

# Performance Framework

Strategic Ambition: priorities for the sub-region, working in partnership with a range of partnerships within Lincolnshire and more widely.

Corporate Priorities: priorities for the Partnership, working across the S&ELCP where it is beneficial to all Councils to do so.

Local Priorities for each individual council which are supported by the partnership.



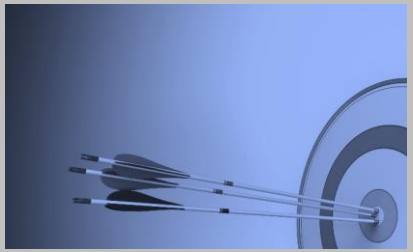
# S&ELCP – Communities Portfolio – Wellbeing and Community Leadership Directorate

## Communities

The Wellbeing and Community Leadership Directorate includes:

- Inequalities & Deprivation
- Community Voluntary Support
- Ageing Better
- Health Liaison, Health Partnerships, Wellbeing, Health Promotion
- Housing Strategy
- Strategic Housing
- Homelessness
- Disabled Facilities Grants
- Housing Standards
- Housing Options
- Community Cohesion
- Safeguarding
- Community Safety, Anti-Social Behaviour, CCTV
- Lottery and PSPS - Customer Service Centres.

KPI	Quartile	Target	South Holland DC	Boston BC	East Lindsey DC
Percentage of cases opened at homelessness prevention stage (i.e. before they have become homeless)		70%	TBC	✓	✓
Percentage of homelessness cases that were opened at homelessness prevention stage that resulted in the customer not becoming homeless		70%	TBC	✓	✓
Number of verified rough sleepers		0	✓	✓	✓
Number of families with children placed into B&B for more than 6 weeks		0	TBC	✓	✓
Number of properties improved through Council intervention		Trend measure	TBC	✓	✓
Number of long term empty properties brought back into use through council support and intervention		TBC	TBC	✓	✓
Wellbeing Lincs contractual – Service users supported to achieve an overall improvement in self-reported outcomes		98%	N/A	N/A	✓
Wellbeing Lincs contractual – Overall improvement in all outcome scores across all service users leaving the service		200%	N/A	N/A	✓
Wellbeing Lincs contractual - % of service users who go on to receive long term support from adult care.		5%	N/A	N/A	✓
Annual report re Disabled Facilities Grants to provide a full picture including number of referrals received (trend), average time taken to complete a DFG following receipt of referral from LCC, average time taken from receipt of valid application to approval, number of DFGs completed (trend)					
Measures will follow from Community Safety and from SLA with PSPS Customer Services as and when they are signed off					



# S&ELCP – Communities Portfolio – Regulatory Directorate

## Communities

The Regulatory Directorate includes:

- Building Control
- Land Charges
- Environmental Health Services
- Public Protection
- Food Safety
- Licensing
- Air Pollution
- Carbon Reduction/Green Agenda
- Safety Advisory Group
- Infectious Diseases
- Pest Control
- Power Stations
- Emergency Planning
- Dog Wardens and
- Corporate Health & Safety.

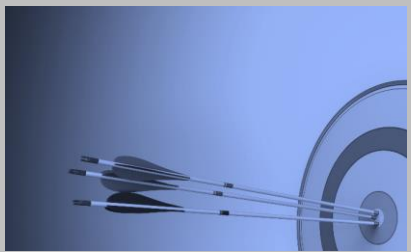
KPI	Quartile	Target	South Holland DC	Boston BC	East Lindsey DC
Land Charges - Average number of days taken to process Local Authority searches		10 working days	✓	✓	✓
Food Safety – percentage of rateable food businesses with a rating of 3 (generally satisfactory) or above as a % of the total number of rateable food businesses.	N/A	98%	✓	✓	✓
Food Standards Agency Local Authority Food Safety Inspections Recovery Plan milestones – East Lindsey DC		Milestones achieved	N/A	N/A	✓
% CO2E reduction from Local Authority operations			N/A	5% ✓	7.5% ✓

Measures are under development within service areas around volume, turnaround times, speed of response to customer requests and income. Also, market share for building control and completion of food safety inspection plans, including unrated premises. These measures will be reported to Portfolio Holders and South Holland’s Performance Monitoring Panel.

There is an air pollution measure which is specific to Boston and is reported as part of the Air Quality Plan.

A Service Level Agreement is being developed for Emergency Planning which will include measures for reporting. Similarly, discussions will follow with PSPS around measures for corporate health and safety.

Potentially environmental enforcement (TBC)



# Communities

The Leisure and Culture Directorate includes:

- Leisure & Community Centres
- Sports & Play Development
- Leisure Promotion
- Arts & Culture
- Museums, Events
- Markets and
- Magna Vitae.

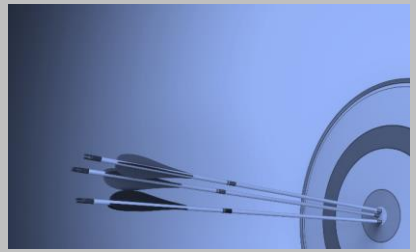
## S&ELCP – Communities Portfolio – Leisure and Culture Directorate

KPI	Quartile	Target	South Holland DC	Boston BC	East Lindsey DC
Visitor numbers / number of tickets sold, by venue		Trend measures	✓	✓	✓
Number of swims		Trend measures	✓	✓	✓
Number of swimming lessons		Trend measures	✓	✓	✓
Number of gym members		Trend measures	✓	✓	✓
Customer satisfaction, by venue / service area		Trend measures	✓	✓	✓
Market stall occupancy rate		TBC	✓	✓	✓

Measures are under development within service areas around volumetrics, income/commercialisation, satisfaction/complaints/feedback and outcome measures. These measures will be reported to Portfolio Holders and South Holland’s Performance Monitoring Panel.

A Service Level Agreement is being developed for Magna Vitae which will include measures for reporting such as types of users, customer experience, activity patterns, benefits and impacts.

Similarly, discussions will follow with Transported around outcome measures.



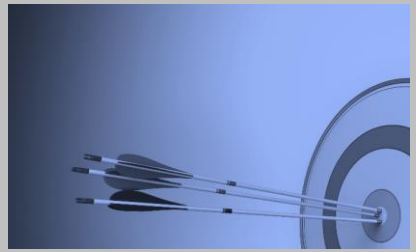
# Communities

The Neighbourhood Directorate includes:

- Bus Stations
- Play Areas
- Waste Collection
- Garden Waste
- Recycling
- Street Cleaning
- Fly Tipping
- Arboriculture
- Public Toilets
- Grounds Maintenance
- Riversides
- Fleet Maintenance
- Commercial Waste
- Town and Parish Liaison.

## S&ELCP – Communities Portfolio – Neighbourhoods Directorate

KPI	Quartile	Target	South Holland DC	Boston BC	East Lindsey DC
Percentage of household waste collected for recycling and composting – annual measure			✓ TBC	✓ 45%	✓ 45%
% of recycling collected that is contaminated and unable to be recycled			✓ 28%	✓ 20% (to reflect new service embedded)	✓ 28%
Number of requests for waste re-collection, per 100,000 collections		Trend measure	✓	✓	✓
% of fly-tips collected within 5 working days of being reported – SHDC		95%	✓	N/A	N/A
% of fly-tips collected within 3 working days of being reported – BBC		95%	N/A	✓	N/A
% of fly-tips (hazardous and standard) collected within 10 working days of being reported - ELDC		95%	N/A	N/A	✓
Three separate fly tipping measures for now to reflect that arrangements are different at each of the councils so we would not be comparing like with like if we had one measure. For example, ELDC collects hazardous fly-tips which the others don't so their target working days is longer to reflect this.					
% of Danfo repairs carried out within 24 hours (EL public toilets)			N/A	N/A	✓
% of streets graded c and above – cleansing			N/A	N/A	✓
% of streets grading c and above - detritus			N/A	N/A	✓
Currently these street cleaning measures are only in place for ELDC but will be rolled out at the other councils over time					



# Corporate Development

The Corporate Directorate includes:

- PSPS - ICT & Digital
- Organisational Training & Development
- Corporate Policy
- Corporate Improvement & Transformation
- Corporate Performance
- Programme Management
- PSPS - HR/OD/Culture
- Compliance
- Commercialisation of services
- Communications
- Structural Reform and PA Teams.

## S&ELCP – Corporate Development Portfolio – Corporate Directorate

KPI	Quartile	Target	South Holland DC	Boston BC	East Lindsey DC
Percentage of Partnership workforces (surveyed collectively) who said ‘Yes’ when asked if they felt valued at work?	N/A	Trend measure	✓	✓	✓
% 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	N/A	Trend measure	✓	✓	✓
% of the Partnership workforces (surveyed collectively) who said ‘yes’ they feel the Partnership recognises and supports positive mental health in the workplace	N/A	Trend measure	✓	✓	✓
% of the Partnership workforces (surveyed collectively) who feel informed about the Partnership and what decisions it is making	N/A	Trend measure	✓	✓	✓
Staff Turnover (%)	N/A	Trend measure	✓	✓	✓
Number of working days lost to sickness per FTE	N/A	Trend measure	✓	✓	✓
Measures will follow from SLAs with PSPS for ICT and HR as and when they are signed off					



## Corporate Development

The Governance Directorate includes:

- Risk Management
- Democratic Services
- Legal Services
- Data Protection Officer/Data Protection
- Complaints
- Governance General
- Deputy MO
- Elections
- FOIs
- Investigations and
- Corporate Support

## S&ELCP – Corporate Development Portfolio – Governance Directorate

KPI	Quartile	Target	South Holland DC	Boston BC	East Lindsey DC
% of corporate complaints responded to within corporately set timescales		95%	✓	✓	✓
% of information requests responded to within statutory timescales		100%	✓	✓	✓
% of subject requests responded to within statutory timescales		100%	✓	✓	✓
Number of instances where service areas have failed to notify the DPO promptly of any identified data breaches		Trend measure	✓	✓	✓
Number of late reports not made available to the DEMS teams at agenda publication		Trend measure	✓	✓	✓
% registering to vote by telephone/online v paper		Trend measure	✓	✓	✓



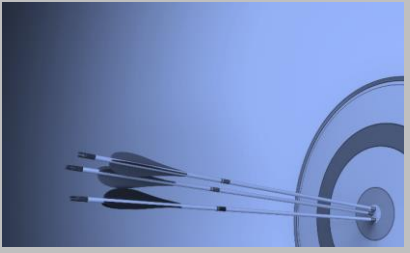
# S&ELCP – Corporate Development Portfolio – HRA Directorate

## Corporate Development

The HRA Directorate includes:

- Careline & Supported Housing
- Housing Policy
- Housing Landlord
- Social Housing Provider Liaison
- Housing Revenue Accounts
- Sheltered Housing and
- Housing Services.

KPI	Quartile	Target	South Holland DC	Boston BC	East Lindsey DC
<b>Housing: Performance measures will follow from the LGA Peer Review</b>					
<b>Sheltered Housing: Performance measures will be developed as part of the service review</b>					





# Corporate Development

The Finance Directorate includes:

- PSPS - Council Tax & Business Rates
- PSPS - Revenues & Benefits
- Anti-Fraud
- Deputy S151
- Finance Strategy
- Financial Management
- PSPS – Finance
- PSPS - Treasury Management
- Internal and External Audit
- Insurance
- Grants
- Housing Revenue Account
- General Fund
- Precepts
- Budget
- Procurement
- Collection Fund and
- Payroll.

## S&ELCP – Corporate Development Portfolio – Finance Directorate

KPI	Quartile	Target	South Holland DC	Boston BC	East Lindsey DC
Business rate collection rate (%) (Cumulative)			✓	✓	✓
Council tax collection rate (%) (Cumulative)			✓	✓	✓
Time to process new Council Tax Support and Housing Benefit claims (days)			✓	✓	✓
Time to process Council Tax Support and Housing Benefit change events (days)			✓	✓	✓
% of calls answered – Revenues			✓	✓	✓
% of calls answered – Benefits			✓	✓	✓

Measures will follow from SLAs with PSPS for Finance and Revenues & Benefits as and when they are signed off



## Growth

The Economic Growth Directorate includes:

- Inward Investment
- Enterprise Zones
- GLLEP
- Visitor Economy/Tourism
- High Street Regeneration
- Business Improvement District (BID)
- Economic Development
- Towns Funding
- Towns Promotion
- Grant Funding
- Town Centre Management
- Skills and Education and
- Education Liaison.

## S&ELCP – Growth Portfolio – Economic Growth Directorate

KPI	Quartile	Target	South Holland DC	Boston BC	East Lindsey DC
Business grants awarded as a % of funding received for each grant scheme		100%	✓	✓	✓
Vital and Viable action plan delivery - % of actions delivered against those due.		100%	✓	✓	✓
Grants4growth delivery		Trend measure	✓	✓	✓
Inward Investment: number of events attended/hosted		Trend measure	✓	✓	✓
Inward Investment: enquiries/leads responded to		Trend measure	✓	✓	✓
Inward Investment: jobs created/new businesses		Trend measure	✓	✓	✓
Inward Investment: external funding achieved		Trend measure	✓	✓	✓
Visitor Economy/Tourism: number of businesses supported		Trend measure	✓	✓	✓
High Street Regeneration: number of businesses supported and improved through Town Centre Transformation / Healing the High Street / Towns Fund projects		Trend measure	✓	✓	✓
High Street Regeneration: footfall		Trend measure	✓	✓	✓
Further measures under development for Inward Investment, Visitor Economy/Tourism and High Street Regeneration for future years					



## S&ELCP – Growth Portfolio – Planning Directorate

### Growth

The Planning Directorate includes:

- Strategic Planning Policy
- Local Plan/s
- Planning Development & Management
- Planning Enforcement
- Internal Drainage Boards
- Coastal Defences
- Flood Management
- Historic Environment and Conservation/Heritage.

KPI	Quartile	Target	South Holland DC	Boston BC	East Lindsey DC
Percentage of major planning applications determined within 13/16 weeks (or agreed extended period)		65%	✓	✓	✓
Percentage of minor planning applications determined within 8 weeks (or agreed extended period)		75%	✓	✓	✓
Percentage of other planning applications determined within 8 weeks (or agreed extended period)		75%	✓	✓	✓
Percentage of all planning decisions that were subject to extensions of time in period		<30%	✓	✓	✓
Percentage of decisions (major / minor / others) taken under delegation within period		Trend measure	✓	✓	✓
Percentage of major planning appeals allowed within the last 2 years (rolling period) against number of applications determined		10%	✓	✓	✓
Percentage of minor & other planning appeals allowed within the last 2 years (rolling period) against number of applications determined		10%	✓	✓	✓
Percentage of minor & other planning applications validated within 5 working days against total received		90%	✓	✓	✓
Percentage of major planning applications validated within 10 working days against total received		90%	✓	✓	✓



# S&ELCP – Programme Delivery Portfolio – Strategic Projects Directorate

## Programme Delivery

The Strategic Projects Directorate includes:

- Strategic Property Development
- Towns Fund Project Delivery
- Project Delivery and Capital Programme.

KPI	Quartile	Target	South Holland DC	Boston BC	East Lindsey DC
% of key projects completed within 10% of original project timeline			✓	✓	✓
% of key projects completed within 10% of original project costs			✓	✓	✓



## S&ELCP – Programme Delivery Portfolio – General Fund Assets Directorate

### Programme Delivery

The General Fund Assets Directorate includes:

- Business Centres
- Commercial Units
- Car Parking & Enforcement
- Commercial Rents
- Asset Management (excl. Housing)
- Property Facilities
- Strategic Property Maintenance
- Caretaking
- Repairs & Maintenance
- Garages
- Non-Strategic Property Projects
- Cemeteries & Crematoriums
- Caravan Parks/Ops Sales and
- Invest East Lindsey.

KPI	Quartile	Target	South Holland DC	Boston BC	East Lindsey DC
Business Centre occupation, Louth - Percentage of total gross internal area occupied		85%	N/A	N/A	✓
Business Centre occupation, Mablethorpe - Percentage of total gross internal area occupied		68%	N/A	N/A	✓
Occupancy Rate at end of Quarter: Industrial Units		90%	✓	✓	✓
Occupancy Rate at end of Quarter: Other investment property		95%	✓	✓	✓
Percentage of car parking income received against agreed budget		100%	✓	✓	✓
Percentage of commercial rent received against agreed budget		100%	✓	✓	✓
Percentage of commercial rent collected against that due		93%	✓	✓	✓
Repairs & Maintenance: % committed spend against budget			✓	✓	✓
Percentage of Kingfisher Caravan Park income received against agreed budget		100%	N/A	N/A	✓
Percentage of available pitches occupied on Kingfisher Caravan Park		60%	N/A	N/A	✓
Invest East Lindsey: number of Caravan Sales completed		45	N/A	N/A	✓
Invest East Lindsey: Percentage of available holiday lettings taken against occupancy target		65%	N/A	N/A	✓



# S&ELCP – Programme Delivery Portfolio – Growth and Strategic Projects Directorate

## Programme Delivery

The Growth and Strategic Projects Directorate includes:

- Housing Delivery
- Housing Companies
- House Building
- Inward Investment
- Enterprise Zones
- Spalding Western Relief Road
- GLLEP
- Economic Development
- Towns Promotion
- Grant Funding
- Strategic Property Development
- Project Delivery and Capital Programme.

KPI	Quartile	Target	South Holland DC	Boston BC	East Lindsey DC
Number of new homes built by the authority	N/A	80	✓	✓	✓

