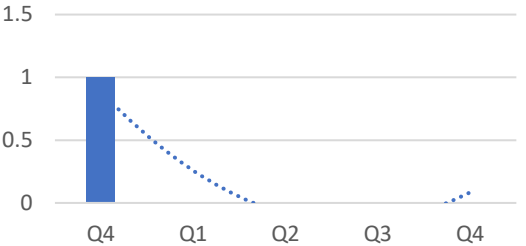
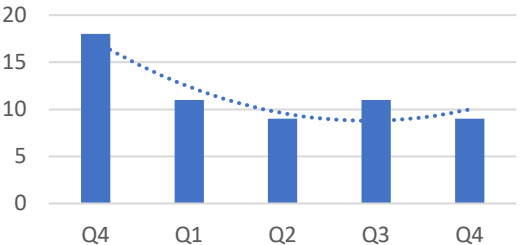

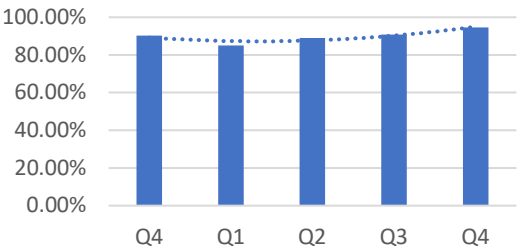
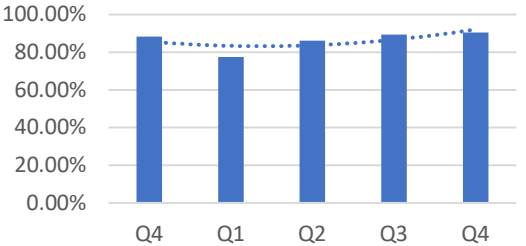
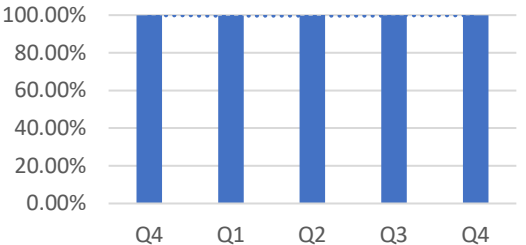
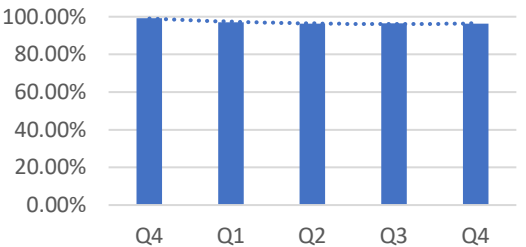
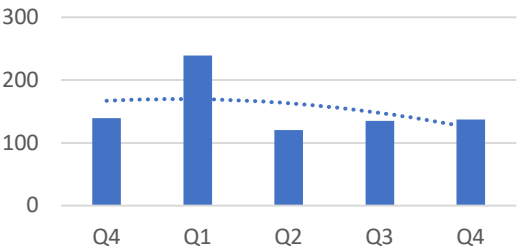


Wellbeing and Community Leadership

Key Performance indicators (KPIs)						Target	Status													
	2022/23	2023/24	2023/24	2023/24	2023/24	2023/24	2023/24													
	Q4	Q1	Q2	Q3	Q4	Q4	Q4													
Percentage of cases opened at homelessness prevention stage (i.e. before they have become homeless)	50%	60%	42.00%	37.00%	48.00%	70%		<table border="1"> <caption>Percentage of cases opened at homelessness prevention stage</caption> <thead> <tr><th>Quarter</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>Q4</td><td>50%</td></tr> <tr><td>Q1</td><td>60%</td></tr> <tr><td>Q2</td><td>42%</td></tr> <tr><td>Q3</td><td>37%</td></tr> <tr><td>Q4</td><td>48%</td></tr> </tbody> </table>	Quarter	Percentage	Q4	50%	Q1	60%	Q2	42%	Q3	37%	Q4	48%
Quarter	Percentage																			
Q4	50%																			
Q1	60%																			
Q2	42%																			
Q3	37%																			
Q4	48%																			
Commentary: Whilst performance remains challenging (38 cases of 82 opened in prevention) due to people presenting at the point of being made homeless rather than before, the team continue to promote the service through appropriate comms to encourage early approaches.																				
Percentage of homelessness cases that were opened at homelessness prevention stage that resulted in the customer not becoming homeless	9%	31%	64.00%	83.00%	77.00%	70%		<table border="1"> <caption>Percentage of homelessness cases that resulted in the customer not becoming homeless</caption> <thead> <tr><th>Quarter</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>Q4</td><td>9%</td></tr> <tr><td>Q1</td><td>31%</td></tr> <tr><td>Q2</td><td>64%</td></tr> <tr><td>Q3</td><td>83%</td></tr> <tr><td>Q4</td><td>77%</td></tr> </tbody> </table>	Quarter	Percentage	Q4	9%	Q1	31%	Q2	64%	Q3	83%	Q4	77%
Quarter	Percentage																			
Q4	9%																			
Q1	31%																			
Q2	64%																			
Q3	83%																			
Q4	77%																			
Number of verified rough sleepers	3	6	9	8	8	Trend Only	Trend Only	<table border="1"> <caption>Number of verified rough sleepers</caption> <thead> <tr><th>Quarter</th><th>Count</th></tr> </thead> <tbody> <tr><td>Q4</td><td>3</td></tr> <tr><td>Q1</td><td>6</td></tr> <tr><td>Q2</td><td>9</td></tr> <tr><td>Q3</td><td>8</td></tr> <tr><td>Q4</td><td>8</td></tr> </tbody> </table>	Quarter	Count	Q4	3	Q1	6	Q2	9	Q3	8	Q4	8
Quarter	Count																			
Q4	3																			
Q1	6																			
Q2	9																			
Q3	8																			
Q4	8																			

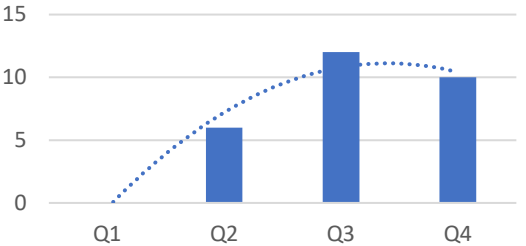
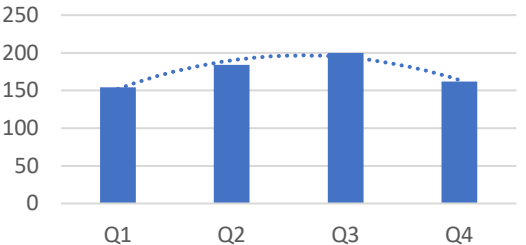
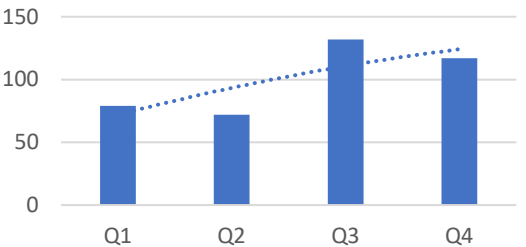
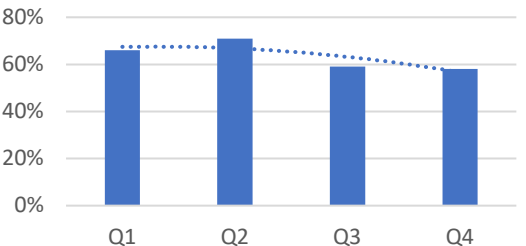
<p>Number of families with children placed into Bed &amp; Breakfast (B&amp;B) for more than 6 weeks</p>	1	0	0	0	0	0		
<p>Number of properties improved through Council intervention</p>	18	11	9	11	9	Trend Only	Trend Only	
<p>Number of long-term empty properties brought back into use through council support and intervention</p>	0	0	0	0	0	Trend Only	Trend Only	
<p>Percentage of Revenues &amp; Benefits Calls Answered (Year to Date)</p>	90.19%	85.10%	89.09%	90.73%	94.58%	90%		

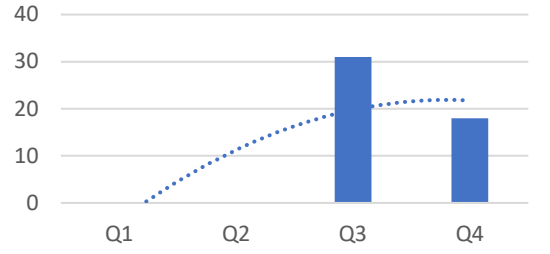
Percentage of Customer Contact Calls Answered (Year to Date)	88.22%	77.52%	86.13%	89.35%	90.40%	90%		 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q4</td> <td>88.22%</td> </tr> <tr> <td>Q1</td> <td>77.52%</td> </tr> <tr> <td>Q2</td> <td>86.13%</td> </tr> <tr> <td>Q3</td> <td>90.40%</td> </tr> <tr> <td>Q4</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Percentage	Q4	88.22%	Q1	77.52%	Q2	86.13%	Q3	90.40%	Q4	90%
Quarter	Percentage																			
Q4	88.22%																			
Q1	77.52%																			
Q2	86.13%																			
Q3	90.40%																			
Q4	90%																			
Customer Satisfaction	99.94%	99.65%	99.81%	99.87%	99.90%	90%		 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q4</td> <td>99.94%</td> </tr> <tr> <td>Q1</td> <td>99.65%</td> </tr> <tr> <td>Q2</td> <td>99.81%</td> </tr> <tr> <td>Q3</td> <td>99.87%</td> </tr> <tr> <td>Q4</td> <td>99.90%</td> </tr> </tbody> </table>	Quarter	Percentage	Q4	99.94%	Q1	99.65%	Q2	99.81%	Q3	99.87%	Q4	99.90%
Quarter	Percentage																			
Q4	99.94%																			
Q1	99.65%																			
Q2	99.81%																			
Q3	99.87%																			
Q4	99.90%																			
Quality of Service	99.16%	97.10%	96.36%	96.49%	96.28%	90%		 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q4</td> <td>99.16%</td> </tr> <tr> <td>Q1</td> <td>97.10%</td> </tr> <tr> <td>Q2</td> <td>96.36%</td> </tr> <tr> <td>Q3</td> <td>96.49%</td> </tr> <tr> <td>Q4</td> <td>96.28%</td> </tr> </tbody> </table>	Quarter	Percentage	Q4	99.16%	Q1	97.10%	Q2	96.36%	Q3	96.49%	Q4	96.28%
Quarter	Percentage																			
Q4	99.16%																			
Q1	97.10%																			
Q2	96.36%																			
Q3	96.49%																			
Q4	96.28%																			
Average speed of answer – Customer Contact (Seconds)	139.33	239	120.4	135	137	120		 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Seconds</th> </tr> </thead> <tbody> <tr> <td>Q4</td> <td>139.33</td> </tr> <tr> <td>Q1</td> <td>239</td> </tr> <tr> <td>Q2</td> <td>120.4</td> </tr> <tr> <td>Q3</td> <td>135</td> </tr> <tr> <td>Q4</td> <td>120</td> </tr> </tbody> </table>	Quarter	Seconds	Q4	139.33	Q1	239	Q2	120.4	Q3	135	Q4	120
Quarter	Seconds																			
Q4	139.33																			
Q1	239																			
Q2	120.4																			
Q3	135																			
Q4	120																			

Commentary: Although Q4 and end of year targets were marginally missed, we have been taking great strides in improving answer rates and reducing abandoned calls, through call-back options and information on time-in-queue, resulting in a year-end answer rate of 90.4%. Estimated wait time information now being provided combined with position in queue has resulted in new habits of the customer choosing to wait. 2023-24 has seen a 24% increase in waste enquiries, where typically calls come into the contact centre in a morning with no digital options to signpost customers. 48.77% of customers have digital capabilities and 76.26% of enquires logged in 2023/24 did not have digital or self-service options. 2023-24 saw 14.3% chase enquires for BBC Services, and an answer rate of 20.52% when Customer Contact are trying to transfer calls/seek advice from the back-office. We are working closely with council colleagues and Members as part of the Customer Summit to drive improvements to help reduce demand into the front-line customer contact centre, so we are better able to support more vulnerable customers.

Average speed of answer – Revenues and Benefits (Seconds)	204	290	215.2	212	226	240		 <table border="1"> <caption>Average speed of answer (Seconds) by Quarter</caption> <thead> <tr> <th>Quarter</th> <th>Average Speed (Seconds)</th> </tr> </thead> <tbody> <tr> <td>Q4</td> <td>204</td> </tr> <tr> <td>Q1</td> <td>290</td> </tr> <tr> <td>Q2</td> <td>215.2</td> </tr> <tr> <td>Q3</td> <td>212</td> </tr> <tr> <td>Q4</td> <td>240</td> </tr> </tbody> </table>	Quarter	Average Speed (Seconds)	Q4	204	Q1	290	Q2	215.2	Q3	212	Q4	240
Quarter	Average Speed (Seconds)																			
Q4	204																			
Q1	290																			
Q2	215.2																			
Q3	212																			
Q4	240																			

Regulatory																				
Key Performance indicators (KPIs)						Target	Status													
	2022/23	2023/24	2023/24	2023/24	2023/24	2023/24	2023/24													
	Q4	Q1	Q2	Q3	Q4	Q4	Q4													
Land Charges - Average number of days taken to process Local Authority searches (working days)	4.95	3.5	2.8	4.33	3.51	8		<table border="1"> <caption>Land Charges - Average number of days taken to process Local Authority searches (working days)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4</td> <td>4.95</td> </tr> <tr> <td>Q1</td> <td>3.5</td> </tr> <tr> <td>Q2</td> <td>2.8</td> </tr> <tr> <td>Q3</td> <td>4.33</td> </tr> <tr> <td>Q4</td> <td>3.51</td> </tr> </tbody> </table>	Quarter	Value	Q4	4.95	Q1	3.5	Q2	2.8	Q3	4.33	Q4	3.51
Quarter	Value																			
Q4	4.95																			
Q1	3.5																			
Q2	2.8																			
Q3	4.33																			
Q4	3.51																			
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.	99.70%	99.71%	99.90%	99.56%	99.00%	98%		<table border="1"> <caption>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.</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q4</td> <td>99.70%</td> </tr> <tr> <td>Q1</td> <td>99.71%</td> </tr> <tr> <td>Q2</td> <td>99.90%</td> </tr> <tr> <td>Q3</td> <td>99.56%</td> </tr> <tr> <td>Q4</td> <td>99.00%</td> </tr> </tbody> </table>	Quarter	Value	Q4	99.70%	Q1	99.71%	Q2	99.90%	Q3	99.56%	Q4	99.00%
Quarter	Value																			
Q4	99.70%																			
Q1	99.71%																			
Q2	99.90%																			
Q3	99.56%																			
Q4	99.00%																			
Kingdom Contract: Number of Fixed Penalty Notices (FPNs) Issued – Litter (In quarter)	Data not previously reported	231	275	320	246	Trend Only	Trend Only	<table border="1"> <caption>Kingdom Contract: Number of Fixed Penalty Notices (FPNs) Issued – Litter (In quarter)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>231</td> </tr> <tr> <td>Q2</td> <td>275</td> </tr> <tr> <td>Q3</td> <td>320</td> </tr> <tr> <td>Q4</td> <td>246</td> </tr> </tbody> </table>	Quarter	Value	Q1	231	Q2	275	Q3	320	Q4	246		
Quarter	Value																			
Q1	231																			
Q2	275																			
Q3	320																			
Q4	246																			
Kingdom Contract: Number of FPNs Issued - Fly Tipping (In quarter)	Data not previously reported	2	10	10	38	Trend Only	Trend Only	<table border="1"> <caption>Kingdom Contract: Number of FPNs Issued - Fly Tipping (In quarter)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>2</td> </tr> <tr> <td>Q2</td> <td>10</td> </tr> <tr> <td>Q3</td> <td>10</td> </tr> <tr> <td>Q4</td> <td>38</td> </tr> </tbody> </table>	Quarter	Value	Q1	2	Q2	10	Q3	10	Q4	38		
Quarter	Value																			
Q1	2																			
Q2	10																			
Q3	10																			
Q4	38																			

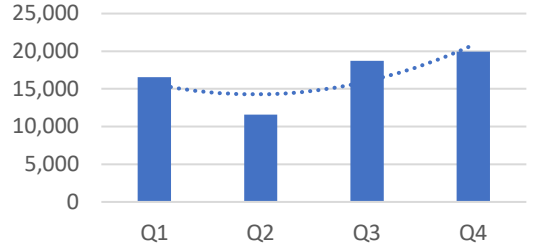
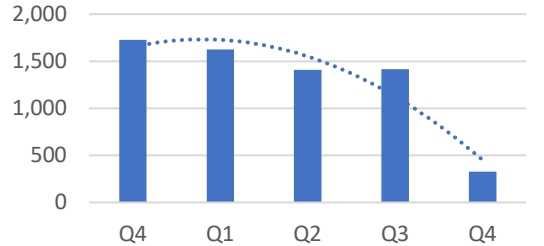
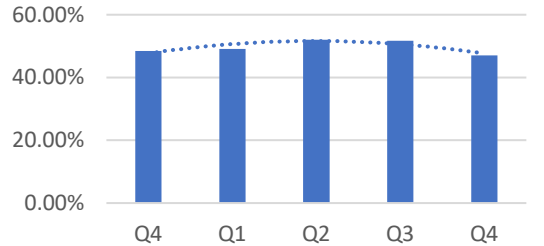
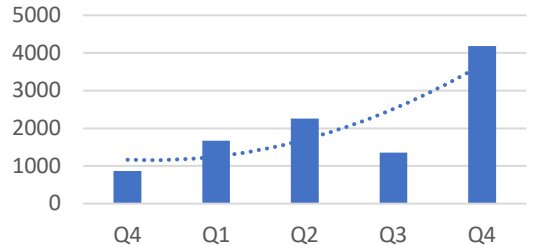
Kingdom Contract: Number of FPNs Issued - other (e.g. PSPO etc.) (In quarter)	Data not previously reported	0	6	12	10	Trend Only	Trend Only	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of FPNs</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>0</td> </tr> <tr> <td>Q2</td> <td>6</td> </tr> <tr> <td>Q3</td> <td>12</td> </tr> <tr> <td>Q4</td> <td>10</td> </tr> </tbody> </table>	Quarter	Number of FPNs	Q1	0	Q2	6	Q3	12	Q4	10
Quarter	Number of FPNs																	
Q1	0																	
Q2	6																	
Q3	12																	
Q4	10																	
Kingdom Contract: Number FPN's paid (In quarter)	Data not previously reported	154	184	200	162	Trend Only	Trend Only	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of FPNs</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>154</td> </tr> <tr> <td>Q2</td> <td>184</td> </tr> <tr> <td>Q3</td> <td>200</td> </tr> <tr> <td>Q4</td> <td>162</td> </tr> </tbody> </table>	Quarter	Number of FPNs	Q1	154	Q2	184	Q3	200	Q4	162
Quarter	Number of FPNs																	
Q1	154																	
Q2	184																	
Q3	200																	
Q4	162																	
Kingdom Contract: Number FPN's Outstanding payment (In quarter)	Data not previously reported	79	72	132	117	Trend Only	Trend Only	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of FPNs</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>79</td> </tr> <tr> <td>Q2</td> <td>72</td> </tr> <tr> <td>Q3</td> <td>132</td> </tr> <tr> <td>Q4</td> <td>117</td> </tr> </tbody> </table>	Quarter	Number of FPNs	Q1	79	Q2	72	Q3	132	Q4	117
Quarter	Number of FPNs																	
Q1	79																	
Q2	72																	
Q3	132																	
Q4	117																	
Kingdom Contract: % payment rate (In quarter)	Data not previously reported	66%	71%	59%	58%	Trend Only	Trend Only	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Payment Rate (%)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>66%</td> </tr> <tr> <td>Q2</td> <td>71%</td> </tr> <tr> <td>Q3</td> <td>59%</td> </tr> <tr> <td>Q4</td> <td>58%</td> </tr> </tbody> </table>	Quarter	Payment Rate (%)	Q1	66%	Q2	71%	Q3	59%	Q4	58%
Quarter	Payment Rate (%)																	
Q1	66%																	
Q2	71%																	
Q3	59%																	
Q4	58%																	

Kingdom Contract: Number of prosecutions completed to sentencing. (In quarter)	Data not previously reported	0	0	31	18	Trend Only	Trend Only	 <table border="1"> <caption>Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Number of Prosecutions</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>0</td> </tr> <tr> <td>Q2</td> <td>10</td> </tr> <tr> <td>Q3</td> <td>31</td> </tr> <tr> <td>Q4</td> <td>18</td> </tr> </tbody> </table>	Quarter	Number of Prosecutions	Q1	0	Q2	10	Q3	31	Q4	18
Quarter	Number of Prosecutions																	
Q1	0																	
Q2	10																	
Q3	31																	
Q4	18																	

Leisure and Culture

Key Performance indicators (KPIs)						Target	Status	
	2022/23	2023/24	2023/24	2023/24	2023/24	2023/24	2023/24	
	Q4	Q1	Q2	Q3	Q4	Q4	Q4	
Visitor numbers – Castle Sports Complex	Data not previously reported	34,569	27,321	34,002	35,780	Trend Only	Trend Only	
Visitor numbers – Castle Swimming Pool	Data not previously reported	52,369	50,534	50,271	58,904	Trend Only	Trend Only	
Visitor Numbers – Peele Leisure Centre	Data not previously reported	11,764	11,082	6,949	7,748	Trend Only	Trend Only	
Number of swims (Castle Swimming Pool)	Data not previously reported	18,759	13,881	16,421	20,316	Trend Only	Trend Only	



Number of swimming lessons (Castle Swimming Pool)	Data not previously reported	16,555	11,577	18,720	19,932	Trend Only	Trend Only	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of lessons</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>16,555</td> </tr> <tr> <td>Q2</td> <td>11,577</td> </tr> <tr> <td>Q3</td> <td>18,720</td> </tr> <tr> <td>Q4</td> <td>19,932</td> </tr> </tbody> </table>	Quarter	Number of lessons	Q1	16,555	Q2	11,577	Q3	18,720	Q4	19,932		
Quarter	Number of lessons																			
Q1	16,555																			
Q2	11,577																			
Q3	18,720																			
Q4	19,932																			
Number of gym members	1,726	1,627	1,409	1,414	329	Trend Only	Trend Only	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of members</th> </tr> </thead> <tbody> <tr> <td>Q4</td> <td>1,726</td> </tr> <tr> <td>Q1</td> <td>1,627</td> </tr> <tr> <td>Q2</td> <td>1,409</td> </tr> <tr> <td>Q3</td> <td>1,414</td> </tr> <tr> <td>Q4</td> <td>329</td> </tr> </tbody> </table>	Quarter	Number of members	Q4	1,726	Q1	1,627	Q2	1,409	Q3	1,414	Q4	329
Quarter	Number of members																			
Q4	1,726																			
Q1	1,627																			
Q2	1,409																			
Q3	1,414																			
Q4	329																			
Market stall occupancy rate	48.40%	49.06%	52.00%	51.67%	47.00%	Trend Only	Trend Only	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Occupancy rate</th> </tr> </thead> <tbody> <tr> <td>Q4</td> <td>48.40%</td> </tr> <tr> <td>Q1</td> <td>49.06%</td> </tr> <tr> <td>Q2</td> <td>52.00%</td> </tr> <tr> <td>Q3</td> <td>51.67%</td> </tr> <tr> <td>Q4</td> <td>47.00%</td> </tr> </tbody> </table>	Quarter	Occupancy rate	Q4	48.40%	Q1	49.06%	Q2	52.00%	Q3	51.67%	Q4	47.00%
Quarter	Occupancy rate																			
Q4	48.40%																			
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Q3	51.67%																			
Q4	47.00%																			
Visitors to Ayscoughfee Hall Museum	866	1,671	2,256	1,354	4,179	Trend Only	Trend Only	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of visitors</th> </tr> </thead> <tbody> <tr> <td>Q4</td> <td>866</td> </tr> <tr> <td>Q1</td> <td>1,671</td> </tr> <tr> <td>Q2</td> <td>2,256</td> </tr> <tr> <td>Q3</td> <td>1,354</td> </tr> <tr> <td>Q4</td> <td>4,179</td> </tr> </tbody> </table>	Quarter	Number of visitors	Q4	866	Q1	1,671	Q2	2,256	Q3	1,354	Q4	4,179
Quarter	Number of visitors																			
Q4	866																			
Q1	1,671																			
Q2	2,256																			
Q3	1,354																			
Q4	4,179																			

South Holland Centre Ticket sales	5,164	6,171	7,177	18,258	6,840	Trend Only	Trend Only	 <table border="1"> <caption>South Holland Centre Ticket Sales by Quarter</caption> <thead> <tr> <th>Quarter</th> <th>Ticket Sales</th> </tr> </thead> <tbody> <tr> <td>Q4</td> <td>5,164</td> </tr> <tr> <td>Q1</td> <td>6,171</td> </tr> <tr> <td>Q2</td> <td>7,177</td> </tr> <tr> <td>Q3</td> <td>18,258</td> </tr> <tr> <td>Q4</td> <td>6,840</td> </tr> </tbody> </table>	Quarter	Ticket Sales	Q4	5,164	Q1	6,171	Q2	7,177	Q3	18,258	Q4	6,840
Quarter	Ticket Sales																			
Q4	5,164																			
Q1	6,171																			
Q2	7,177																			
Q3	18,258																			
Q4	6,840																			

**Neighbourhoods**

Key Performance indicators (KPIs)						Target	Status													
	2022/23	2023/24	2023/24	2023/24	2023/24	2023/24	2023/24													
	Q4	Q1	Q2	Q3	Q4	Q4	Q4													
Percentage of waste collections that were successful first time	Data not previously reported	99.93%	99.93%	99.84%	99.84%	Trend Only	Trend Only	<table border="1"> <caption>Waste Collection Success Rates</caption> <thead> <tr><th>Quarter</th><th>Success Rate</th></tr> </thead> <tbody> <tr><td>Q1</td><td>100.00%</td></tr> <tr><td>Q2</td><td>100.00%</td></tr> <tr><td>Q3</td><td>100.00%</td></tr> <tr><td>Q4</td><td>100.00%</td></tr> </tbody> </table>	Quarter	Success Rate	Q1	100.00%	Q2	100.00%	Q3	100.00%	Q4	100.00%		
Quarter	Success Rate																			
Q1	100.00%																			
Q2	100.00%																			
Q3	100.00%																			
Q4	100.00%																			
Percentage of fly-tips collected within 3 working days of being reported	79%	87%	96%	94.00%	93.00%	95%		<table border="1"> <caption>Fly-tip Collection Rates</caption> <thead> <tr><th>Quarter</th><th>Collection Rate</th></tr> </thead> <tbody> <tr><td>Q4</td><td>79%</td></tr> <tr><td>Q1</td><td>87%</td></tr> <tr><td>Q2</td><td>96%</td></tr> <tr><td>Q3</td><td>94.00%</td></tr> <tr><td>Q4</td><td>93.00%</td></tr> </tbody> </table>	Quarter	Collection Rate	Q4	79%	Q1	87%	Q2	96%	Q3	94.00%	Q4	93.00%
Quarter	Collection Rate																			
Q4	79%																			
Q1	87%																			
Q2	96%																			
Q3	94.00%																			
Q4	93.00%																			

**Corporate**

Key Performance indicators (KPIs)						Target	Status													
	2022/23	2023/24	2023/24	2023/24	2023/24	2023/24	2023/24													
	Q4	Q1	Q2	Q3	Q4	Q4	Q4													
Percentage of Partnership workforces (surveyed collectively) who said 'Yes' when asked if they felt valued at work	80%	78%	83.00%	79.00%	76.00%	Trend Only	Trend Only	<table border="1"> <caption>Percentage of Partnership workforces who felt valued at work</caption> <tr><th>Quarter</th><td>Q4</td><td>Q1</td><td>Q2</td><td>Q3</td><td>Q4</td></tr> <tr><th>Value</th><td>80%</td><td>78%</td><td>83.00%</td><td>79.00%</td><td>76.00%</td></tr> </table>	Quarter	Q4	Q1	Q2	Q3	Q4	Value	80%	78%	83.00%	79.00%	76.00%
Quarter	Q4	Q1	Q2	Q3	Q4															
Value	80%	78%	83.00%	79.00%	76.00%															
Percentage of the Partnership workforces (surveyed collectively) who said 'Yes' they feel there are opportunities in the Partnership to learn and develop their skills and expertise	80%	82%	82.00%	82.00%	77.00%	Trend Only	Trend Only	<table border="1"> <caption>Percentage of Partnership workforces who feel there are opportunities to learn and develop skills</caption> <tr><th>Quarter</th><td>Q4</td><td>Q1</td><td>Q2</td><td>Q3</td><td>Q4</td></tr> <tr><th>Value</th><td>80%</td><td>82%</td><td>82.00%</td><td>82.00%</td><td>77.00%</td></tr> </table>	Quarter	Q4	Q1	Q2	Q3	Q4	Value	80%	82%	82.00%	82.00%	77.00%
Quarter	Q4	Q1	Q2	Q3	Q4															
Value	80%	82%	82.00%	82.00%	77.00%															
Percentage of the Partnership workforces (surveyed collectively) who said 'Yes' they feel the Partnership recognises and supports positive mental health in the workplace	81%	80%	85%	81%	78%	Trend Only	Trend Only	<table border="1"> <caption>Percentage of Partnership workforces who feel the Partnership supports positive mental health</caption> <tr><th>Quarter</th><td>Q4</td><td>Q1</td><td>Q2</td><td>Q3</td><td>Q4</td></tr> <tr><th>Value</th><td>81%</td><td>80%</td><td>85%</td><td>81%</td><td>78%</td></tr> </table>	Quarter	Q4	Q1	Q2	Q3	Q4	Value	81%	80%	85%	81%	78%
Quarter	Q4	Q1	Q2	Q3	Q4															
Value	81%	80%	85%	81%	78%															
Percentage of the Partnership workforces (surveyed collectively) who feel informed about the Partnership and what decisions it is making	55%	50%	52%	51%	53%	Trend Only	Trend Only	<table border="1"> <caption>Percentage of Partnership workforces who feel informed about the Partnership</caption> <tr><th>Quarter</th><td>Q4</td><td>Q1</td><td>Q2</td><td>Q3</td><td>Q4</td></tr> <tr><th>Value</th><td>55%</td><td>50%</td><td>52%</td><td>51%</td><td>53%</td></tr> </table>	Quarter	Q4	Q1	Q2	Q3	Q4	Value	55%	50%	52%	51%	53%
Quarter	Q4	Q1	Q2	Q3	Q4															
Value	55%	50%	52%	51%	53%															

Staff Turnover (Year to Date)	10.20%	5.00%	8.20%	11.20%	13.40%	Trend Only	Trend Only	 <table border="1"> <caption>Staff Turnover (Year to Date) by Quarter</caption> <thead> <tr> <th>Quarter</th> <th>Turnover Rate</th> </tr> </thead> <tbody> <tr> <td>Q4</td> <td>10.20%</td> </tr> <tr> <td>Q1</td> <td>5.00%</td> </tr> <tr> <td>Q2</td> <td>8.20%</td> </tr> <tr> <td>Q3</td> <td>11.20%</td> </tr> <tr> <td>Q4</td> <td>13.40%</td> </tr> </tbody> </table>	Quarter	Turnover Rate	Q4	10.20%	Q1	5.00%	Q2	8.20%	Q3	11.20%	Q4	13.40%
Quarter	Turnover Rate																			
Q4	10.20%																			
Q1	5.00%																			
Q2	8.20%																			
Q3	11.20%																			
Q4	13.40%																			
Number of working days lost to sickness per FTE (Year to Date)	9.72	2.55	5.29	8.36	11.8	Trend Only	Trend Only	 <table border="1"> <caption>Number of working days lost to sickness per FTE (Year to Date) by Quarter</caption> <thead> <tr> <th>Quarter</th> <th>Days Lost per FTE</th> </tr> </thead> <tbody> <tr> <td>Q4</td> <td>9.72</td> </tr> <tr> <td>Q1</td> <td>2.55</td> </tr> <tr> <td>Q2</td> <td>5.29</td> </tr> <tr> <td>Q3</td> <td>8.36</td> </tr> <tr> <td>Q4</td> <td>11.8</td> </tr> </tbody> </table>	Quarter	Days Lost per FTE	Q4	9.72	Q1	2.55	Q2	5.29	Q3	8.36	Q4	11.8
Quarter	Days Lost per FTE																			
Q4	9.72																			
Q1	2.55																			
Q2	5.29																			
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Q4	11.8																			

**Finance**

Key Performance indicators (KPIs)						Target	Status	
	2022/23	2023/24	2023/24	2023/24	2023/24	2023/24	2023/24	
	Q4	Q1	Q2	Q3	Q4	Q4	Q4	
Business Rate collection rate (Cumulative)	96.26%	30.29%	55.84%	81.72%	94.63%	97.10%		
<p>Commentary: At the end of Q4 the collection rate is 2.47% below the re-profiled target and performance is 1.63% lower than at same point last year. This is due to high value backdated increases to the Rateable Value of a specific hereditament that were received from the Valuation Office Agency at the end of the current financial year.</p>								
Council Tax collection rate (Cumulative)	95.55%	29%	55.92%	82.67%	96.20%	97.00%		
<p>Commentary: Whilst the in-year collection is marginally under target, it is an increase of 0.65% compared to last year. Collection and recovery remains challenging in the current economic climate. Action has continued through the year in line with the annual debt recovery programme. The Single Person Discount Review was conducted through Q4. This project saw cancellations of incorrect Single Person Discounts of almost £75k. Whilst the debt has been created in Q4, collection will be in 2024/25.</p>								

Combined HB/CTS Speed of Processing – New Claims (Days) (Year to Date)	17.64	30.52	28.04	27.92	26.91	25		<table border="1"> <caption>Combined HB/CTS Speed of Processing (Days)</caption> <thead> <tr> <th>Quarter</th> <th>Speed of Processing (Days)</th> </tr> </thead> <tbody> <tr> <td>Q4</td> <td>17.64</td> </tr> <tr> <td>Q1</td> <td>30.52</td> </tr> <tr> <td>Q2</td> <td>28.04</td> </tr> <tr> <td>Q3</td> <td>27.92</td> </tr> <tr> <td>Q4</td> <td>26.91</td> </tr> </tbody> </table>	Quarter	Speed of Processing (Days)	Q4	17.64	Q1	30.52	Q2	28.04	Q3	27.92	Q4	26.91
Quarter	Speed of Processing (Days)																			
Q4	17.64																			
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Q3	27.92																			
Q4	26.91																			

Commentary: Figures provided by PSPS are currently part of an ongoing discussion.

Time to process Council Tax Support and Housing Benefit change events (Days) (Year to Date)	8.83	10.48	11.33	12.6	7.82	12		<table border="1"> <caption>Time to process Council Tax Support and Housing Benefit change events (Days)</caption> <thead> <tr> <th>Quarter</th> <th>Time to Process (Days)</th> </tr> </thead> <tbody> <tr> <td>Q4</td> <td>8.83</td> </tr> <tr> <td>Q1</td> <td>10.48</td> </tr> <tr> <td>Q2</td> <td>11.33</td> </tr> <tr> <td>Q3</td> <td>12.6</td> </tr> <tr> <td>Q4</td> <td>7.82</td> </tr> </tbody> </table>	Quarter	Time to Process (Days)	Q4	8.83	Q1	10.48	Q2	11.33	Q3	12.6	Q4	7.82
Quarter	Time to Process (Days)																			
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Q1	10.48																			
Q2	11.33																			
Q3	12.6																			
Q4	7.82																			

Commentary: Figures provided by PSPS are currently part of an ongoing discussion.

Percentage Tax Base vs Direct Debit Sign up	68.81%	69.41%	69.35%	64.92%	69.16%	60.00%		<table border="1"> <caption>Percentage Tax Base vs Direct Debit Sign up</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q4</td> <td>68.81%</td> </tr> <tr> <td>Q1</td> <td>69.41%</td> </tr> <tr> <td>Q2</td> <td>69.35%</td> </tr> <tr> <td>Q3</td> <td>64.92%</td> </tr> <tr> <td>Q4</td> <td>60.00%</td> </tr> </tbody> </table>	Quarter	Percentage	Q4	68.81%	Q1	69.41%	Q2	69.35%	Q3	64.92%	Q4	60.00%
Quarter	Percentage																			
Q4	68.81%																			
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Q4	60.00%																			

External funding achieved in quarter (latest figures)	Data not previously reported	£12,204,534	£1,183,461	£67,398	£0	Trend Only	Trend Only	<table border="1"> <caption>External funding achieved in quarter (latest figures)</caption> <thead> <tr> <th>Quarter</th> <th>Funding Amount (£)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>£12,204,534</td> </tr> <tr> <td>Q2</td> <td>£1,183,461</td> </tr> <tr> <td>Q3</td> <td>£67,398</td> </tr> <tr> <td>Q4</td> <td>£0</td> </tr> </tbody> </table>	Quarter	Funding Amount (£)	Q1	£12,204,534	Q2	£1,183,461	Q3	£67,398	Q4	£0
Quarter	Funding Amount (£)																	
Q1	£12,204,534																	
Q2	£1,183,461																	
Q3	£67,398																	
Q4	£0																	

Percentage of planned procurement work completed according to agreed response times and agreed timescales (By the PSPS procurement team)	Data not previously reported	100%	100%	100%	100%	100%		 <table border="1"> <caption>Percentage of planned procurement work completed</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>100%</td> </tr> <tr> <td>Q2</td> <td>100%</td> </tr> <tr> <td>Q3</td> <td>100%</td> </tr> <tr> <td>Q4</td> <td>100%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1	100%	Q2	100%	Q3	100%	Q4	100%
Quarter	Percentage																	
Q1	100%																	
Q2	100%																	
Q3	100%																	
Q4	100%																	
Procurement savings / benefits achieved (By the PSPS procurement team) In quarter	Data not previously reported	£24,263	£89,666	£665,500	£470,500	Trend Only	Trend Only	 <table border="1"> <caption>Procurement savings / benefits achieved</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>£24,263</td> </tr> <tr> <td>Q2</td> <td>£89,666</td> </tr> <tr> <td>Q3</td> <td>£665,500</td> </tr> <tr> <td>Q4</td> <td>£470,500</td> </tr> </tbody> </table>	Quarter	Value (£)	Q1	£24,263	Q2	£89,666	Q3	£665,500	Q4	£470,500
Quarter	Value (£)																	
Q1	£24,263																	
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**Governance**

Key Performance indicators (KPIs)						Target	Status													
	2022/23	2023/24	2023/24	2023/24	2023/24	2023/24	2023/24													
	Q4	Q1	Q2	Q3	Q4	Q4	Q4													
Percentage of corporate complaints responded to within corporately set timescales	73%	88.89%	50.00%	52.63%		95%		<table border="1"> <caption>Percentage of corporate complaints responded to within corporately set timescales</caption> <thead> <tr><th>Quarter</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>Q4</td><td>73%</td></tr> <tr><td>Q1</td><td>88.89%</td></tr> <tr><td>Q2</td><td>50.00%</td></tr> <tr><td>Q3</td><td>52.63%</td></tr> </tbody> </table>	Quarter	Percentage	Q4	73%	Q1	88.89%	Q2	50.00%	Q3	52.63%		
Quarter	Percentage																			
Q4	73%																			
Q1	88.89%																			
Q2	50.00%																			
Q3	52.63%																			
Commentary: The service has had reduced staffing capacity in the past quarter, interim arrangements were put in place to support the service. The complaint figures are currently being reconciled and will be reported when completed.																				
Percentage of subject requests responded to within statutory timescales	50%	100.00%	100.00%	100.00%	75.00%	100%		<table border="1"> <caption>Percentage of subject requests responded to within statutory timescales</caption> <thead> <tr><th>Quarter</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>Q4</td><td>50%</td></tr> <tr><td>Q1</td><td>100.00%</td></tr> <tr><td>Q2</td><td>100.00%</td></tr> <tr><td>Q3</td><td>100.00%</td></tr> <tr><td>Q4</td><td>75.00%</td></tr> </tbody> </table>	Quarter	Percentage	Q4	50%	Q1	100.00%	Q2	100.00%	Q3	100.00%	Q4	75.00%
Quarter	Percentage																			
Q4	50%																			
Q1	100.00%																			
Q2	100.00%																			
Q3	100.00%																			
Q4	75.00%																			
Commentary: Of the four one was delayed because of being missed in an inbox.																				
Percentage of information requests responded to within statutory timescales	82%	88.24%	62.00%	83.85%	98.42%	100%		<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>Q4</td><td>82%</td></tr> <tr><td>Q1</td><td>88.24%</td></tr> <tr><td>Q2</td><td>62.00%</td></tr> <tr><td>Q3</td><td>83.85%</td></tr> <tr><td>Q4</td><td>98.42%</td></tr> </tbody> </table>	Quarter	Percentage	Q4	82%	Q1	88.24%	Q2	62.00%	Q3	83.85%	Q4	98.42%
Quarter	Percentage																			
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Q3	83.85%																			
Q4	98.42%																			

<p>Number of instances where service areas have failed to notify the Data Protection Officer (DPO) promptly of any identified data breaches</p>	1	1	0	0	0	Trend Only	Trend Only	<table border="1"> <caption>Data for DPO Notification Failures</caption> <thead> <tr> <th>Quarter</th> <th>Instances</th> </tr> </thead> <tbody> <tr> <td>Q4</td> <td>1</td> </tr> <tr> <td>Q1</td> <td>1</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	Instances	Q4	1	Q1	1	Q2	0	Q3	0	Q4	0
Quarter	Instances																			
Q4	1																			
Q1	1																			
Q2	0																			
Q3	0																			
Q4	0																			
<p>Number of late reports not made available to the DEMS teams at agenda publication</p>	5	3	1	2	4	Trend Only	Trend Only	<table border="1"> <caption>Data for Late Reports</caption> <thead> <tr> <th>Quarter</th> <th>Number of Reports</th> </tr> </thead> <tbody> <tr> <td>Q4</td> <td>5</td> </tr> <tr> <td>Q1</td> <td>3</td> </tr> <tr> <td>Q2</td> <td>1</td> </tr> <tr> <td>Q3</td> <td>2</td> </tr> <tr> <td>Q4</td> <td>4</td> </tr> </tbody> </table>	Quarter	Number of Reports	Q4	5	Q1	3	Q2	1	Q3	2	Q4	4
Quarter	Number of Reports																			
Q4	5																			
Q1	3																			
Q2	1																			
Q3	2																			
Q4	4																			
<p>Percentage registering to vote by telephone/online vs paper</p>	87%	96%	91%	86%	94%	Trend Only	Trend Only	<table border="1"> <caption>Data for Voting Method Percentage</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q4</td> <td>87%</td> </tr> <tr> <td>Q1</td> <td>96%</td> </tr> <tr> <td>Q2</td> <td>91%</td> </tr> <tr> <td>Q3</td> <td>86%</td> </tr> <tr> <td>Q4</td> <td>94%</td> </tr> </tbody> </table>	Quarter	Percentage	Q4	87%	Q1	96%	Q2	91%	Q3	86%	Q4	94%
Quarter	Percentage																			
Q4	87%																			
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**Planning and Strategic Infrastructure**

Key Performance indicators (KPIs)						Target	Status															
	2022/23	2023/24	2023/24	2023/24	2023/24	2023/24	2023/24															
	Q4	Q1	Q2	Q3	Q4	Q4	Q4															
Percentage of major planning applications determined within 13/16 weeks (or agreed extended period) – monitored over a 2 year rolling period in line with national monitoring	75%	91.89%	93.81%	93.88%	93.48%	65%		<table border="1"> <caption>Percentage of major planning applications determined within 13/16 weeks</caption> <thead> <tr><th>Period</th><th>Value</th></tr> </thead> <tbody> <tr><td>Q4</td><td>75%</td></tr> <tr><td>Q1</td><td>91.89%</td></tr> <tr><td>Q2</td><td>93.81%</td></tr> <tr><td>Q3</td><td>93.88%</td></tr> <tr><td>Q4</td><td>93.48%</td></tr> <tr><td>Target</td><td>65%</td></tr> </tbody> </table>	Period	Value	Q4	75%	Q1	91.89%	Q2	93.81%	Q3	93.88%	Q4	93.48%	Target	65%
Period	Value																					
Q4	75%																					
Q1	91.89%																					
Q2	93.81%																					
Q3	93.88%																					
Q4	93.48%																					
Target	65%																					
Percentage of minor planning applications determined within 8 weeks (or agreed extended period) – monitored over a 2 year rolling period in line with national monitoring	92.30%	89.63%	91.76%	93.42%	92.57%	75%		<table border="1"> <caption>Percentage of minor planning applications determined within 8 weeks</caption> <thead> <tr><th>Period</th><th>Value</th></tr> </thead> <tbody> <tr><td>Q4</td><td>92.30%</td></tr> <tr><td>Q1</td><td>89.63%</td></tr> <tr><td>Q2</td><td>91.76%</td></tr> <tr><td>Q3</td><td>93.42%</td></tr> <tr><td>Q4</td><td>92.57%</td></tr> <tr><td>Target</td><td>75%</td></tr> </tbody> </table>	Period	Value	Q4	92.30%	Q1	89.63%	Q2	91.76%	Q3	93.42%	Q4	92.57%	Target	75%
Period	Value																					
Q4	92.30%																					
Q1	89.63%																					
Q2	91.76%																					
Q3	93.42%																					
Q4	92.57%																					
Target	75%																					
Percentage of other planning applications determined within 8 weeks (or agreed extended period) – monitored over a 2 year rolling period in line with national monitoring	97.50%	92.94%	94.17%	95.57%	94.57%	75%		<table border="1"> <caption>Percentage of other planning applications determined within 8 weeks</caption> <thead> <tr><th>Period</th><th>Value</th></tr> </thead> <tbody> <tr><td>Q4</td><td>97.50%</td></tr> <tr><td>Q1</td><td>92.94%</td></tr> <tr><td>Q2</td><td>94.17%</td></tr> <tr><td>Q3</td><td>95.57%</td></tr> <tr><td>Q4</td><td>94.57%</td></tr> <tr><td>Target</td><td>75%</td></tr> </tbody> </table>	Period	Value	Q4	97.50%	Q1	92.94%	Q2	94.17%	Q3	95.57%	Q4	94.57%	Target	75%
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Q4	97.50%																					
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Percentage of all planning decisions that were subject to extensions of time in period	25%	25.64%	35.51%	38.60%	34.97%	30%		<table border="1"> <caption>Percentage of all planning decisions that were subject to extensions of time in period</caption> <thead> <tr><th>Period</th><th>Value</th></tr> </thead> <tbody> <tr><td>Q4</td><td>25%</td></tr> <tr><td>Q1</td><td>25.64%</td></tr> <tr><td>Q2</td><td>35.51%</td></tr> <tr><td>Q3</td><td>38.60%</td></tr> <tr><td>Q4</td><td>34.97%</td></tr> <tr><td>Target</td><td>30%</td></tr> </tbody> </table>	Period	Value	Q4	25%	Q1	25.64%	Q2	35.51%	Q3	38.60%	Q4	34.97%	Target	30%
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Target	30%																					

Commentary: Extension of time slightly over target, but an improvement on previous quarter. Continue to work with officers in terms of managing caseloads and deadlines, however, extensions of time remain beneficial to enable negotiations and amendments to achieve a positive decision where possible

Percentage of decisions (major / minor / others) taken under delegation within period	93.18%	95.90%	95.57%	93.57%	95.09%	Trend Only	Trend Only	
Percentage of major planning appeals allowed within the last 2 years (rolling period) against number of applications determined	0.89%	0.00%	1.03%	1.02%	1.09%	10%		
Percentage of minor & other planning appeals allowed within the last 2 years (rolling period) against number of applications determined	0.64%	0.59%	0.61%	0.77%	0.80%	10%		

**General Fund Assets**

Key Performance indicators (KPIs)						Target	Status													
	2022/23	2023/24	2023/24	2023/24	2023/24	2023/24	2023/24													
	Q4	Q1	Q2	Q3	Q4	Q4	Q4													
Occupancy Rate at end of Quarter: Industrial Units	100%	100%	100%	100%	100%	93%		<table border="1"> <caption>Occupancy Rate at end of Quarter: Industrial Units</caption> <thead> <tr><th>Quarter</th><th>Occupancy Rate</th></tr> </thead> <tbody> <tr><td>Q4</td><td>100%</td></tr> <tr><td>Q1</td><td>100%</td></tr> <tr><td>Q2</td><td>100%</td></tr> <tr><td>Q3</td><td>100%</td></tr> <tr><td>Q4</td><td>100%</td></tr> </tbody> </table>	Quarter	Occupancy Rate	Q4	100%	Q1	100%	Q2	100%	Q3	100%	Q4	100%
Quarter	Occupancy Rate																			
Q4	100%																			
Q1	100%																			
Q2	100%																			
Q3	100%																			
Q4	100%																			
Occupancy Rate at end of Quarter: Other investment property	100%	100%	100%	85.71%	85.71%	97%		<table border="1"> <caption>Occupancy Rate at end of Quarter: Other investment property</caption> <thead> <tr><th>Quarter</th><th>Occupancy Rate</th></tr> </thead> <tbody> <tr><td>Q4</td><td>100%</td></tr> <tr><td>Q1</td><td>100%</td></tr> <tr><td>Q2</td><td>100%</td></tr> <tr><td>Q3</td><td>85.71%</td></tr> <tr><td>Q4</td><td>85.71%</td></tr> </tbody> </table>	Quarter	Occupancy Rate	Q4	100%	Q1	100%	Q2	100%	Q3	85.71%	Q4	85.71%
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Q4	100%																			
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<p>Commentary: The former Buttermarket WC block came back into the Council's occupation in Q3 as did a small office at Short Street.</p>																				
Percentage of car parking income received against agreed budget (cumulative measure)	Data not previously reported	20.72%	41.89%	62.79%	83.95%	100%		<table border="1"> <caption>Percentage of car parking income received against agreed budget (cumulative measure)</caption> <thead> <tr><th>Quarter</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>Q2</td><td>20.72%</td></tr> <tr><td>Q3</td><td>41.89%</td></tr> <tr><td>Q4</td><td>62.79%</td></tr> </tbody> </table>	Quarter	Percentage	Q2	20.72%	Q3	41.89%	Q4	62.79%				
Quarter	Percentage																			
Q2	20.72%																			
Q3	41.89%																			
Q4	62.79%																			
<p>Commentary: End of year outturn reflects the position forecast consistently at Qs 1, 2 and 3. The budget for 2024/25 has been reviewed with a new tariff structure introduced with the associated modelling forecasting a much closer actual against target for 2024/25.</p>																				

Percentage of commercial rent received against agreed budget	100%				99.16%	100%		<table border="1"> <caption>Percentage of commercial rent received against agreed budget</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q4</td> <td>100%</td> </tr> <tr> <td>Q1</td> <td>0%</td> </tr> <tr> <td>Q2</td> <td>0%</td> </tr> <tr> <td>Q3</td> <td>0%</td> </tr> <tr> <td>Q4</td> <td>100%</td> </tr> </tbody> </table>	Quarter	Percentage	Q4	100%	Q1	0%	Q2	0%	Q3	0%	Q4	100%
Quarter	Percentage																			
Q4	100%																			
Q1	0%																			
Q2	0%																			
Q3	0%																			
Q4	100%																			

Commentary: A manual reconciliation has been effected with Credit Control for year ended 31 March 2024 to derive an accurate year end position.

Repairs & Maintenance: Percentage committed spend against budget	Data not previously reported	18.91%	42.94%	71.47%		Trend Only		<table border="1"> <caption>Repairs &amp; Maintenance: Percentage committed spend against budget</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q2</td> <td>18.91%</td> </tr> <tr> <td>Q3</td> <td>42.94%</td> </tr> <tr> <td>Q4</td> <td>71.47%</td> </tr> </tbody> </table>	Quarter	Percentage	Q2	18.91%	Q3	42.94%	Q4	71.47%
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