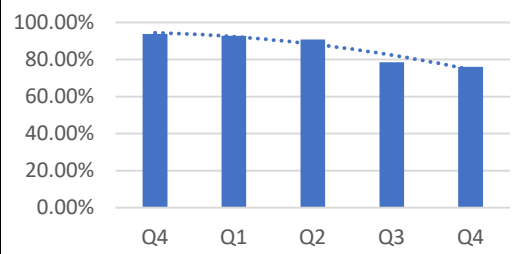
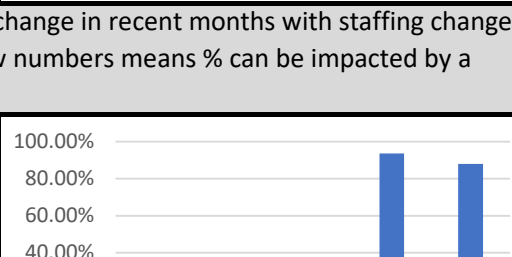
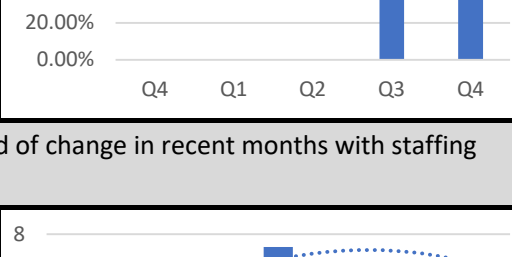




## Performance Indicators with Targeted Performance Levels

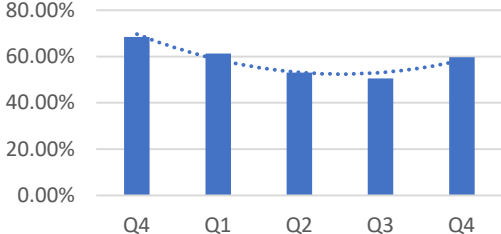
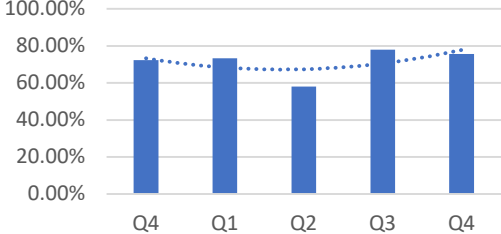
### Growth and Prosperity

| 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%<br/>80.00%<br/>60.00%<br/>40.00%<br/>20.00%<br/>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%<br/>0.20%<br/>0.15%<br/>0.10%<br/>0.05%<br/>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%<br/>80.00%<br/>60.00%<br/>40.00%<br/>20.00%<br/>0.00%</p> <p>Q4 Q1 Q2 Q3 Q4</p> |

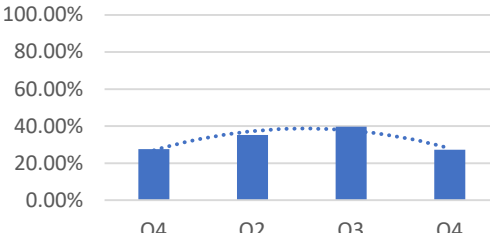
Healthy Lives

| 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       |         |  |

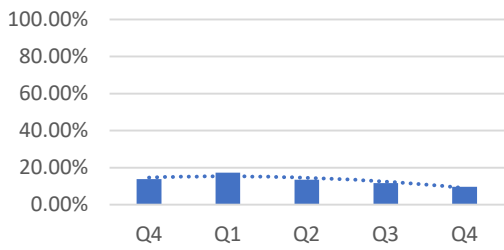
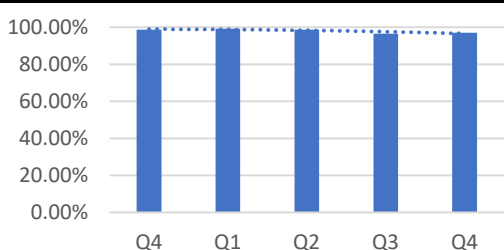
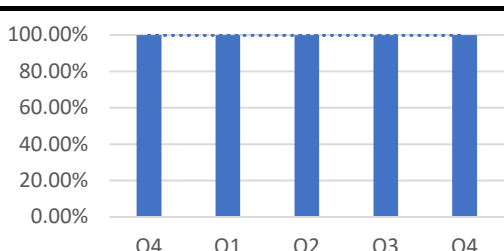
## Safe and Resilient Communities

| 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%     |         |  |

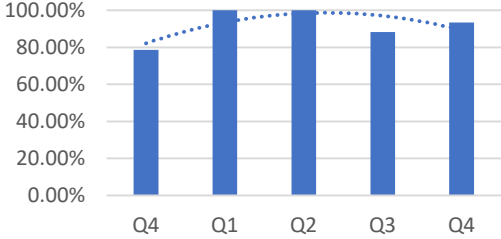
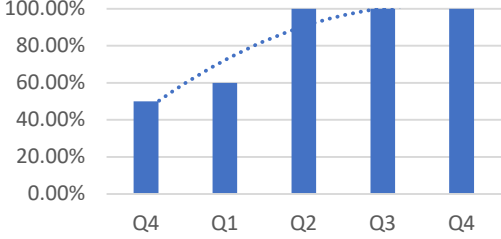
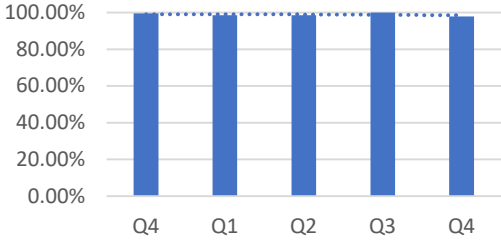
## Environment

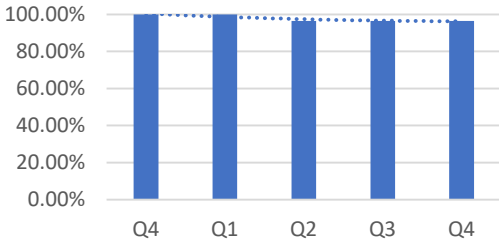
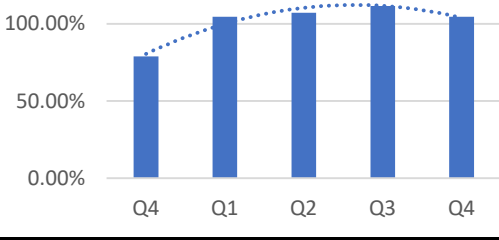
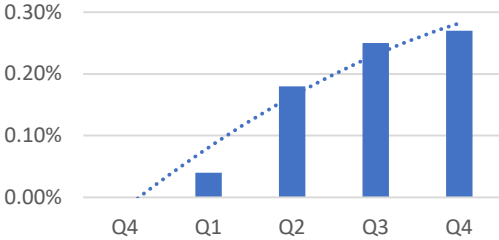
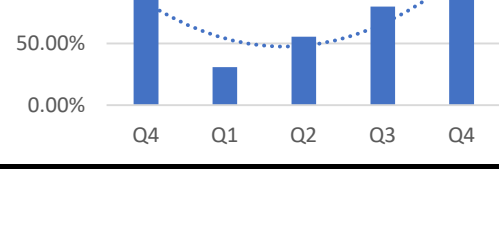
| Key Performance Indicators (KPIs)                                    |    |         |         |         |         |         | Target     | Status     |                                                                                      |
|----------------------------------------------------------------------|----|---------|---------|---------|---------|---------|------------|------------|--------------------------------------------------------------------------------------|
|                                                                      | 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%     |         |  |

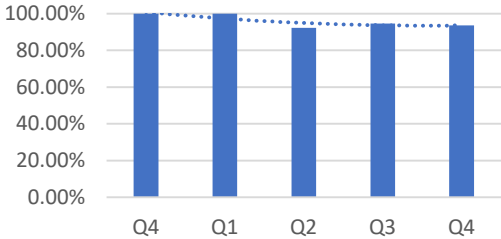
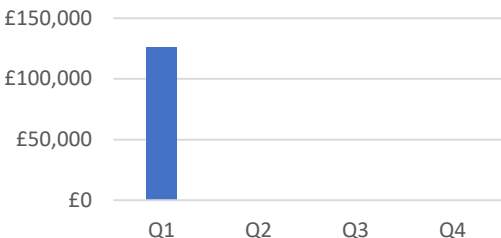
|                                                                                                                                                                                                                                                                                                                                                                                                          |    |                         |         |         |         |         |        |  |                                                                                       |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|-------------------------|---------|---------|---------|---------|--------|--|---------------------------------------------------------------------------------------|
| Occupancy Rate at end of Quarter:<br>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% |  |  |

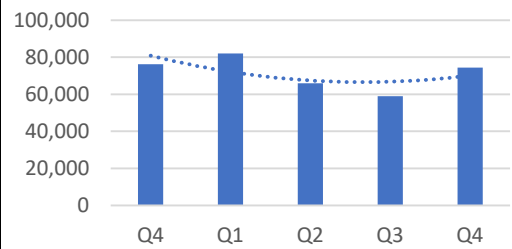
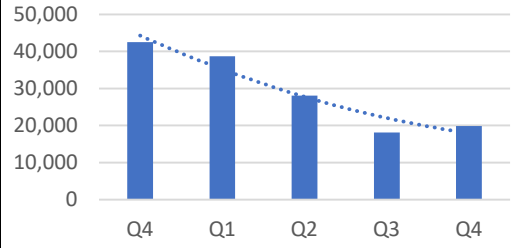
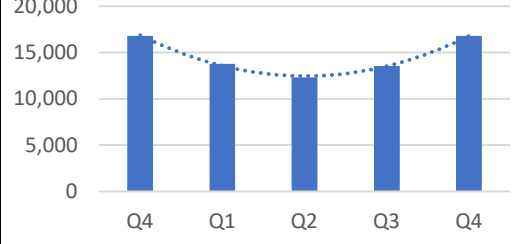
| Percentage of contacts resolved at first contact – targeted. (PSPS)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | PP         | Not Previously Reported | 83.43%  | 83.88%  | 82.77%  | 85.57% | 80%  |  | <table><tr><th>Quarter</th><th>Percentage</th></tr><tr><td>Q1</td><td>83.43%</td></tr><tr><td>Q2</td><td>83.88%</td></tr><tr><td>Q3</td><td>82.77%</td></tr><tr><td>Q4</td><td>85.57%</td></tr></table>                                         | Quarter | Percentage | Q1 | 83.43%  | Q2 | 83.88%  | Q3 | 82.77%  | Q4 | 85.57%  |    |         |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|-------------------------|---------|---------|---------|--------|------|--|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|------------|----|---------|----|---------|----|---------|----|---------|----|---------|
| Quarter                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Percentage |                         |         |         |         |        |      |  |                                                                                                                                                                                                                                                 |         |            |    |         |    |         |    |         |    |         |    |         |
| Q1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 83.43%     |                         |         |         |         |        |      |  |                                                                                                                                                                                                                                                 |         |            |    |         |    |         |    |         |    |         |    |         |
| Q2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 83.88%     |                         |         |         |         |        |      |  |                                                                                                                                                                                                                                                 |         |            |    |         |    |         |    |         |    |         |    |         |
| Q3                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 82.77%     |                         |         |         |         |        |      |  |                                                                                                                                                                                                                                                 |         |            |    |         |    |         |    |         |    |         |    |         |
| Q4                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 85.57%     |                         |         |         |         |        |      |  |                                                                                                                                                                                                                                                 |         |            |    |         |    |         |    |         |    |         |    |         |
| Average answer rate – Customer Contact (PSPS)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | PP         | 90.76%                  | 82.01%  | 82.77%  | 90.34%  | 81.00% | 80%  |  | <table><tr><th>Quarter</th><th>Percentage</th></tr><tr><td>Q4</td><td>90.76%</td></tr><tr><td>Q1</td><td>82.01%</td></tr><tr><td>Q2</td><td>82.77%</td></tr><tr><td>Q3</td><td>90.34%</td></tr><tr><td>Q4</td><td>81.00%</td></tr></table>      | Quarter | Percentage | Q4 | 90.76%  | Q1 | 82.01%  | Q2 | 82.77%  | Q3 | 90.34%  | Q4 | 81.00%  |
| Quarter                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Percentage |                         |         |         |         |        |      |  |                                                                                                                                                                                                                                                 |         |            |    |         |    |         |    |         |    |         |    |         |
| Q4                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 90.76%     |                         |         |         |         |        |      |  |                                                                                                                                                                                                                                                 |         |            |    |         |    |         |    |         |    |         |    |         |
| Q1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 82.01%     |                         |         |         |         |        |      |  |                                                                                                                                                                                                                                                 |         |            |    |         |    |         |    |         |    |         |    |         |
| Q2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 82.77%     |                         |         |         |         |        |      |  |                                                                                                                                                                                                                                                 |         |            |    |         |    |         |    |         |    |         |    |         |
| Q3                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 90.34%     |                         |         |         |         |        |      |  |                                                                                                                                                                                                                                                 |         |            |    |         |    |         |    |         |    |         |    |         |
| Q4                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 81.00%     |                         |         |         |         |        |      |  |                                                                                                                                                                                                                                                 |         |            |    |         |    |         |    |         |    |         |    |         |
| Average answer rate – Revenues & Benefits (PSPS)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | BA         | 92.44%                  | 76.59%  | 75.77%  | 72.56%  | 60.48% | 80%  |  | <table><tr><th>Quarter</th><th>Percentage</th></tr><tr><td>Q4</td><td>92.44%</td></tr><tr><td>Q1</td><td>76.59%</td></tr><tr><td>Q2</td><td>75.77%</td></tr><tr><td>Q3</td><td>72.56%</td></tr><tr><td>Q4</td><td>60.48%</td></tr></table>      | Quarter | Percentage | Q4 | 92.44%  | Q1 | 76.59%  | Q2 | 75.77%  | Q3 | 72.56%  | Q4 | 60.48%  |
| Quarter                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Percentage |                         |         |         |         |        |      |  |                                                                                                                                                                                                                                                 |         |            |    |         |    |         |    |         |    |         |    |         |
| Q4                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 92.44%     |                         |         |         |         |        |      |  |                                                                                                                                                                                                                                                 |         |            |    |         |    |         |    |         |    |         |    |         |
| Q1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 76.59%     |                         |         |         |         |        |      |  |                                                                                                                                                                                                                                                 |         |            |    |         |    |         |    |         |    |         |    |         |
| Q2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 75.77%     |                         |         |         |         |        |      |  |                                                                                                                                                                                                                                                 |         |            |    |         |    |         |    |         |    |         |    |         |
| Q3                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 72.56%     |                         |         |         |         |        |      |  |                                                                                                                                                                                                                                                 |         |            |    |         |    |         |    |         |    |         |    |         |
| Q4                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 60.48%     |                         |         |         |         |        |      |  |                                                                                                                                                                                                                                                 |         |            |    |         |    |         |    |         |    |         |    |         |
| 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% |  | <table><tr><th>Quarter</th><th>Percentage</th></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><tr><td>Q4</td><td>100.00%</td></tr></table> | Quarter | Percentage | Q4 | 100.00% | Q1 | 100.00% | Q2 | 100.00% | Q3 | 100.00% | Q4 | 100.00% |
| Quarter                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Percentage |                         |         |         |         |        |      |  |                                                                                                                                                                                                                                                 |         |            |    |         |    |         |    |         |    |         |    |         |
| Q4                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 100.00%    |                         |         |         |         |        |      |  |                                                                                                                                                                                                                                                 |         |            |    |         |    |         |    |         |    |         |    |         |
| Q1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 100.00%    |                         |         |         |         |        |      |  |                                                                                                                                                                                                                                                 |         |            |    |         |    |         |    |         |    |         |    |         |
| Q2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 100.00%    |                         |         |         |         |        |      |  |                                                                                                                                                                                                                                                 |         |            |    |         |    |         |    |         |    |         |    |         |
| Q3                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 100.00%    |                         |         |         |         |        |      |  |                                                                                                                                                                                                                                                 |         |            |    |         |    |         |    |         |    |         |    |         |
| Q4                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 100.00%    |                         |         |         |         |        |      |  |                                                                                                                                                                                                                                                 |         |            |    |         |    |         |    |         |    |         |    |         |

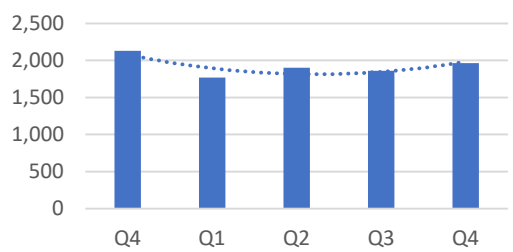
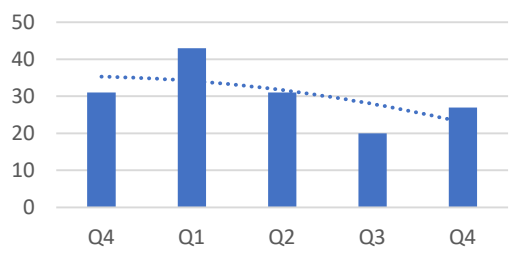
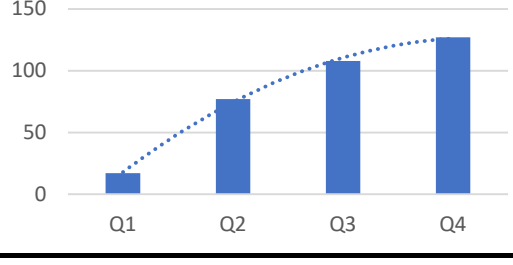
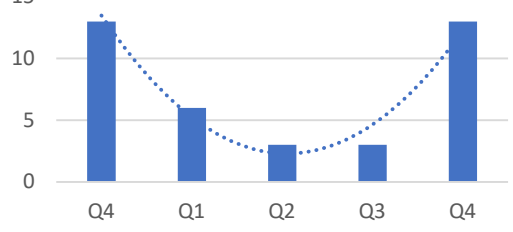
**Performance Indicators with Trend Only Data**  
**Growth and Prosperity**

| 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 |  |

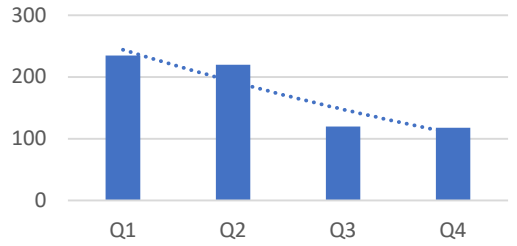
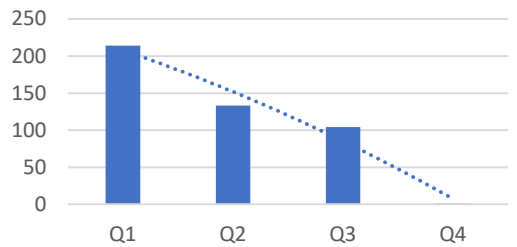


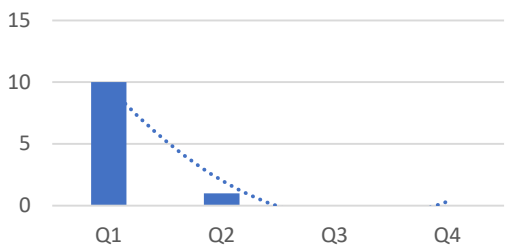
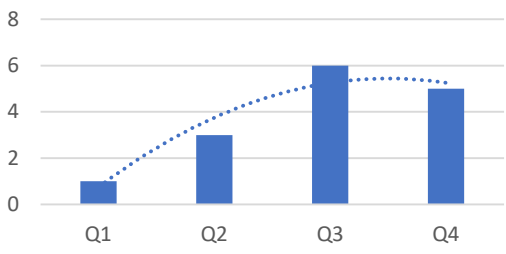
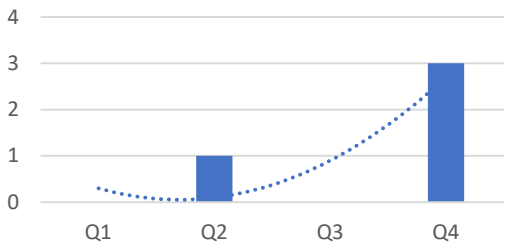
## Healthy Lives

| 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 |  |

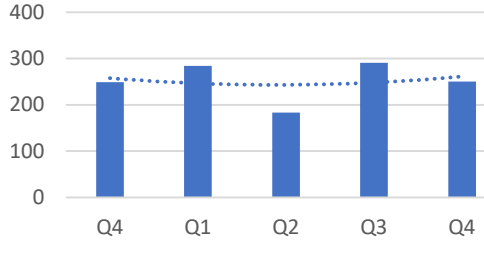
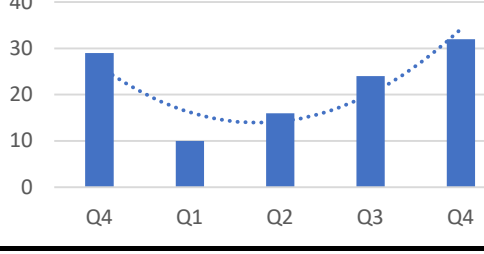
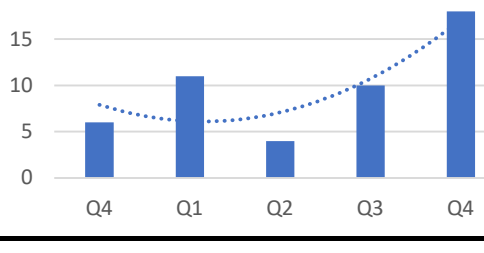
Safe and Resilient Communities

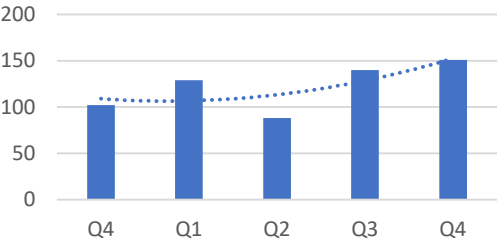
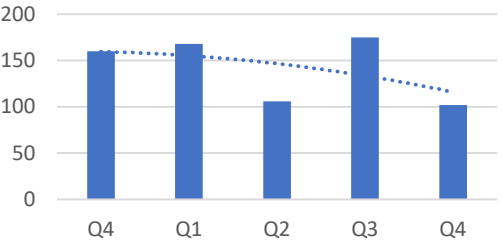
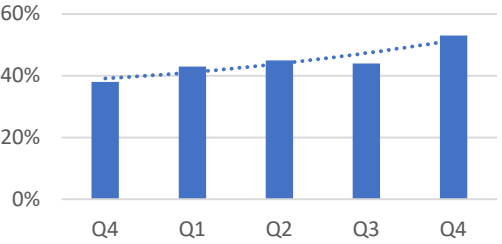
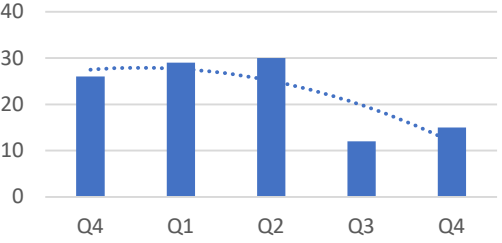
| Key Performance Indicators (KPIs)                |    |                         |         |         |         |         | Target     | Status     |                                                                                      |
|--------------------------------------------------|----|-------------------------|---------|---------|---------|---------|------------|------------|--------------------------------------------------------------------------------------|
|                                                  | 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     |                         |    |   |   |   |            |            |                                                                                                                                                                                                                                                                                                              |         |       |    |    |    |   |    |   |    |   |

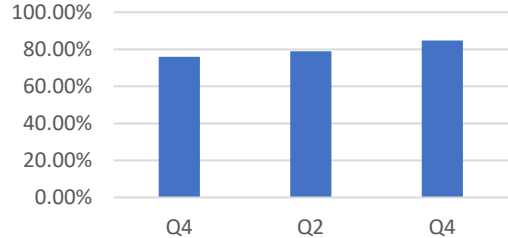
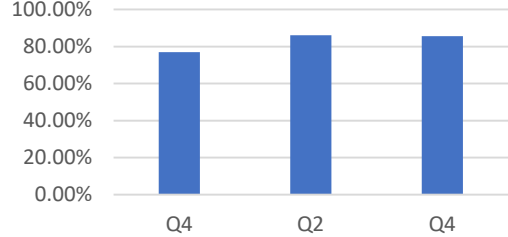


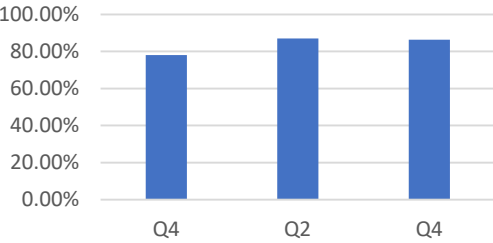
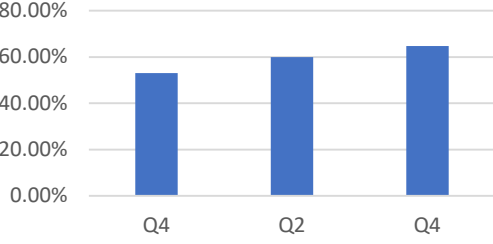
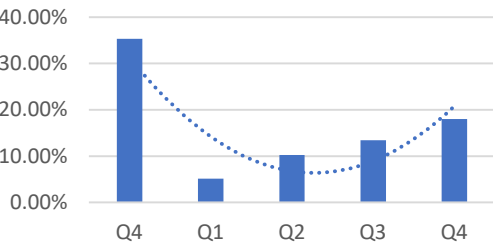
# Environment

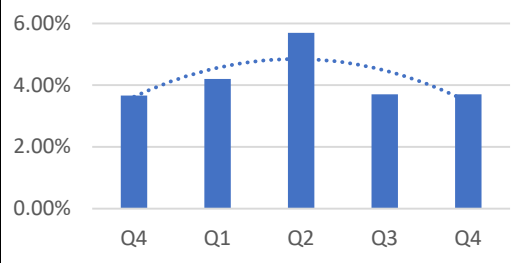
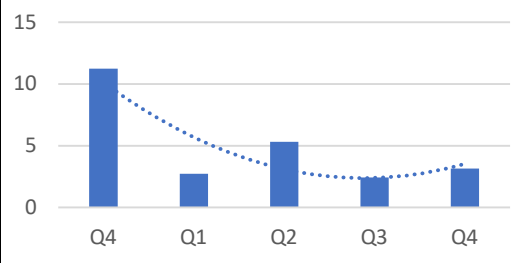
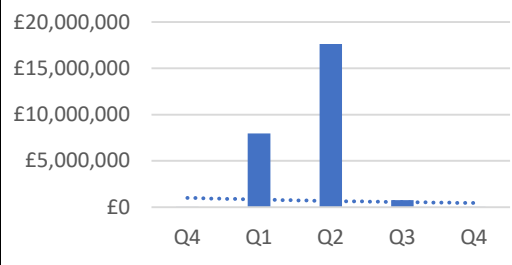
| Key Performance Indicators (KPIs)                                                     |    |         |         |         |         |         | Target     | Status     |                                                                                      |
|---------------------------------------------------------------------------------------|----|---------|---------|---------|---------|---------|------------|------------|--------------------------------------------------------------------------------------|
|                                                                                       | 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

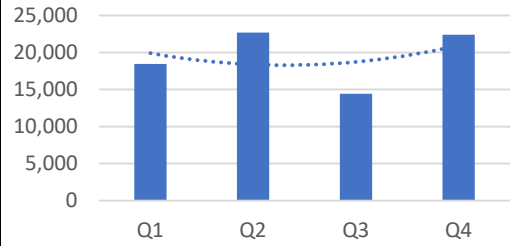
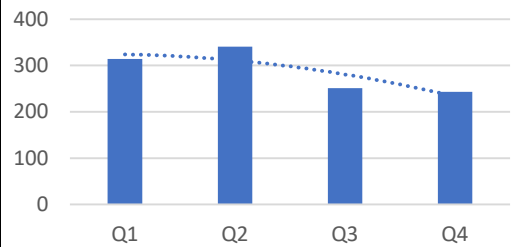
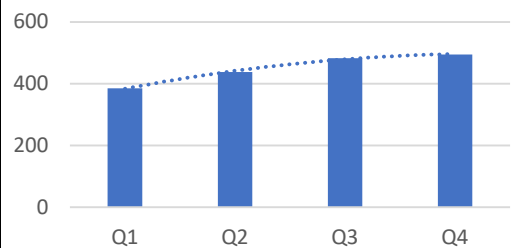
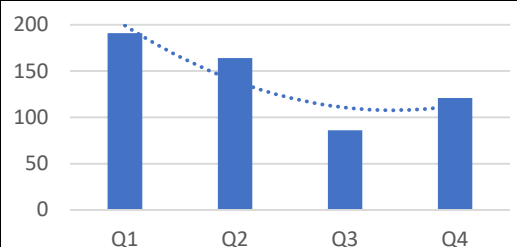
| Key Performance Indicators (KPIs)                                                                                                                                                                                                                                                                                                                                  |    |         |                                 |         |                                 |         | 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.                                                    |    |         |                                 |         |                                 |         |            |            |                                                                                      |

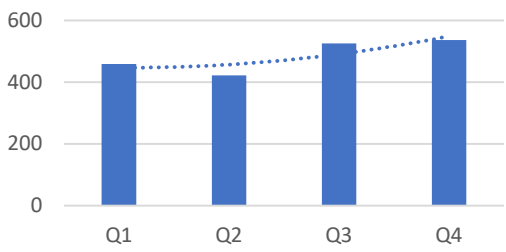
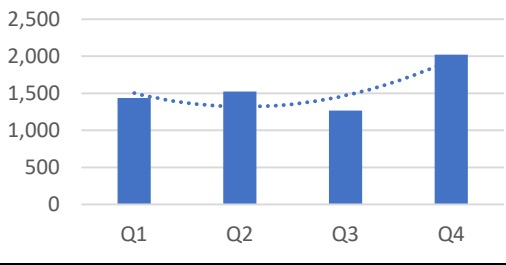
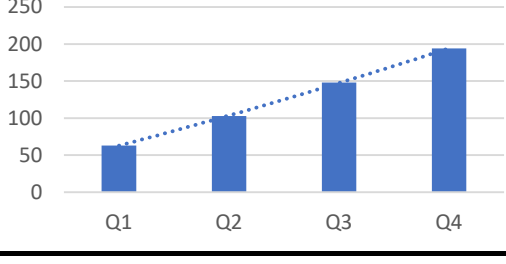
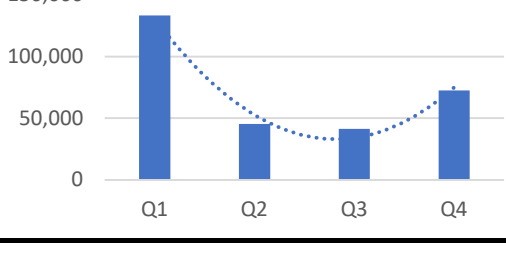
|                                                                                                                                                                                                                                                                                                                                                                |    |        |                                 |        |                                 |        |            |            |                                                                                      |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|--------|---------------------------------|--------|---------------------------------|--------|------------|------------|--------------------------------------------------------------------------------------|
| 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 |  |

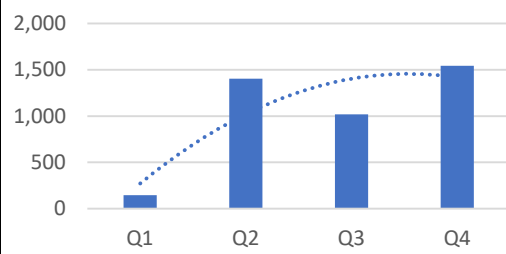
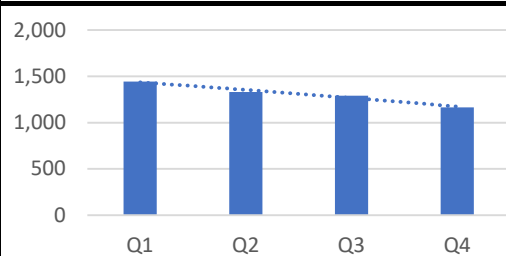
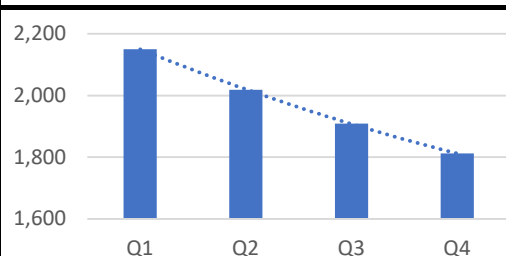
Commentary: For the 5 LCSCO Complaint updates this year, one is pending a decision and the LGSCO have decided that they will not investigate the remaining 4.

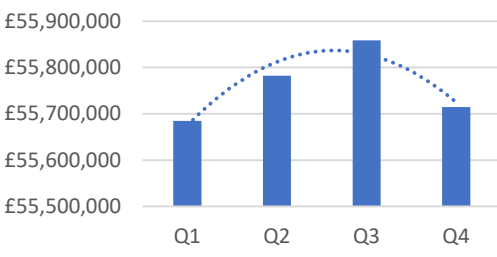
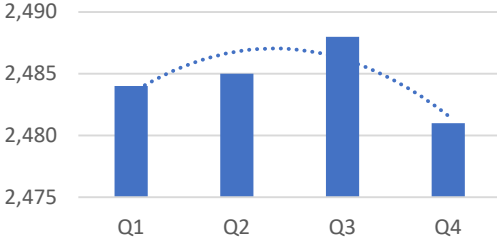
| Number of upheld Ombudsman complaints per 100,000 population                                                                             | JM                     | Not Previously Reported | 0      | 0      | 0      | 0       | Trend Only | Trend Only | <table><tr><th>Quarter</th><th>Complaints per 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>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>1</td></tr><tr><td>Q4</td><td>1</td></tr></table>    | Quarter | Instances              | Q4 | 0      | Q1 | 0      | Q2 | 0      | Q3 | 1       | Q4 | 1 |
| Quarter                                                                                                                                  | Instances              |                         |        |        |        |         |            |            |                                                                                                                                                                                                                     |         |                        |    |        |    |        |    |        |    |         |    |   |
| Q4                                                                                                                                       | 0                      |                         |        |        |        |         |            |            |                                                                                                                                                                                                                     |         |                        |    |        |    |        |    |        |    |         |    |   |
| Q1                                                                                                                                       | 0                      |                         |        |        |        |         |            |            |                                                                                                                                                                                                                     |         |                        |    |        |    |        |    |        |    |         |    |   |
| Q2                                                                                                                                       | 0                      |                         |        |        |        |         |            |            |                                                                                                                                                                                                                     |         |                        |    |        |    |        |    |        |    |         |    |   |
| Q3                                                                                                                                       | 1                      |                         |        |        |        |         |            |            |                                                                                                                                                                                                                     |         |                        |    |        |    |        |    |        |    |         |    |   |
| 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>Q4</td><td>0</td></tr><tr><td>Q1</td><td>3</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           | Q4 | 0      | Q1 | 3      | Q2 | 3      | Q3 | 3       | Q4 | 5 |
| Quarter                                                                                                                                  | Late Reports           |                         |        |        |        |         |            |            |                                                                                                                                                                                                                     |         |                        |    |        |    |        |    |        |    |         |    |   |
| Q4                                                                                                                                       | 0                      |                         |        |        |        |         |            |            |                                                                                                                                                                                                                     |         |                        |    |        |    |        |    |        |    |         |    |   |
| Q1                                                                                                                                       | 3                      |                         |        |        |        |         |            |            |                                                                                                                                                                                                                     |         |                        |    |        |    |        |    |        |    |         |    |   |
| 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%                |                         |        |        |        |         |            |            |                                                                                                                                                                                                                     |         |                        |    |        |    |        |    |        |    |         |    |   |

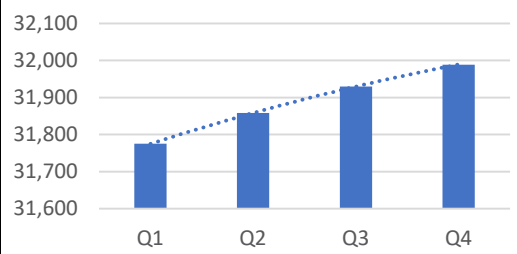
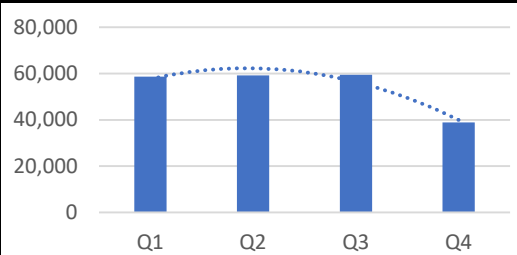
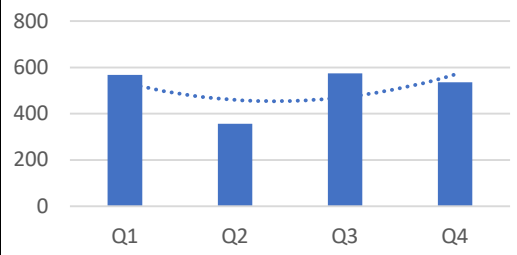
|                                                               |    |                         |        |        |        |        |            |            |                                                                                      |
|---------------------------------------------------------------|----|-------------------------|--------|--------|--------|--------|------------|------------|--------------------------------------------------------------------------------------|
| 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 |  |

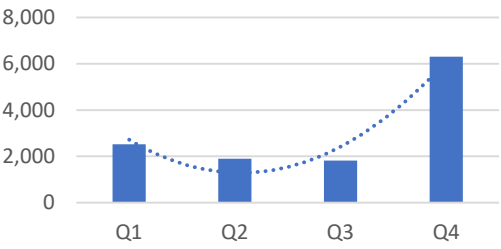
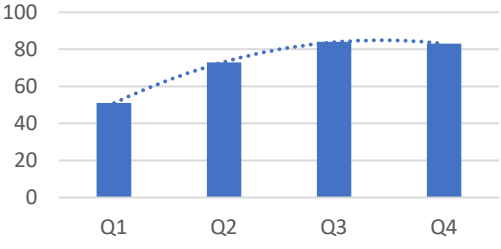
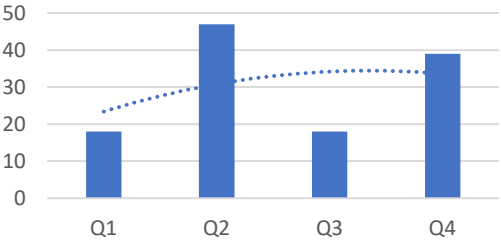
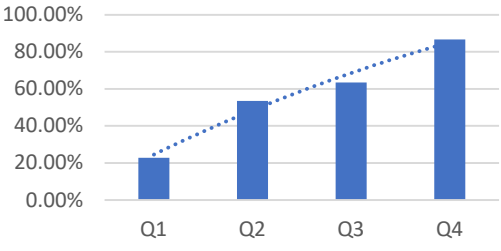
|                                                                 |    |                         |         |        |        |        |            |            |                                                                                       |
|-----------------------------------------------------------------|----|-------------------------|---------|--------|--------|--------|------------|------------|---------------------------------------------------------------------------------------|
| 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 |  |

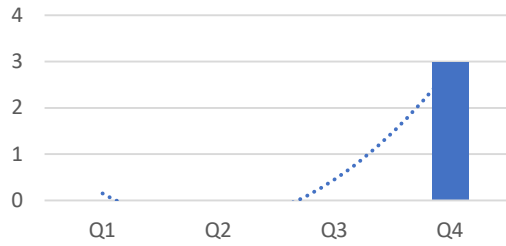
| Council Tax Support Caseload | BA                           | Not Previously Reported | 2,777       | 2,838       | 2,907       | 2,951       | Trend Only | Trend Only |  <table><thead><tr><th>Quarter</th><th>Council Tax Support Caseload</th></tr></thead><tbody><tr><td>Q1</td><td>2,777</td></tr><tr>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