



Performance Indicators with Targeted Performance Levels

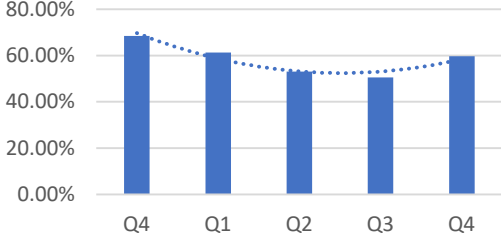
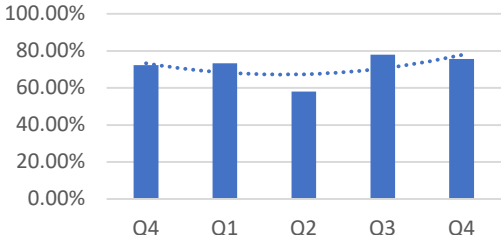

Growth and Prosperity

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


Percentage of major planning applications determined within 13/16 weeks (or agreed extended period) (MHCLG 12 Month Rolling Period)	PN	93.75%	92.86%	90.77%	78.57%	76.00%	65%		
Commentary: Slight drop in performance for major decision making; However, still well above target. Service has gone through a period of change in recent months with staffing changes and temporary arrangements, which have naturally had a small and temporary impact on performance. As always with Major category - low numbers means % can be impacted by a small number.									
Percentage of non-major planning applications determined within 8 weeks (or agreed extended period) (MHCLG 12 Month Rolling Period)	PN	Not Previously Reported	Not Previously Reported	Not Previously Reported	93.65%	87.93%	75%		
Commentary: Slight drop in performance for non-major decision making; However, still well above target. Service has gone through a period of change in recent months with staffing changes and temporary arrangements, which have naturally had a small and temporary impact on performance.									
Land Charges - Average number of days taken to process Local Authority searches (working days)	CA	3.41	5.2	7.45	6.94	6.93	8		
Commentary: Unfortunately the system provider has been unable to provide the correct search stats application within this new system therefore, in consultation with the Group Manager - Public Protection, the above figure is calculated using a 2 week sample (2 January to 16 January) of the searches received.									

Percentage of major planning appeals allowed within the last 2 years (rolling period) against number of applications determined	PN	0.00%	0.00%	0.00%	0.00%	0.00%	10%		<p>100.00% 80.00% 60.00% 40.00% 20.00% 0.00%</p> <p>Q4 Q1 Q2 Q3 Q4</p>
Percentage of minor & other planning appeals allowed within the last 2 years (rolling period) against number of applications determined	PN	0.15%	0.00%	0.18%	0.00%	0.22%	10%		<p>0.25% 0.20% 0.15% 0.10% 0.05% 0.00%</p> <p>Q4 Q1 Q2 Q3 Q4</p>
Commentary: Excellent appeal performance - demonstrating quality decision making. In addition to the 1 minor (dwelling) appeal reported, 1 enforcement appeal was allowed during this period, however, has not reported in this quarter's performance, following clarification from MHCLG that these do not count towards their monitoring of Quality of Planning Decisions.									
Occupancy Rate at end of Quarter: Industrial Units	AF	100.00%	100.00%	92.86%	92.86%	96.43%	95.00%		<p>100.00% 80.00% 60.00% 40.00% 20.00% 0.00%</p> <p>Q4 Q1 Q2 Q3 Q4</p>


Healthy Lives

Key Performance Indicators (KPIs)							Target	Status	
	AD	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	2024/25	
		Q4	Q1	Q2	Q3	Q4	Q4	Q4	
Percentage of cases successfully opened whilst a customer remains in settled accommodation (Prevention Duty)	ES	68.42%	61.29%	53.09%	50.59%	59.76%	50%		
Commentary: The percentage of cases started prior to people becoming homelessness remained above target. Ten cases were closed prior to the homelessness decision applicable to this KPI could be made. Of these, 5 cases were not eligible for assistance, 3 were not homeless and 2 withdrew their application.									
Percentage of homelessness cases that were opened at homelessness prevention stage that resulted in the customer not becoming homeless	ES	72.34%	73.33%	58.00%	77.97%	75.61%	50%		
Number of families with children placed into Bed & Breakfast (B&B) for more than 6 weeks	ES	0	0	0	0	0	0		

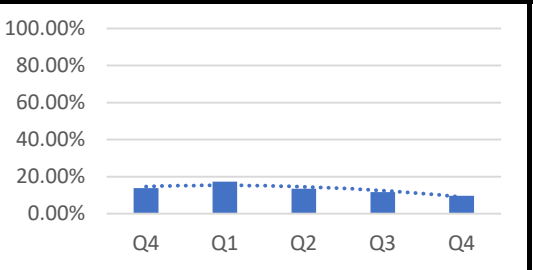
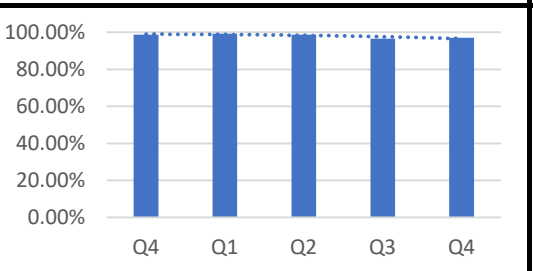
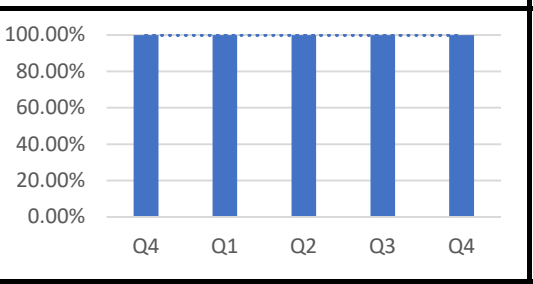
Safe and Resilient Communities

Key Performance Indicators (KPIs)							Target	Status	
	AD	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	2024/25	
		Q4	Q1	Q2	Q3	Q4	Q4	Q4	
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	98%	98%	98%	97%	98%	98%		

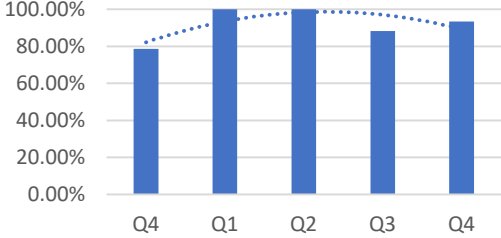
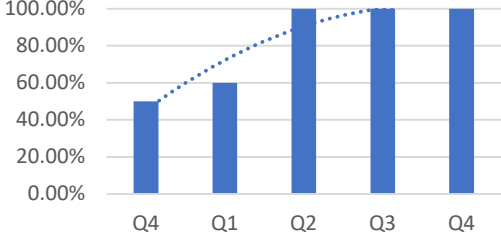
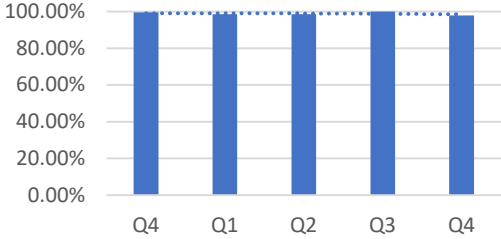
Environment

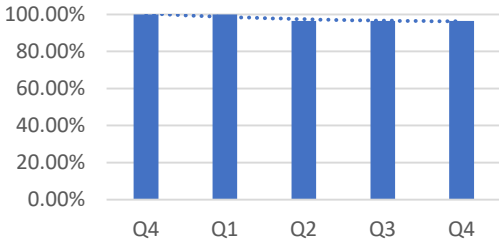
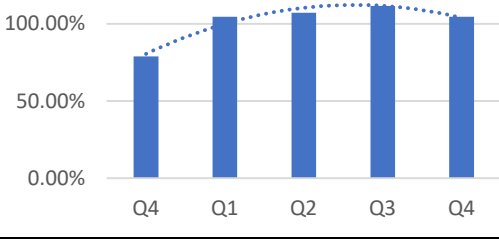
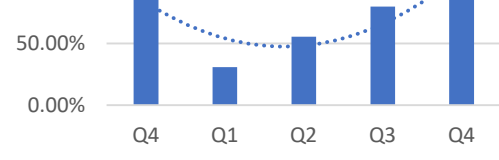
Key Performance Indicators (KPIs)							Target	Status	
	AD	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	2024/25	
		Q4	Q1	Q2	Q3	Q4	Q4	Q4	
Percentage of household waste collected for recycling and composting	VB	27.60%		35.14%	39.68%	27.26%	Trend Only	Trend Only	

Commentary: The target now only relates to the end of year figure. From Q4 the quarterly figures will be trend only, and the end of year figure (reported in Q1 reports) will be against the target of 45%. All data is one quarter in arrears, therefore Q4 figure relates to performance in Q3. End of Year figure will be reported in 2025/26 Q1 report.

Percentage of recycling collected that is unable to be recycled (contamination)	VB	13.79%	17.36%	13.54%	11.62%	9.56%	14%		
Percentage of fly-tips collected within 3 working days of being reported	VB	98.66%	99.21%	98.75%	96.57%	97.00%	95%		
Percentage of waste collections that were successful first time	VB	99.96%	99.95%	99.96%	99.96%	99.95%	99.80%		

Efficiency and Effectiveness

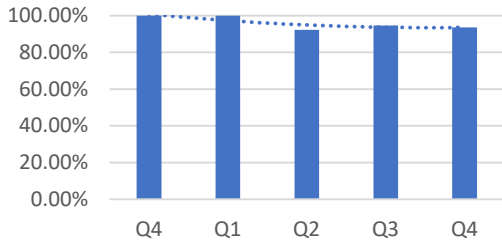

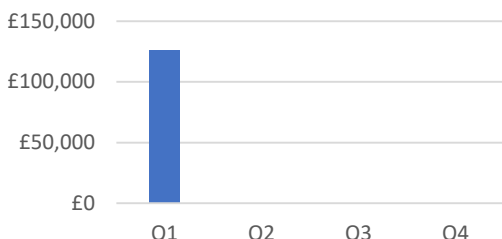
Key Performance Indicators (KPIs)							Target	Status	
	AD	2023/24	2024/25	2024/25	2024/25	2024/25	2024/25	2024/25	
		Q4	Q1	Q2	Q3	Q4	Q4	Q4	
Percentage of corporate complaints responded to within corporately set timescales	JM	78.57%	100.00%	100.00%	88.24%	93.33%	95%		
Commentary: We had one late that has been responded to - and 3 that remain outstanding. Embedding new feedback policy is ongoing and will lead to service improvement.									
Percentage of subject requests responded to within statutory timescales	JM	50.00%	60.00%	100.00%	100.00%	100.00%	100%		
Percentage of information requests responded to within statutory timescales	JM	99.51%	98.48%	98.52%	100.00%	97.94%	95%		

Occupancy Rate at end of Quarter: Other investment property	AF	100.00%	100.00%	96.55%	96.55%	96.55%	97%		
Commentary: One asset remained unlet at the end of Q4, with the potential to let being held up by the extended hours of operation and scale of operation now being suggested being incongruent with the assets location and access.									
Percentage of car parking income received against agreed annual budget – cumulative figure to end of successive quarters.	AF	78.82%	104.53%	107.14%	111.53%	104.52%	100%		
Commentary: Car parking income for 2024/25 exceeded the annual budget target by 4.52%. In addition to having made accurate use forecasts, increasing parking charges by RPI for 2024/25, having a robust enforcement function in situ, having a reliable fleet of parking ticket machines in place, as well as offering numerous alternative payment methods have all contributed to the years out turn.									
LA Error rate (measured against estimated annual expenditure) (PSPS)	BA	Not Previously Reported	0.04%	0.18%	0.25%	0.27%	0.42%		
Business Rate collection rate (Cumulative) (PSPS)	BA	93.75%	30.86%	55.33%	79.79%	98.83%	93.82%		

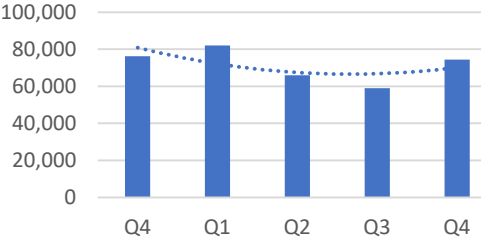
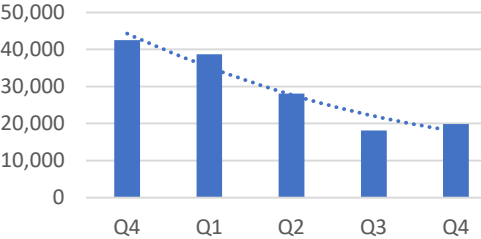
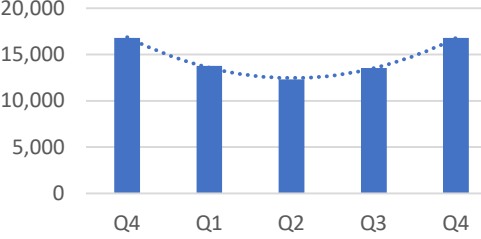
Council Tax collection rate (Cumulative) (PSPS)	BA	93.45%	26.93%	52.91%	79.12%	93.75%	92.55%		
Housing Benefit New Claims speed of processing (Year to Date) (PSPS)	BA	Not Previously Reported	30	25	24.67	25.75	25		
Commentary: Speed of processing in Q4 was 29 days, however cumulative for the 2024/25 year was 25.75 days. This is within the performance requirements of the DWP (30 days). It is also worth noting that in March performance was within target at 24 days.									
Housing Benefit Changes speed of processing (Year to Date) (PSPS)	BA	Not Previously Reported	9	11	13.33	10.75	12		
Housing Benefit Overpayment Recovery rate (PSPS)	BA	Not Previously Reported	152.97%	138.45%	132.21%	113.87%	85.00%		

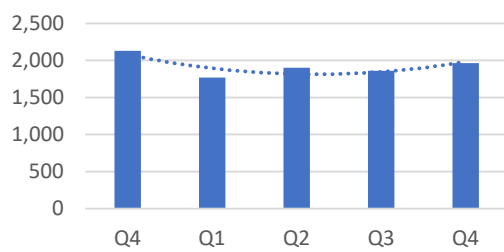
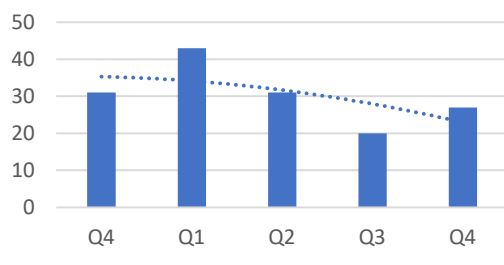
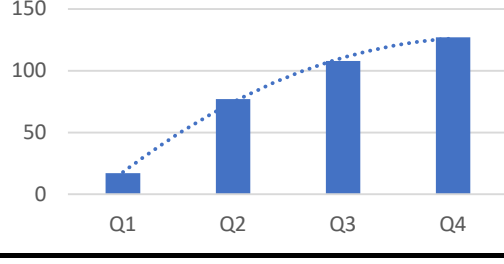
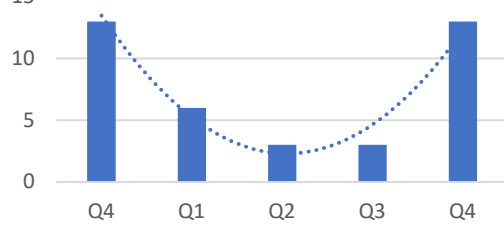
Percentage of contacts resolved at first contact – targeted. (PSPS)	PP	Not Previously Reported	83.43%	83.88%	82.77%	85.57%	80%		
Average answer rate – Customer Contact (PSPS)	PP	90.76%	82.01%	82.77%	90.34%	81.00%	80%		
Average answer rate – Revenues & Benefits (PSPS)	JG	92.44%	76.59%	75.77%	72.56%	60.48%	80%		
Commentary: In Quarter target not met by 19.52%. Calls received (8,320), successful call backs (1,719). An Increase in calls by 22.29% vs Q4 last year. Call duration increased by 80 seconds vs Q4 last year. Customer behaviour changes have seen multiple repeat contacts (circa 40%), resulting in increased overall demand. Mitigation in place throughout Q4, including extended opening hours from November to March, with only a 0.64% take up rate. Call lines extended through annual billing, with much greater take up (280% increase vs last year). Impacts of increased calls relate to second home premium, CTS changes and general financial pressures that customers are facing. Year-end target not met by 11.94%. Calls received (26,944), successful call backs (4,604). Call duration increased by 23 seconds vs 23-24.									
Percentage of planned procurement work completed according to agreed response times and agreed timescales (By the PSPS procurement team)	JG	100.00%	100.00%	100.00%	100.00%	100%	100%		

Performance Indicators with Trend Only Data
Growth and Prosperity

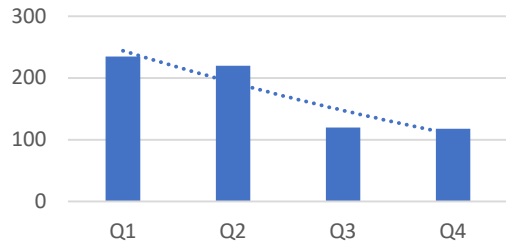
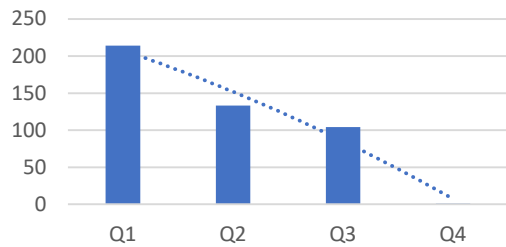
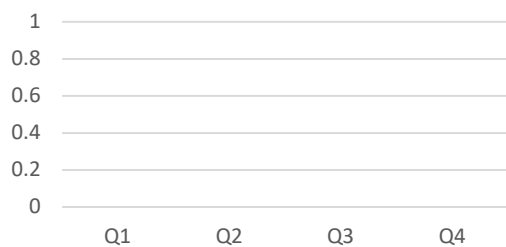
Key Performance Indicators (KPIs)							Target	Status	
	AD	2023/24	2024/25	2024/25	2024/25	2024/25	2023/24	2023/24	
		Q4	Q1	Q2	Q3	Q4	Q4	Q4	
Percentage of decisions (major / minor / others) taken under delegation within period	PN	100.00%	100.00%	92.22%	94.62%	93.59%	Trend Only	Trend Only	
External funding bids submitted by the growth directorate	DM	Not Previously Reported	Data not provided	0	0	0	Trend Only	Trend Only	
Level of Private Sector Investment achieved	DM	Not Previously Reported	£125,570	£0	£0	£0	Trend Only	Trend Only	

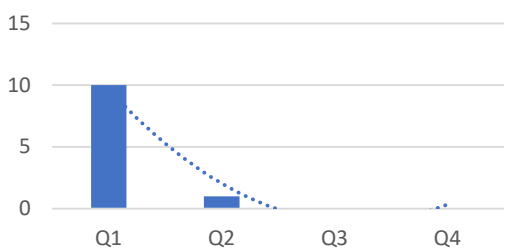
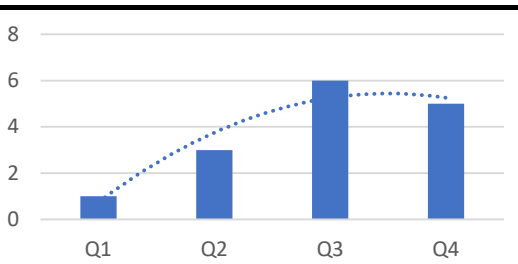
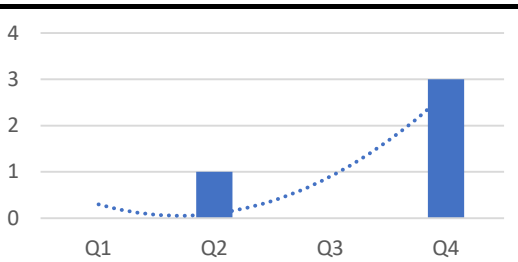

Healthy Lives

Key Performance Indicators (KPIs)							Target	Status	
	AD	2023/24	2024/25	2024/25	2024/25	2024/25	2024/25	2024/25	
		Q4	Q1	Q2	Q3	Q4	Q4	Q4	
Visitor numbers / number of tickets sold, leisure venue	PP	76,199	82,074	65,934	58,964	74,358	Trend Only	Trend Only	
Commentary: Attendances impacted by the total failure of the Leisure Pool Air Handling and heating issues leading to pool closures. Additionally a week of closure for the swimming pool support funded installation of the destratification fans in the Training Pool. Additionally there were 3 occasions where the centre was forced to close due to Anglian Water pump failures impacting the whole of Boston. Previous years swim numbers included Evening lessons and schools.									
Number of swims	PP	42,506	38,684	28,123	18,103	19,878	Trend Only	Trend Only	
Number of swimming lessons	PP	16,803	13,767	12,321	13,538	16,810	Trend Only	Trend Only	

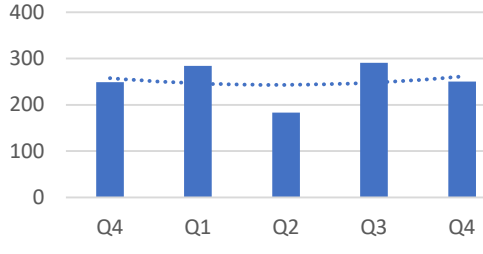
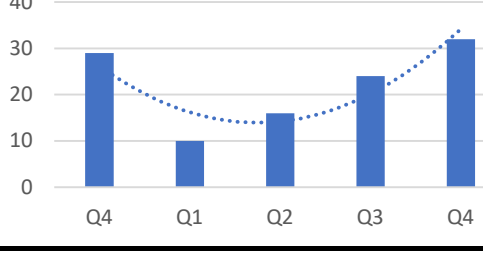
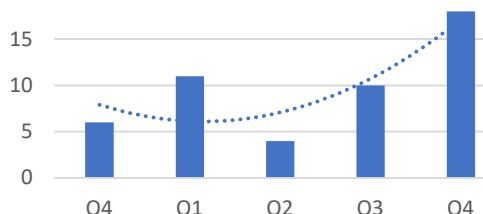
Number of gym members	PP	2,129	1,768	1,903	1,860	1,963	Trend Only	Trend Only	
Number of verified rough sleepers	ES	31	43	31	20	27	Trend Only	Trend Only	
Number of new volunteers trained and supported	ES	Not Previously Reported	17	77	108	127	Trend Only	Trend Only	
Number of properties improved through Council intervention	ES	13	6	3	3	13	Trend Only	Trend Only	

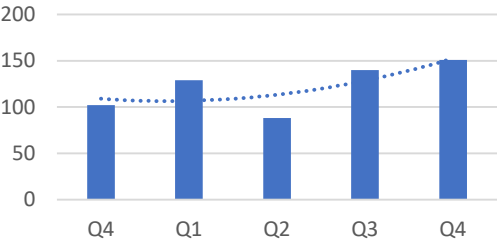
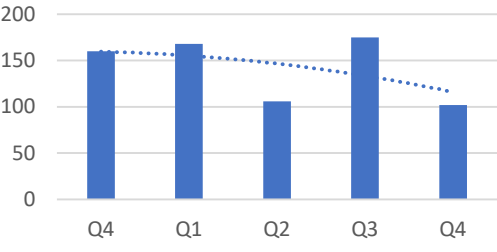
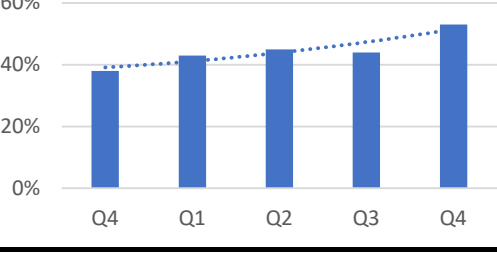
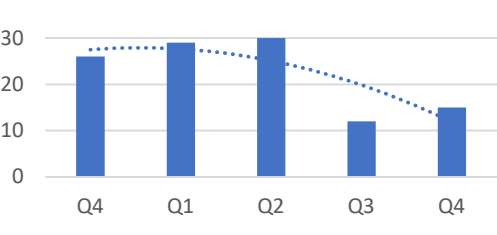
Safe and Resilient Communities

Key Performance Indicators (KPIs)							Target	Status	
	AD	2023/24	2024/25	2024/25	2024/25	2024/25	2024/25	2024/25	
		Q4	Q1	Q2	Q3	Q4	Q4	Q4	
No of Council Anti-Social Behaviour cases opened	ES	Not Previously Reported	235	220	120	118	Trend Only	Trend Only	
No of Council Anti-Social Behaviour cases closed	ES	Not Previously Reported	214	133	104	1	Trend Only	Trend Only	
No of Community Triggers	ES	Not Previously Reported	0	0	0	0	Trend Only	Trend Only	

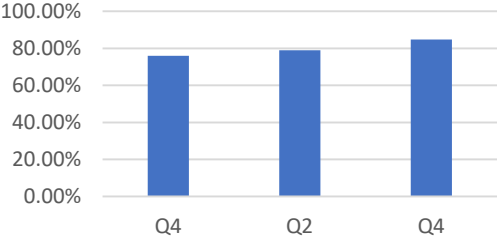
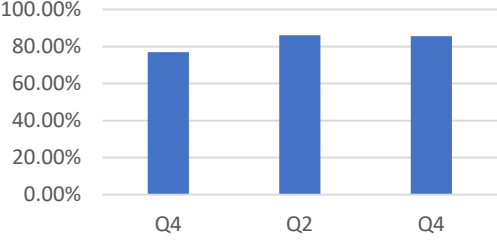
Number of Acceptable Behaviour Agreements (Community Safety)	ES	Not Previously Reported	10	1	0	0	Trend Only	Trend Only	 <table border="1"><thead><tr><th>Quarter</th><th>Value</th></tr></thead><tbody><tr><td>Q1</td><td>10</td></tr><tr><td>Q2</td><td>1</td></tr><tr><td>Q3</td><td>0</td></tr><tr><td>Q4</td><td>0</td></tr></tbody></table>	Quarter	Value	Q1	10	Q2	1	Q3	0	Q4	0
Quarter	Value																		
Q1	10																		
Q2	1																		
Q3	0																		
Q4	0																		
Community Protection Notice Warnings (Community Safety)	ES	Not Previously Reported	1	3	6	5	Trend Only	Trend Only	 <table border="1"><thead><tr><th>Quarter</th><th>Value</th></tr></thead><tbody><tr><td>Q1</td><td>1</td></tr><tr><td>Q2</td><td>3</td></tr><tr><td>Q3</td><td>6</td></tr><tr><td>Q4</td><td>5</td></tr></tbody></table>	Quarter	Value	Q1	1	Q2	3	Q3	6	Q4	5
Quarter	Value																		
Q1	1																		
Q2	3																		
Q3	6																		
Q4	5																		
Community Protection Notices (Community Safety)	ES	Not Previously Reported	0	1	0	3	Trend Only	Trend Only	 <table border="1"><thead><tr><th>Quarter</th><th>Value</th></tr></thead><tbody><tr><td>Q1</td><td>0</td></tr><tr><td>Q2</td><td>1</td></tr><tr><td>Q3</td><td>0</td></tr><tr><td>Q4</td><td>3</td></tr></tbody></table>	Quarter	Value	Q1	0	Q2	1	Q3	0	Q4	3
Quarter	Value																		
Q1	0																		
Q2	1																		
Q3	0																		
Q4	3																		
Number of injunctive actions/enforcement orders Number of civil injunctions / criminal behaviour orders (Community Safety)	ES	Not Previously Reported	0	0	0	0	Trend Only	Trend Only	 <table border="1"><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><tr><td>Q4</td><td>0</td></tr></tbody></table>	Quarter	Value	Q1	0	Q2	0	Q3	0	Q4	0
Quarter	Value																		
Q1	0																		
Q2	0																		
Q3	0																		
Q4	0																		

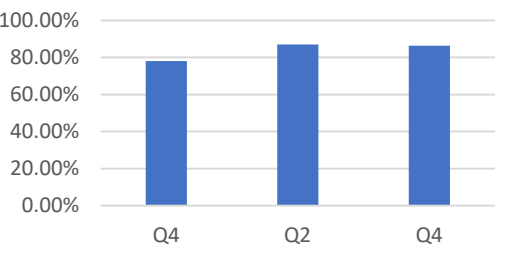
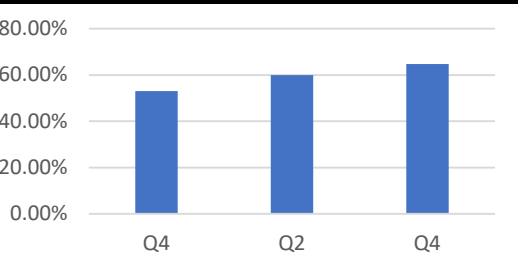
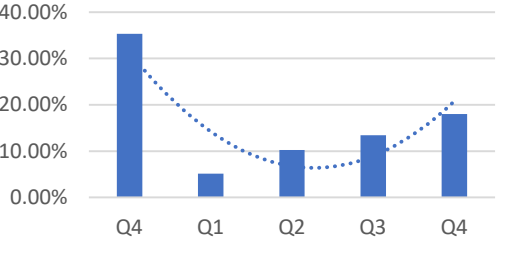
Environment

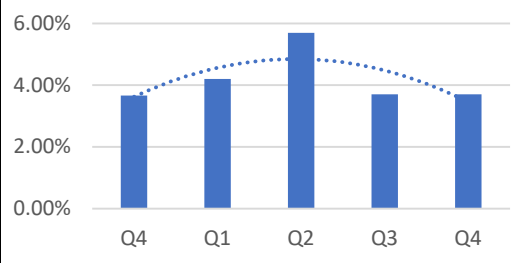
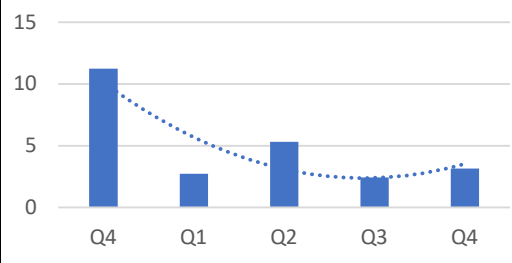
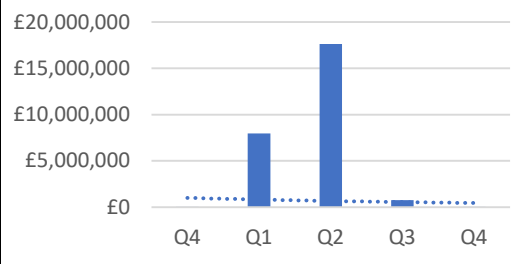
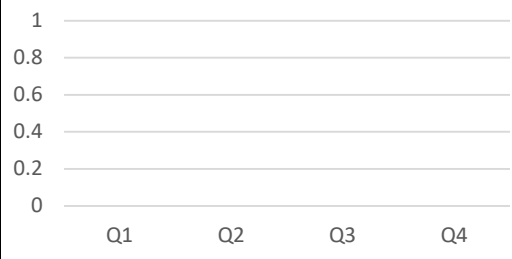
Key Performance Indicators (KPIs)							Target	Status	
	AD	2023/24	2024/25	2024/25	2024/25	2024/25	2024/25	2024/25	
		Q4	Q1	Q2	Q3	Q4	Q4	Q4	
Kingdom Contract: Number of Fixed Penalty Notices (FPNs) Issued - Litter (In quarter)	CA	249	284	183	291	250	Trend Only	Trend Only	
Kingdom Contract: Number of FPNs Issued - Fly Tipping (In quarter)	CA	29	10	16	24	32	Trend Only	Trend Only	
Kingdom Contract: Number of FPNs Issued - other (e.g. PSPO etc.) (In quarter)	CA	6	11	4	10	18	Trend Only	Trend Only	

Kingdom Contract: Number FPNs paid (In quarter)	CA	102	129	88	140	151	Trend Only	Trend Only	
Kingdom Contract: Number FPNs Outstanding payment (In quarter)	CA	160	168	106	175	102	Trend Only	Trend Only	
Kingdom Contract: Percentage payment rate (In quarter)	CA	38%	43%	45%	44%	53%	Trend Only	Trend Only	
Kingdom Contract: Number of prosecutions completed to sentencing. (In quarter)	CA	26	29	30	12	15	Trend Only	Trend Only	

Efficiency and Effectiveness

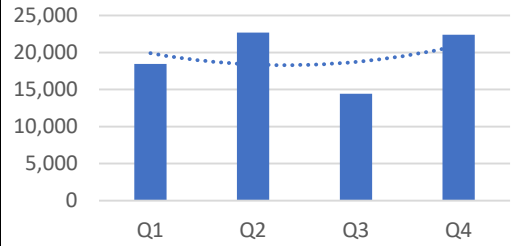
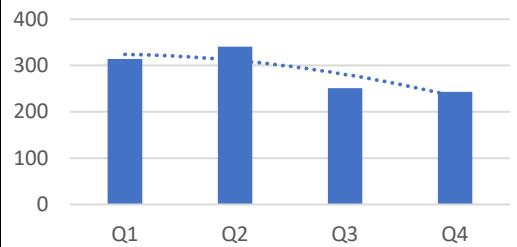
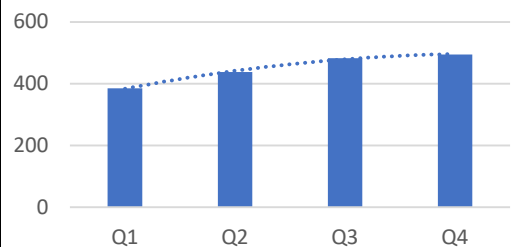
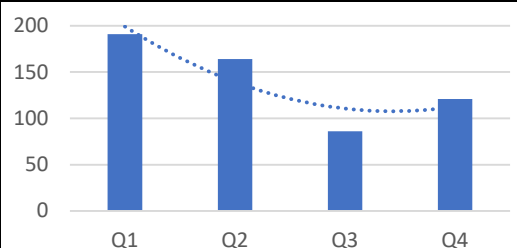
Key Performance Indicators (KPIs)							Target	Status	
	AD	2023/24	2024/25	2024/25	2024/25	2024/25	2024/25	2024/25	
		Q4	Q1	Q2	Q3	Q4	Q4	Q4	
Percentage of Partnership workforces (surveyed collectively) who said ‘Yes’ when asked if they felt valued at work	JG	76.00%	Reported Half Yearly in 2024/25	79.00%	Reported Half Yearly in 2024/25	84.80%	Trend Only	Trend Only	
Commentary: This is a Partnership Performance Indicator, so one value is provided across the Partnership. The percentage value for BBC only for this indicator is 84.3%. The SELCP average response has increased positively by nearly 6% since Q2 and 9% since Q4 23/24. The BBC only response has increased by 9% since Q2 and 16% in comparison since Q4 23/24.									
Percentage of the Partnership workforces (surveyed collectively) who said ‘Yes’ they feel there are opportunities in the Partnership to learn and develop their skills and expertise	JG	77.00%	Reported Half Yearly in 2024/26	86.00%	Reported Half Yearly in 2024/26	85.50%	Trend Only	Trend Only	
Commentary: This is a Partnership Performance Indicator, so one value is provided across the Partnership. The percentage value for BBC only for this indicator is 82%. The SELCP average response has decreased ever so slightly by 0.5% since Q2. However, the BBC only response has increased by 6% since Q2.									

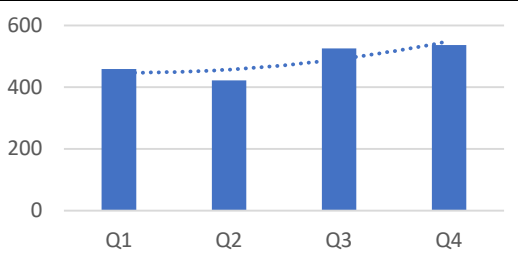
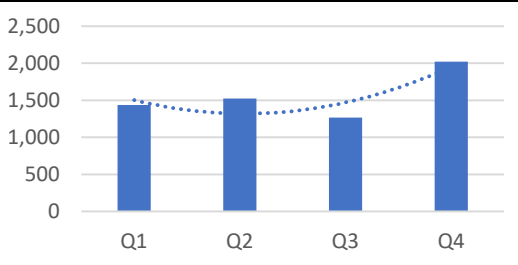
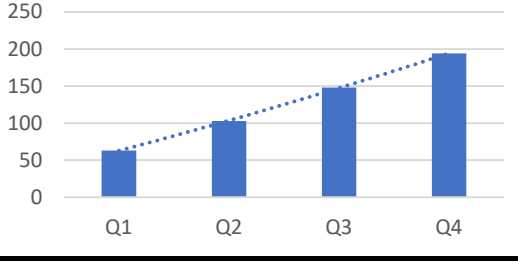
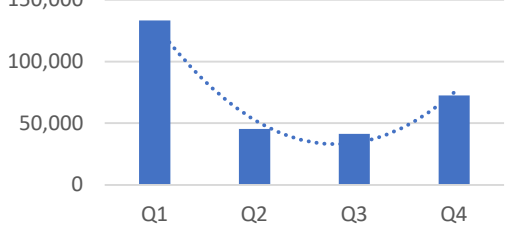
Percentage of the Partnership workforces (surveyed collectively) who said ‘Yes’ they feel the Partnership recognises and supports positive mental health in the workplace	JG	78.00%	Reported Half Yearly in 2024/27	87.00%	Reported Half Yearly in 2024/27	86.30%	Trend Only	Trend Only	
Commentary: This is a Partnership Performance Indicator, so one value is provided across the Partnership. The percentage value for BBC only for this indicator is 82%. The SELCP average response has decreased ever so slightly by 0.7% in comparison to Q2. However, the BBC only response has increased by 12% since Q2, and 13% in comparison to Q4 23/24.									
Percentage of the Partnership workforces (surveyed collectively) who feel informed about the Partnership and what decisions it is making	JG	53.00%	Reported Half Yearly in 2024/28	60.00%	Reported Half Yearly in 2024/28	64.70%	Trend Only	Trend Only	
Commentary: This is a Partnership Performance Indicator, so one value is provided across the Partnership. The percentage value for BBC only for this indicator is 82%. The SELCP average response has decreased ever so slightly by 0.5% since Q2. However, the BBC only response has increased by 6% since Q2.									
Staff Turnover (Year to Date)	JG	35.30%	5.13%	10.22%	13.41%	18.03%	Trend Only	Trend Only	
Commentary: Significantly higher turnover rate in the previous year was due to staff being TUPE'd away from the GMLC transfer. Figures have been updated, as previous figures were not year-to-date. The voluntary year-to-date figure for 2024/25 stood at 12.05%.									

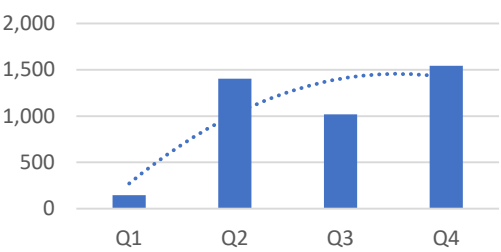
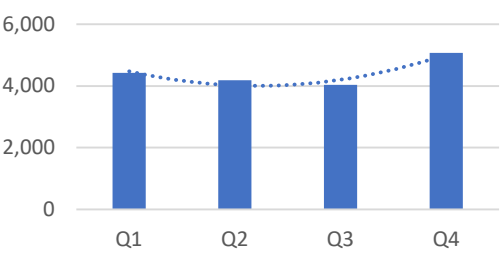
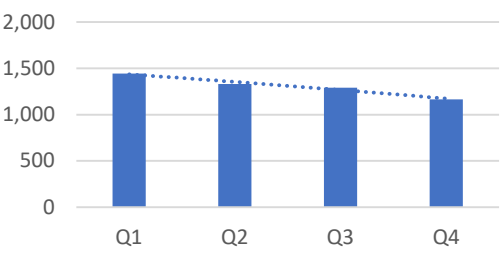
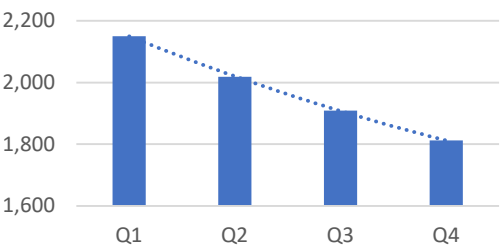
Voluntary Only Staff Turnover (In Quarter)	JG	3.66%	4.20%	5.70%	3.70%	3.70%	Trend Only	Trend Only	
Number of working days lost to sickness per FTE (Year to Date)	JG	11.24	2.73	5.31	2.43	3.15	Trend Only	Trend Only	
External funding – a calculation of external Partnership funding received as a trend – showing quarter by quarter and including a breakdown by Council	JG	£33,125	£7,960,404	£17,636,760	£752,541	£39,848	Trend Only	Trend Only	
Percentage of Ombudsman complaints upheld	JM	Not Previously Reported	0	0	0	0	Trend Only	Trend Only	


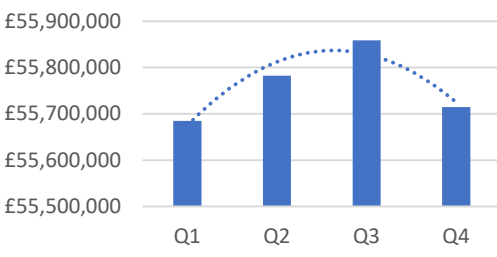
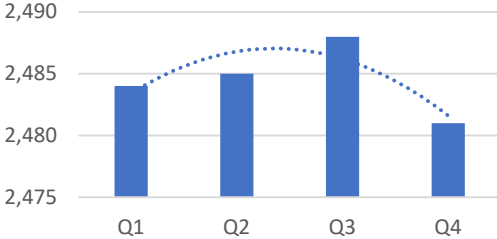
Commentary: For the 5 LCSCO Complaint updates this year, one is pending a decision and the LGSCO have decided that they will not investigate the remaining 4.

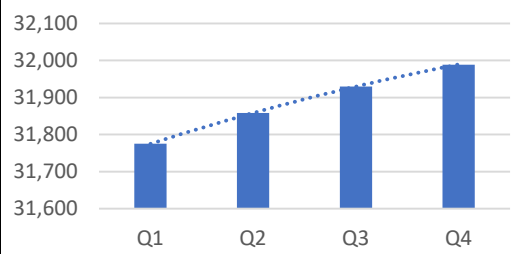
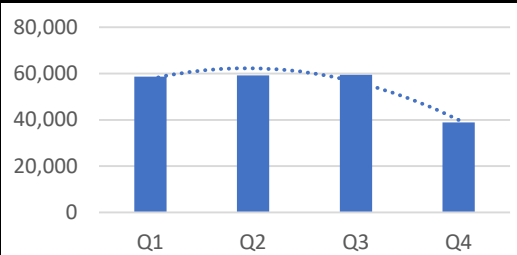
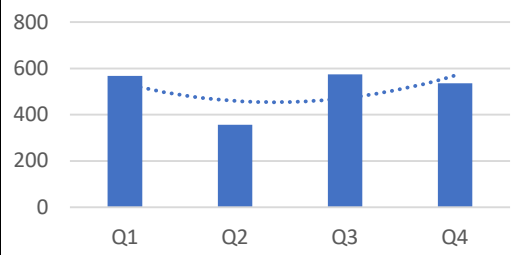
Number of upheld Ombudsman complaints per 100,000 population	JM	Not Previously Reported	0	0	0	0	Trend Only	Trend Only	<table><tr><th>Quarter</th><th>Complaints per 100,000</th></tr><tr><td>Q1</td><td>0</td></tr><tr><td>Q2</td><td>0</td></tr><tr><td>Q3</td><td>0</td></tr><tr><td>Q4</td><td>0</td></tr></table>	Quarter	Complaints per 100,000	Q1	0	Q2	0	Q3	0	Q4	0
Quarter	Complaints per 100,000																		
Q1	0																		
Q2	0																		
Q3	0																		
Q4	0																		
Number of instances where service areas have failed to notify the Data Protection Officer (DPO) promptly of any identified data breaches	JM	0	0	0	1	1	Trend Only	Trend Only	<table><tr><th>Quarter</th><th>Instances</th></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><tr><td>Q4</td><td>1</td></tr></table>	Quarter	Instances	Q1	0	Q2	0	Q3	0	Q4	1
Quarter	Instances																		
Q1	0																		
Q2	0																		
Q3	0																		
Q4	1																		
Number of late reports not made available to the Democratic Services teams at agenda publication	JM	0	3	3	3	5	Trend Only	Trend Only	<table><tr><th>Quarter</th><th>Late Reports</th></tr><tr><td>Q1</td><td>0</td></tr><tr><td>Q2</td><td>3</td></tr><tr><td>Q3</td><td>3</td></tr><tr><td>Q4</td><td>5</td></tr></table>	Quarter	Late Reports	Q1	0	Q2	3	Q3	3	Q4	5
Quarter	Late Reports																		
Q1	0																		
Q2	3																		
Q3	3																		
Q4	5																		
Repairs & Maintenance: Percentage committed spend against budget	AF	Data not provided	20.13%	61.16%	95.82%	164.33%	Trend Only	Trend Only	<table><tr><th>Quarter</th><th>Percentage</th></tr><tr><td>Q1</td><td>20.13%</td></tr><tr><td>Q2</td><td>61.16%</td></tr><tr><td>Q3</td><td>95.82%</td></tr><tr><td>Q4</td><td>164.33%</td></tr></table>	Quarter	Percentage	Q1	20.13%	Q2	61.16%	Q3	95.82%	Q4	164.33%
Quarter	Percentage																		
Q1	20.13%																		
Q2	61.16%																		
Q3	95.82%																		
Q4	164.33%																		

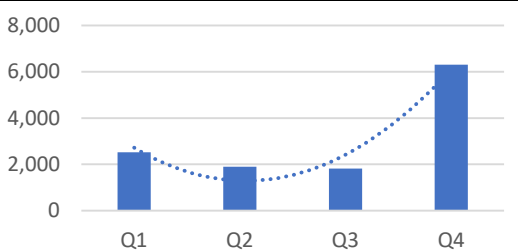
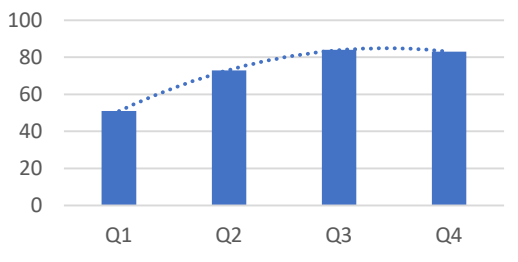
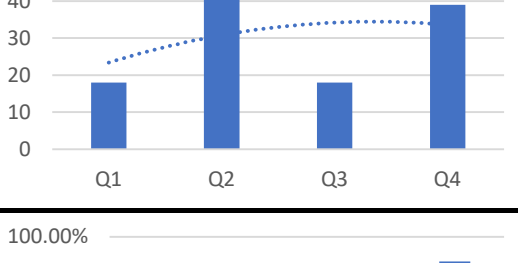

Call volumes	PP	Not Previously Reported	18,461	22,705	14,418	22,381	Trend Only	Trend Only	
Average Call Duration - Customer Contact (Seconds) (PSPS)	PP	Not Previously Reported	314	341	251	243	Trend Only	Trend Only	
Average Call Duration - Revenue and Benefits (Seconds) (PSPS)	PP	Not Previously Reported	385	438	483	495	Trend Only	Trend Only	
Average Speed of Answer - Customer Contact (Seconds) (PSPS)	PP	Not Previously Reported	191	164	86	121	Trend Only	Trend Only	

Average Speed of Answer - Revenue and Benefits (Seconds) (PSPS)	PP	Not Previously Reported	459	422	526	537	Trend Only	Trend Only	
Number of Callbacks (PSPS)	PP	Not Previously Reported	1,435	1,525	1,266	2,023	Trend Only	Trend Only	
Digital services take up (services accessed online)	PP	Not Previously Reported	63	103	148	194	Trend Only	Trend Only	
Website visitors (accessing website information)	PP	Not Previously Reported	133,265	45,494	41,478	72,493	Trend Only	Trend Only	

Number of customers using webchat	PP	Not Previously Reported	144	1,403	1,019	1,544	Trend Only	Trend Only	
Customer Contact Centre visits	PP	Not Previously Reported	4,421	4,185	4,038	5,072	Trend Only	Trend Only	
Enquiries via email and social media	PP	Not Previously Reported	1,442	1,331	1,289	1,166	Trend Only	Trend Only	
Housing Benefit Caseload	BA	Not Previously Reported	2,150	2,019	1,909	1,812	Trend Only	Trend Only	

Council Tax Support Caseload	BA	Not Previously Reported	2,777	2,838	2,907	2,951	Trend Only	Trend Only	 <table><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><tr><td>Q4</td><td>2,951</td></tr></tbody></table>	Quarter	Caseload	Q1	2,777	Q2	2,838	Q3	2,907	Q4	2,951
Quarter	Caseload																		
Q1	2,777																		
Q2	2,838																		
Q3	2,907																		
Q4	2,951																		
Business Rates RV	BA	Not Previously Reported	£55,684,937	£55,782,060	£55,858,896	£55,714,554	Trend Only	Trend Only	 <table><thead><tr><th>Quarter</th><th>RV (£)</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><tr><td>Q4</td><td>£55,714,554</td></tr></tbody></table>	Quarter	RV (£)	Q1	£55,684,937	Q2	£55,782,060	Q3	£55,858,896	Q4	£55,714,554
Quarter	RV (£)																		
Q1	£55,684,937																		
Q2	£55,782,060																		
Q3	£55,858,896																		
Q4	£55,714,554																		
Business Rates Hereditaments	BA	Not Previously Reported	2,484	2,485	2,488	2,481	Trend Only	Trend Only	 <table><thead><tr><th>Quarter</th><th>Hereditaments</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>2,488</td></tr><tr><td>Q4</td><td>2,481</td></tr></tbody></table>	Quarter	Hereditaments	Q1	2,484	Q2	2,485	Q3	2,488	Q4	2,481
Quarter	Hereditaments																		
Q1	2,484																		
Q2	2,485																		
Q3	2,488																		
Q4	2,481																		

Council Tax Banded Dwellings	BA	Not Previously Reported	31,775	31,858	31,930	31,989	Trend Only	Trend Only	
Direct Debit Payments	BA	Not Previously Reported	58,658	59,207	59,404	38,928	Trend Only	Trend Only	
Commentary: Council Tax = 38,192. NNDR = 736.Total = 38,928									
CTS New Claims – Number of Decisions Made	BA	Not Previously Reported	568	357	574	535	Trend Only	Trend Only	

CTS Changes – Number of Decisions Made	BA	Not Previously Reported	2,517	1,894	1,821	6,299	Trend Only	Trend Only	
Commentary: High volume processed owing to annual upratings of DWP benefits and rent increases, some of which is automated by our systems.									
Discretionary Housing Payments (DHP) number of applications	BA	Not Previously Reported	51	73	84	83	Trend Only	Trend Only	
Discretionary Housing Payments (DHP) number of awards	BA	Not Previously Reported	18	47	18	39	Trend Only	Trend Only	
Discretionary Housing Payments (DHP) spend against Budget	BA	Not Previously Reported	22.85%	53.46%	63.55%	86.74%	Trend Only	Trend Only	

Procurement savings / benefits achieved (By the PSPS procurement team) In quarter	JG	£0	£13,925	£35,930	£8,300	£11,500	Trend Only	Trend Only	
Commentary: Review of the Health of Retail, Hospitality, and Leisure in Boston Town - £2,500 saving realised from 3 quotes received - lowest cost met requirements, while saving cost vs the supplier who had initially been engaged in informal PME. (cost is also £3K below expected cost threshold for the procurement) Asbestos Surveys - c£3,000 for BBC - Councils will now contract directly with the asbestos survey supplier. Cost of surveys reducing from £200 to £150. CCTV Supply and Maintenance - c £6,000 per annum. Rates based on the current tender are better than the previous contracted rates.									
Building Control market share	CA	Not Previously Reported	77.00%	84.00%	93.00%	77.00%	Trend Only	Trend Only	
Key Control Account Reconciliation (System, bank, payroll and suspense) reconciled monthly and signed off within 10 days of completion (In Quarter)	JG	Not Previously Reported	Not Previously Reported	100.00%	100.00%	100.00%	Trend Only	Trend Only	

Local to Boston

Key Performance Indicators (KPIs)							Target	Status	
	AD	2023/24	2024/25	2024/25	2024/25	2024/25	2024/25	2024/25	
		Q4	Q1	Q2	Q3	Q4	Q4	Q4	
Number of Community Protection Notices for PSPO (alcohol) (Community Safety)	ES	Not Previously Reported	0	0	0	3	Trend Only	Trend Only	