
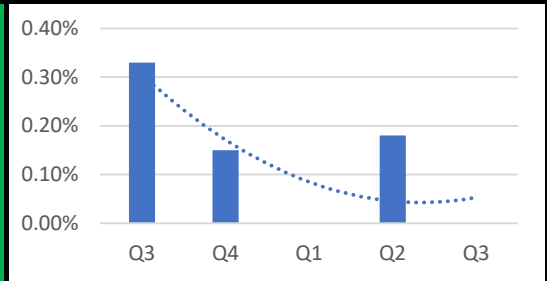

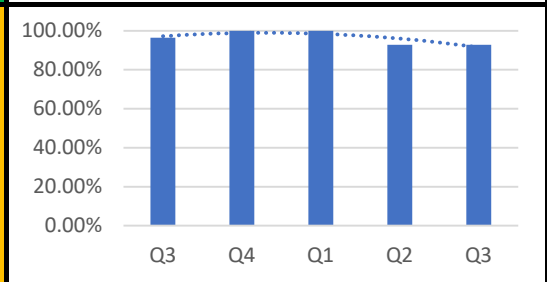




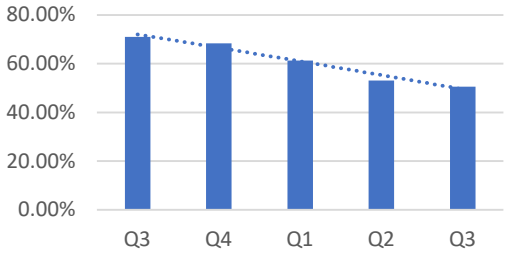
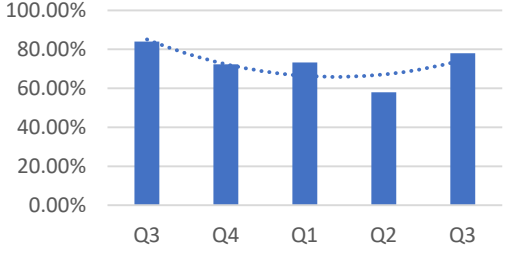
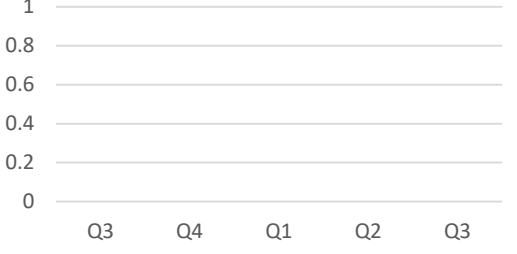
Performance Indicators with Targeted Performance Levels
Growth and Prosperity

Key Performance indicators (KPIs)						Target	Status		
	AD	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25		
		Q3	Q4	Q1	Q2	Q3	Q3		
Percentage of major planning applications determined within 13/16 weeks (or agreed extended period) - (In Quarter from 2024/25)	PN	91.18%	91.78%	87.50%	88.89%	No Longer Reported	65%	N/A	
Percentage of minor planning applications determined within 8 weeks (or agreed extended period) - (In Quarter from 2024/25)	PN	85.02%	84.98%	96.15%	100.00%	No Longer Reported	75%	N/A	
Percentage of other planning applications determined within 8 weeks (or agreed extended period) - (In Quarter from 2024/25)	PN	92.82%	92.86%	92.59%	87.50%	No Longer Reported	75%	N/A	

<p>Percentage of major planning applications determined within 13/16 weeks (or agreed extended period) (MHCLG 12 Moth Rolling Period)</p>	<p>PN</p>	<p>93.02%</p>	<p>93.75%</p>	<p>92.86%</p>	<p>90.77%</p>	<p>78.57%</p>	<p>65%</p>		<table border="1"> <caption>Percentage of major planning applications determined within 13/16 weeks</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>93.02%</td> </tr> <tr> <td>Q4</td> <td>93.75%</td> </tr> <tr> <td>Q1</td> <td>92.86%</td> </tr> <tr> <td>Q2</td> <td>90.77%</td> </tr> <tr> <td>Q3</td> <td>78.57%</td> </tr> </tbody> </table>	Quarter	Percentage	Q3	93.02%	Q4	93.75%	Q1	92.86%	Q2	90.77%	Q3	78.57%
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<p>Percentage of non-major planning applications determined within 8 weeks (or agreed extended period) (MHCLG 12 Moth Rolling Period)</p>	<p>PN</p>	<p>Not Previously Reported</p>	<p>Not Previously Reported</p>	<p>Not Previously Reported</p>	<p>Not Previously Reported</p>	<p>93.65%</p>	<p>75%</p>		<table border="1"> <caption>Percentage of non-major planning applications determined within 8 weeks</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>0.00%</td> </tr> <tr> <td>Q4</td> <td>0.00%</td> </tr> <tr> <td>Q1</td> <td>0.00%</td> </tr> <tr> <td>Q2</td> <td>0.00%</td> </tr> <tr> <td>Q3</td> <td>93.65%</td> </tr> </tbody> </table>	Quarter	Percentage	Q3	0.00%	Q4	0.00%	Q1	0.00%	Q2	0.00%	Q3	93.65%
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Q3	93.65%																				
<p>Land Charges - Average number of days taken to process Local Authority searches (working days)</p>	<p>CA</p>	<p>6.54</p>	<p>3.41</p>	<p>5.2</p>	<p>7.45</p>	<p>6.94</p>	<p>8</p>		<table border="1"> <caption>Average number of days taken to process Local Authority searches</caption> <thead> <tr> <th>Quarter</th> <th>Average Number of Days</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>6.54</td> </tr> <tr> <td>Q4</td> <td>3.41</td> </tr> <tr> <td>Q1</td> <td>5.2</td> </tr> <tr> <td>Q2</td> <td>7.45</td> </tr> <tr> <td>Q3</td> <td>6.94</td> </tr> </tbody> </table>	Quarter	Average Number of Days	Q3	6.54	Q4	3.41	Q1	5.2	Q2	7.45	Q3	6.94
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<p>Percentage of major planning appeals allowed within the last 2 years (rolling period) against number of applications determined</p>	<p>PN</p>	<p>0.00%</p>	<p>0.00%</p>	<p>0.00%</p>	<p>0.00%</p>	<p>0.00%</p>	<p>10%</p>		<table border="1"> <caption>Percentage of major planning appeals allowed within the last 2 years</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>0.00%</td> </tr> <tr> <td>Q4</td> <td>0.00%</td> </tr> <tr> <td>Q1</td> <td>0.00%</td> </tr> <tr> <td>Q2</td> <td>0.00%</td> </tr> <tr> <td>Q3</td> <td>10%</td> </tr> </tbody> </table>	Quarter	Percentage	Q3	0.00%	Q4	0.00%	Q1	0.00%	Q2	0.00%	Q3	10%
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Q1	0.00%																				
Q2	0.00%																				
Q3	10%																				

Percentage of minor & other planning appeals allowed within the last 2 years (rolling period) against number of applications determined	PN	0.33%	0.15%	0.00%	0.18%	0.00%	10%		 <table border="1"> <caption>Percentage of minor & other planning appeals allowed within the last 2 years (rolling period) against number of applications determined</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>0.33%</td> </tr> <tr> <td>Q4</td> <td>0.15%</td> </tr> <tr> <td>Q1</td> <td>0.00%</td> </tr> <tr> <td>Q2</td> <td>0.18%</td> </tr> <tr> <td>Q3</td> <td>0.00%</td> </tr> </tbody> </table>	Quarter	Percentage	Q3	0.33%	Q4	0.15%	Q1	0.00%	Q2	0.18%	Q3	0.00%
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Occupancy Rate at end of Quarter: Industrial Units	AF	96.43%	100.00%	100.00%	92.86%	92.86%	95.00%		 <table border="1"> <caption>Occupancy Rate at end of Quarter: Industrial Units</caption> <thead> <tr> <th>Quarter</th> <th>Occupancy Rate</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>96.43%</td> </tr> <tr> <td>Q4</td> <td>100.00%</td> </tr> <tr> <td>Q1</td> <td>100.00%</td> </tr> <tr> <td>Q2</td> <td>92.86%</td> </tr> <tr> <td>Q3</td> <td>92.86%</td> </tr> </tbody> </table>	Quarter	Occupancy Rate	Q3	96.43%	Q4	100.00%	Q1	100.00%	Q2	92.86%	Q3	92.86%
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Commentary: Negotiations over one of the units remained ongoing at the end of the quarter, there is positive indication those negotiations will conclude successfully in Q3.																					

Healthy Lives

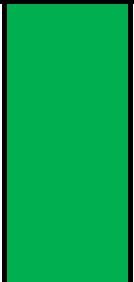
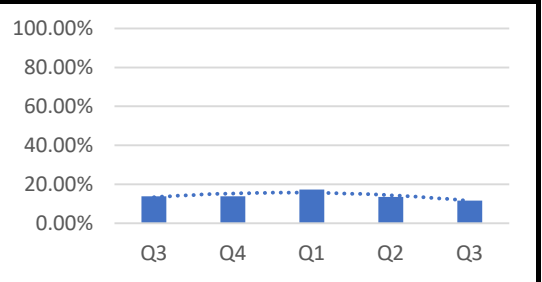
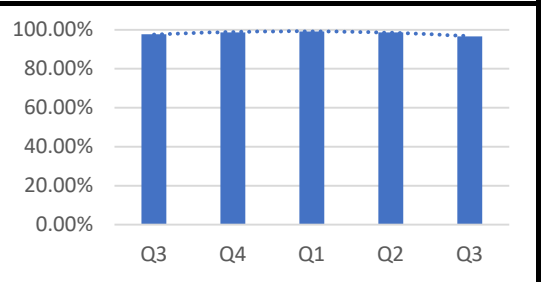
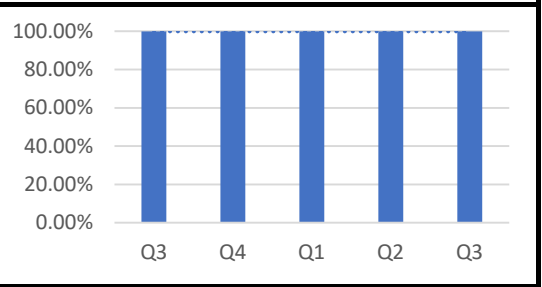
Key Performance indicators (KPIs)						Target	Status	
	AD	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	
		Q3	Q4	Q1	Q2	Q3	Q3	
Percentage of cases successfully opened whilst a customer remains in settled accommodation (Prevention Duty)	ES	71.05%	68.42%	61.29%	53.09%	50.59%	50%	
Percentage of homelessness cases that were opened at homelessness prevention stage that resulted in the customer not becoming homeless	ES	84.00%	72.34%	73.33%	58.00%	77.97%	50%	
Number of families with children placed into Bed & Breakfast (B&B) for more than 6 weeks	ES	0	0	0	0	0	0	

Safe and Resilient Communities

Key Performance indicators (KPIs)							Target	Status	
	AD	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	2024/25	
		Q3	Q4	Q1	Q2	Q3	Q3	Q3	
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.	CA	97.87%	97.84%	97.85%	98.00%	96.90%	98%		
Commentary: The number of food businesses achieving broad compliance is close to the target of 98%. Businesses are non-compliant for a number of reasons outside of our control, but officers continue to work closely with low-scoring businesses to improve standards.									


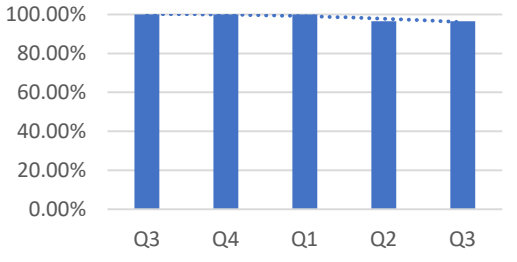

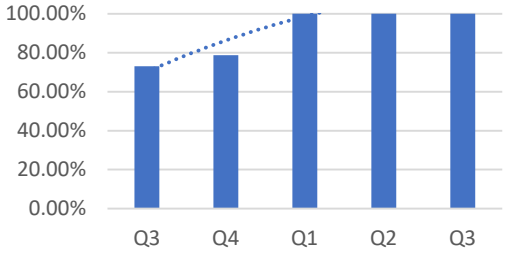

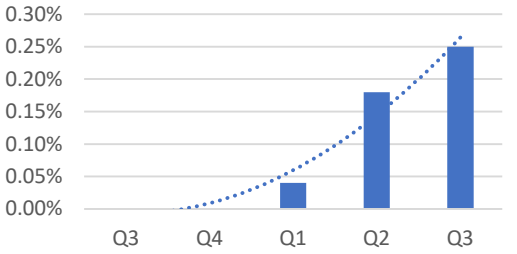

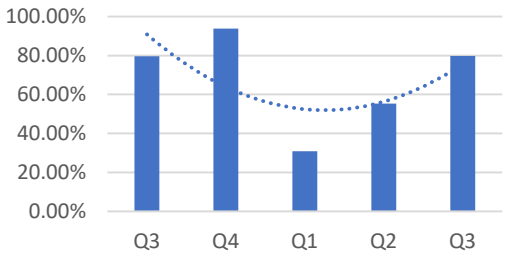
Environment

Key Performance indicators (KPIs)							Target	Status	
	AD	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	2024/25	
		Q3	Q4	Q1	Q2	Q3	Q3	Q3	
Percentage of household waste collected for recycling and composting (OFLOG)	VB	27.60%			35.14%	39.68%	45%		


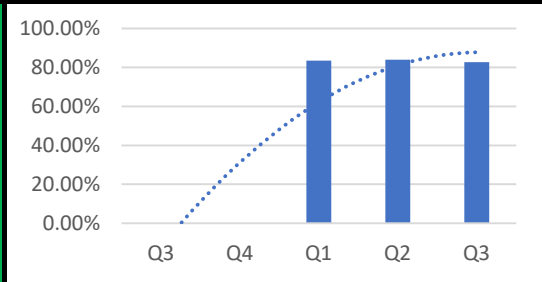

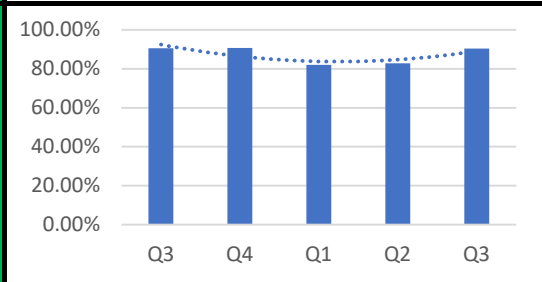
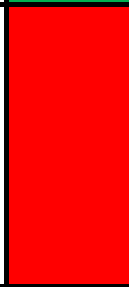
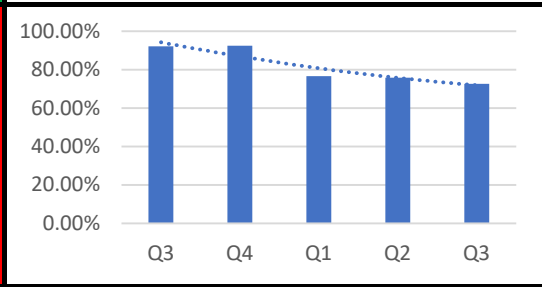
Percentage of recycling collected that is unable to be recycled (contamination) (OFLOG)	VB	13.80%	13.79%	17.36%	13.54%	11.62%	14%		 <table border="1"> <caption>Data for OFLOG Chart</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>13.80%</td> </tr> <tr> <td>Q4</td> <td>13.79%</td> </tr> <tr> <td>Q1</td> <td>17.36%</td> </tr> <tr> <td>Q2</td> <td>13.54%</td> </tr> <tr> <td>Q3</td> <td>11.62%</td> </tr> </tbody> </table>	Quarter	Percentage	Q3	13.80%	Q4	13.79%	Q1	17.36%	Q2	13.54%	Q3	11.62%
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Percentage of fly-tips collected within 3 working days of being reported	VB	97.67%	98.66%	99.21%	98.75%	96.57%	95%		 <table border="1"> <caption>Data for Fly-tips Chart</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <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> <tr> <td>Q2</td> <td>98.75%</td> </tr> <tr> <td>Q3</td> <td>96.57%</td> </tr> </tbody> </table>	Quarter	Percentage	Q3	97.67%	Q4	98.66%	Q1	99.21%	Q2	98.75%	Q3	96.57%
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Percentage of waste collections that were successful first time	VB	99.96%	99.96%	99.95%	99.96%	99.96%	99.80%		 <table border="1"> <caption>Data for Waste Collections Chart</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>99.96%</td> </tr> <tr> <td>Q4</td> <td>99.96%</td> </tr> <tr> <td>Q1</td> <td>99.95%</td> </tr> <tr> <td>Q2</td> <td>99.96%</td> </tr> <tr> <td>Q3</td> <td>99.80%</td> </tr> </tbody> </table>	Quarter	Percentage	Q3	99.96%	Q4	99.96%	Q1	99.95%	Q2	99.96%	Q3	99.80%
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Efficiency and Effectiveness

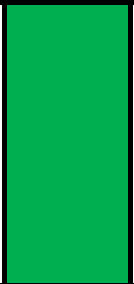
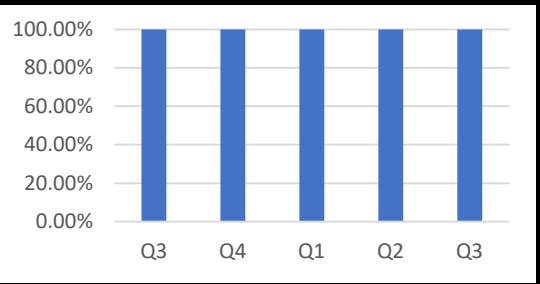
Key Performance indicators (KPIs)							Target	Status													
	AD	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	2024/25													
		Q3	Q4	Q1	Q2	Q3	Q3	Q3													
Percentage of corporate complaints responded to within corporately set timescales	JM	92.86%	78.57%	100.00%	100.00%	88.24%	95%		<table border="1"> <caption>Percentage of corporate complaints responded to within corporately set timescales</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <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> <tr> <td>Q2</td> <td>100.00%</td> </tr> <tr> <td>Q3</td> <td>88.24%</td> </tr> </tbody> </table>	Quarter	Percentage	Q3	92.86%	Q4	78.57%	Q1	100.00%	Q2	100.00%	Q3	88.24%
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Commentary: 18 complaints in total, 2 late and 1 withdrawn. Late departments were Revenues and benefits and Property. two complaints are outstanding but within time. Percentage disproportionately affected by low volumes at stage 1 and stage 2.																					
Percentage of subject requests responded to within statutory timescales	JM	100.00%	50.00%	60.00%	100.00%	100.00%	100%		<table border="1"> <caption>Percentage of subject requests responded to within statutory timescales</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <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> <tr> <td>Q2</td> <td>100.00%</td> </tr> <tr> <td>Q3</td> <td>100.00%</td> </tr> </tbody> </table>	Quarter	Percentage	Q3	100.00%	Q4	50.00%	Q1	60.00%	Q2	100.00%	Q3	100.00%
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<p>Occupancy Rate at end of Quarter: Other investment property</p>	<p>AF</p>	<p>100.00%</p>	<p>100.00%</p>	<p>100.00%</p>	<p>96.55%</p>	<p>96.55%</p>	<p>97%</p>		 <table border="1"> <caption>Occupancy Rate Data</caption> <thead> <tr> <th>Quarter</th> <th>Occupancy Rate</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>100.00%</td> </tr> <tr> <td>Q4</td> <td>100.00%</td> </tr> <tr> <td>Q1</td> <td>100.00%</td> </tr> <tr> <td>Q2</td> <td>96.55%</td> </tr> <tr> <td>Q3</td> <td>96.55%</td> </tr> </tbody> </table>	Quarter	Occupancy Rate	Q3	100.00%	Q4	100.00%	Q1	100.00%	Q2	96.55%	Q3	96.55%
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<p>Commentary: The Garfits Lane tenancy document is having to be re written and the matter is with LSL but there is every confidence this matter will progress to completion in Q4.</p>																					
<p>Percentage of car parking income received against agreed annual budget – cumulative figure to end of successive quarters.</p>	<p>AF</p>	<p>73.06%</p>	<p>78.82%</p>	<p>104.53%</p>	<p>107.14%</p>	<p>111.53%</p>	<p>100%</p>		 <table border="1"> <caption>Car Parking Income Data</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>73.06%</td> </tr> <tr> <td>Q4</td> <td>78.82%</td> </tr> <tr> <td>Q1</td> <td>104.53%</td> </tr> <tr> <td>Q2</td> <td>107.14%</td> </tr> <tr> <td>Q3</td> <td>100.00%</td> </tr> </tbody> </table>	Quarter	Percentage	Q3	73.06%	Q4	78.82%	Q1	104.53%	Q2	107.14%	Q3	100.00%
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<p>LA Error rate (measured against estimated annual expenditure) (PSPS)</p>	<p>FIN</p>	<p>Not Previously Reported</p>	<p>Not Previously Reported</p>	<p>0.04%</p>	<p>0.18%</p>	<p>0.25%</p>	<p>0.42%</p>		 <table border="1"> <caption>LA Error Rate Data</caption> <thead> <tr> <th>Quarter</th> <th>Error Rate</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>0.00%</td> </tr> <tr> <td>Q4</td> <td>0.00%</td> </tr> <tr> <td>Q1</td> <td>0.04%</td> </tr> <tr> <td>Q2</td> <td>0.18%</td> </tr> <tr> <td>Q3</td> <td>0.25%</td> </tr> </tbody> </table>	Quarter	Error Rate	Q3	0.00%	Q4	0.00%	Q1	0.04%	Q2	0.18%	Q3	0.25%
Quarter	Error Rate																				
Q3	0.00%																				
Q4	0.00%																				
Q1	0.04%																				
Q2	0.18%																				
Q3	0.25%																				
<p>Business Rate collection rate (Cumulative) (PSPS)</p>	<p>FIN</p>	<p>79.56%</p>	<p>93.75%</p>	<p>30.86%</p>	<p>55.33%</p>	<p>79.79%</p>	<p>78.00%</p>		 <table border="1"> <caption>Business Rate Collection Rate Data</caption> <thead> <tr> <th>Quarter</th> <th>Collection Rate</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>79.56%</td> </tr> <tr> <td>Q4</td> <td>93.75%</td> </tr> <tr> <td>Q1</td> <td>30.86%</td> </tr> <tr> <td>Q2</td> <td>55.33%</td> </tr> <tr> <td>Q3</td> <td>78.00%</td> </tr> </tbody> </table>	Quarter	Collection Rate	Q3	79.56%	Q4	93.75%	Q1	30.86%	Q2	55.33%	Q3	78.00%
Quarter	Collection Rate																				
Q3	79.56%																				
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Q3	78.00%																				

<p>Council Tax collection rate (Cumulative) (PSPS)</p>	<p>FIN</p>	<p>78.18%</p>	<p>93.45%</p>	<p>26.93%</p>	<p>52.91%</p>	<p>79.12%</p>	<p>77.00%</p>	<p></p>	
<p>Housing Benefit New Claims speed of processing (Year to Date) (PSPS)</p>	<p>FIN</p>	<p>Not Previously Reported</p>	<p>Not Previously Reported</p>	<p>30</p>	<p>25</p>	<p>24.67</p>	<p>25</p>	<p></p>	
<p>Housing Benefit Changes speed of processing (Year to Date) (PSPS)</p>	<p>FIN</p>	<p>Not Previously Reported</p>	<p>Not Previously Reported</p>	<p>9</p>	<p>11</p>	<p>13.33</p>	<p>12</p>	<p></p>	
<p>Commentary: A targeted approach to tackle older work had an impact on speed of processing in October. However, performance improved in November and December, and, whilst still marginally above the target KPI, at 13 days, was well within the DWP performance expectations of 15 days.</p>									
<p>Housing Benefit Overpayment Recovery rate (PSPS)</p>	<p>ES</p>	<p>Not Previously Reported</p>	<p>Not Previously Reported</p>	<p>152.97%</p>	<p>138.45%</p>	<p>132.21%</p>	<p>85.00%</p>	<p></p>	

Percentage of contacts resolved at first contact – targeted. (PSPS)	ES	Not Previously Reported	Not Previously Reported	83.43%	83.88%	82.77%	80%		
Average answer rate – Customer Contact (PSPS)	ES	90.58%	90.76%	82.01%	82.77%	90.34%	90%		
Average answer rate – Revenues & Benefits (PSPS)	JG	92.19%	92.44%	76.59%	75.77%	72.56%	87%		

Commentary: Quarterly target not met by 8.90%. Call volumes have increased by 9.4%(13672) against Q3 last year, successful call backs (2916). Call duration in Q3 has increased by 139 seconds. There have been 750 webchats, showing continued success in this digital contact channel. Effective contact handling training deployed through the service to ensure CC are maximising efficiency in how contacts are handled. Over 50% of calls abandoning within 240 seconds and limited take up on call back, despite targeted promotion. Large volume of repeat callers (42%), driving up demand numbers, affecting answer rates. Call durations for R&B are continuing to increase based on multiple needs and trying to resolve as much as possible at first contact. Continued large volumes of recovery, with 23/24 numbers already exceeded by Q3. Extended hours (evening and weekends) put in place during Q3, which will continue in Q4 to provide customers with greater contact options. Additional resource will be in place for the whole of Q4, to support ongoing pressures, as well as targeted customer comms.

Percentage of planned procurement work completed according to agreed response times and agreed timescales (By the PSPS procurement team)	FIN	100.00%	100.00%	100.00%	100.00%	100.00%	100%		 <p>The bar chart displays the percentage of planned procurement work completed according to agreed response times and agreed timescales for five quarters: Q3, Q4, Q1, Q2, and Q3. The y-axis represents the percentage, ranging from 0.00% to 100.00% in increments of 20.00%. All five bars are blue and reach the 100.00% mark, indicating 100% completion for each quarter.</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>100.00%</td> </tr> <tr> <td>Q4</td> <td>100.00%</td> </tr> <tr> <td>Q1</td> <td>100.00%</td> </tr> <tr> <td>Q2</td> <td>100.00%</td> </tr> <tr> <td>Q3</td> <td>100.00%</td> </tr> </tbody> </table>	Quarter	Percentage	Q3	100.00%	Q4	100.00%	Q1	100.00%	Q2	100.00%	Q3	100.00%
Quarter	Percentage																				
Q3	100.00%																				
Q4	100.00%																				
Q1	100.00%																				
Q2	100.00%																				
Q3	100.00%																				

Performance Indicators with Trend Only Data
Growth and Prosperity

Key Performance indicators (KPIs)							Target	Status													
	AD	2023/24	2023/24	2024/25	2023/24	2023/24	2023/24	2023/24													
		Q3	Q4	Q1	Q2	Q3	Q3	Q3													
Percentage of decisions (major / minor / others) taken under delegation within period	PN	98.48%	100.00%	100.00%	92.22%	94.62%	Trend Only	Trend Only	<table border="1"> <caption>Percentage of decisions taken under delegation</caption> <thead> <tr><th>Quarter</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>Q3</td><td>98.48%</td></tr> <tr><td>Q4</td><td>100.00%</td></tr> <tr><td>Q1</td><td>100.00%</td></tr> <tr><td>Q2</td><td>92.22%</td></tr> <tr><td>Q3</td><td>94.62%</td></tr> </tbody> </table>	Quarter	Percentage	Q3	98.48%	Q4	100.00%	Q1	100.00%	Q2	92.22%	Q3	94.62%
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Q3	98.48%																				
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External funding bids submitted by the growth directorate	DM	Not Previously Reported	Not Previously Reported	Data not provided	0	0	Trend Only	Trend Only	<table border="1"> <caption>External funding bids submitted</caption> <thead> <tr><th>Quarter</th><th>Count</th></tr> </thead> <tbody> <tr><td>Q2</td><td>0</td></tr> <tr><td>Q3</td><td>0</td></tr> </tbody> </table>	Quarter	Count	Q2	0	Q3	0						
Quarter	Count																				
Q2	0																				
Q3	0																				
Level of Private Sector Investment achieved	DM	Not Previously Reported	Not Previously Reported	£125,570	£0	£0	Trend Only	Trend Only	<table border="1"> <caption>Level of Private Sector Investment</caption> <thead> <tr><th>Quarter</th><th>Amount (£)</th></tr> </thead> <tbody> <tr><td>Q1</td><td>125,570</td></tr> <tr><td>Q2</td><td>0</td></tr> <tr><td>Q3</td><td>0</td></tr> </tbody> </table>	Quarter	Amount (£)	Q1	125,570	Q2	0	Q3	0				
Quarter	Amount (£)																				
Q1	125,570																				
Q2	0																				
Q3	0																				

Value of Grants awarded via Grants4growth	MH	Not Previously Reported	Not Previously Reported	£62,502	£63,168	£39,856	Trend Only	Trend Only	<table border="1"> <caption>Value of Grants awarded via Grants4growth</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>62,502</td> </tr> <tr> <td>Q2</td> <td>63,168</td> </tr> <tr> <td>Q3</td> <td>39,856</td> </tr> </tbody> </table>	Quarter	Value (£)	Q1	62,502	Q2	63,168	Q3	39,856
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Number of Grants awarded via Grants4growth	MH	Not Previously Reported	Not Previously Reported	5	8	8	Trend Only	Trend Only	<table border="1"> <caption>Number of Grants awarded via Grants4growth</caption> <thead> <tr> <th>Quarter</th> <th>Number of Grants</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>5</td> </tr> <tr> <td>Q2</td> <td>8</td> </tr> <tr> <td>Q3</td> <td>8</td> </tr> </tbody> </table>	Quarter	Number of Grants	Q1	5	Q2	8	Q3	8
Quarter	Number of Grants																
Q1	5																
Q2	8																
Q3	8																
Number of Businesses assisted via Grants4growth	MH	Not Previously Reported	Not Previously Reported	17	8	12	Trend Only	Trend Only	<table border="1"> <caption>Number of Businesses assisted via Grants4growth</caption> <thead> <tr> <th>Quarter</th> <th>Number of Businesses</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>17</td> </tr> <tr> <td>Q2</td> <td>8</td> </tr> <tr> <td>Q3</td> <td>12</td> </tr> </tbody> </table>	Quarter	Number of Businesses	Q1	17	Q2	8	Q3	12
Quarter	Number of Businesses																
Q1	17																
Q2	8																
Q3	12																
Number of Business registered via Grants4growth	MH	Not Previously Reported	Not Previously Reported	Data not provided	18	7	Trend Only	Trend Only	<table border="1"> <caption>Number of Business registered via Grants4growth</caption> <thead> <tr> <th>Quarter</th> <th>Number of Business</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>0</td> </tr> <tr> <td>Q2</td> <td>18</td> </tr> <tr> <td>Q3</td> <td>7</td> </tr> </tbody> </table>	Quarter	Number of Business	Q1	0	Q2	18	Q3	7
Quarter	Number of Business																
Q1	0																
Q2	18																
Q3	7																

Council run stall occupancy level (Markets)	PP	60.00%	54.13%	68.50%	59.00%	52.10%	Trend Only	Trend Only	 <table border="1"> <caption>Council run stall occupancy level (Markets) Data</caption> <thead> <tr> <th>Quarter</th> <th>Occupancy Level (%)</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>60.00%</td> </tr> <tr> <td>Q4</td> <td>54.13%</td> </tr> <tr> <td>Q1</td> <td>68.50%</td> </tr> <tr> <td>Q2</td> <td>59.00%</td> </tr> <tr> <td>Q3</td> <td>52.10%</td> </tr> </tbody> </table>	Quarter	Occupancy Level (%)	Q3	60.00%	Q4	54.13%	Q1	68.50%	Q2	59.00%	Q3	52.10%
Quarter	Occupancy Level (%)																				
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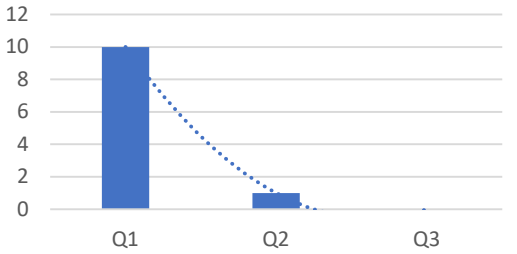
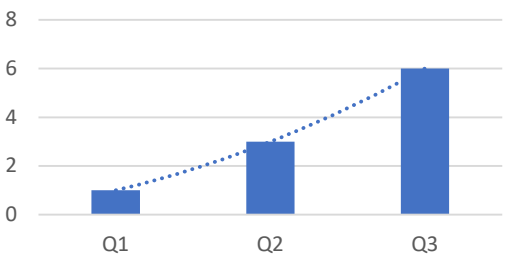
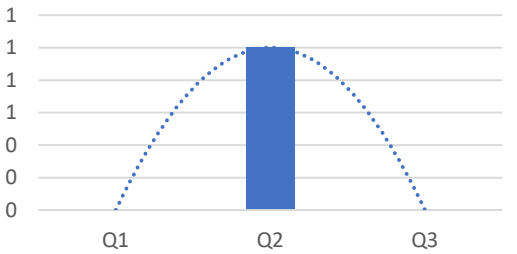
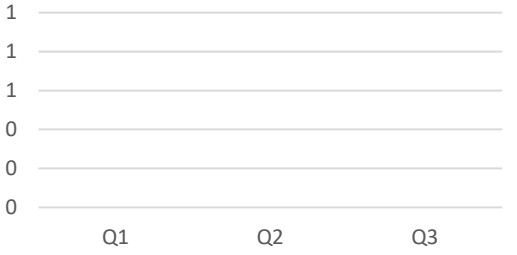
Healthy Lives

Key Performance indicators (KPIs)							Target	Status													
	AD	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	2024/25													
		Q3	Q4	Q1	Q2	Q3	Q3	Q3													
Visitor numbers / number of tickets sold, leisure venue	PP	45,689	76,199	82,074	65,934	58,964	Trend Only	Trend Only	<table border="1"> <caption>Visitor numbers / number of tickets sold, leisure venue</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>45,689</td> </tr> <tr> <td>Q4</td> <td>76,199</td> </tr> <tr> <td>Q1</td> <td>82,074</td> </tr> <tr> <td>Q2</td> <td>65,934</td> </tr> <tr> <td>Q3</td> <td>58,964</td> </tr> </tbody> </table>	Quarter	Value	Q3	45,689	Q4	76,199	Q1	82,074	Q2	65,934	Q3	58,964
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Q3	45,689																				
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Q3	58,964																				
Number of swims	PP	15,803	42,506	38,684	28,123	18,103	Trend Only	Trend Only	<table border="1"> <caption>Number of swims</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>15,803</td> </tr> <tr> <td>Q4</td> <td>42,506</td> </tr> <tr> <td>Q1</td> <td>38,684</td> </tr> <tr> <td>Q2</td> <td>28,123</td> </tr> <tr> <td>Q3</td> <td>18,103</td> </tr> </tbody> </table>	Quarter	Value	Q3	15,803	Q4	42,506	Q1	38,684	Q2	28,123	Q3	18,103
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Q3	15,803																				
Q4	42,506																				
Q1	38,684																				
Q2	28,123																				
Q3	18,103																				
Number of swimming lessons	PP	14,863	16,803	13,767	12,321	13,538	Trend Only	Trend Only	<table border="1"> <caption>Number of swimming lessons</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>14,863</td> </tr> <tr> <td>Q4</td> <td>16,803</td> </tr> <tr> <td>Q1</td> <td>13,767</td> </tr> <tr> <td>Q2</td> <td>12,321</td> </tr> <tr> <td>Q3</td> <td>13,538</td> </tr> </tbody> </table>	Quarter	Value	Q3	14,863	Q4	16,803	Q1	13,767	Q2	12,321	Q3	13,538
Quarter	Value																				
Q3	14,863																				
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<p>Number of gym members</p>	<p>PP</p>	<p>1,473</p>	<p>2,129</p>	<p>1,768</p>	<p>1,903</p>	<p>1,860</p>	<p>Trend Only</p>	<p>Trend Only</p>	<table border="1"> <caption>Gym Members Data</caption> <thead> <tr> <th>Quarter</th> <th>Members</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>1,473</td> </tr> <tr> <td>Q4</td> <td>2,129</td> </tr> <tr> <td>Q1</td> <td>1,768</td> </tr> <tr> <td>Q2</td> <td>1,903</td> </tr> <tr> <td>Q3</td> <td>1,860</td> </tr> </tbody> </table>	Quarter	Members	Q3	1,473	Q4	2,129	Q1	1,768	Q2	1,903	Q3	1,860
Quarter	Members																				
Q3	1,473																				
Q4	2,129																				
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<p>Number of verified rough sleepers</p>	<p>ES</p>	<p>22</p>	<p>31</p>	<p>43</p>	<p>31</p>	<p>20</p>	<p>Trend Only</p>	<p>Trend Only</p>	<table border="1"> <caption>Verified Rough Sleepers Data</caption> <thead> <tr> <th>Quarter</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>22</td> </tr> <tr> <td>Q4</td> <td>31</td> </tr> <tr> <td>Q1</td> <td>43</td> </tr> <tr> <td>Q2</td> <td>31</td> </tr> <tr> <td>Q3</td> <td>20</td> </tr> </tbody> </table>	Quarter	Count	Q3	22	Q4	31	Q1	43	Q2	31	Q3	20
Quarter	Count																				
Q3	22																				
Q4	31																				
Q1	43																				
Q2	31																				
Q3	20																				
<p>Number of new volunteers trained and supported NEW</p>	<p>ES</p>	<p>Not Previously Reported</p>	<p>Not Previously Reported</p>	<p>17</p>	<p>77</p>	<p>108</p>	<p>Trend Only</p>	<p>Trend Only</p>	<table border="1"> <caption>New Volunteers Trained and Supported Data</caption> <thead> <tr> <th>Quarter</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>17</td> </tr> <tr> <td>Q2</td> <td>77</td> </tr> <tr> <td>Q3</td> <td>108</td> </tr> </tbody> </table>	Quarter	Count	Q1	17	Q2	77	Q3	108				
Quarter	Count																				
Q1	17																				
Q2	77																				
Q3	108																				
<p>Number of properties improved through Council intervention</p>	<p>ES</p>	<p>12</p>	<p>13</p>	<p>6</p>	<p>3</p>	<p>3</p>	<p>Trend Only</p>	<p>Trend Only</p>	<table border="1"> <caption>Properties Improved through Council Intervention Data</caption> <thead> <tr> <th>Quarter</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>12</td> </tr> <tr> <td>Q4</td> <td>13</td> </tr> <tr> <td>Q1</td> <td>6</td> </tr> <tr> <td>Q2</td> <td>3</td> </tr> <tr> <td>Q3</td> <td>3</td> </tr> </tbody> </table>	Quarter	Count	Q3	12	Q4	13	Q1	6	Q2	3	Q3	3
Quarter	Count																				
Q3	12																				
Q4	13																				
Q1	6																				
Q2	3																				
Q3	3																				

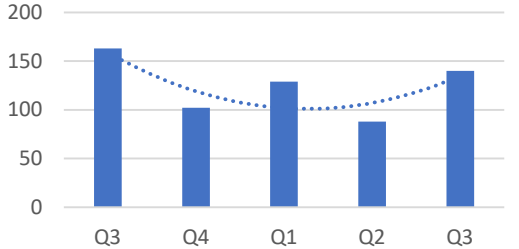
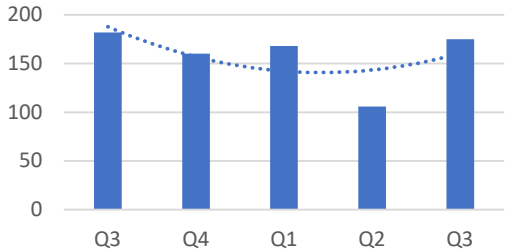
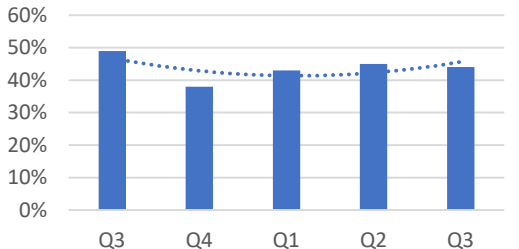
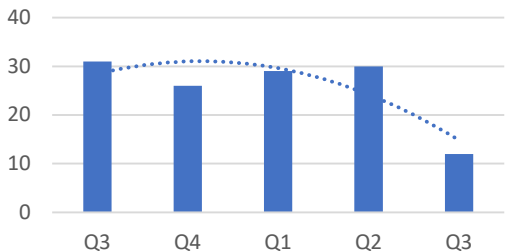
Safe and Resilient Communities

Key Performance indicators (KPIs)							Target	Status									
	AD	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	2024/25									
		Q3	Q4	Q1	Q2	Q3	Q3	Q3									
No of Council Anti-Social Behaviour cases opened	ES	Not Previously Reported	Not Previously Reported	235	220	120	Trend Only	Trend Only	<table border="1"> <caption>Anti-Social Behaviour Cases Opened</caption> <thead> <tr><th>Quarter</th><th>Value</th></tr> </thead> <tbody> <tr><td>Q1</td><td>235</td></tr> <tr><td>Q2</td><td>220</td></tr> <tr><td>Q3</td><td>120</td></tr> </tbody> </table>	Quarter	Value	Q1	235	Q2	220	Q3	120
Quarter	Value																
Q1	235																
Q2	220																
Q3	120																
No of Council Anti-Social Behaviour cases closed	ES	Not Previously Reported	Not Previously Reported	214	133	104	Trend Only	Trend Only	<table border="1"> <caption>Anti-Social Behaviour Cases Closed</caption> <thead> <tr><th>Quarter</th><th>Value</th></tr> </thead> <tbody> <tr><td>Q1</td><td>214</td></tr> <tr><td>Q2</td><td>133</td></tr> <tr><td>Q3</td><td>104</td></tr> </tbody> </table>	Quarter	Value	Q1	214	Q2	133	Q3	104
Quarter	Value																
Q1	214																
Q2	133																
Q3	104																
No of Community Triggers	ES	Not Previously Reported	Not Previously Reported	0	0	0	Trend Only	Trend Only	<table border="1"> <caption>Community Triggers</caption> <thead> <tr><th>Quarter</th><th>Value</th></tr> </thead> <tbody> <tr><td>Q1</td><td>0</td></tr> <tr><td>Q2</td><td>0</td></tr> <tr><td>Q3</td><td>0</td></tr> </tbody> </table>	Quarter	Value	Q1	0	Q2	0	Q3	0
Quarter	Value																
Q1	0																
Q2	0																
Q3	0																

Number of Acceptable Behaviour Agreements (Community Safety)	ES	Not Previously Reported	Not Previously Reported	10	1	0	Trend Only	Trend Only	 <p>A bar chart with a y-axis from 0 to 12 and an x-axis with categories Q1, Q2, and Q3. The bars represent values of 10, 1, and 0 respectively. A dotted trend line connects the tops of the bars, showing a sharp decline.</p>
Community Protection Notice Warnings (Community Safety)	ES	Not Previously Reported	Not Previously Reported	1	3	6	Trend Only	Trend Only	 <p>A bar chart with a y-axis from 0 to 8 and an x-axis with categories Q1, Q2, and Q3. The bars represent values of 1, 3, and 6 respectively. A dotted trend line connects the tops of the bars, showing a steady increase.</p>
Community Protection Notices (Community Safety)	ES	Not Previously Reported	Not Previously Reported	0	1	0	Trend Only	Trend Only	 <p>A bar chart with a y-axis from 0 to 1 and an x-axis with categories Q1, Q2, and Q3. The bars represent values of 0, 1, and 0 respectively. A dotted trend line connects the tops of the bars, forming a peak at Q2.</p>
Number of injunctive actions/enforcement orders Number of civil injunctions / criminal behaviour orders (Community Safety)	ES	Not Previously Reported	Not Previously Reported	0	0	0	Trend Only	Trend Only	 <p>A bar chart with a y-axis from 0 to 1 and an x-axis with categories Q1, Q2, and Q3. The bars represent values of 0, 0, and 0 respectively. A dotted trend line connects the tops of the bars, which are all at the zero level.</p>

Environment

Key Performance indicators (KPIs)							Target	Status													
	AD	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	2024/25													
		Q3	Q4	Q1	Q2	Q3	Q3	Q3													
Kingdom Contract: Number of Fixed Penalty Notices (FPNs) Issued - Litter (In quarter)	CA	320	249	284	183	291	Trend Only	Trend Only	<table border="1"> <caption>Litter FPNs Data</caption> <thead> <tr><th>Quarter</th><th>Value</th></tr> </thead> <tbody> <tr><td>Q3</td><td>320</td></tr> <tr><td>Q4</td><td>249</td></tr> <tr><td>Q1</td><td>284</td></tr> <tr><td>Q2</td><td>183</td></tr> <tr><td>Q3</td><td>291</td></tr> </tbody> </table>	Quarter	Value	Q3	320	Q4	249	Q1	284	Q2	183	Q3	291
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Kingdom Contract: Number of FPNs Issued - Fly Tipping (In quarter)	CA	43	29	10	16	24	Trend Only	Trend Only	<table border="1"> <caption>Fly Tipping FPNs Data</caption> <thead> <tr><th>Quarter</th><th>Value</th></tr> </thead> <tbody> <tr><td>Q3</td><td>43</td></tr> <tr><td>Q4</td><td>29</td></tr> <tr><td>Q1</td><td>10</td></tr> <tr><td>Q2</td><td>16</td></tr> <tr><td>Q3</td><td>24</td></tr> </tbody> </table>	Quarter	Value	Q3	43	Q4	29	Q1	10	Q2	16	Q3	24
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Kingdom Contract: Number of FPNs Issued - other (e.g. PSPO etc.) (In quarter)	CA	11	6	11	4	10	Trend Only	Trend Only	<table border="1"> <caption>Other FPNs Data</caption> <thead> <tr><th>Quarter</th><th>Value</th></tr> </thead> <tbody> <tr><td>Q3</td><td>11</td></tr> <tr><td>Q4</td><td>6</td></tr> <tr><td>Q1</td><td>11</td></tr> <tr><td>Q2</td><td>4</td></tr> <tr><td>Q3</td><td>10</td></tr> </tbody> </table>	Quarter	Value	Q3	11	Q4	6	Q1	11	Q2	4	Q3	10
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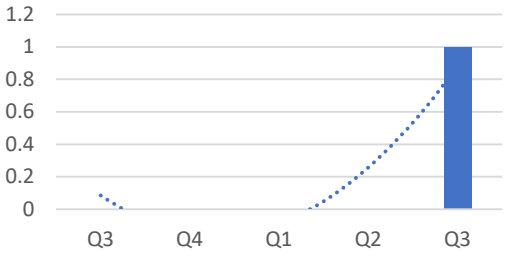
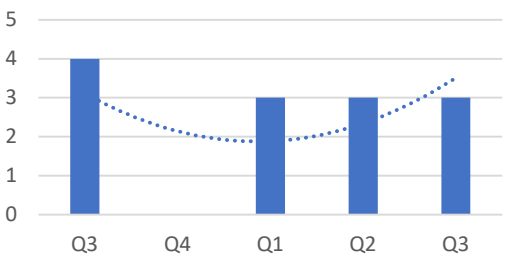
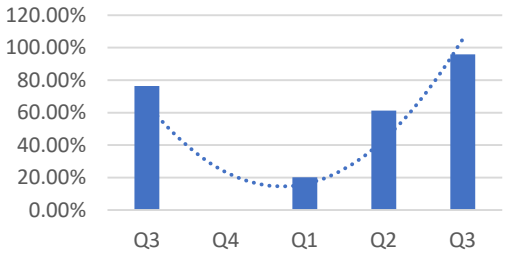
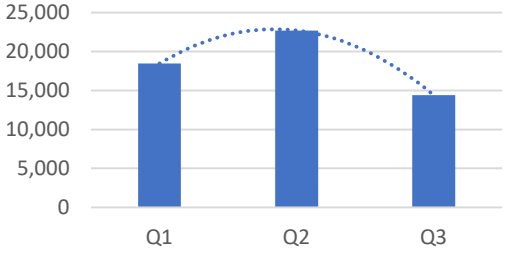
Kingdom Contract: Number FPNs paid (In quarter)	CA	163	102	129	88	140	Trend Only	Trend Only	 <table border="1"> <caption>Kingdom Contract: Number FPNs paid (In quarter)</caption> <thead> <tr> <th>Quarter</th> <th>Number of FPNs Paid</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>163</td> </tr> <tr> <td>Q4</td> <td>102</td> </tr> <tr> <td>Q1</td> <td>129</td> </tr> <tr> <td>Q2</td> <td>88</td> </tr> <tr> <td>Q3</td> <td>140</td> </tr> </tbody> </table>	Quarter	Number of FPNs Paid	Q3	163	Q4	102	Q1	129	Q2	88	Q3	140
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Kingdom Contract: Number FPNs Outstanding payment (In quarter)	CA	182	160	168	106	175	Trend Only	Trend Only	 <table border="1"> <caption>Kingdom Contract: Number FPNs Outstanding payment (In quarter)</caption> <thead> <tr> <th>Quarter</th> <th>Number of FPNs Outstanding</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>182</td> </tr> <tr> <td>Q4</td> <td>160</td> </tr> <tr> <td>Q1</td> <td>168</td> </tr> <tr> <td>Q2</td> <td>106</td> </tr> <tr> <td>Q3</td> <td>175</td> </tr> </tbody> </table>	Quarter	Number of FPNs Outstanding	Q3	182	Q4	160	Q1	168	Q2	106	Q3	175
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Kingdom Contract: Percentage payment rate (In quarter)	CA	49%	38%	43%	45%	44%	Trend Only	Trend Only	 <table border="1"> <caption>Kingdom Contract: Percentage payment rate (In quarter)</caption> <thead> <tr> <th>Quarter</th> <th>Percentage Payment Rate</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>49%</td> </tr> <tr> <td>Q4</td> <td>38%</td> </tr> <tr> <td>Q1</td> <td>43%</td> </tr> <tr> <td>Q2</td> <td>45%</td> </tr> <tr> <td>Q3</td> <td>44%</td> </tr> </tbody> </table>	Quarter	Percentage Payment Rate	Q3	49%	Q4	38%	Q1	43%	Q2	45%	Q3	44%
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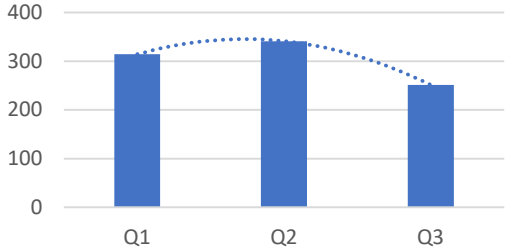
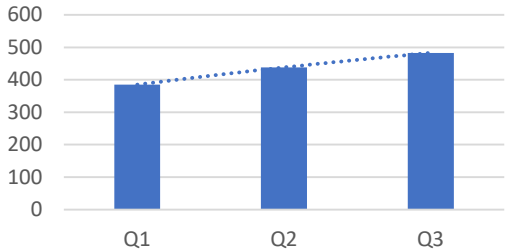
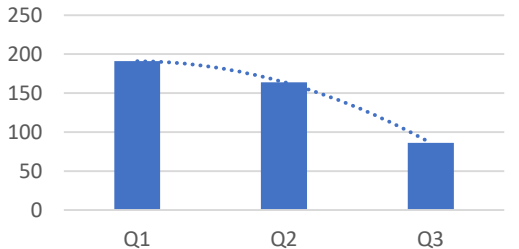
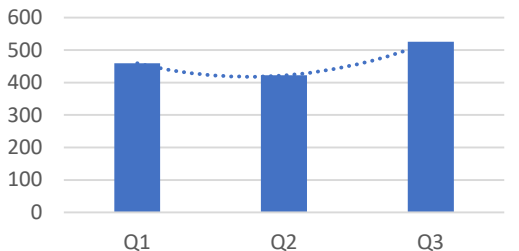
Efficiency and Effectiveness

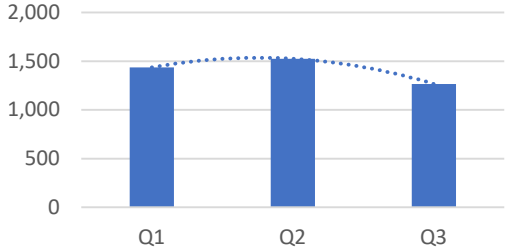
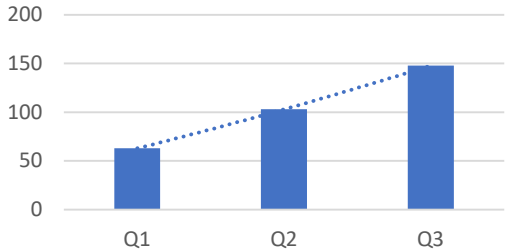
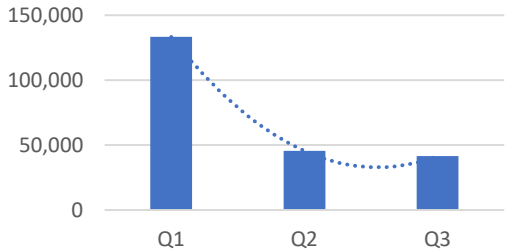
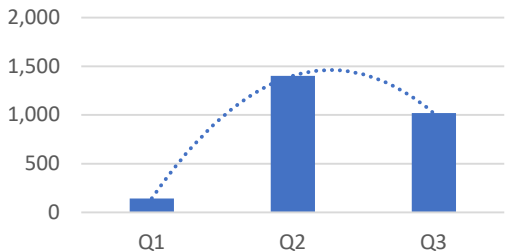
Key Performance indicators (KPIs)	AD						Target	Status									
		2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	2024/25									
		Q3	Q4	Q1	Q2	Q3	Q3	Q3									
Percentage of Partnership workforces (surveyed collectively) who said 'Yes' when asked if they felt valued at work	JG	79.00%	76.00%	Reported Half Yearly in 2024/25	79.00%	Reported Half Yearly in 2024/25	Trend Only	Trend Only	<table border="1"> <caption>Percentage of Partnership workforces who said 'Yes' when asked if they felt valued at work</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>79.00%</td> </tr> <tr> <td>Q4</td> <td>76.00%</td> </tr> <tr> <td>Q2</td> <td>79.00%</td> </tr> </tbody> </table>	Quarter	Percentage	Q3	79.00%	Q4	76.00%	Q2	79.00%
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<p>Percentage of the Partnership workforces (surveyed collectively) who said 'Yes' they feel the Partnership recognises and supports positive mental health in the workplace</p>	<p>JG</p>	<p>81.00%</p>	<p>78.00%</p>	<p>Reported Half Yearly in 2024/27</p>	<p>87.00%</p>	<p>Reported Half Yearly in 2024/27</p>	<p>Trend Only</p>	<p>Trend Only</p>	<table border="1"> <caption>Percentage of Partnership workforces who said 'Yes' they feel the Partnership recognises and supports positive mental health in the workplace</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>81.00%</td> </tr> <tr> <td>Q4</td> <td>78.00%</td> </tr> <tr> <td>Q2</td> <td>87.00%</td> </tr> </tbody> </table>	Quarter	Percentage	Q3	81.00%	Q4	78.00%	Q2	87.00%				
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<p>Percentage of the Partnership workforces (surveyed collectively) who feel informed about the Partnership and what decisions it is making</p>	<p>JG</p>	<p>51.00%</p>	<p>53.00%</p>	<p>Reported Half Yearly in 2024/28</p>	<p>60.00%</p>	<p>Reported Half Yearly in 2024/28</p>	<p>Trend Only</p>	<p>Trend Only</p>	<table border="1"> <caption>Percentage of Partnership workforces who feel informed about the Partnership and what decisions it is making</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>51.00%</td> </tr> <tr> <td>Q4</td> <td>53.00%</td> </tr> <tr> <td>Q2</td> <td>60.00%</td> </tr> </tbody> </table>	Quarter	Percentage	Q3	51.00%	Q4	53.00%	Q2	60.00%				
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<p>Staff Turnover (Year to Date)</p>	<p>JG</p>	<p>32.20%</p>	<p>35.30%</p>	<p>5.20%</p>	<p>5.90%</p>	<p>5.17%</p>	<p>Trend Only</p>	<p>Trend Only</p>	<table border="1"> <caption>Staff Turnover (Year to Date)</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>32.20%</td> </tr> <tr> <td>Q4</td> <td>35.30%</td> </tr> <tr> <td>Q1</td> <td>5.20%</td> </tr> <tr> <td>Q2</td> <td>5.90%</td> </tr> <tr> <td>Q3</td> <td>5.17%</td> </tr> </tbody> </table>	Quarter	Percentage	Q3	32.20%	Q4	35.30%	Q1	5.20%	Q2	5.90%	Q3	5.17%
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<p>Voluntary Only Staff Turnover (In Quarter)</p>	<p>JG</p>	<p>3.02%</p>	<p>3.66%</p>	<p>4.20%</p>	<p>5.70%</p>	<p>3.70%</p>	<p>Trend Only</p>	<p>Trend Only</p>	<table border="1"> <caption>Voluntary Only Staff Turnover (In Quarter)</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>3.02%</td> </tr> <tr> <td>Q4</td> <td>3.66%</td> </tr> <tr> <td>Q1</td> <td>4.20%</td> </tr> <tr> <td>Q2</td> <td>5.70%</td> </tr> <tr> <td>Q3</td> <td>3.70%</td> </tr> </tbody> </table>	Quarter	Percentage	Q3	3.02%	Q4	3.66%	Q1	4.20%	Q2	5.70%	Q3	3.70%
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<p>Number of working days lost to sickness per FTE (Year to Date)</p>	<p>JG</p>	<p>7.95</p>	<p>11.24</p>	<p>2.73</p>	<p>5.31</p>	<p>2.43</p>	<p>Trend Only</p>	<p>Trend Only</p>	<table border="1"> <caption>Working days lost to sickness per FTE</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>7.95</td> </tr> <tr> <td>Q4</td> <td>11.24</td> </tr> <tr> <td>Q1</td> <td>2.73</td> </tr> <tr> <td>Q2</td> <td>5.31</td> </tr> <tr> <td>Q3</td> <td>2.43</td> </tr> </tbody> </table>	Quarter	Value	Q3	7.95	Q4	11.24	Q1	2.73	Q2	5.31	Q3	2.43
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<p>External funding – a calculation of external Partnership funding received as a trend – showing quarter by quarter and including a breakdown by Council</p>	<p>JG</p>	<p>£361,092</p>	<p>£33,125</p>	<p>£7,960,404</p>	<p>£17,636,760</p>	<p>£752,541</p>	<p>Trend Only</p>	<p>Trend Only</p>	<table border="1"> <caption>External funding received</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>£361,092</td> </tr> <tr> <td>Q4</td> <td>£33,125</td> </tr> <tr> <td>Q1</td> <td>£7,960,404</td> </tr> <tr> <td>Q2</td> <td>£17,636,760</td> </tr> <tr> <td>Q3</td> <td>£752,541</td> </tr> </tbody> </table>	Quarter	Value	Q3	£361,092	Q4	£33,125	Q1	£7,960,404	Q2	£17,636,760	Q3	£752,541
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<p>Percentage of Ombudsman complaints upheld (OFLOG)</p>	<p>JM</p>	<p>Not Previously Reported</p>	<p>Not Previously Reported</p>	<p>0</p>	<p>0</p>	<p>0</p>	<p>Trend Only</p>	<p>Trend Only</p>	<table border="1"> <caption>Percentage of Ombudsman complaints upheld</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>0</td> </tr> <tr> <td>Q4</td> <td>0</td> </tr> <tr> <td>Q1</td> <td>0</td> </tr> <tr> <td>Q2</td> <td>0</td> </tr> <tr> <td>Q3</td> <td>0</td> </tr> </tbody> </table>	Quarter	Value	Q3	0	Q4	0	Q1	0	Q2	0	Q3	0
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<p>Number of instances where service areas have failed to notify the Data Protection Officer (DPO) promptly of any identified data breaches</p>	<p>JM</p>	<p>0</p>	<p>0</p>	<p>0</p>	<p>0</p>	<p>1</p>	<p>Trend Only</p>	<p>Trend Only</p>	 <p>A bar chart with a dotted trend line. The y-axis ranges from 0 to 1.2. The x-axis shows quarters Q3, Q4, Q1, Q2, and Q3. The bars represent 0, 0, 0, 0, and 1 instances respectively.</p>
<p>Number of late reports not made available to the Democratic Services teams at agenda publication</p>	<p>JM</p>	<p>4</p>	<p>0</p>	<p>3</p>	<p>3</p>	<p>3</p>	<p>Trend Only</p>	<p>Trend Only</p>	 <p>A bar chart with a dotted trend line. The y-axis ranges from 0 to 5. The x-axis shows quarters Q3, Q4, Q1, Q2, and Q3. The bars represent 4, 0, 3, 3, and 3 late reports respectively.</p>
<p>Repairs & Maintenance: Percentage committed spend against budget</p>	<p>AF</p>	<p>76.34%</p>	<p>Data not provided</p>	<p>20.13%</p>	<p>61.16%</p>	<p>95.82%</p>	<p>Trend Only</p>	<p>Trend Only</p>	 <p>A bar chart with a dotted trend line. The y-axis ranges from 0.00% to 120.00%. The x-axis shows quarters Q3, Q4, Q1, Q2, and Q3. The bars represent 76.34%, 20.13%, 61.16%, and 95.82% spend against budget. The Q4 bar is missing as data is not provided.</p>
<p>Call volumes</p>	<p>ES</p>	<p>Not Previously Reported</p>	<p>Not Previously Reported</p>	<p>18,461</p>	<p>22,705</p>	<p>14,418</p>	<p>Trend Only</p>	<p>Trend Only</p>	 <p>A bar chart with a dotted trend line. The y-axis ranges from 0 to 25,000. The x-axis shows quarters Q1, Q2, and Q3. The bars represent 18,461, 22,705, and 14,418 call volumes respectively.</p>

Average Call Duration - Customer Contact (Seconds) (PSPS)	ES	Not Previously Reported	Not Previously Reported	314	341	251	Trend Only	Trend Only	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>314</td> </tr> <tr> <td>Q2</td> <td>341</td> </tr> <tr> <td>Q3</td> <td>251</td> </tr> </tbody> </table>	Quarter	Value	Q1	314	Q2	341	Q3	251
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Q2	341																
Q3	251																
Average Call Duration - Revenue and Benefits (Seconds) (PSPS)	ES	Not Previously Reported	Not Previously Reported	385	438	483	Trend Only	Trend Only	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>385</td> </tr> <tr> <td>Q2</td> <td>438</td> </tr> <tr> <td>Q3</td> <td>483</td> </tr> </tbody> </table>	Quarter	Value	Q1	385	Q2	438	Q3	483
Quarter	Value																
Q1	385																
Q2	438																
Q3	483																
Average Speed of Answer - Customer Contact (Seconds) (PSPS)	ES	Not Previously Reported	Not Previously Reported	191	164	86	Trend Only	Trend Only	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>191</td> </tr> <tr> <td>Q2</td> <td>164</td> </tr> <tr> <td>Q3</td> <td>86</td> </tr> </tbody> </table>	Quarter	Value	Q1	191	Q2	164	Q3	86
Quarter	Value																
Q1	191																
Q2	164																
Q3	86																
Average Speed of Answer - Revenue and Benefits (Seconds) (PSPS)	ES	Not Previously Reported	Not Previously Reported	459	422	526	Trend Only	Trend Only	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>459</td> </tr> <tr> <td>Q2</td> <td>422</td> </tr> <tr> <td>Q3</td> <td>526</td> </tr> </tbody> </table>	Quarter	Value	Q1	459	Q2	422	Q3	526
Quarter	Value																
Q1	459																
Q2	422																
Q3	526																

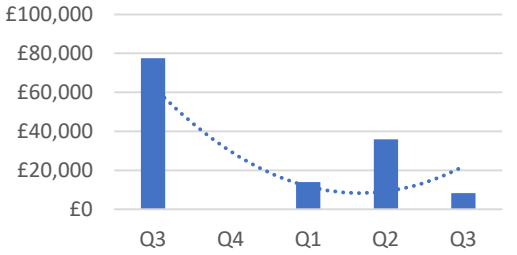
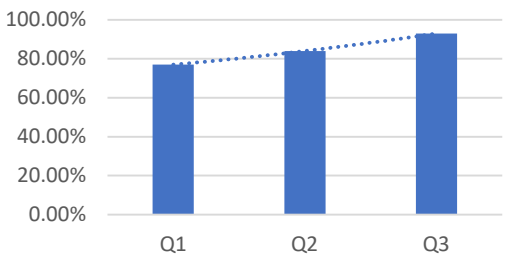
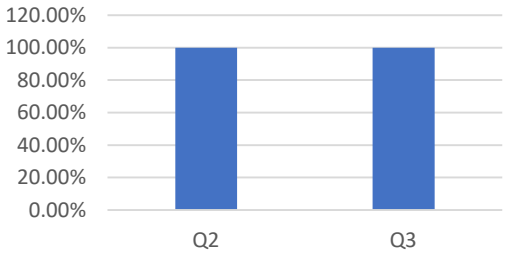
Number of Callbacks (PSPS)	ES	Not Previously Reported	Not Previously Reported	1,435	1,525	1,266	Trend Only	Trend Only	 <table border="1"> <caption>Number of Callbacks (PSPS)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>1,435</td> </tr> <tr> <td>Q2</td> <td>1,525</td> </tr> <tr> <td>Q3</td> <td>1,266</td> </tr> </tbody> </table>	Quarter	Value	Q1	1,435	Q2	1,525	Q3	1,266
Quarter	Value																
Q1	1,435																
Q2	1,525																
Q3	1,266																
Digital services take up (services accessed online)	ES	Not Previously Reported	Not Previously Reported	63	103	148	Trend Only	Trend Only	 <table border="1"> <caption>Digital services take up (services accessed online)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>63</td> </tr> <tr> <td>Q2</td> <td>103</td> </tr> <tr> <td>Q3</td> <td>148</td> </tr> </tbody> </table>	Quarter	Value	Q1	63	Q2	103	Q3	148
Quarter	Value																
Q1	63																
Q2	103																
Q3	148																
Website visitors (accessing website information)	ES	Not Previously Reported	Not Previously Reported	133,265	45,494	41,478	Trend Only	Trend Only	 <table border="1"> <caption>Website visitors (accessing website information)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>133,265</td> </tr> <tr> <td>Q2</td> <td>45,494</td> </tr> <tr> <td>Q3</td> <td>41,478</td> </tr> </tbody> </table>	Quarter	Value	Q1	133,265	Q2	45,494	Q3	41,478
Quarter	Value																
Q1	133,265																
Q2	45,494																
Q3	41,478																
Number of customers using webchat	ES	Not Previously Reported	Not Previously Reported	144	1,403	1,019	Trend Only	Trend Only	 <table border="1"> <caption>Number of customers using webchat</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>144</td> </tr> <tr> <td>Q2</td> <td>1,403</td> </tr> <tr> <td>Q3</td> <td>1,019</td> </tr> </tbody> </table>	Quarter	Value	Q1	144	Q2	1,403	Q3	1,019
Quarter	Value																
Q1	144																
Q2	1,403																
Q3	1,019																

Customer Contact Centre visits	ES	Not Previously Reported	Not Previously Reported	4,421	4,185	4,038	Trend Only	Trend Only	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Visits</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>4,421</td> </tr> <tr> <td>Q2</td> <td>4,185</td> </tr> <tr> <td>Q3</td> <td>4,038</td> </tr> </tbody> </table>	Quarter	Visits	Q1	4,421	Q2	4,185	Q3	4,038
Quarter	Visits																
Q1	4,421																
Q2	4,185																
Q3	4,038																
Enquiries via email and social media	ES	Not Previously Reported	Not Previously Reported	1,442	1,331	1,289	Trend Only	Trend Only	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Enquiries</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>1,442</td> </tr> <tr> <td>Q2</td> <td>1,331</td> </tr> <tr> <td>Q3</td> <td>1,289</td> </tr> </tbody> </table>	Quarter	Enquiries	Q1	1,442	Q2	1,331	Q3	1,289
Quarter	Enquiries																
Q1	1,442																
Q2	1,331																
Q3	1,289																
Housing Benefit Caseload	FIN	Not Previously Reported	Not Previously Reported	2,150	2,019	1,909	Trend Only	Trend Only	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Caseload</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>2,150</td> </tr> <tr> <td>Q2</td> <td>2,019</td> </tr> <tr> <td>Q3</td> <td>1,909</td> </tr> </tbody> </table>	Quarter	Caseload	Q1	2,150	Q2	2,019	Q3	1,909
Quarter	Caseload																
Q1	2,150																
Q2	2,019																
Q3	1,909																
Council Tax Support Caseload	FIN	Not Previously Reported	Not Previously Reported	2,777	2,838	2,907	Trend Only	Trend Only	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Caseload</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>2,777</td> </tr> <tr> <td>Q2</td> <td>2,838</td> </tr> <tr> <td>Q3</td> <td>2,907</td> </tr> </tbody> </table>	Quarter	Caseload	Q1	2,777	Q2	2,838	Q3	2,907
Quarter	Caseload																
Q1	2,777																
Q2	2,838																
Q3	2,907																

Business Rates RV	FIN	Not Previously Reported	Not Previously Reported	£55,684,937	£55,782,060	£55,858,896	Trend Only	Trend Only	<table border="1"> <caption>Business Rates RV Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>55,684,937</td> </tr> <tr> <td>Q2</td> <td>55,782,060</td> </tr> <tr> <td>Q3</td> <td>55,858,896</td> </tr> </tbody> </table>	Quarter	Value (£)	Q1	55,684,937	Q2	55,782,060	Q3	55,858,896
Quarter	Value (£)																
Q1	55,684,937																
Q2	55,782,060																
Q3	55,858,896																
Business Rates Hereditaments	FIN	Not Previously Reported	Not Previously Reported	2,484	2,485	7,457	Trend Only	Trend Only	<table border="1"> <caption>Business Rates Hereditaments Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>2,484</td> </tr> <tr> <td>Q2</td> <td>2,485</td> </tr> <tr> <td>Q3</td> <td>7,457</td> </tr> </tbody> </table>	Quarter	Value	Q1	2,484	Q2	2,485	Q3	7,457
Quarter	Value																
Q1	2,484																
Q2	2,485																
Q3	7,457																

Council Tax Banded Dwellings	FIN	Not Previously Reported	Not Previously Reported	31,775	31,858	31,930	Trend Only	Trend Only	<table border="1"> <caption>Council Tax Banded Dwellings</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>31,775</td> </tr> <tr> <td>Q2</td> <td>31,858</td> </tr> <tr> <td>Q3</td> <td>31,930</td> </tr> </tbody> </table>	Quarter	Value	Q1	31,775	Q2	31,858	Q3	31,930
Quarter	Value																
Q1	31,775																
Q2	31,858																
Q3	31,930																
Digital Services Take-Up	FIN	Not Previously Reported	Not Previously Reported	0	0	0	Trend Only	Trend Only	<table border="1"> <caption>Digital Services Take-Up</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>0</td> </tr> <tr> <td>Q2</td> <td>0</td> </tr> <tr> <td>Q3</td> <td>0</td> </tr> </tbody> </table>	Quarter	Value	Q1	0	Q2	0	Q3	0
Quarter	Value																
Q1	0																
Q2	0																
Q3	0																
Direct Debit Payments	FIN	Not Previously Reported	Not Previously Reported	58,658	59,207	59,404	Trend Only	Trend Only	<table border="1"> <caption>Direct Debit Payments</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2</td> <td>58,658</td> </tr> <tr> <td>Q3</td> <td>59,404</td> </tr> </tbody> </table>	Quarter	Value	Q2	58,658	Q3	59,404		
Quarter	Value																
Q2	58,658																
Q3	59,404																
CTS New Claims – Number of Decisions Made	FIN	Not Previously Reported	Not Previously Reported	568	357	574	Trend Only	Trend Only	<table border="1"> <caption>CTS New Claims – Number of Decisions Made</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>568</td> </tr> <tr> <td>Q2</td> <td>357</td> </tr> <tr> <td>Q3</td> <td>574</td> </tr> </tbody> </table>	Quarter	Value	Q1	568	Q2	357	Q3	574
Quarter	Value																
Q1	568																
Q2	357																
Q3	574																

CTS Changes – Number of Decisions Made	FIN	Not Previously Reported	Not Previously Reported	2,517	1,894	1,821	Trend Only	Trend Only	<table border="1"> <caption>CTS Changes – Number of Decisions Made</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>2,517</td> </tr> <tr> <td>Q2</td> <td>1,894</td> </tr> <tr> <td>Q3</td> <td>1,821</td> </tr> </tbody> </table>	Quarter	Value	Q1	2,517	Q2	1,894	Q3	1,821
Quarter	Value																
Q1	2,517																
Q2	1,894																
Q3	1,821																
Discretionary Housing Payments (DHP) number of applications	FIN	Not Previously Reported	Not Previously Reported	51	73	84	Trend Only	Trend Only	<table border="1"> <caption>Discretionary Housing Payments (DHP) number of applications</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>51</td> </tr> <tr> <td>Q2</td> <td>73</td> </tr> <tr> <td>Q3</td> <td>84</td> </tr> </tbody> </table>	Quarter	Value	Q1	51	Q2	73	Q3	84
Quarter	Value																
Q1	51																
Q2	73																
Q3	84																
Discretionary Housing Payments (DHP) number of awards	FIN	Not Previously Reported	Not Previously Reported	18	47	18	Trend Only	Trend Only	<table border="1"> <caption>Discretionary Housing Payments (DHP) number of awards</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>18</td> </tr> <tr> <td>Q2</td> <td>47</td> </tr> <tr> <td>Q3</td> <td>18</td> </tr> </tbody> </table>	Quarter	Value	Q1	18	Q2	47	Q3	18
Quarter	Value																
Q1	18																
Q2	47																
Q3	18																
Discretionary Housing Payments (DHP) spend against Budget	FIN	Not Previously Reported	Not Previously Reported	22.85%	53.46%	63.55%	Trend Only	Trend Only	<table border="1"> <caption>Discretionary Housing Payments (DHP) spend against Budget</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>22.85%</td> </tr> <tr> <td>Q2</td> <td>53.46%</td> </tr> <tr> <td>Q3</td> <td>63.55%</td> </tr> </tbody> </table>	Quarter	Value	Q1	22.85%	Q2	53.46%	Q3	63.55%
Quarter	Value																
Q1	22.85%																
Q2	53.46%																
Q3	63.55%																

<p>Procurement savings / benefits achieved (By the PSPS procurement team) In quarter</p>	<p>FIN</p>	<p>£77,500</p>	<p>£0</p>	<p>£13,925</p>	<p>£35,930</p>	<p>£8,300</p>	<p>Trend Only</p>	<p>Trend Only</p>	 <table border="1"> <caption>Procurement savings / benefits (£)</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>77,500</td> </tr> <tr> <td>Q4</td> <td>0</td> </tr> <tr> <td>Q1</td> <td>13,925</td> </tr> <tr> <td>Q2</td> <td>35,930</td> </tr> <tr> <td>Q3</td> <td>8,300</td> </tr> </tbody> </table>	Quarter	Value (£)	Q3	77,500	Q4	0	Q1	13,925	Q2	35,930	Q3	8,300
Quarter	Value (£)																				
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Q4	0																				
Q1	13,925																				
Q2	35,930																				
Q3	8,300																				
<p>Building Control market share NEW</p>	<p>CA</p>	<p>Not Previously Reported</p>	<p>Not Previously Reported</p>	<p>77.00%</p>	<p>84.00%</p>	<p>93.00%</p>	<p>Trend Only</p>	<p>Trend Only</p>	 <table border="1"> <caption>Building Control market share NEW (%)</caption> <thead> <tr> <th>Quarter</th> <th>Market Share (%)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>77.00%</td> </tr> <tr> <td>Q2</td> <td>84.00%</td> </tr> <tr> <td>Q3</td> <td>93.00%</td> </tr> </tbody> </table>	Quarter	Market Share (%)	Q1	77.00%	Q2	84.00%	Q3	93.00%				
Quarter	Market Share (%)																				
Q1	77.00%																				
Q2	84.00%																				
Q3	93.00%																				
<p>Key Control Account Reconciliation (System, bank, payroll and suspense) reconciled monthly and signed off within 10 days of completion (In Quarter)</p>	<p>JG</p>	<p>Not Previously Reported</p>	<p>Not Previously Reported</p>	<p>Not Previously Reported</p>	<p>100.00%</p>	<p>100.00%</p>	<p>Trend Only</p>	<p>Trend Only</p>	 <table border="1"> <caption>Key Control Account Reconciliation (%)</caption> <thead> <tr> <th>Quarter</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr> <td>Q2</td> <td>100.00%</td> </tr> <tr> <td>Q3</td> <td>100.00%</td> </tr> </tbody> </table>	Quarter	Percentage (%)	Q2	100.00%	Q3	100.00%						
Quarter	Percentage (%)																				
Q2	100.00%																				
Q3	100.00%																				

Local to Boston

Key Performance indicators (KPIs)	AD						Target	Status	
		2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	2024/25	
		Q3	Q4	Q1	Q2	Q3	Q3	Q3	
Number of Community Protection Notices for PSPO (alcohol) (Community Safety)	ES	Not Previously Reported	Not Previously Reported	0	0	0	Trend Only	Trend Only	<div style="display: flex; flex-direction: column; align-items: flex-end;"> <div style="margin-bottom: 5px;">1 _____</div> <div style="margin-bottom: 5px;">1 _____</div> <div style="margin-bottom: 5px;">1 _____</div> <div style="margin-bottom: 5px;">0 _____</div> <div style="margin-bottom: 5px;">0 _____</div> <div style="margin-bottom: 5px;">0 _____</div> <div style="margin-bottom: 5px;">0 _____</div> <div style="display: flex; justify-content: space-around; width: 100%;"> Q1 Q2 Q3 </div> </div>