</td> <td>100.00%</td> </tr> <tr> <td>Q3</td> <td>96.43%</td> </tr> <tr> <td>Q4</td> <td>100.00%</td> </tr> <tr> <td>Q1</td> <td>85.71%</td> </tr> </tbody> </table>	Quarter	Occupancy Rate	Q1	100.00%	Q2	100.00%	Q3	96.43%	Q4	100.00%	Q1	85.71%
Quarter	Occupancy Rate																				
Q1	100.00%																				
Q2	100.00%																				
Q3	96.43%																				
Q4	100.00%																				
Q1	85.71%																				
Commentary: Four units were vacant at the end of the period that will be actively marketed through an appropriate agent going forward as no waiting list now exists.																					



### Safe and Resilient Communities

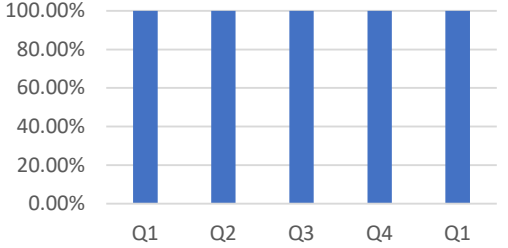
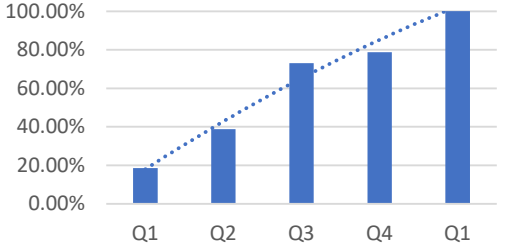
Key Performance indicators (KPIs)							Target	Status															
	AD	2023/24	2023/24	2023/24	2023/24	2024/25	2024/25	2024/25															
		Q1	Q2	Q3	Q4	Q1	Q1	Q1															
Food Safety – percentage of rateable food businesses with a rating of 3 (generally satisfactory) or above as a Percentage of the total number of rateable food businesses.	Christian Allen	98.40%	97.70%	97.87%	97.84%	97.85%	98%		<table border="1"> <caption>Food Safety Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>98.40%</td> </tr> <tr> <td>Q2</td> <td>97.70%</td> </tr> <tr> <td>Q3</td> <td>97.87%</td> </tr> <tr> <td>Q4</td> <td>97.84%</td> </tr> <tr> <td>Q1</td> <td>97.85%</td> </tr> <tr> <td>Target</td> <td>98.00%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1	98.40%	Q2	97.70%	Q3	97.87%	Q4	97.84%	Q1	97.85%	Target	98.00%
Quarter	Percentage																						
Q1	98.40%																						
Q2	97.70%																						
Q3	97.87%																						
Q4	97.84%																						
Q1	97.85%																						
Target	98.00%																						

### Environment

Key Performance indicators (KPIs)							Target	Status													
	AD	2023/24	2023/24	2023/24	2023/24	2024/25	2024/25	2024/25													
		Q1	Q2	Q3	Q4	Q1	Q1	Q1													
Percentage of household waste collected for recycling and composting (OFLOG)	Victoria Burgess	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	Data not available	45%	Data not available													
Commentary: Data recorded by Lincolnshire County Council (LCC) by Waste Transfer Station rather than by Council. This has been raised at the Lincolnshire Waste Partnership.																					
Percentage of recycling collected that is unable to be recycled (contamination) (OFLOG)	Victoria Burgess	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	Data not available	14%	Data not available													
Commentary: Data recorded by Lincolnshire County Council (LCC) by Waste Transfer Station rather than by Council. This has been raised at the Lincolnshire Waste Partnership.																					
Percentage of fly-tips collected within 3 working days of being reported	Victoria Burgess	99.24%	99.24%	97.67%	98.66%	99.21%	95%		<table border="1"> <caption>Percentage of fly-tips collected within 3 working days of being reported</caption> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>99.24%</td> </tr> <tr> <td>Q2</td> <td>99.24%</td> </tr> <tr> <td>Q3</td> <td>97.67%</td> </tr> <tr> <td>Q4</td> <td>98.66%</td> </tr> <tr> <td>Q1</td> <td>99.21%</td> </tr> </tbody> </table>	Period	Percentage	Q1	99.24%	Q2	99.24%	Q3	97.67%	Q4	98.66%	Q1	99.21%
Period	Percentage																				
Q1	99.24%																				
Q2	99.24%																				
Q3	97.67%																				
Q4	98.66%																				
Q1	99.21%																				
Commentary: Monthly number of fly tipping incidents were as follows: April, 454. May, 391. June, 441.																					
Percentage of waste collections that were successful first time	Victoria Burgess	99.93%	99.93%	99.96%	99.96%	Data not provided	99.80%	Data not provided	<table border="1"> <caption>Percentage of waste collections that were successful first time</caption> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>99.93%</td> </tr> <tr> <td>Q2</td> <td>99.93%</td> </tr> <tr> <td>Q3</td> <td>99.96%</td> </tr> <tr> <td>Q4</td> <td>99.96%</td> </tr> <tr> <td>Q1</td> <td>99.80%</td> </tr> </tbody> </table>	Period	Percentage	Q1	99.93%	Q2	99.93%	Q3	99.96%	Q4	99.96%	Q1	99.80%
Period	Percentage																				
Q1	99.93%																				
Q2	99.93%																				
Q3	99.96%																				
Q4	99.96%																				
Q1	99.80%																				

### Efficiency and Effectiveness

Key Performance indicators (KPIs)							Target	Status													
	AD	2023/24	2023/24	2023/24	2023/24	2024/25	2024/25	2024/25													
		Q1	Q2	Q3	Q4	Q1	Q1	Q1													
Percentage of corporate complaints responded to within corporately set timescales	John Medler	88%	87.50%	92.86%	78.57%	100.00%	95%	On Track	<table border="1"> <caption>Corporate Complaints Performance</caption> <thead> <tr><th>Quarter</th><th>Performance (%)</th></tr> </thead> <tbody> <tr><td>Q1</td><td>88%</td></tr> <tr><td>Q2</td><td>87.50%</td></tr> <tr><td>Q3</td><td>92.86%</td></tr> <tr><td>Q4</td><td>78.57%</td></tr> <tr><td>Q1</td><td>100.00%</td></tr> </tbody> </table>	Quarter	Performance (%)	Q1	88%	Q2	87.50%	Q3	92.86%	Q4	78.57%	Q1	100.00%
Quarter	Performance (%)																				
Q1	88%																				
Q2	87.50%																				
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Q4	78.57%																				
Q1	100.00%																				
Percentage of subject requests responded to within statutory timescales	John Medler	100%	100.00%	100.00%	50.00%	60.00%	100%	Off Track	<table border="1"> <caption>Subject Requests Performance</caption> <thead> <tr><th>Quarter</th><th>Performance (%)</th></tr> </thead> <tbody> <tr><td>Q1</td><td>100%</td></tr> <tr><td>Q2</td><td>100.00%</td></tr> <tr><td>Q3</td><td>100.00%</td></tr> <tr><td>Q4</td><td>50.00%</td></tr> <tr><td>Q1</td><td>60.00%</td></tr> </tbody> </table>	Quarter	Performance (%)	Q1	100%	Q2	100.00%	Q3	100.00%	Q4	50.00%	Q1	60.00%
Quarter	Performance (%)																				
Q1	100%																				
Q2	100.00%																				
Q3	100.00%																				
Q4	50.00%																				
Q1	60.00%																				
<p>Commentary: The number of extensive DSAR's in quarter 1 have been difficult to respond to within statutory deadlines.</p>																					
Percentage of information requests responded to within statutory timescales	John Medler	97.80%	99.41%	100.00%	99.51%	98.48%	95%	On Track	<table border="1"> <caption>Information Requests Performance</caption> <thead> <tr><th>Quarter</th><th>Performance (%)</th></tr> </thead> <tbody> <tr><td>Q1</td><td>97.80%</td></tr> <tr><td>Q2</td><td>99.41%</td></tr> <tr><td>Q3</td><td>100.00%</td></tr> <tr><td>Q4</td><td>99.51%</td></tr> <tr><td>Q1</td><td>98.48%</td></tr> </tbody> </table>	Quarter	Performance (%)	Q1	97.80%	Q2	99.41%	Q3	100.00%	Q4	99.51%	Q1	98.48%
Quarter	Performance (%)																				
Q1	97.80%																				
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Q4	99.51%																				
Q1	98.48%																				

Occupancy Rate at end of Quarter: Other investment property	Andy Fisher	100.00%	100.00%	100.00%	100.00%	100.00%	97%		 <p>A bar chart with a vertical axis from 0.00% to 100.00% in 20% increments. The horizontal axis is labeled with Q1, Q2, Q3, Q4, and Q1. All five bars are blue and reach the 100.00% mark.</p>
Percentage of car parking income received against agreed annual budget – cumulative figure to end of successive quarters.	Andy Fisher	18.65%	38.87%	73.06%	78.82%	104.53%	100%		 <p>A bar chart with a vertical axis from 0.00% to 100.00% in 20% increments. The horizontal axis is labeled with Q1, Q2, Q3, Q4, and Q1. The bars are blue and show cumulative growth: Q1 (18.65%), Q2 (38.87%), Q3 (73.06%), Q4 (78.82%), and Q1 (104.53%). A dotted blue trend line connects the tops of the bars.</p>
<p>Commentary: Revenue of £226,245 against a forecast of £216,434. Despite the appearance of the above figures, we are in fact slightly below budget as £14,000 income which has been received in April actually relates to 23/24 and should not be included in the data when forecasting for this year. However the number of parking permit income being below budget in June and not having the most recent PCN income figures is the main cause of this deficit, with income from fees and charges only slightly down and still significantly better than the first quarter last year.</p>									
Percentage of commercial rent received against agreed annual budget – cumulative figure to end of successive quarters.	Andy Fisher	Data not provided	Data not provided	Data not provided	96.15%	Data not available	100%	Data not available	
<p>Commentary: We are still awaiting a refined data report from PSPS finance partners that reports this PI properly. Unit 4 standard reports still only output the value of invoices raised during the quarter and not the value of those invoices either not due for payment during the quarter or the value of unpaid invoices due for payment. At the end of Q1, Unit 4 suggests that the actual income received for Q1 is £311,901.34, however, this is simply the value invoiced in the period and does not take account of those invoices not due for payment until after 30 June or late payment of invoices due that is being chased by Credit Control. It is important to note however that non payment of invoices by their payment due date is actively dealt with by the PSPS Creditor Team, with anything significant reported to the service manager for further action so there is no failure in the recovery process.</p>									
LA Error rate (measured against estimated annual expenditure) (PSPS)	Finance	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	0.04%	0.42%		



Business Rate collection rate (Cumulative) (PSPS)	Finance	29.71%	54.88%	79.56%	93.75%	30.86%	29.70%		
Council Tax collection rate (Cumulative) (PSPS)	Finance	26.98%	52.27%	78.18%	93.45%	26.93%	96.30%		
Housing Benefit New Claims speed of processing (Year to Date) (PSPS)	Finance	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	30	25		
<p>Commentary: Whilst Q1 cumulative performance is just outside of target, it is pleasing to report that speed of processing for the month of June was within target, at 22 days, demonstrating improvement. With continued focus on new HB claims we expect to report performance within target in the quarters ahead. The actual performance achieved at the end of Q1 is within DWP expectations.</p>									
Housing Benefit Changes speed of processing (Year to Date) (PSPS)	Finance	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	9	12		
Housing Benefit Overpayment Recovery rate (PSPS)	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	152.97%	85.00%		
Percentage of contacts resolved at first contact – targeted. (PSPS)	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	83.43%	80%		

Average answer rate – Customer Contact (PSPS)	Emily Spicer	83.32%	88.92%	90.58%	90.76%	82.01%	80%		
Average answer rate – Revenues & Benefits (PSPS)	Emily Spicer	85.43%	91.05%	92.19%	92.44%	76.59%	80%		
<p>Commentary: Quarter target not met by 3.41% Calls received (6704), successful call backs (892). Footfall in Quarter 1 at 4421, along with an increase of call duration of 41 seconds, recognising increased complex needs of customer's. Q1 is historically our busiest period for this area, however the volume of answered calls in Q1 were 5062, an increase of 18.2% on the same period last year. Not only is call duration increasing, but volume too. In queue options are seeing a change in customer habit's. Implementation of new method of contact 'Web chat ' has seen essential training of staff along with redeployment of duties, with the aim to shift demand towards this digital and self service platform. Although this may see a short term impact as resource is redeployed to operate Webchat, this will provide a positive future solution.</p>									
Percentage of planned procurement work completed according to agreed response times and agreed timescales (By the PSPS procurement team)	Finance	100.00%	100.00%	100.00%	100.00%	100.00%	100%		