

Performance Indicators with Targeted Performance Levels
Growth and Prosperity

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	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%	96.43%	97.00%		
Commentary	One unit stood vacant at the end of the period; interest had been expressed by a potential tenant who was still under assessment at 31 March.											
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%	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%	76.27%	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%	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%	0.44%	10%		

Safe and Resilient Communities

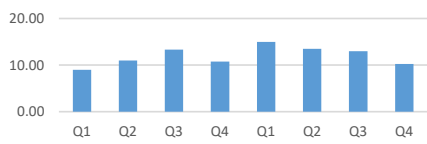
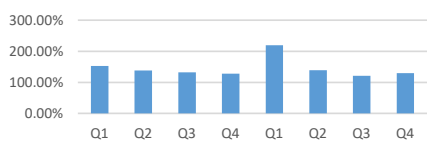
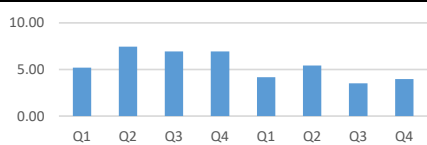
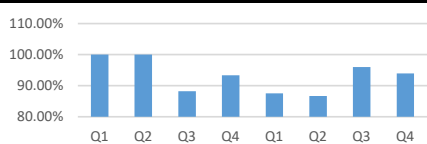
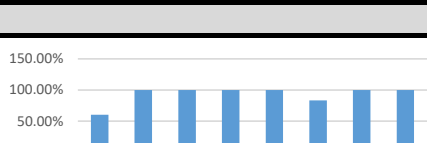
PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Target	RAG	
Percentage of cases opened at homelessness prevention stage (i.e. before they have become homeless)	Emily Spicer	61.29%	53.09%	50.59%	59.76%	59.34%	56.38%	63.01%	62.07%	50.00%		
Commentary	Performance has remained high during this quarter. Of those who were homeless at approach, the main reasons were domestic abuse, family or friend exclusions.											
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%	78.13%	50.00%		
Commentary	Performance has remained high during this quarter with 27 households obtaining social housing. The increase in new homes will be assisting.											
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	0		
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%	85.19%	75.00%		

Environment

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	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%	29.80%		45.00%	Annual Target Only	
Commentary	Data is provided by LCC in arrears and Q3 has been updated here. Q4 will not be available for several weeks. Recycling and composting rate is impacted by seasonality, this can reduce recycling rates. The introduction of food waste will have a positive impact on recycling performance.											
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%		
Commentary	Recycling data not sent by LCC for Q4.											
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%	99.90%	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%	92.22%	95.00%		
Commentary	Performance was below target in Q4 due to the need to temporarily divert resources to cover staff absences and ensure service continuity for waste collection. This primarily related to a period in March which has impacted the quarter overall.											

Efficiencies and Efficacies

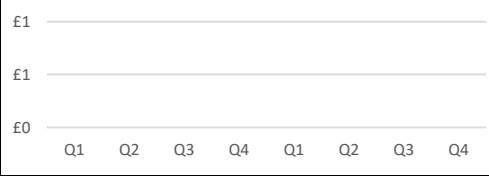
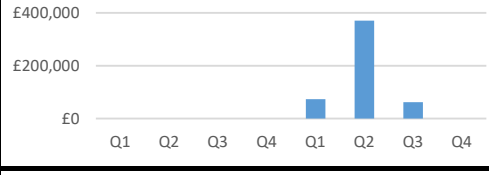
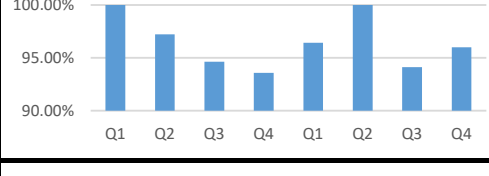
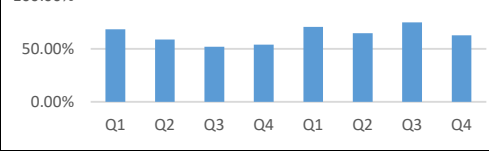
PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Target	RAG	
Occupancy Rate at end of Quarter: Other investment property	Andy Fisher	100.00%	96.55%	96.55%	96.55%	96.43%	100.00%	100.00%	100.00%	97.00%		
Percentage of car parking income received against agreed annual budget – cumulative figure to end of successive quarters.	Andy Fisher	104.53%	107.14%	111.53%	104.52%	111.51%	105.40%	106.29%	103.42%	100.00%		
Commentary	Annual income exceeded annual target by £32,003.38 or 3.42%.											
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%	0.42%		
Business Rates in-year collection rate	Russell Stone	30.86%	55.33%	79.79%	98.83%	28.32%	54.18%	77.45%	93.92%	93.80%		
Council Tax in-year collection rate	Russell Stone	26.93%	52.91%	79.12%	93.75%	27.55%	52.67%	77.90%	93.69%	93.50%		
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	17.25	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	10.25	12		
Housing Benefit Overpayment Recovery rate (PSPS)	Russell Stone	152.97%	138.45%	132.21%	127.85%	219.28%	139.18%	120.89%	129.30%	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	3.97	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%	93.94%	95.00%		
Commentary	We have 9 open complaints within deadline.											
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%	100.00%	95.00%		

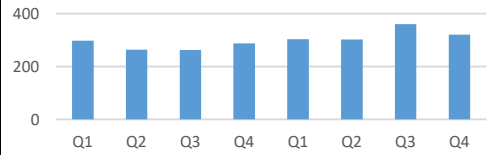
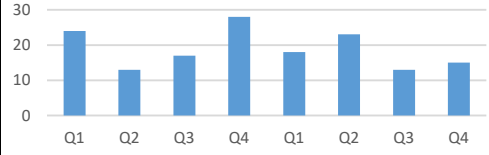
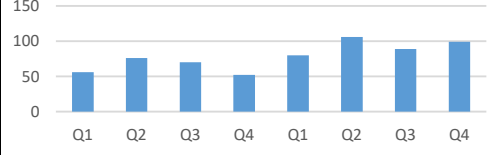
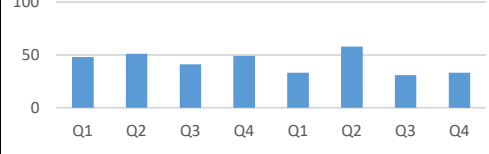
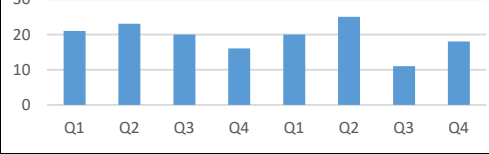
Percentage of information requests responded to within statutory timescales	John Medler	98.48%	98.52%	100.00%	97.94%	97.84%	96.07%	97.66%	97.63%	95.00%		<table border="1"> <caption>Percentage of information requests responded to within statutory timescales</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>Year 1</td> <td>98.48%</td> <td>98.52%</td> <td>100.00%</td> <td>97.94%</td> </tr> <tr> <td>Year 2</td> <td>97.84%</td> <td>96.07%</td> <td>97.66%</td> <td>97.63%</td> </tr> <tr> <td>Year 3</td> <td>95.00%</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	Year 1	98.48%	98.52%	100.00%	97.94%	Year 2	97.84%	96.07%	97.66%	97.63%	Year 3	95.00%			
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Commentary	Incoming numbers reflect recent trend. 1 late through being missed in service mailbox and not passed to IG. 3 late due to service difficulty obtaining the information.																															
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%	86.31%	80.00%		<table border="1"> <caption>Percentage of contacts resolved at first contact – targeted. (PSPS)</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>Year 1</td> <td>83.43%</td> <td>83.88%</td> <td>83.54%</td> <td>84.15%</td> </tr> <tr> <td>Year 2</td> <td>87.58%</td> <td>86.49%</td> <td>86.39%</td> <td>86.31%</td> </tr> <tr> <td>Year 3</td> <td>80.00%</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	Year 1	83.43%	83.88%	83.54%	84.15%	Year 2	87.58%	86.49%	86.39%	86.31%	Year 3	80.00%			
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Commentary	Total contacts - 17,382 Cases logged - 13,134 Service Requests - 1,826 Transfer & Message - 2,422 - Council Tax (46.26%), Waste (17.11%), Benefits (11.35%) Levels of chase enquiry 3.45%, with service answer rate 46.89%, creating transfer and message enquiries Year End Target Met at 86.31%.																															
Average answer rate – Customer Contact (PSPS)	Phil Perry	82.01%	82.77%	90.34%	88.11%	85.94%	87.03%	92.50%	92.46%	80.00%		<table border="1"> <caption>Average answer rate – Customer Contact (PSPS)</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>Year 1</td> <td>82.01%</td> <td>82.77%</td> <td>90.34%</td> <td>88.11%</td> </tr> <tr> <td>Year 2</td> <td>85.94%</td> <td>87.03%</td> <td>92.50%</td> <td>92.46%</td> </tr> <tr> <td>Year 3</td> <td>80.00%</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	Year 1	82.01%	82.77%	90.34%	88.11%	Year 2	85.94%	87.03%	92.50%	92.46%	Year 3	80.00%			
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Performance Indicators with Trend Only Performance Levels
Growth and Prosperity

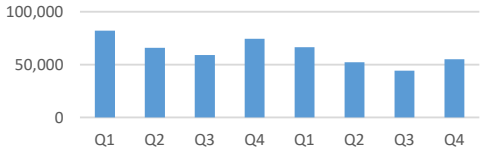
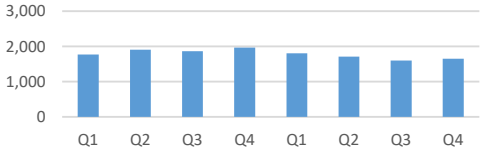
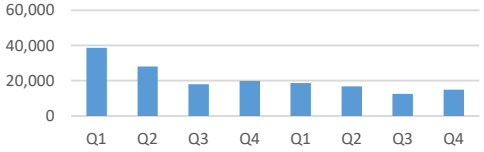
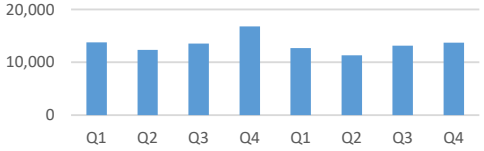
PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4																
Building Control market share	Christian Allen	77.00%	84.00%	93.00%	77.00%	84.00%	86.00%	79.00%	82.00%	<table border="1"> <caption>Building Control market share</caption> <thead> <tr><th>Period</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th></tr> </thead> <tbody> <tr><td>Period 1</td><td>77.00%</td><td>84.00%</td><td>93.00%</td><td>77.00%</td></tr> <tr><td>Period 2</td><td>84.00%</td><td>86.00%</td><td>79.00%</td><td>82.00%</td></tr> </tbody> </table>	Period	Q1	Q2	Q3	Q4	Period 1	77.00%	84.00%	93.00%	77.00%	Period 2	84.00%	86.00%	79.00%	82.00%
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Value of Grants awarded via Grants4growth	Growth	£62,502	£63,168	£39,856	No Data Provided	£47,250	£184,386	£31,952	£0	<table border="1"> <caption>Value of Grants awarded via Grants4growth</caption> <thead> <tr><th>Period</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th></tr> </thead> <tbody> <tr><td>Period 1</td><td>£62,502</td><td>£63,168</td><td>£39,856</td><td>No Data Provided</td></tr> <tr><td>Period 2</td><td>£47,250</td><td>£184,386</td><td>£31,952</td><td>£0</td></tr> </tbody> </table>	Period	Q1	Q2	Q3	Q4	Period 1	£62,502	£63,168	£39,856	No Data Provided	Period 2	£47,250	£184,386	£31,952	£0
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Matched funding achieved through local growth programmes (towns deal, LUF, UKSPF)	Growth	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	No Data Provided	£0	£0	£0	 <table border="1"> <caption>Matched funding achieved through local growth programmes</caption> <thead> <tr> <th>Quarter</th> <th>Funding (£)</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	Funding (£)	Q1	0	Q2	0	Q3	0	Q4	0
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Matched funding through Grants4Growth scheme	Growth	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	£73,002	£370,387	£61,992	£0	 <table border="1"> <caption>Matched funding through Grants4Growth scheme</caption> <thead> <tr> <th>Quarter</th> <th>Funding (£)</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>73,002</td></tr> <tr><td>Q2</td><td>370,387</td></tr> <tr><td>Q3</td><td>61,992</td></tr> <tr><td>Q4</td><td>0</td></tr> </tbody> </table>	Quarter	Funding (£)	Q1	73,002	Q2	370,387	Q3	61,992	Q4	0
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Percentage of decisions (major / minor / others) taken under delegation within period	Phil Norman	100.00%	97.22%	94.62%	93.59%	96.43%	100.00%	94.12%	96.00%	 <table border="1"> <caption>Percentage of decisions taken under delegation</caption> <thead> <tr> <th>Quarter</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>100.00</td></tr> <tr><td>Q2</td><td>97.22</td></tr> <tr><td>Q3</td><td>94.62</td></tr> <tr><td>Q4</td><td>93.59</td></tr> </tbody> </table>	Quarter	Percentage (%)	Q1	100.00	Q2	97.22	Q3	94.62	Q4	93.59
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Q4	93.59																			
Council run stall occupancy level (Markets)	Phil Perry	68.50%	59.00%	52.10%	54.00%	71.00%	65.00%	75.14%	63.00%	 <table border="1"> <caption>Council run stall occupancy level</caption> <thead> <tr> <th>Quarter</th> <th>Occupancy (%)</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>68.50</td></tr> <tr><td>Q2</td><td>59.00</td></tr> <tr><td>Q3</td><td>52.10</td></tr> <tr><td>Q4</td><td>54.00</td></tr> </tbody> </table>	Quarter	Occupancy (%)	Q1	68.50	Q2	59.00	Q3	52.10	Q4	54.00
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Healthy Lives

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Number of days to complete a stage 2 DFG	Emily Spicer	298	264	262	288	303	302	360	321.00	
Number of days to complete a stage 3 DFG	Emily Spicer	24	13	17	28	18	23	13	15.00	
Number of days to complete a stage 4 DFG	Emily Spicer	56	76	70	52	80	106	89	99.00	
Number of DFG referrals received	Emily Spicer	48	51	41	49	33	58	31	33.00	
Number of DFG grants approved	Emily Spicer	21	23	20	16	20	25	11	18	

Number of DFG grants completed	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	14	19	21	13.00	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of DFG grants completed</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> <tr> <td>Q4</td> <td>13.00</td> </tr> </tbody> </table>	Quarter	Number of DFG grants completed	Q1	14	Q2	19	Q3	21	Q4	13.00
Quarter	Number of DFG grants completed																			
Q1	14																			
Q2	19																			
Q3	21																			
Q4	13.00																			
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%	26.10%	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage of successful prevention outcomes</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> <tr> <td>Q4</td> <td>26.10%</td> </tr> </tbody> </table>	Quarter	Percentage of successful prevention outcomes	Q1	12.00%	Q2	9.30%	Q3	6.89%	Q4	26.10%
Quarter	Percentage of successful prevention outcomes																			
Q1	12.00%																			
Q2	9.30%																			
Q3	6.89%																			
Q4	26.10%																			
Commentary	There has been a significant increase in the number of households who were able to remain in their current home but performance is still below the regional average of 32%.																			
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%	50.00%	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage of not in priority need decisions</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> <tr> <td>Q4</td> <td>50.00%</td> </tr> </tbody> </table>	Quarter	Percentage of not in priority need decisions	Q1	50.00%	Q2	66.60%	Q3	42.00%	Q4	50.00%
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Q3	42.00%																			
Q4	50.00%																			
Commentary	The number of cases classed as not being in priority need has increased but is still above the regional average. Few main duty decisions are 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%	8.30%	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage of intentional homelessness (IH) decisions</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> <tr> <td>Q4</td> <td>8.30%</td> </tr> </tbody> </table>	Quarter	Percentage of intentional homelessness (IH) decisions	Q1	0.00%	Q2	11.00%	Q3	28.57%	Q4	8.30%
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Q1	0.00%																			
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Commentary	The number of cases classed as being intentionally homeless has decreased. The target is outside of an officers control because if an applicant hasn't become homeless intentionally, they can't legally be classed as intentionally homeless. Indicator has been removed for 26/27.																			

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	54,962	 <table border="1"> <caption>Visitor numbers for leisure venues</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> </tbody> </table>	Quarter	Visitor Numbers	Q1	82,074	Q2	65,934	Q3	58,964	Q4	74,358
Quarter	Visitor Numbers																			
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Commentary	<p>Performance during Q4 was negatively impacted by a combination of operational constraints and environmental challenges, which reduced overall capacity, programme availability and ease of access. Periodic service disruption and ongoing site conditions further affected customer experience and consistency of delivery. These factors collectively limited attendance levels & slowed membership growth. Customer satisfaction outcomes, including NPS, reflected the cumulative impact of these challenges and wider site activity. To attempt to mitigate these issues Parkwood have allowed members to access PRSA as part of their membership.</p>																			
Number of gym members	Phil Perry	1,768	1,903	1,860	1,963	1,802	1,707	1,601	1,648	 <table border="1"> <caption>Number of gym members</caption> <thead> <tr> <th>Quarter</th> <th>Number of 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> </tbody> </table>	Quarter	Number of Members	Q1	1,768	Q2	1,903	Q3	1,860	Q4	1,963
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Number of swims	Phil Perry	38,684	28,123	18,103	19,878	18,722	16,753	12,478	14,983	 <table border="1"> <caption>Number of swims</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> </tbody> </table>	Quarter	Number of Swims	Q1	38,684	Q2	28,123	Q3	18,103	Q4	19,878
Quarter	Number of Swims																			
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Number of swimming lessons	Phil Perry	13,767	12,321	13,538	16,810	12,690	11,296	13,119	13,736	 <table border="1"> <caption>Number of swimming lessons</caption> <thead> <tr> <th>Quarter</th> <th>Number of 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> </tbody> </table>	Quarter	Number of Lessons	Q1	13,767	Q2	12,321	Q3	13,538	Q4	16,810
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Safe and Resilient Communities

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3	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.	Christian Allen	97.85%	98.00%	96.90%	97.70%	97.15%	97.50%	97.70%	98.08%	<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> <tr><td>Q4</td><td>98.08%</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%	Q4	98.08%
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Number of organisations supported with accessing funding	Emily Spicer	0	2	0	0	0	3	1	0	<table border="1"> <caption>Organisations Supported with Accessing Funding 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> <tr><td>Q4</td><td>0</td></tr> </tbody> </table>	Quarter	Count	Q1	0	Q2	2	Q3	0	Q4	0	Q1	0	Q2	3	Q3	1	Q4	0
Quarter	Count																											
Q1	0																											
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Q3	0																											
Q4	0																											
Q1	0																											
Q2	3																											
Q3	1																											
Q4	0																											
Commentary	1 Boston Project still crowdfunding - Spring round has now launch.																											
Number of verified rough sleepers during the month	Emily Spicer	28	31	20	27	35	24	25	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> <tr><td>Q4</td><td>25</td></tr> </tbody> </table>	Quarter	Count	Q1	28	Q2	31	Q3	20	Q4	27	Q1	35	Q2	24	Q3	25	Q4	25
Quarter	Count																											
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Q3	20																											
Q4	27																											
Q1	35																											
Q2	24																											
Q3	25																											
Q4	25																											
Commentary	The number of people sleeping rough during March was the same as December but slightly lower than a year ago.																											
Number of properties improved through Council intervention	Emily Spicer	6	3	3	13	15	4	7	3	<table border="1"> <caption>Properties Improved through Council Intervention 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> <tr><td>Q4</td><td>3</td></tr> </tbody> </table>	Quarter	Count	Q1	6	Q2	3	Q3	3	Q4	13	Q1	15	Q2	4	Q3	7	Q4	3
Quarter	Count																											
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Q3	3																											
Q4	13																											
Q1	15																											
Q2	4																											
Q3	7																											
Q4	3																											
Commentary	Preparation for the Renters' Rights Act has been the team's main focus along with implementing the 3 new policies that came into force 01/04/26.																											

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%	33.33%	
Commentary	The number of decisions made within 5 working days of the end of the relief duty has decreased. Further work is required to improve performance.									
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	15	
Commentary	The number of households assisted to obtain private rented accommodation has increased this quarter. Accessing accommodation in the private rented sector is challenging.									

Environment

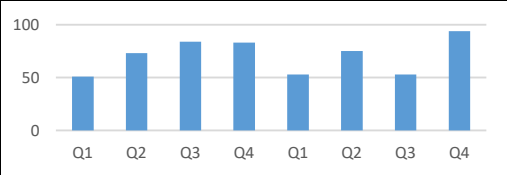
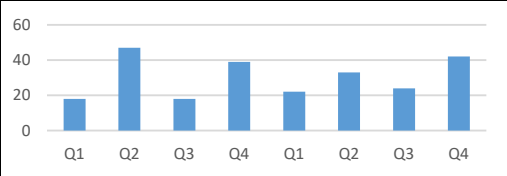
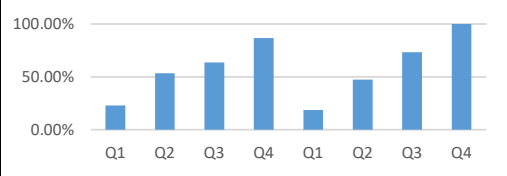
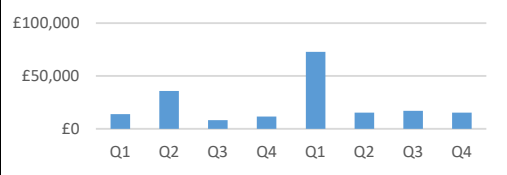
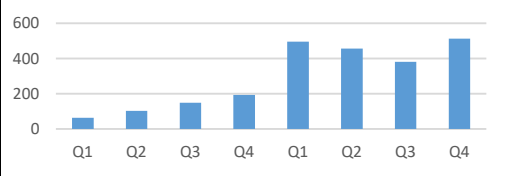
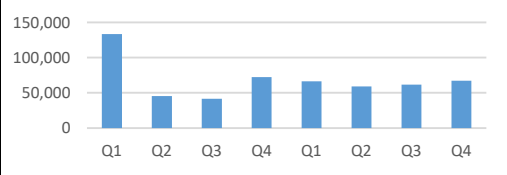
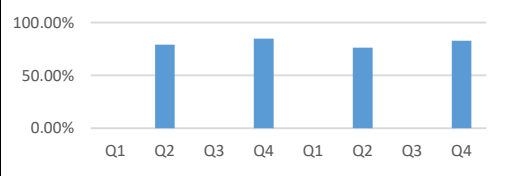
PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Number of homes improved through green home/warm home grants	Christian Allen	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	0	0	10	21	
Kingdom Contract: Number of Fixed Penalty Notices (FPNs) Issued - Litter (In quarter)	Christian Allen	284	183	291	250	231	125	156	132	
Kingdom Contract: Number of FPNs Issued - Fly Tipping (In quarter)	Christian Allen	10	16	24	32	16	19	13	6	

Kingdom Contract: Number of FPNs Issued - other (e.g. PSPO etc.) (In quarter)	Christian Allen	11	4	10	18	33	27	27	16	
Kingdom Contract: Number of prosecutions completed to sentencing. (In quarter)	Christian Allen	29	30	12	15	15	11	12	8	
KG of total waste collected per household	Victoria Burgess	110.10	101.80	91.80	85.50	103.00	99.70	89.80	0.00	

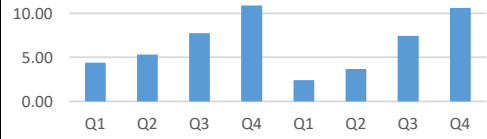
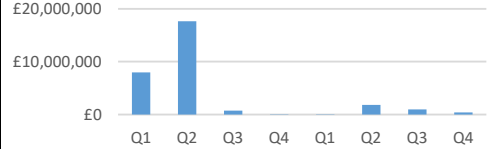
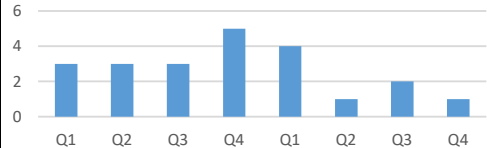
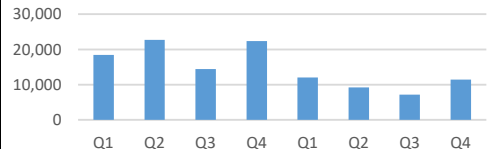
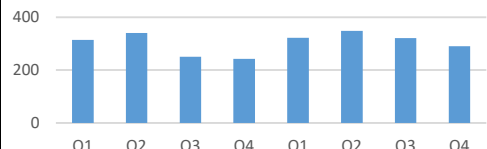
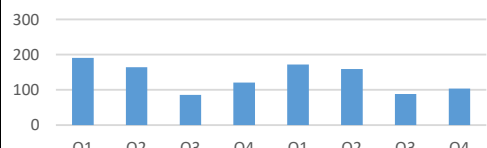
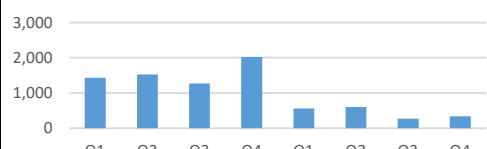
Efficiencies and Efficacies

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Repairs & Maintenance: Percentage committed spend against budget – cumulative	Andy Fisher	20.13%	61.16%	95.82%	164.33%	31.69%	58.98%	92.57%	115.83%	
Commentary	In year overspend due to necessary health and safety expenditure.									
Housing Benefit Caseload	Russell Stone	2150	2019	1909	1812	1681	1569	1502	1480	

Council Tax Support Caseload	Russell Stone	2777	2838	2907	2951	3009	3051	3135	3130	
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	£56,116,159	
Business Rates Hereditaments	Russell Stone	2,484	2,485	2,488	2,481	2,496	2,498	2,517	2,519	
Council Tax Banded Dwellings	Russell Stone	31,775	31,858	31,930	31,989	32,032	32,061	32,265	32,424	
Direct Debit Payments	Russell Stone	58,658	59,207	59,404	38,928	58,663	58,572	58,546	38,774	
CTS New Claims – Number of Decisions Made	Russell Stone	568	357	574	535	474	472	460	472	
CTS Changes – Number of Decisions Made	Russell Stone	2,517	1,894	1,821	6,299	2,686	1,841	1,604	5,926	

Discretionary Housing Payments (DHP) number of applications	Russell Stone	51	73	84	83	53	75	53	94	
Discretionary Housing Payments (DHP) number of awards	Russell Stone	18	47	18	39	22	33	24	42	
Discretionary Housing Payments (DHP) spend against Budget	Russell Stone	22.85%	53.46%	63.55%	86.74%	18.67%	47.49%	73.27%	100.00%	
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	£15,225	
Digital services take up (services accessed online) (PSPS)	Russell Stone	63	103	148	194	495	457	381	512	
Website visitors (accessing website information) (PSPS)	Russell Stone	133,265	45,494	41,478	72,493	66,518	59,266	61,874	67,298	
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	82.73%	

Commentary	This is a Partnership average. Boston Only data is slightly higher reporting 84.21% of responders feeling valued at work.																											
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	83.33%	<table border="1"> <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>83.33%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1	86.00%	Q2	85.50%	Q3	80.90%	Q4	83.33%								
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Commentary	This is a Partnership average figure. The staff poll is designed to be a periodic litmus test of employee sentiment. It is not unusual for figures to ebb and flow between periods, particularly in dynamic organisational environments.																											
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	66.07%	<table border="1"> <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>66.07%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1	60.00%	Q2	64.70%	Q3	62.20%	Q4	66.07%								
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Commentary	This is a Partnership average. Boston Only data is slightly higher reporting 68.42% and when you combine 'sometimes' responses this increased to 94.74%.																											
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	88.69%	<table border="1"> <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>88.69%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1	87.00%	Q2	86.30%	Q3	86.60%	Q4	88.69%								
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Staff Turnover Cumulative	James Gilbert	5.13%	10.22%	13.41%	18.03%	2.34%	6.02%	13.62%	20.07%	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage</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> <tr> <td>Q4</td> <td>20.07%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1	5.13%	Q2	10.22%	Q3	13.41%	Q4	18.03%	Q1	2.34%	Q2	6.02%	Q3	13.62%	Q4	20.07%
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Voluntary Staff Turnover	James Gilbert	4.20%	5.70%	3.70%	3.20%	1.85%	3.28%	5.17%	4.97%	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage</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> <tr> <td>Q4</td> <td>4.97%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1	4.20%	Q2	5.70%	Q3	3.70%	Q4	3.20%	Q1	1.85%	Q2	3.28%	Q3	5.17%	Q4	4.97%
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Number of working days lost to sickness per Full Time Equivalent (FTE) (Cumulative)	James Gilbert	4.41	5.31	7.74	10.89	2.40	3.68	7.45	10.60	
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	£401,112	
Number of late reports not made available to the Democratic Services teams at agenda publication	John Medler	3	3	3	5	4	1	2	1	
Call volumes (PSPS)	Phil Perry	18,461	22,705	14,418	22,381	11,985	9,220	7,113	11,409	
Average Call Duration - Customer Contact (Seconds) (PSPS)	Phil Perry	314	341	251	243	322	348	322	290	
Average Speed of Answer - Customer Contact (Seconds) (PSPS)	Phil Perry	191	164	86	121	172	159	88	104	
Number of Callbacks (PSPS)	Phil Perry	1,435	1,525	1,266	2,023	563	600	268	343	

Number of customers using webchat (PSPS)	Phil Perry	144	1,403	1,019	1,544	991	828	711	1,287	
Customer Contact Centre visits (PSPS)	Phil Perry	4,421	4,185	4,038	5,072	4,916	4,751	4,372	4,264	
Enquiries via email and social media (PSPS)	Phil Perry	1,442	1,331	1,289	1,166	1,199	1,020	985	1,476	