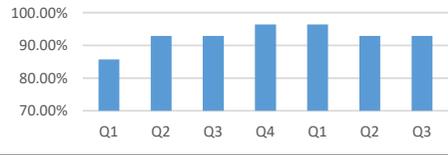
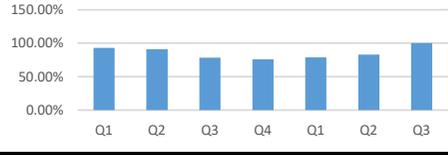
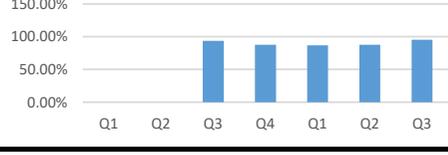
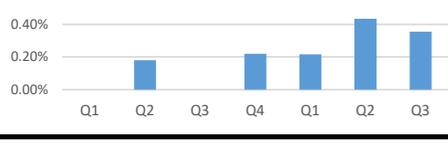


Performance Indicators with Targeted Performance Levels
Growth and Prosperity

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Target	RAG	
Occupancy Rate at end of Quarter: Industrial Units	Andy Fisher	85.71%	92.86%	92.86%	96.43%	96.43%	92.86%	92.86%	97.00%		
Commentary	Two units remained empty at the end of Q3 despite interest being expressed by a number of potential tenants. New enquiries land regularly but there is competition in the market place.										
Percentage of major planning applications determined within 13/16 weeks (or agreed extended period)	Phil Norman	92.86%	90.77%	78.57%	76.00%	78.79%	82.93%	100.00%	65.00%		
Percentage of non-major planning applications determined within 8 weeks (or agreed extended period)	Phil Norman	Not Previously Reported	Not Previously Reported	93.65%	87.93%	86.81%	87.93%	95.45%	75%		
Percentage of major planning appeals allowed within the last 2 years (rolling period) against number of applications determined	Phil Norman	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	10%		
Percentage of minor & other planning appeals allowed within the last 2 years (rolling period) against number of applications determined (OFLOG)	Phil Norman	0.00%	0.18%	0.00%	0.22%	0.22%	0.43%	0.35%	10%		

Safe and Resilient Communities

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Target	RAG	
Percentage of cases opened at homelessness prevention stage (i.e. before they have become homeless)	Emily Spicer	61.29%	53.09%	50.59%	59.76%	59.34%	56.38%	63.01%	50.00%		
Commentary	The number of cases started before people became homeless remains above target. Process mapping work is to be completed to check whether there are any missed opportunities to assist people before they become homeless.										
Percentage of homelessness cases that were opened at homelessness prevention stage that resulted in the customer not becoming homeless	Emily Spicer	73.33%	58.00%	77.97%	75.61%	76.36%	87.76%	72.50%	50.00%		
Commentary	The total number of households prevented from becoming homeless is above the target.										
Number of families with children placed into Bed & Breakfast (B&B) for more than 6 weeks	Emily Spicer	0	0	0	0	0	0	0	0		
Commentary	Number of households with children were in B&B for more than 6 weeks remains at zero.										
Percentage of decisions issued on an applicant's initial homelessness application within target timescale of 33 working days	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	79.52%	85.54%	79.10%	75.00%		
Commentary	Performance has reduced this quarter but remains above target.										

Environment

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Target	RAG	
Percentage of household waste collected for recycling and composting	Victoria Burgess	35.14%	39.68%	27.26%	23.36%	34.52%	38.34%		45.00%	Annual Target Only	
Commentary	Data is reported one quarter in arrears.										
Percentage of recycling collected that is unable to be recycled (contamination)	Victoria Burgess	17.36%	13.54%	11.62%	9.56%	8.00%	6.34%	8.10%	14.00%		
Percentage of waste collections that were successful first time	Victoria Burgess	99.21%	98.75%	96.57%	97.00%	99.94%	99.96%	99.94%	99.80%		
Percentage of fly-tips collected within 3 working days of being reported	Victoria Burgess	99.21%	98.75%	96.57%	97.00%	98.49%	98.20%	98.06%	95.00%		

Efficiencies and Efficacies

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Target	RAG	
Occupancy Rate at end of Quarter: Other investment property	Andy Fisher	100.00%	96.55%	96.55%	96.55%	96.43%	100.00%	100.00%	97.00%		
Percentage of car parking income received against agreed annual budget – cumulative figure to end of successive quarters.	Andy Fisher	104.53%	107.14%	111.53%	104.52%	111.51%	105.40%	106.29%	100.00%		
Commentary	Income target exceeded in Q3 by £13,135.44 (£223,995.44 income vs base quarter budget of £210,860)										
LA Error rate (measured against estimated annual expenditure) (PSPS)	Russell Stone	0.04%	0.22%	0.25%	0.27%	0.08%	0.08%	0.37%	0.42%		
Business Rates in-year collection rate	Russell Stone	30.86%	55.33%	79.79%	98.83%	28.32%	54.18%	77.45%	79.00%		
Commentary	The current climate for business remains challenging and the reduction in the level of relief this year has impacted collection. Whilst a robust programme of recovery remains in place through Q4, as reported in Q2 there are 4 cases subject to last resort actions (currently totalling £800k), which continue to account for the majority of the shortfall in collection compared to target.										
Council Tax in-year collection rate	Russell Stone	26.93%	52.91%	79.12%	93.75%	27.55%	52.67%	77.90%	78.00%		

Appendix A

Housing Benefit New Claims speed of processing (Year to Date) (PSPS)	Russell Stone	30.00	25.00	24.67	25.75	18.00	17.00	18.00	25		
Housing Benefit Changes speed of processing (Year to Date) (PSPS)	Russell Stone	9.00	11.00	13.33	10.75	15.00	13.50	13.00	12		
Commentary	In quarter performance met the 12 day target, but year to date is still running above.										
Housing Benefit Overpayment Recovery rate (PSPS)	Russell Stone	152.97%	138.45%	132.21%	127.85%	219.28%	139.18%	120.89%	85.00%		
Land Charges - Average number of days taken to process Local Authority searches (working days)	Christian Allen	5.20	7.45	6.94	6.93	4.16	5.43	3.51	8		
Percentage of corporate complaints responded to within corporately set timescales	John Medler	100.00%	100.00%	88.24%	93.33%	87.50%	86.67%	96.00%	95.00%		
Commentary	We have one outstanding which is now late in the planning service.										
Percentage of subject requests responded to within statutory timescales	John Medler	60.00%	100.00%	100.00%	100.00%	100.00%	83.33%	100.00%	95.00%		

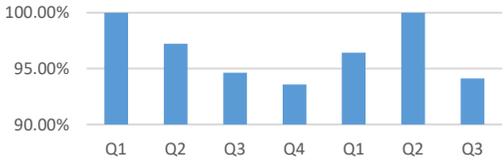
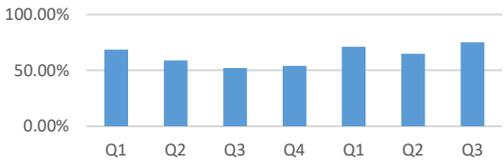
Appendix A

Percentage of information requests responded to within statutory timescales	John Medler	98.48%	98.52%	100.00%	97.94%	97.84%	96.07%	97.66%	95.00%		<table border="1"> <caption>Percentage of information requests responded to within statutory timescales</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>98.48%</td></tr> <tr><td>Q2</td><td>98.52%</td></tr> <tr><td>Q3</td><td>100.00%</td></tr> <tr><td>Q4</td><td>97.94%</td></tr> <tr><td>Q1</td><td>97.84%</td></tr> <tr><td>Q2</td><td>96.07%</td></tr> <tr><td>Q3</td><td>97.66%</td></tr> </tbody> </table>	Quarter	Percentage	Q1	98.48%	Q2	98.52%	Q3	100.00%	Q4	97.94%	Q1	97.84%	Q2	96.07%	Q3	97.66%
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Q3	97.66%																										
Commentary		3 were 1 day late, and one was 4 days late.																									
Percentage of contacts resolved at first contact – targeted. (PSPS)	Phil Perry	83.43%	83.88%	83.54%	84.15%	87.58%	86.49%	86.39%	80.00%		<table border="1"> <caption>Percentage of contacts resolved at first contact – targeted. (PSPS)</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>83.43%</td></tr> <tr><td>Q2</td><td>83.88%</td></tr> <tr><td>Q3</td><td>83.54%</td></tr> <tr><td>Q4</td><td>84.15%</td></tr> <tr><td>Q1</td><td>87.58%</td></tr> <tr><td>Q2</td><td>86.49%</td></tr> <tr><td>Q3</td><td>86.39%</td></tr> </tbody> </table>	Quarter	Percentage	Q1	83.43%	Q2	83.88%	Q3	83.54%	Q4	84.15%	Q1	87.58%	Q2	86.49%	Q3	86.39%
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Commentary		Total contacts - 13,729 Cases logged - 10,339 Service Requests - 1,490 Transfer & Message -1,900 - Council Tax (49.05%), Benefits (12.62%), Housing (9.36%) Levels of chase enquiry 7.05%, with service answer rate 36.51%, driving up transfer and message enquiries.																									
Average answer rate – Customer Contact (PSPS)	Phil Perry	82.01%	82.77%	90.34%	88.11%	85.94%	87.03%	92.50%	80.00%		<table border="1"> <caption>Average answer rate – Customer Contact (PSPS)</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <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>88.11%</td></tr> <tr><td>Q1</td><td>85.94%</td></tr> <tr><td>Q2</td><td>87.03%</td></tr> <tr><td>Q3</td><td>92.50%</td></tr> </tbody> </table>	Quarter	Percentage	Q1	82.01%	Q2	82.77%	Q3	90.34%	Q4	88.11%	Q1	85.94%	Q2	87.03%	Q3	92.50%
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Performance Indicators with Trend Only Performance Levels
Growth and Prosperity

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3																	
Building Control market share	Christian Allen	77.00%	84.00%	93.00%	77.00%	84.00%	86.00%	79.00%	<table border="1"> <caption>Building Control market share</caption> <thead> <tr><th>Quarter</th><th>Value</th></tr> </thead> <tbody> <tr><td>Q1</td><td>77.00%</td></tr> <tr><td>Q2</td><td>84.00%</td></tr> <tr><td>Q3</td><td>93.00%</td></tr> <tr><td>Q4</td><td>77.00%</td></tr> <tr><td>Q1</td><td>84.00%</td></tr> <tr><td>Q2</td><td>86.00%</td></tr> <tr><td>Q3</td><td>79.00%</td></tr> </tbody> </table>	Quarter	Value	Q1	77.00%	Q2	84.00%	Q3	93.00%	Q4	77.00%	Q1	84.00%	Q2	86.00%	Q3	79.00%
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Commentary	Difference between quarters is down to market volatility.																								
Value of Grants awarded via Grants4growth	Growth	£62,502	£63,168	£39,856	No Data Provided	£47,250	£184,386	£31,952	<table border="1"> <caption>Value of Grants awarded via Grants4growth</caption> <thead> <tr><th>Quarter</th><th>Value</th></tr> </thead> <tbody> <tr><td>Q1</td><td>£62,502</td></tr> <tr><td>Q2</td><td>£63,168</td></tr> <tr><td>Q3</td><td>£39,856</td></tr> <tr><td>Q4</td><td>No Data Provided</td></tr> <tr><td>Q1</td><td>£47,250</td></tr> <tr><td>Q2</td><td>£184,386</td></tr> <tr><td>Q3</td><td>£31,952</td></tr> </tbody> </table>	Quarter	Value	Q1	£62,502	Q2	£63,168	Q3	£39,856	Q4	No Data Provided	Q1	£47,250	Q2	£184,386	Q3	£31,952
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Number of Businesses assisted via Grants4growth	Growth	17	8	12	No Data Provided	32	11	7	<table border="1"> <caption>Number of Businesses assisted via Grants4growth</caption> <thead> <tr><th>Quarter</th><th>Value</th></tr> </thead> <tbody> <tr><td>Q1</td><td>17</td></tr> <tr><td>Q2</td><td>8</td></tr> <tr><td>Q3</td><td>12</td></tr> <tr><td>Q4</td><td>No Data Provided</td></tr> <tr><td>Q1</td><td>32</td></tr> <tr><td>Q2</td><td>11</td></tr> <tr><td>Q3</td><td>7</td></tr> </tbody> </table>	Quarter	Value	Q1	17	Q2	8	Q3	12	Q4	No Data Provided	Q1	32	Q2	11	Q3	7
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Number of Business registered via Grants4growth	Growth	No Data Provided	18	7	No Data Provided	32	11	7	<table border="1"> <caption>Number of Business registered via Grants4growth</caption> <thead> <tr><th>Quarter</th><th>Value</th></tr> </thead> <tbody> <tr><td>Q1</td><td>No Data Provided</td></tr> <tr><td>Q2</td><td>18</td></tr> <tr><td>Q3</td><td>7</td></tr> <tr><td>Q4</td><td>No Data Provided</td></tr> <tr><td>Q1</td><td>32</td></tr> <tr><td>Q2</td><td>11</td></tr> <tr><td>Q3</td><td>7</td></tr> </tbody> </table>	Quarter	Value	Q1	No Data Provided	Q2	18	Q3	7	Q4	No Data Provided	Q1	32	Q2	11	Q3	7
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Appendix A

<p>Matched funding achieved through local growth programmes (towns deal, LUF, UKSPF)</p>	<p>Growth</p>	<p>Not Previously Reported</p>	<p>Not Previously Reported</p>	<p>Not Previously Reported</p>	<p>Not Previously Reported</p>	<p>No Data Provided</p>	<p>£0</p>	<p>£0</p>	 <p>A bar chart with a vertical axis labeled from £0 to £1. The horizontal axis is labeled with Q1, Q2, Q3, Q4, Q1, Q2, Q3. All bars are at the zero level.</p>
<p>Matched funding through Grants4Growth scheme</p>	<p>Growth</p>	<p>Not Previously Reported</p>	<p>Not Previously Reported</p>	<p>Not Previously Reported</p>	<p>Not Previously Reported</p>	<p>£73,002</p>	<p>£370,387</p>	<p>£61,992</p>	 <p>A bar chart with a vertical axis labeled from £0 to £400,000. The horizontal axis is labeled with Q1, Q2, Q3, Q4, Q1, Q2, Q3. The bars represent funding amounts: Q1 (approx. £73,002), Q2 (approx. £370,387), and Q3 (approx. £61,992).</p>
<p>Percentage of decisions (major / minor / others) taken under delegation within period</p>	<p>Phil Norman</p>	<p>100.00%</p>	<p>97.22%</p>	<p>94.62%</p>	<p>93.59%</p>	<p>96.43%</p>	<p>100.00%</p>	<p>94.12%</p>	 <p>A bar chart with a vertical axis labeled from 90.00% to 100.00%. The horizontal axis is labeled with Q1, Q2, Q3, Q4, Q1, Q2, Q3. The bars represent percentages: Q1 (100.00%), Q2 (97.22%), Q3 (94.62%), Q4 (93.59%), Q1 (96.43%), Q2 (100.00%), Q3 (94.12%).</p>
<p>Council run stall occupancy level (Markets)</p>	<p>Phil Perry</p>	<p>68.50%</p>	<p>59.00%</p>	<p>52.10%</p>	<p>54.00%</p>	<p>71.00%</p>	<p>65.00%</p>	<p>75.14%</p>	 <p>A bar chart with a vertical axis labeled from 0.00% to 100.00%. The horizontal axis is labeled with Q1, Q2, Q3, Q4, Q1, Q2, Q3. The bars represent occupancy levels: Q1 (68.50%), Q2 (59.00%), Q3 (52.10%), Q4 (54.00%), Q1 (71.00%), Q2 (65.00%), Q3 (75.14%).</p>

Healthy Lives

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3									
Number of days to complete a stage 2 DFG	Emily Spicer	298	264	262	288	303	302	360.00	<table border="1"> <caption>Number of days to complete a stage 2 DFG</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>300</td> </tr> <tr> <td>Q2</td> <td>270</td> </tr> <tr> <td>Q3</td> <td>360</td> </tr> </tbody> </table>	Quarter	Value	Q1	300	Q2	270	Q3	360
Quarter	Value																
Q1	300																
Q2	270																
Q3	360																
Number of days to complete a stage 3 DFG	Emily Spicer	24	13	17	28	18	23	13.00	<table border="1"> <caption>Number of days to complete a stage 3 DFG</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>24</td> </tr> <tr> <td>Q2</td> <td>13</td> </tr> <tr> <td>Q3</td> <td>17</td> </tr> </tbody> </table>	Quarter	Value	Q1	24	Q2	13	Q3	17
Quarter	Value																
Q1	24																
Q2	13																
Q3	17																
Number of days to complete a stage 4 DFG	Emily Spicer	56	76	70	52	80	106	89.00	<table border="1"> <caption>Number of days to complete a stage 4 DFG</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>56</td> </tr> <tr> <td>Q2</td> <td>76</td> </tr> <tr> <td>Q3</td> <td>70</td> </tr> </tbody> </table>	Quarter	Value	Q1	56	Q2	76	Q3	70
Quarter	Value																
Q1	56																
Q2	76																
Q3	70																
Number of DFG referrals received	Emily Spicer	48	51	41	49	33	58	31.00	<table border="1"> <caption>Number of DFG referrals received</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>48</td> </tr> <tr> <td>Q2</td> <td>51</td> </tr> <tr> <td>Q3</td> <td>41</td> </tr> </tbody> </table>	Quarter	Value	Q1	48	Q2	51	Q3	41
Quarter	Value																
Q1	48																
Q2	51																
Q3	41																
Number of DFG grants approved	Emily Spicer	21	23	20	16	20	25	11.00	<table border="1"> <caption>Number of DFG grants approved</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>21</td> </tr> <tr> <td>Q2</td> <td>23</td> </tr> <tr> <td>Q3</td> <td>20</td> </tr> </tbody> </table>	Quarter	Value	Q1	21	Q2	23	Q3	20
Quarter	Value																
Q1	21																
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Q3	20																

Number of DFG grants completed	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	14	19	21.00	<table border="1"> <caption>Number of DFG grants completed</caption> <thead> <tr> <th>Quarter</th> <th>Number of Grants</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>14</td> </tr> <tr> <td>Q2</td> <td>19</td> </tr> <tr> <td>Q3</td> <td>21</td> </tr> </tbody> </table>	Quarter	Number of Grants	Q1	14	Q2	19	Q3	21
Quarter	Number of Grants																
Q1	14																
Q2	19																
Q3	21																
For a successful prevention outcome at least 32% should be achieved through keeping the household in the home presented from	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	12.00%	9.30%	6.89%	<table border="1"> <caption>Percentage of successful prevention outcomes</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>12.00%</td> </tr> <tr> <td>Q2</td> <td>9.30%</td> </tr> <tr> <td>Q3</td> <td>6.89%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1	12.00%	Q2	9.30%	Q3	6.89%
Quarter	Percentage																
Q1	12.00%																
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Q3	6.89%																
Commentary	Performance has decreased. Further work is required to improve performance including contacting high performing Councils.																
Percentage of not in priority need decisions should reflect at least the regional average for the East Midlands (32%)	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	50.00%	66.60%	42.00%	<table border="1"> <caption>Percentage of not in priority need decisions</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>50.00%</td> </tr> <tr> <td>Q2</td> <td>66.60%</td> </tr> <tr> <td>Q3</td> <td>42.00%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1	50.00%	Q2	66.60%	Q3	42.00%
Quarter	Percentage																
Q1	50.00%																
Q2	66.60%																
Q3	42.00%																
Commentary	The number of cases classed as not being in priority need has reduced but is still above the regional average. Few main duty decisions were made meaning the percentage classed as non priority will change significantly if an applicant is or isn't classed as being in priority need.																
Percentage of intentional homelessness (IH) decisions should reflect at least the regional average for the East Midlands (5%)	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	0.00%	11.00%	28.57%	<table border="1"> <caption>Percentage of intentional homelessness (IH) decisions</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>0.00%</td> </tr> <tr> <td>Q2</td> <td>11.00%</td> </tr> <tr> <td>Q3</td> <td>28.57%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1	0.00%	Q2	11.00%	Q3	28.57%
Quarter	Percentage																
Q1	0.00%																
Q2	11.00%																
Q3	28.57%																
Commentary	The number of cases classed as being intentionally homeless has increased. Few main duty decisions were made meaning the percentage classed as intentionally homeless will change significantly if an applicant is or isn't classed as intentionally homeless.																

Appendix A

Visitor numbers / number of tickets sold, for leisure venues	Phil Perry	82,074	65,934	58,964	74,358	66,421	52,330	44,256	<table border="1"> <caption>Visitor Numbers Data</caption> <thead> <tr> <th>Quarter</th> <th>Visitor Numbers</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>82,074</td></tr> <tr><td>Q2</td><td>65,934</td></tr> <tr><td>Q3</td><td>58,964</td></tr> <tr><td>Q4</td><td>74,358</td></tr> <tr><td>Q1</td><td>66,421</td></tr> <tr><td>Q2</td><td>52,330</td></tr> <tr><td>Q3</td><td>44,256</td></tr> </tbody> </table>	Quarter	Visitor Numbers	Q1	82,074	Q2	65,934	Q3	58,964	Q4	74,358	Q1	66,421	Q2	52,330	Q3	44,256
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Q1	66,421																								
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Q3	44,256																								
Commentary	Most of the issues experienced this quarter such as heating and water temperature problems, reduced pool availability, and temporary closures, are linked to ongoing Boston Leisure Project works. These disruptions have affected user experience, led to cancellations, and raised concerns about site access, aesthetics, and missing features, all of which are impacting attendance and membership sales.																								
Number of gym members	Phil Perry	1,768	1,903	1,860	1,963	1,802	1,707	1,601	<table border="1"> <caption>Gym Members Data</caption> <thead> <tr> <th>Quarter</th> <th>Number of Gym Members</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>1,768</td></tr> <tr><td>Q2</td><td>1,903</td></tr> <tr><td>Q3</td><td>1,860</td></tr> <tr><td>Q4</td><td>1,963</td></tr> <tr><td>Q1</td><td>1,802</td></tr> <tr><td>Q2</td><td>1,707</td></tr> <tr><td>Q3</td><td>1,601</td></tr> </tbody> </table>	Quarter	Number of Gym Members	Q1	1,768	Q2	1,903	Q3	1,860	Q4	1,963	Q1	1,802	Q2	1,707	Q3	1,601
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Number of swims	Phil Perry	38,684	28,123	18,103	19,878	18,722	16,753	12,478	<table border="1"> <caption>Number of Swims Data</caption> <thead> <tr> <th>Quarter</th> <th>Number of Swims</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>38,684</td></tr> <tr><td>Q2</td><td>28,123</td></tr> <tr><td>Q3</td><td>18,103</td></tr> <tr><td>Q4</td><td>19,878</td></tr> <tr><td>Q1</td><td>18,722</td></tr> <tr><td>Q2</td><td>16,753</td></tr> <tr><td>Q3</td><td>12,478</td></tr> </tbody> </table>	Quarter	Number of Swims	Q1	38,684	Q2	28,123	Q3	18,103	Q4	19,878	Q1	18,722	Q2	16,753	Q3	12,478
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Q3	12,478																								
Number of swimming lessons	Phil Perry	13,767	12,321	13,538	16,810	12,690	11,296	13,119	<table border="1"> <caption>Number of Swimming Lessons Data</caption> <thead> <tr> <th>Quarter</th> <th>Number of Swimming Lessons</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>13,767</td></tr> <tr><td>Q2</td><td>12,321</td></tr> <tr><td>Q3</td><td>13,538</td></tr> <tr><td>Q4</td><td>16,810</td></tr> <tr><td>Q1</td><td>12,690</td></tr> <tr><td>Q2</td><td>11,296</td></tr> <tr><td>Q3</td><td>13,119</td></tr> </tbody> </table>	Quarter	Number of Swimming Lessons	Q1	13,767	Q2	12,321	Q3	13,538	Q4	16,810	Q1	12,690	Q2	11,296	Q3	13,119
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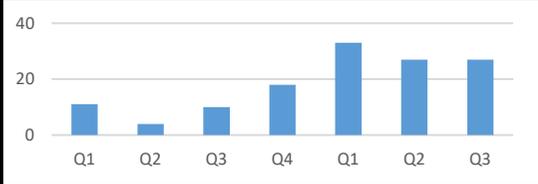
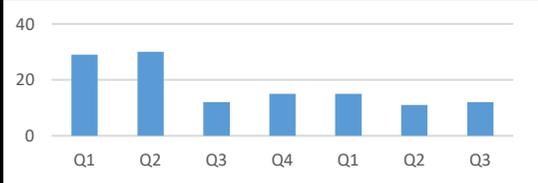
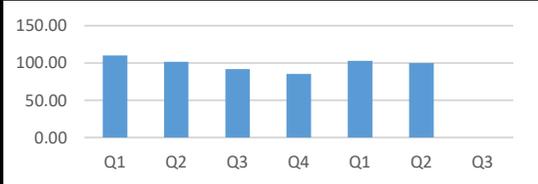
Safe and Resilient Communities

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3																	
Food Safety – percentage of rateable food businesses with a rating of 3 (generally satisfactory) or above as a Percentage of the total number of rateable food businesses.	Christian Allen	97.85%	98.00%	96.90%	97.70%	97.15%	97.50%	97.70%	<table border="1"> <caption>Food Safety Percentage Data</caption> <thead> <tr><th>Quarter</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>Q1</td><td>97.85%</td></tr> <tr><td>Q2</td><td>98.00%</td></tr> <tr><td>Q3</td><td>96.90%</td></tr> <tr><td>Q4</td><td>97.70%</td></tr> <tr><td>Q1</td><td>97.15%</td></tr> <tr><td>Q2</td><td>97.50%</td></tr> <tr><td>Q3</td><td>97.70%</td></tr> </tbody> </table>	Quarter	Percentage	Q1	97.85%	Q2	98.00%	Q3	96.90%	Q4	97.70%	Q1	97.15%	Q2	97.50%	Q3	97.70%
Quarter	Percentage																								
Q1	97.85%																								
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Q3	96.90%																								
Q4	97.70%																								
Q1	97.15%																								
Q2	97.50%																								
Q3	97.70%																								
Number of organisations supported with accessing funding	Emily Spicer	0	2	0	0	0	3	1	<table border="1"> <caption>Organisations Supported Data</caption> <thead> <tr><th>Quarter</th><th>Count</th></tr> </thead> <tbody> <tr><td>Q1</td><td>0</td></tr> <tr><td>Q2</td><td>2</td></tr> <tr><td>Q3</td><td>0</td></tr> <tr><td>Q4</td><td>0</td></tr> <tr><td>Q1</td><td>0</td></tr> <tr><td>Q2</td><td>3</td></tr> <tr><td>Q3</td><td>1</td></tr> </tbody> </table>	Quarter	Count	Q1	0	Q2	2	Q3	0	Q4	0	Q1	0	Q2	3	Q3	1
Quarter	Count																								
Q1	0																								
Q2	2																								
Q3	0																								
Q4	0																								
Q1	0																								
Q2	3																								
Q3	1																								
Commentary	1 Crowdfunding project successful, 1 further project still crowdfunding.																								
Number of verified rough sleepers during the month	Emily Spicer	28	31	20	27	35	24	25	<table border="1"> <caption>Verified Rough Sleepers Data</caption> <thead> <tr><th>Quarter</th><th>Count</th></tr> </thead> <tbody> <tr><td>Q1</td><td>28</td></tr> <tr><td>Q2</td><td>31</td></tr> <tr><td>Q3</td><td>20</td></tr> <tr><td>Q4</td><td>27</td></tr> <tr><td>Q1</td><td>35</td></tr> <tr><td>Q2</td><td>24</td></tr> <tr><td>Q3</td><td>25</td></tr> </tbody> </table>	Quarter	Count	Q1	28	Q2	31	Q3	20	Q4	27	Q1	35	Q2	24	Q3	25
Quarter	Count																								
Q1	28																								
Q2	31																								
Q3	20																								
Q4	27																								
Q1	35																								
Q2	24																								
Q3	25																								
Commentary	The number of people sleeping rough during December is 5 higher than a year ago however this was the lowest figure that year. The number of people sleeping rough on a single night also increased which is unusual for this time of year.																								
Number of properties improved through Council intervention	Emily Spicer	6	3	3	13	15	4	7	<table border="1"> <caption>Properties Improved Data</caption> <thead> <tr><th>Quarter</th><th>Count</th></tr> </thead> <tbody> <tr><td>Q1</td><td>6</td></tr> <tr><td>Q2</td><td>3</td></tr> <tr><td>Q3</td><td>3</td></tr> <tr><td>Q4</td><td>13</td></tr> <tr><td>Q1</td><td>15</td></tr> <tr><td>Q2</td><td>4</td></tr> <tr><td>Q3</td><td>7</td></tr> </tbody> </table>	Quarter	Count	Q1	6	Q2	3	Q3	3	Q4	13	Q1	15	Q2	4	Q3	7
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Q1	6																								
Q2	3																								
Q3	3																								
Q4	13																								
Q1	15																								
Q2	4																								
Q3	7																								
Commentary	The team continues to develop under the supervision of the senior officer. The team continues to work on a number of complex enforcement cases along side cases that are being resolved through landlord engagement.																								

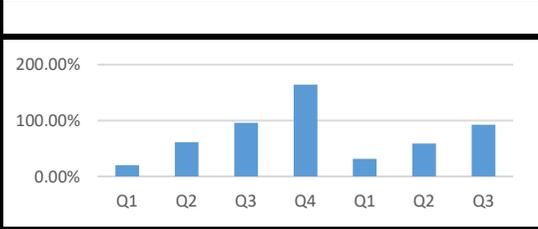
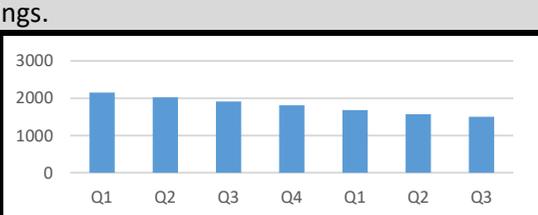
The percentage of main duty decisions made within 5 working days of the end of the relief duty	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	50.00%	55.55%	50.00%	<table border="1"> <caption>Percentage of main duty decisions made within 5 working days of the end of the relief duty</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>50.00%</td> </tr> <tr> <td>Q2</td> <td>55.55%</td> </tr> <tr> <td>Q3</td> <td>50.00%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1	50.00%	Q2	55.55%	Q3	50.00%
Quarter	Percentage																
Q1	50.00%																
Q2	55.55%																
Q3	50.00%																
Commentary	Performance remains similar to previous quarters. There has been under performance by one officer who is leaving the Council soon.																
Number of lets into the private rented sector	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	11	17	6	<table border="1"> <caption>Number of lets into the private rented sector</caption> <thead> <tr> <th>Quarter</th> <th>Number of Lets</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>11</td> </tr> <tr> <td>Q2</td> <td>17</td> </tr> <tr> <td>Q3</td> <td>6</td> </tr> </tbody> </table>	Quarter	Number of Lets	Q1	11	Q2	17	Q3	6
Quarter	Number of Lets																
Q1	11																
Q2	17																
Q3	6																
Commentary	Performance has decreased this quarter. Officers have been tasked with reviewing what can be done to improve performance.																

Environment

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3																	
Number of homes improved through green home/warm home grants	Christian Allen	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	0	0	10	<table border="1"> <caption>Number of homes improved through green home/warm home grants</caption> <thead> <tr> <th>Quarter</th> <th>Number of Homes</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>10</td> </tr> </tbody> </table>	Quarter	Number of Homes	Q1	0	Q2	0	Q3	10								
Quarter	Number of Homes																								
Q1	0																								
Q2	0																								
Q3	10																								
Kingdom Contract: Number of Fixed Penalty Notices (FPNs) Issued - Litter (In quarter)	Christian Allen	284	183	291	250	231	125	156	<table border="1"> <caption>Kingdom Contract: Number of Fixed Penalty Notices (FPNs) Issued - Litter (In quarter)</caption> <thead> <tr> <th>Quarter</th> <th>Number of FPNs</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>284</td> </tr> <tr> <td>Q2</td> <td>183</td> </tr> <tr> <td>Q3</td> <td>291</td> </tr> <tr> <td>Q4</td> <td>250</td> </tr> <tr> <td>Q1</td> <td>231</td> </tr> <tr> <td>Q2</td> <td>125</td> </tr> <tr> <td>Q3</td> <td>156</td> </tr> </tbody> </table>	Quarter	Number of FPNs	Q1	284	Q2	183	Q3	291	Q4	250	Q1	231	Q2	125	Q3	156
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Kingdom Contract: Number of FPNs Issued - Fly Tipping (In quarter)	Christian Allen	10	16	24	32	16	19	13	<table border="1"> <caption>Kingdom Contract: Number of FPNs Issued - Fly Tipping (In quarter)</caption> <thead> <tr> <th>Quarter</th> <th>Number of FPNs</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>10</td> </tr> <tr> <td>Q2</td> <td>16</td> </tr> <tr> <td>Q3</td> <td>24</td> </tr> <tr> <td>Q4</td> <td>32</td> </tr> <tr> <td>Q1</td> <td>16</td> </tr> <tr> <td>Q2</td> <td>19</td> </tr> <tr> <td>Q3</td> <td>13</td> </tr> </tbody> </table>	Quarter	Number of FPNs	Q1	10	Q2	16	Q3	24	Q4	32	Q1	16	Q2	19	Q3	13
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Q3	13																								

Kingdom Contract: Number of FPNs Issued - other (e.g. PSPO etc.) (In quarter)	Christian Allen	11	4	10	18	33	27	27	
Kingdom Contract: Number of prosecutions completed to sentencing. (In quarter)	Christian Allen	29	30	12	15	15	11	12	
KG of total waste collected per household	Victoria Burgess	110.10	101.80	91.80	85.50	103.00	99.70	0.00	
Commentary	Q3 data will be available from LCC in April 2026.								

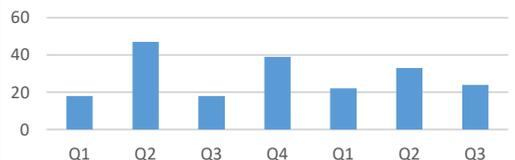
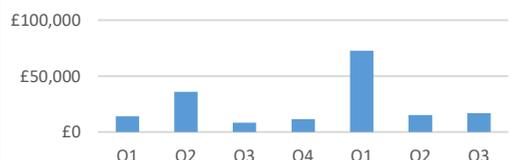
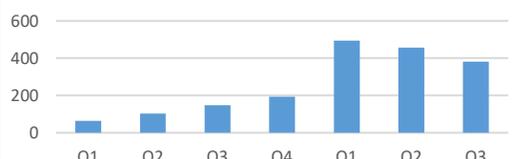
Efficiencies and Efficacies

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3	
Repairs & Maintenance: Percentage committed spend against budget – cumulative	Andy Fisher	20.13%	61.16%	95.82%	164.33%	31.69%	58.98%	92.57%	
Commentary	Significant expenditure was incurred in Q3, especially in relation to the Municipal Buildings.								
Housing Benefit Caseload	Russell Stone	2150	2019	1909	1812	1681	1569	1502	

Appendix A

Council Tax Support Caseload	Russell Stone	2777	2838	2907	2951	3009	3051	3135	<table border="1"> <caption>Council Tax Support Caseload</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>2777</td></tr> <tr><td>Q2</td><td>2838</td></tr> <tr><td>Q3</td><td>2907</td></tr> <tr><td>Q4</td><td>2951</td></tr> <tr><td>Q1</td><td>3009</td></tr> <tr><td>Q2</td><td>3051</td></tr> <tr><td>Q3</td><td>3135</td></tr> </tbody> </table>	Quarter	Value	Q1	2777	Q2	2838	Q3	2907	Q4	2951	Q1	3009	Q2	3051	Q3	3135
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Business Rates RV	Russell Stone	£55,684,937	£55,782,060	£55,858,896	£55,714,554	£55,783,595	£55,679,773	£56,105,385	<table border="1"> <caption>Business Rates RV</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>£55,684,937</td></tr> <tr><td>Q2</td><td>£55,782,060</td></tr> <tr><td>Q3</td><td>£55,858,896</td></tr> <tr><td>Q4</td><td>£55,714,554</td></tr> <tr><td>Q1</td><td>£55,783,595</td></tr> <tr><td>Q2</td><td>£55,679,773</td></tr> <tr><td>Q3</td><td>£56,105,385</td></tr> </tbody> </table>	Quarter	Value	Q1	£55,684,937	Q2	£55,782,060	Q3	£55,858,896	Q4	£55,714,554	Q1	£55,783,595	Q2	£55,679,773	Q3	£56,105,385
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Business Rates Hereditaments	Russell Stone	2,484	2,485	2,488	2,481	2,496	2,498	2,517	<table border="1"> <caption>Business Rates Hereditaments</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>2,484</td></tr> <tr><td>Q2</td><td>2,485</td></tr> <tr><td>Q3</td><td>2,488</td></tr> <tr><td>Q4</td><td>2,481</td></tr> <tr><td>Q1</td><td>2,496</td></tr> <tr><td>Q2</td><td>2,498</td></tr> <tr><td>Q3</td><td>2,517</td></tr> </tbody> </table>	Quarter	Value	Q1	2,484	Q2	2,485	Q3	2,488	Q4	2,481	Q1	2,496	Q2	2,498	Q3	2,517
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Council Tax Banded Dwellings	Russell Stone	31,775	31,858	31,930	31,989	32,032	32,061	32,265	<table border="1"> <caption>Council Tax Banded Dwellings</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>31,775</td></tr> <tr><td>Q2</td><td>31,858</td></tr> <tr><td>Q3</td><td>31,930</td></tr> <tr><td>Q4</td><td>31,989</td></tr> <tr><td>Q1</td><td>32,032</td></tr> <tr><td>Q2</td><td>32,061</td></tr> <tr><td>Q3</td><td>32,265</td></tr> </tbody> </table>	Quarter	Value	Q1	31,775	Q2	31,858	Q3	31,930	Q4	31,989	Q1	32,032	Q2	32,061	Q3	32,265
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Direct Debit Payments	Russell Stone	58,658	59,207	59,404	38,928	58,663	58,572	58,546	<table border="1"> <caption>Direct Debit Payments</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>58,658</td></tr> <tr><td>Q2</td><td>59,207</td></tr> <tr><td>Q3</td><td>59,404</td></tr> <tr><td>Q4</td><td>38,928</td></tr> <tr><td>Q1</td><td>58,663</td></tr> <tr><td>Q2</td><td>58,572</td></tr> <tr><td>Q3</td><td>58,546</td></tr> </tbody> </table>	Quarter	Value	Q1	58,658	Q2	59,207	Q3	59,404	Q4	38,928	Q1	58,663	Q2	58,572	Q3	58,546
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CTS New Claims – Number of Decisions Made	Russell Stone	568	357	574	535	474	472	460	<table border="1"> <caption>CTS New Claims – Number of Decisions Made</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>568</td></tr> <tr><td>Q2</td><td>357</td></tr> <tr><td>Q3</td><td>574</td></tr> <tr><td>Q4</td><td>535</td></tr> <tr><td>Q1</td><td>474</td></tr> <tr><td>Q2</td><td>472</td></tr> <tr><td>Q3</td><td>460</td></tr> </tbody> </table>	Quarter	Value	Q1	568	Q2	357	Q3	574	Q4	535	Q1	474	Q2	472	Q3	460
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CTS Changes – Number of Decisions Made	Russell Stone	2,517	1,894	1,821	6,299	2,686	1,841	1,604	
Discretionary Housing Payments (DHP) number of applications	Russell Stone	51	73	84	83	53	75	53	
Discretionary Housing Payments (DHP) number of awards	Russell Stone	18	47	18	39	22	33	24	
Discretionary Housing Payments (DHP) spend against Budget	Russell Stone	22.85%	53.46%	63.55%	86.74%	18.67%	47.49%	73.27%	
Procurement savings / benefits achieved (By the PSPS procurement team) In quarter	Russell Stone	£13,925	£35,930	£8,300	£11,500	£72,820	£15,254	£16,926	
Digital services take up (services accessed online) (PSPS)	Russell Stone	63	103	148	194	495	457	381	

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Website visitors (accessing website information) (PSPS)	Russell Stone	133,265	45,494	41,478	72,493	66,518	59,266	62,955	<table border="1"> <caption>Website visitors (accessing website information) (PSPS)</caption> <thead> <tr> <th>Quarter</th> <th>Visitors</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>133,265</td></tr> <tr><td>Q2</td><td>45,494</td></tr> <tr><td>Q3</td><td>41,478</td></tr> <tr><td>Q4</td><td>72,493</td></tr> <tr><td>Q1</td><td>66,518</td></tr> <tr><td>Q2</td><td>59,266</td></tr> <tr><td>Q3</td><td>62,955</td></tr> </tbody> </table>	Quarter	Visitors	Q1	133,265	Q2	45,494	Q3	41,478	Q4	72,493	Q1	66,518	Q2	59,266	Q3	62,955
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Percentage of Partnership workforce (surveyed collectively) who said 'Yes' when asked if they felt valued at work	James Gilbert	Half Yearly	79.00%	Half Yearly	84.80%	Half Yearly	76.30%	Half Yearly	<table border="1"> <caption>Percentage of Partnership workforce who said 'Yes' when asked if they felt valued at work</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>79.00%</td></tr> <tr><td>Q2</td><td>84.80%</td></tr> <tr><td>Q3</td><td>76.30%</td></tr> <tr><td>Q4</td><td>84.80%</td></tr> <tr><td>Q1</td><td>76.30%</td></tr> <tr><td>Q2</td><td>76.30%</td></tr> <tr><td>Q3</td><td>76.30%</td></tr> </tbody> </table>	Quarter	Percentage	Q1	79.00%	Q2	84.80%	Q3	76.30%	Q4	84.80%	Q1	76.30%	Q2	76.30%	Q3	76.30%
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Percentage of the Partnership workforce (surveyed collectively) who said 'Yes' they feel there are opportunities in the Partnership to learn and develop their skills and expertise	James Gilbert	Half Yearly	86.00%	Half Yearly	85.50%	Half Yearly	80.90%	Half Yearly	<table border="1"> <caption>Percentage of Partnership workforce who said 'Yes' they feel there are opportunities in the Partnership to learn and develop their skills and expertise</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>86.00%</td></tr> <tr><td>Q2</td><td>85.50%</td></tr> <tr><td>Q3</td><td>80.90%</td></tr> <tr><td>Q4</td><td>85.50%</td></tr> <tr><td>Q1</td><td>80.90%</td></tr> <tr><td>Q2</td><td>80.90%</td></tr> <tr><td>Q3</td><td>80.90%</td></tr> </tbody> </table>	Quarter	Percentage	Q1	86.00%	Q2	85.50%	Q3	80.90%	Q4	85.50%	Q1	80.90%	Q2	80.90%	Q3	80.90%
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Percentage of the Partnership workforce (surveyed collectively) who feel informed about the Partnership and what decisions it is making	James Gilbert	Half Yearly	60.00%	Half Yearly	64.70%	Half Yearly	62.20%	Half Yearly	<table border="1"> <caption>Percentage of Partnership workforce who feel informed about the Partnership and what decisions it is making</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>60.00%</td></tr> <tr><td>Q2</td><td>64.70%</td></tr> <tr><td>Q3</td><td>62.20%</td></tr> <tr><td>Q4</td><td>64.70%</td></tr> <tr><td>Q1</td><td>62.20%</td></tr> <tr><td>Q2</td><td>62.20%</td></tr> <tr><td>Q3</td><td>62.20%</td></tr> </tbody> </table>	Quarter	Percentage	Q1	60.00%	Q2	64.70%	Q3	62.20%	Q4	64.70%	Q1	62.20%	Q2	62.20%	Q3	62.20%
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Percentage of the Partnership workforce (surveyed collectively) who said 'Yes' they feel the Partnership recognises and supports positive mental health in the workplace	James Gilbert	Half Yearly	87.00%	Half Yearly	86.30%	Half Yearly	86.60%	Half Yearly	<table border="1"> <caption>Percentage of Partnership workforce who said 'Yes' they feel the Partnership recognises and supports positive mental health in the workplace</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>87.00%</td></tr> <tr><td>Q2</td><td>86.30%</td></tr> <tr><td>Q3</td><td>86.60%</td></tr> <tr><td>Q4</td><td>86.30%</td></tr> <tr><td>Q1</td><td>86.60%</td></tr> <tr><td>Q2</td><td>86.60%</td></tr> <tr><td>Q3</td><td>86.60%</td></tr> </tbody> </table>	Quarter	Percentage	Q1	87.00%	Q2	86.30%	Q3	86.60%	Q4	86.30%	Q1	86.60%	Q2	86.60%	Q3	86.60%
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Staff Turnover Cumulative	James Gilbert	5.13%	10.22%	13.41%	18.03%	2.34%	6.02%	13.62%	<table border="1"> <caption>Staff Turnover Cumulative</caption> <thead> <tr> <th>Quarter</th> <th>Turnover</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>5.13%</td></tr> <tr><td>Q2</td><td>10.22%</td></tr> <tr><td>Q3</td><td>13.41%</td></tr> <tr><td>Q4</td><td>18.03%</td></tr> <tr><td>Q1</td><td>2.34%</td></tr> <tr><td>Q2</td><td>6.02%</td></tr> <tr><td>Q3</td><td>13.62%</td></tr> </tbody> </table>	Quarter	Turnover	Q1	5.13%	Q2	10.22%	Q3	13.41%	Q4	18.03%	Q1	2.34%	Q2	6.02%	Q3	13.62%
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Voluntary Staff Turnover	James Gilbert	4.20%	5.70%	3.70%	3.20%	1.85%	3.28%	5.17%	<table border="1"> <caption>Voluntary Staff Turnover Data</caption> <thead> <tr> <th>Quarter</th> <th>Turnover (%)</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>4.20%</td></tr> <tr><td>Q2</td><td>5.70%</td></tr> <tr><td>Q3</td><td>3.70%</td></tr> <tr><td>Q4</td><td>3.20%</td></tr> <tr><td>Q1</td><td>1.85%</td></tr> <tr><td>Q2</td><td>3.28%</td></tr> <tr><td>Q3</td><td>5.17%</td></tr> </tbody> </table>	Quarter	Turnover (%)	Q1	4.20%	Q2	5.70%	Q3	3.70%	Q4	3.20%	Q1	1.85%	Q2	3.28%	Q3	5.17%
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Number of working days lost to sickness per Full Time Equivalent (FTE) (Cumulative)	James Gilbert	2.73	5.31	7.74	10.89	2.40	3.68	7.45	<table border="1"> <caption>Number of working days lost to sickness per FTE Data</caption> <thead> <tr> <th>Quarter</th> <th>Days Lost</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>2.73</td></tr> <tr><td>Q2</td><td>5.31</td></tr> <tr><td>Q3</td><td>7.74</td></tr> <tr><td>Q4</td><td>10.89</td></tr> <tr><td>Q1</td><td>2.40</td></tr> <tr><td>Q2</td><td>3.68</td></tr> <tr><td>Q3</td><td>7.45</td></tr> </tbody> </table>	Quarter	Days Lost	Q1	2.73	Q2	5.31	Q3	7.74	Q4	10.89	Q1	2.40	Q2	3.68	Q3	7.45
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Commentary	An increase of 1.27 days lost per FTE compared to the previous quarter. As expected during the winter period the amount of absences due to coughs and colds increased during this period.																								
External funding – a calculation of external Partnership funding received as a trend – showing quarter by quarter and including a breakdown by Council	James Gilbert	£7,960,404	£17,636,760	£752,541	£39,848	£38,000	£1,827,466	£946,000	<table border="1"> <caption>External funding Data</caption> <thead> <tr> <th>Quarter</th> <th>Funding (£)</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>£7,960,404</td></tr> <tr><td>Q2</td><td>£17,636,760</td></tr> <tr><td>Q3</td><td>£752,541</td></tr> <tr><td>Q4</td><td>£39,848</td></tr> <tr><td>Q1</td><td>£38,000</td></tr> <tr><td>Q2</td><td>£1,827,466</td></tr> <tr><td>Q3</td><td>£946,000</td></tr> </tbody> </table>	Quarter	Funding (£)	Q1	£7,960,404	Q2	£17,636,760	Q3	£752,541	Q4	£39,848	Q1	£38,000	Q2	£1,827,466	Q3	£946,000
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Number of late reports not made available to the Democratic Services teams at agenda publication	John Medler	3	3	3	5	4	1	2	<table border="1"> <caption>Number of late reports Data</caption> <thead> <tr> <th>Quarter</th> <th>Number of Reports</th> </tr> </thead> <tbody> <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> <tr><td>Q1</td><td>4</td></tr> <tr><td>Q2</td><td>1</td></tr> <tr><td>Q3</td><td>2</td></tr> </tbody> </table>	Quarter	Number of Reports	Q1	3	Q2	3	Q3	3	Q4	5	Q1	4	Q2	1	Q3	2
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Call volumes (PSPS)	Phil Perry	18,461	22,705	14,418	22,381	11,985	9,220	7,113	<table border="1"> <caption>Call volumes Data</caption> <thead> <tr> <th>Quarter</th> <th>Call Volume</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>18,461</td></tr> <tr><td>Q2</td><td>22,705</td></tr> <tr><td>Q3</td><td>14,418</td></tr> <tr><td>Q4</td><td>22,381</td></tr> <tr><td>Q1</td><td>11,985</td></tr> <tr><td>Q2</td><td>9,220</td></tr> <tr><td>Q3</td><td>7,113</td></tr> </tbody> </table>	Quarter	Call Volume	Q1	18,461	Q2	22,705	Q3	14,418	Q4	22,381	Q1	11,985	Q2	9,220	Q3	7,113
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Average Call Duration - Customer Contact (Seconds) (PSPS)	Phil Perry	314	341	251	243	322	348	322	<table border="1"> <caption>Average Call Duration Data</caption> <thead> <tr> <th>Quarter</th> <th>Average Duration (Seconds)</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>314</td></tr> <tr><td>Q2</td><td>341</td></tr> <tr><td>Q3</td><td>251</td></tr> <tr><td>Q4</td><td>243</td></tr> <tr><td>Q1</td><td>322</td></tr> <tr><td>Q2</td><td>348</td></tr> <tr><td>Q3</td><td>322</td></tr> </tbody> </table>	Quarter	Average Duration (Seconds)	Q1	314	Q2	341	Q3	251	Q4	243	Q1	322	Q2	348	Q3	322
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Average Speed of Answer - Customer Contact (Seconds) (PSPS)	Phil Perry	191	164	86	121	172	159	88	
Number of Callbacks (PSPS)	Phil Perry	1,435	1,525	1,266	2,023	563	600	268	
Number of customers using webchat (PSPS)	Phil Perry	144	1,403	1,019	1,544	991	828	711	
Customer Contact Centre visits (PSPS)	Phil Perry	4,421	4,185	4,038	5,072	4,916	4,751	4,372	
Enquiries via email and social media (PSPS)	Phil Perry	1,442	1,331	1,289	1,166	1,199	1,020	985	